
ANNUAL REPORT 2019/2020

Marking the extraordinary times facing our community, forcing a reshaping of service delivery, during the **COVID-19 PANDEMIC 2020**



Front cover: Sue Lowe HBNC, Kim Duffy BBNC, Sheena McKellar AV, Shane Hammond AV, Phil Benbow AV, assist in conducting a drive through fluvax clinic. Their presence highlights the significance and importance of our local partnerships, particularly Ambulance Victoria, Harrow Bush Nursing Centre and Dartmoor Bush Nursing Centre in delivering quality, safe care locally.

Acknowledgements:

Layout & Design: BBNC Staff / A Quinsey

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The Balmoral Bush Nursing Centre respectfully acknowledges the traditional owners of the land on which we work and live and recognise the continuing connection to land, water and community.

We pay our respects to Elders past, present and emerging.

CONTENTS

Connecting people
 through quality, safe care locally

OUR BOARD	4
PRESIDENT'S REPORT	5
OUR VISION, OUR VALUES, OUR HISTORY	6
BBNC COMMUNICATION /STRUCTURE	7
STANDARDS.....	8
HEALTH SERVICE MANAGER'S REPORT	9
TREASURER'S REPORT.....	10
QUALITY & RISK REPORT	
• CAPITAL PROJECTS.....	12
• SERVICE QUALITY STATISTICS.....	13
• ANNUAL SURVEY STATISTICS	16
SERVICES PROVIDED.....	17
DOCTORS	17
CLINICAL NURSING REPORT	18
COMMUNITY SERVICES	
• BALMORAL SOCIAL SUPPORT GROUP	20
• RESPITE/DISABILITY/NDIS.....	21
• TRANSPORT	21
• MEN'S SHED.....	22
• LIVE ACTIVE	22
• CASE MANAGEMENT	23
• VOLUNTEERS.....	23
OUR STAFF	24
STORY OF OUR SERVICE	25
DONATIONS.....	26
KEY PARTNERS.....	27



OUR BOARD



Neville Trotman
PRESIDENT

Bachelor of Commerce, Diploma of Education, former Principal
Elected: 2011
Board Meetings Attended: 9/9



Elaine Bowen
OUTGOING VICE PRESIDENT

Bachelor of Nursing RN, Diploma of Business Management, Graduate Certificate Renal Nursing, Certificate IV Training & Assessment.
Elected: 2018
Board meetings attended: 6/6
Resigned: Dec 2019



Mardi Johns
INCOMING VICE PRESIDENT

Principal Solicitor, Johns Legal
Bachelor of Laws & Legal Practice (Hons)
Bachelor of Behavioural Science
Graduate Diploma Military Law
Nationally Accredited
Mediator – Pending
Elected: 2020
Board Meetings Attended: 2/2



Ryan Lloyd-Jones
TREASURER

Teacher: Bachelor of Mgt. (Info & H.R.) Graduate Certificate Supply Chain Mgt
Graduate Dip Education
Elected: 2015
Board Meetings Attended: 9/9



Megan McLeish
BOARD MEMBER

Diabetes Educator / Registered Nurse
Diploma Applied Science (Nursing), Bachelor of Nursing, Graduate Diploma Acute Cardiovascular Nursing, Diploma of Management, Graduate Certificate in Diabetes Education & Healthcare
Elected: 2018
Board Meetings Attended: 8/9



Dan Pekin
BOARD MEMBER

Master of Business Administration, Bachelor of Business, CPA, Member Australian Institute of Company Directors, General Manager/Director HTL Australia Pty Ltd
Elected: 2012
Board Meetings Attended: 2/9
Resigned Dec 2019



Andrew Dufty
BOARD MEMBER

Farmer/ Rural Real Estate Consultant
Director, Charles Stewart Western Victoria
Grad Dip Agribusiness (Monash)
Dip. App.Sci (Ag)
Cert IV Business (Estate Agency Practice)
Elected: 2018
Board Meetings Attended: 4/4
Resigned Oct 2019



Brent Read
BOARD MEMBER

Leading Senior Constable, Victoria Police
Elected: 2018
Board Meetings Attended: 6/9



Aira Kemister
BOARD MEMBER

Former Registered Nurse & Farmer
Certificate in Small Business Management
Elected: 2019
Board Meetings Attended: 6/6



Martin Rowe
BOARD MEMBER

Retired businessman
Hobby farmer
Former logistician
Elected: 2020
Board Meetings Attended: 1/1

We are grateful to our community volunteers who sit on our sub committees:

- Rosey Leeming (Volunteer)*
- Clare Ryan (Balmoral Development Association)*
- Jo McCure (Balmoral Community College)*
- Phil Benbow (Ambulance Victoria)*
- Ann Vaughan (Harrow Bush Nursing Centre)*
- Rowena Stewart (Uniting)*
- Beth Smith, Carol Ellis & Nancy Merryfull (Balmoral Opportunity Shop)*

> Community Engagement sub-committee meet quarterly with the support of technology.



PRESIDENT'S REPORT



In what is and will continue to be a challenging year for all, I am pleased to provide my annual report on behalf of the Board.

My heartfelt thanks and congratulations go out to all staff and volunteers for their outstanding dedication and contributions in what must go down as the most challenging of years. The manner in which issues such as National Health Standards Accreditation process and responses to the Coronavirus (COVID-19) situation have been handled is a credit to our staff and administration.

In relation to the pandemic, the community support and business education activities conducted by our staff have been an outstanding example of the vital importance of Bush Nursing Centres in isolated rural areas. As has been the work of all Bush Nurse Centres across the state in response to other situations such as Drought and Bushfires.

In terms of developments and improvements at our Centre I am pleased to report that planning is well advanced on a project to deliver improved safety and security, thanks to a grant of around \$90,000 from the Government's Rural Health Infrastructure Fund. Our Stirling St house has also been upgraded to support staffing needs.

Significantly a builder has also been appointed to commence major works on the colocation of Ambulance Victoria to the BBNC site. This jointly funded project will deliver enhanced emergency response abilities to our area and consolidates the very positive emergency response partnership that exists between the BBNC and AV. Whilst still being finalised it is highly likely that the Board will need to engage in some further fundraising to bring this major project to complete fruition.

Our Board has this year been trialling bimonthly instead of monthly meetings as means of enhancing efficiencies for Board members and operational staff. We thank departing Board members Andrew Duffy, Elaine Bowen and Dan Pekin for their tremendous support and input to our organisation over their time with us. Dan for example has been a remote Board member, beaming in from Melbourne or China, for over 7 years. A great example of the contributions that our board members make. Appointments during the year have seen Aira Kemister, Mardi Johns and Martin Rowe welcomed to the Board.

In terms of risk management and strategic direction our concern for a sustainable funding model for operational costs continues. Activities in exploring this issue with representatives from the DHHS are on hold as the obvious and pressing nature of the pandemic absorb DHHS priorities.

In terms of viability the Board has also been exploring opportunities for improvement, in relation to governance (Board operations and function) and management structures for Bush Nurse Centres. Initial discussions with Harrow, Dartmoor and the DHHS have resulted in funding for a consultation process to explore current issues and future possibilities in this area. In addition these three BNC's have combined to undertake a workforce planning consultation project that will deliver improvements in workforce management across all three organisations.

The Board has decided that our normal three yearly strategic planning process will be held off until the above activities have been completed and can be considered for future planning.

In closing I would like to thank all members, partners and sponsors for their support. In particular I wish to extend a huge vote of appreciation to our manager Lisa Hutchins for her insight, leadership and commitment not only to our organisation but to isolated rural health services across the State.

Stay Safe,

A handwritten signature in black ink, which appears to read 'Neville Trotman'. The signature is stylized and cursive.

Neville Trotman

President, Balmoral Bush Nursing Centre

Our Vision Our Values

Connecting people through quality, safe care locally

BBNC OPENS

July 4, 1925

Mrs Ethel Wood and Lady Smyth were the inaugural executives and faced many challenges establishing the service. Throughout the first year the Bush Nursing Centre provided 447 visits, 81 days in residence, 10 all night sittings and 11 maternity cases.

BBNC PROGRESSES

The current site, 26 Bell Street, was purchased in December 1970, and opened in 1972. As the service expanded, the residence was converted to make way for increased services.



BBNC DEVELOPS

A capital redevelopment resulted in a function room, which provided the physical capacity for modern service delivery.



BBNC TECHNOLOGY

In 2012 technological advancement allowed the BBNC Board to try something new. Melbourne-based Dan Pekin was the first board member to serve remotely and attend meetings via video link.



The initiative enabled the BBNC to utilise technology and attract Board members with specialised skills to our governance group.

BBNC EXPANDS

The neighbouring residential block was purchased in strategic pursuit of future sustainability and advancement of our ever developing service.



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BBNC BUILT

Volunteers built the original Centre in 1928 on land donated by Mr A J Walter.



BBNC FUNDED

Commonwealth funded Respite Program commenced.

BBNC GROWTH

As the Centre grew, governance needs changed. The Committee of Management became a Board. Community members from all walks of life gave their time as volunteers to better the service. In 2006 a major facility redevelopment was completed.



BBNC CELEBRATES

90 years of Bush Nursing in Balmoral was recognised with a community celebration and the unveiling of an honour board recognising nurses who worked as sole Bush Nurses or Centre Managers.



BBNC PARTNERSHIPS

Planning and preparation to advance our partnership with Ambulance Victoria.



STRATEGIC THEMES 2017-2020

SERVICE QUALITY delivering safe quality care

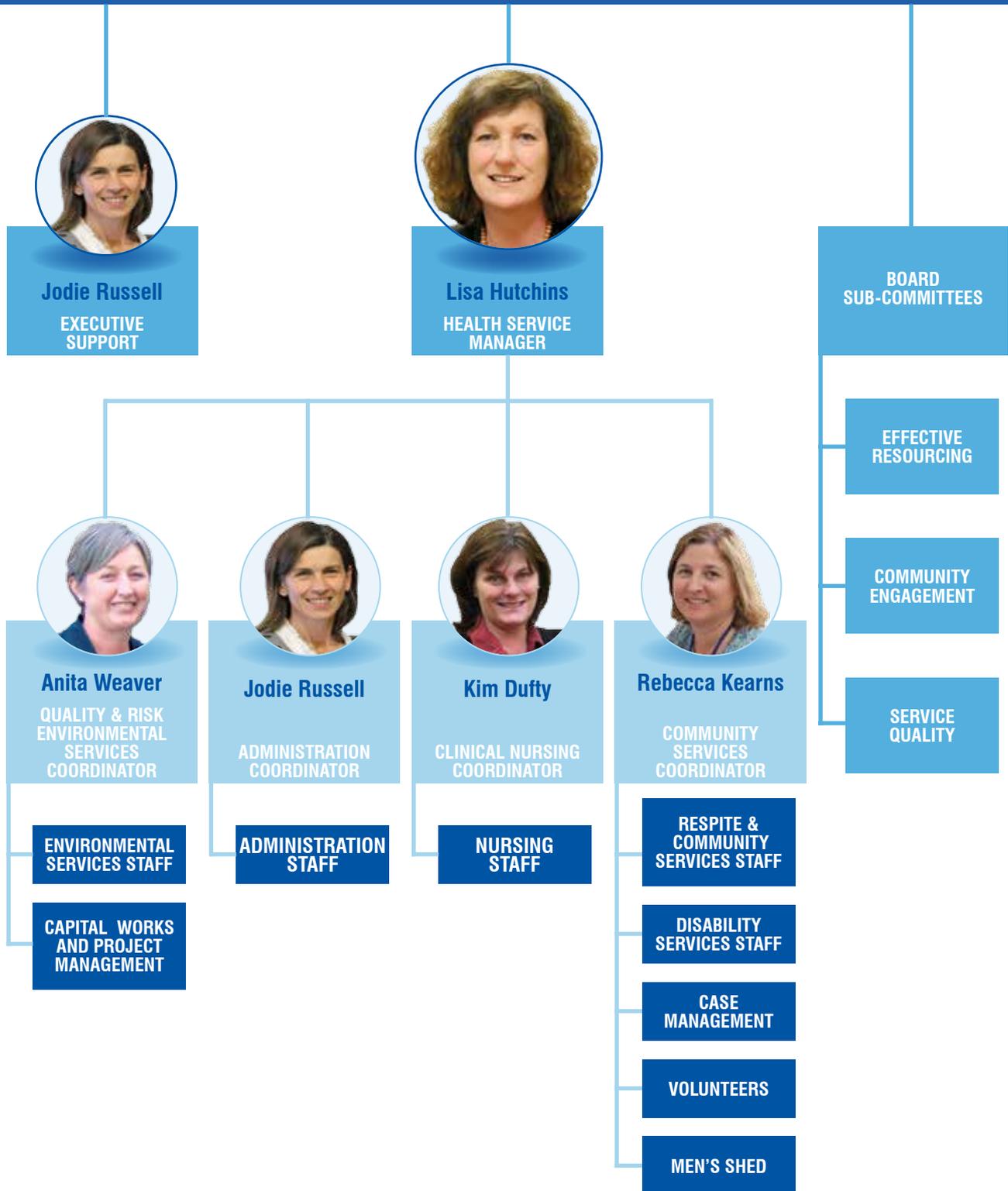
COMMUNITY ENGAGEMENT enabling service quality and development

EFFECTIVE RESOURCING enabling service quality and development

BBNC COMMUNICATION/STRUCTURE



BALMORAL BUSH NURSING CENTRE BOARD





HEALTH SERVICE MANAGER'S REPORT

The Balmoral community can be justly proud of yet another successful year of service delivery from their local health service. I thank the Board for their guidance and leadership. Our President Neville Trotman is skilled and experienced in working with government and we are fortunate to have his leadership at a time of significant change. Health service management has evolved so much in the past decade. The role and responsibility of all staff has evolved accordingly and it is this degree of flexibility and adaptability that I am most proud of. To lead this terrific team is such a privilege and I thank all members of our wonderful team for all that they do, every single day.

Transitioning the health service to the National Standards for Quality and Safety was achieved in October 2019 for a period of three years. We have faced cyber security threats and IT system crashes and then along came an international pandemic. Our staff have never faltered in their commitment to any task asked of them.

We have continued our shared management arrangement and partnered operationally with Dartmoor Bush Nursing Centre. This strong and growing relationship has delivered operational efficiencies at both sites and significant resource savings. Improved operational performance in hand with safe quality care is the driver for a Board endorsed project that will explore future shared entity capacity. Harrow Bush Nursing Centre have joined us in this project and we look forward to the important information it will deliver.

At the time of writing this report, we are experiencing a challenge of a generation. The COVID-19 pandemic directly threatens the health and safety of our communities. Never has the presence of local health and community services in rural Victoria been more validated than right now. We must all work together to defeat it. We must all work together to prevent it entering our communities. We are here, we are well resourced, educated and prepared should we have to battle this beast locally and we will defeat it.

I hope that in years to come we will reflect on 2020 as a year of challenge that we rose to and delivered on with our primary objective at this time being to keep our community safe.



Lisa Hutchins

Health Service Manager, Balmoral Bush Nursing Centre



Rural remote healthcare is a complex business, therefore we always ask ourselves “what’s the risk ?”

This applies to every decision, every day, in every area of the organisation. An awareness of risk should never stop us from making choices that are in the best interest of our clients.

- It’s their life.
- It’s their care.
- It’s their choice.

Our role is to find a way to manage any risk and deliver quality, safe care locally.

FINANCIAL PERFORMANCE OVERVIEW 2019-2020

Disaccord between funding levels and the operational costs of effective service delivery have been a recurring theme for small rural health centres such as the Balmoral Bush Nursing Centre. Astute financial management has been imperative in ensuring the Centre continues to be resourced to provide the community with optimal health care.

The last quarter of the 2019/20 financial year was challenging with the obvious responsibilities and precautions associated with the COVID-19 pandemic.

- State Department of Health and Human Services funding contributed 72.26% of our revenue this year (up marginally from 66% last year and 69.5% the previous year.

Community Support continues to be a major contributor in financing our services. This support is via BBNC memberships and donations. We acknowledge the generous

donations from many supporters for the Centre (please refer page 26).

- We concluded the year with a **Net Operating Profit of \$29,323** (Depreciation of \$68,929 is considered for auditing purposes and doesn't provide a true reflection of our position from an operational perspective.)

- The true position of our finances is concealed by the **\$62,500 COVID-19 Cashflow Boost** payment in June 2020 (and **\$47,436 of donations**). Without the aid of these, we would have recorded a significant loss.

- We have also purchased two buses, funded by grant money that was received in 2018/19 through the Regional Health Infrastructure Fund.

Throughout 2019/20 we have continued to

maintain our vital partnership with Bendigo Bank and the Balmoral Opportunity Shop.

In summary, it is evident that adequate and sustainable levels of funding are crucial for ongoing and effective service delivery. Revenue streams are simply not meeting the increasing operational costs associated with running the Centre such as payroll, backpay, legislated compliance costs associated with accreditation and meeting the requirements of the EBA negotiated with the ANMF for staff.

The Board acknowledge the consistent, careful and thorough financial management delivered by staff. Detailed financial statements are provided by our auditor, Crowe, which are attached to this report.

Ryan Lloyd-Jones
Treasurer, Balmoral Bush Nursing Centre

FINANCIAL OPERATING PERFORMANCE - for the year ended 30 . 06 . 2020

OPERATING REVENUE	
Clinical Services	\$ 623,225.00
Community Services	\$ 226,358.00
COVID-19 Cashflow Boost	\$ 62,500.00
TOTAL OPERATING REVENUE	\$ 912,083.00
LESS OPERATING EXPENDITURE	
Total Payroll	\$ 709,462.00
Other Expenditure	\$ 173,298.00
TOTAL OPERATING EXPENDITURE	\$ 882,760.00

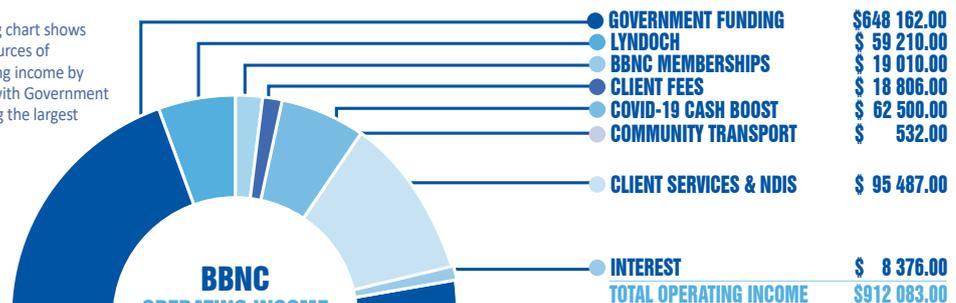
NET OPERATING PROFIT PRIOR TO DEPRECIATION AND CAPITAL WORKS PROJECTS* \$ 29,323.00

LESS ESTIMATED DEPRECIATION \$ 68,929.00

*The Centres normal operating performance is best measured on the basis of its Net Result Prior to Depreciation & Capital Projects. This is for the following reasons:

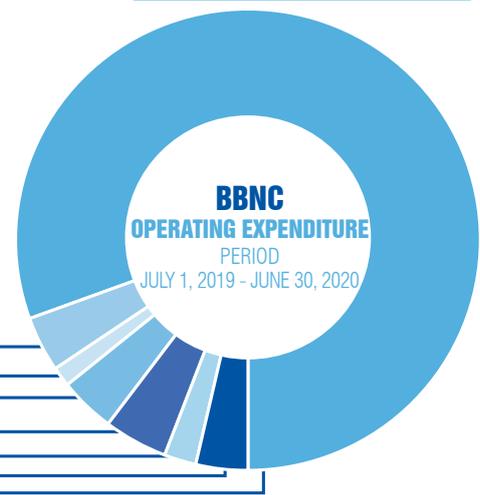
- Depreciation is included in our books for corporate audit purposes. In practice though, when we replace a significant depreciable asset it is usually funded by a one-off capital grant or donation. As the funds to replace the asset do not come from our normal operating revenue we would be overstating our losses if we charged the depreciation cost against our normal operating revenue.
- Capital works projects are also funded by single one-off grants. By considering these one-off activities as separate from our normal operations we are better placed to assess our financial performance in terms of everyday operations.

The following chart shows the major sources of total operating income by percentage with Government funding being the largest provider.



Employee related costs make up the service's largest category of operating expenditure

TOTAL EXPENDITURE	\$882 760.00
SERVICE COSTS	\$ 35 973.00
ACCOUNTANT	\$ 10 130.00
ADMINISTRATION	\$ 35 724.00
INFORMATION TECHNOLOGY	\$ 37 839.00
MOTOR VEHICLE COSTS	\$ 19 884.00
BUILDING/OCCUPANCY	\$ 33 746.00
PAYROLL/ONCOSTS	\$709 464.00



FINANCIAL PERFORMANCE OVERVIEW 2019-2020

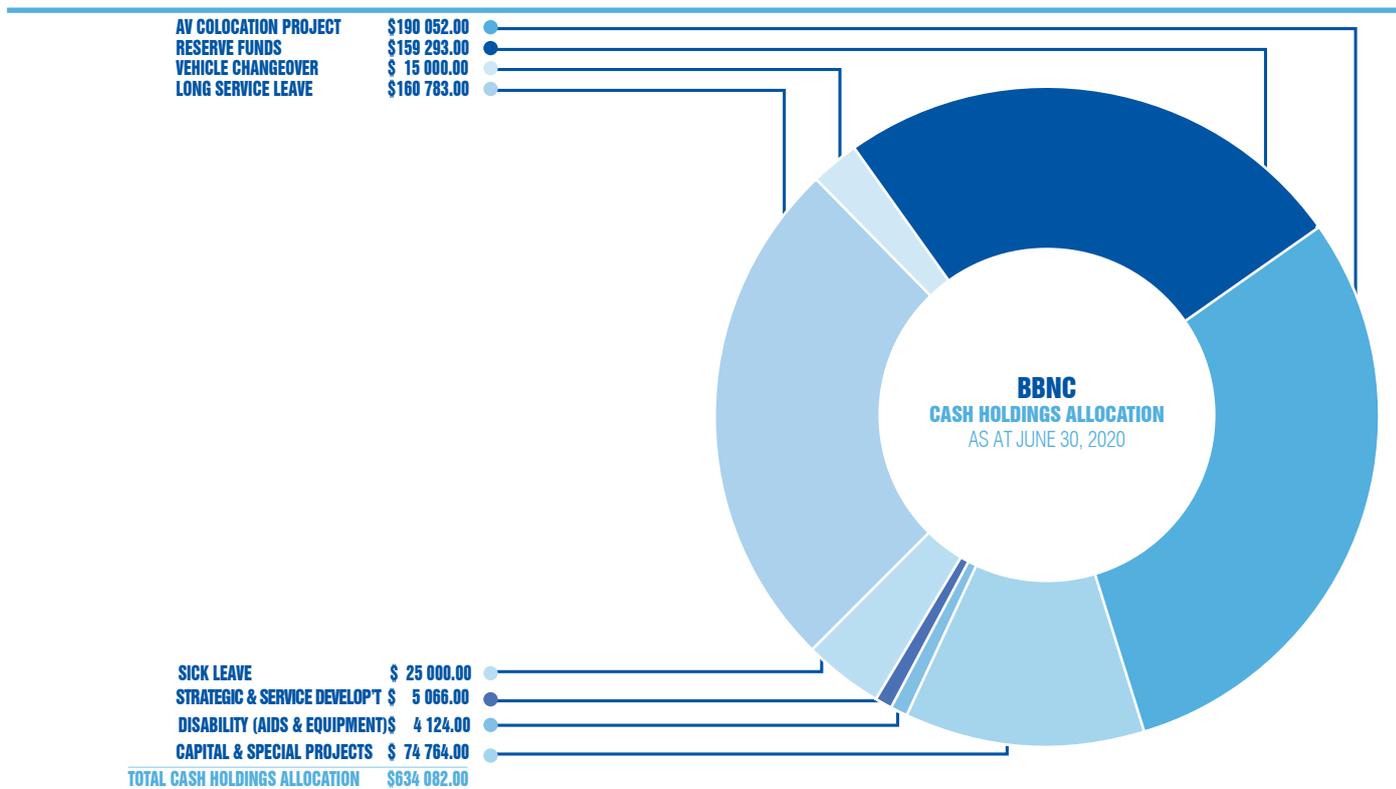
FINANCIAL PERFORMANCE FOR CAPITAL WORKS, PROJECTS & RESERVES

- for the year ended 30 . 06 . 2020

REVENUE	Reserves & Provisions	\$ 369,268.00
	Accrued Capital Works	\$ 249,407.00
	Current Year Capital Works Grants	\$ 15,408.00
LESS EXPENDITURE TO DATE		\$ 24,374.00
SURPLUS		\$ 603,267.00

CASH AND INVESTMENTS

	2017	2018	2019	2020
Total Assets	\$ 1,632,687.00	\$ 1,732,943.00	\$ 1,767,521.00	\$ 1,775,877.00
Cash & Investments	\$ 588,220.00	\$ 575,467.00	\$ 691,887.00	\$ 637,091.00



BALANCE SHEET SUMMARY - The table below shows the Centre's major Balance Sheet categories in the past four years.

	2016	2017	2018	2019	2020
Current Assets	\$ 789,051.00	\$ 638,586.00	\$ 612,179.00	\$ 715,091.00	\$ 664,848.00
Fixed Assets	\$ 898,505.00	\$ 994,805.00	\$ 1,120,764.00	\$ 1,052,430.00	\$ 1,111,029.00
Current Liabilities	\$ -342,602.00	\$ -376,293.00	\$ -390,025.00	\$ -565,889.00	\$ -594,500.00
Non Current Liabilities	\$ -9,489.00	\$ -3,963.00	\$ -34,250.00	\$ -29,032.00	\$ -29,027.00
Net Assets / Equity	\$ 1,335,465.00	\$ 1,253,135.00	\$ 1,308,668.00	\$ 1,172,600.00	\$ 1,152,350.00

Neville Trotman
President, Balmoral Bush Nursing Centre

Ryan Lloyd-Jones
Treasurer, Balmoral Bush Nursing Centre

QUALITY & RISK REPORT

PROJECTS

Current projects underway at BBNC

We are very excited to be on the verge of turning the first sod on the Ambulance Victoria/BBNC colocation project with final preparations being made at the time of print. This project has been a long time in planning and we are proud to be collaborating with Ambulance Victoria to further develop our facility and enhance local emergency response.

The proposed drive through emergency vehicle access and ambulance garage is a key component of this project and will improve patient safety, comfort and confidentiality along with providing a safer work environment for emergency responders and support staff.

To make way for the new access driveway you may have noticed the beginnings of change on the block next door to BBNC where demolition of the shedding has begun and several large trees have been removed to reduce fire risk. Earlier this year the residential house underwent minor renovations and is intended to be used in future to provide accommodation for visiting professionals such as training providers or healthcare providers, staff or potentially for emergency housing. After a relatively small investment the result is a valuable drawcard to attract staff or other professionals to our local community who may otherwise have been limited due to our remote location.

Significant delays have occurred to the Safety and Security project which, while external factors are out of our control, have been frustrating. The design stage of the renovations to the front of the facility to improve client flow and staff safety is almost completed. Planned upgrades for access control, occupant warning system and CCTV will be completed behind the scenes as we progress further through construction.

A culture of safety

The Victorian Health Incident Management System (VHIMS) helps us to record, investigate and review incidents that occur at BBNC and easily report this information so that emerging trends can be identified early. Every staff member has access to the system to, in their own words, record events that occurred giving real time notification to other staff members of a potential issue. In the past 12 months 46 incidents (including near misses) were reported at BBNC.

Incident types:

Hazard – other non-clinical incident that has the potential to cause harm such as faulty equipment or carpet lifting

Clinical – an event where unintended or unnecessary harm happens, or could have happened, to a person receiving care including near misses.

OHS – an incident that involved staff or other non-patient such as volunteers or visitors.

The incident severity rating:

A score of 1, 2, 3 or 4 measures the severity of the impact caused to either a person or organisation following an incident.

ISR 1 = Severe (death)

ISR 2 = Moderate

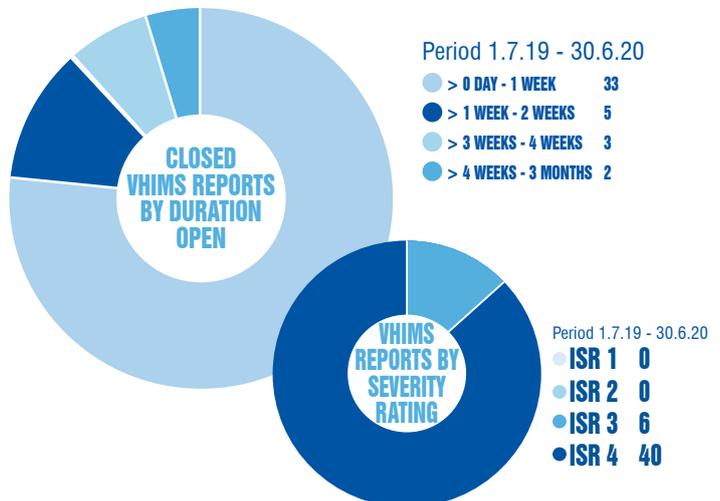
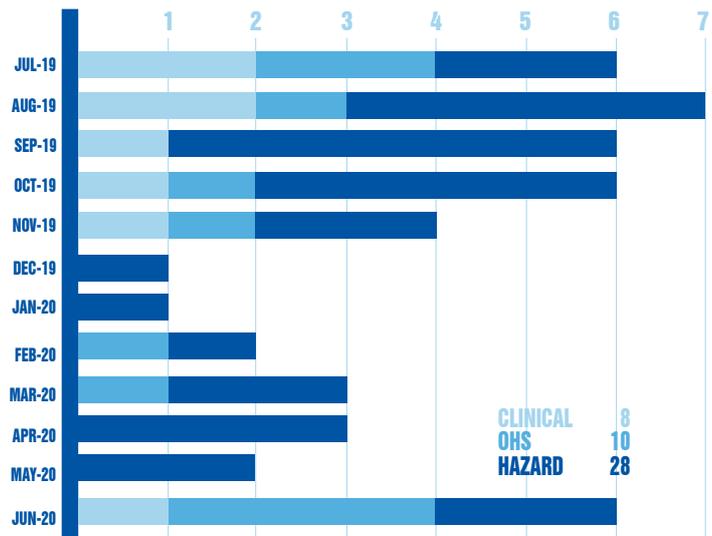
ISR 3 = Mild

ISR 4 = No harm (near miss)



^ Draft plan for improvements to the Centre to further develop client and staff safety and privacy whilst enhancing service delivery

VICTORIAN HEALTH INCIDENT MANAGEMENT SYSTEM VHIMS REPORTS BY TYPE

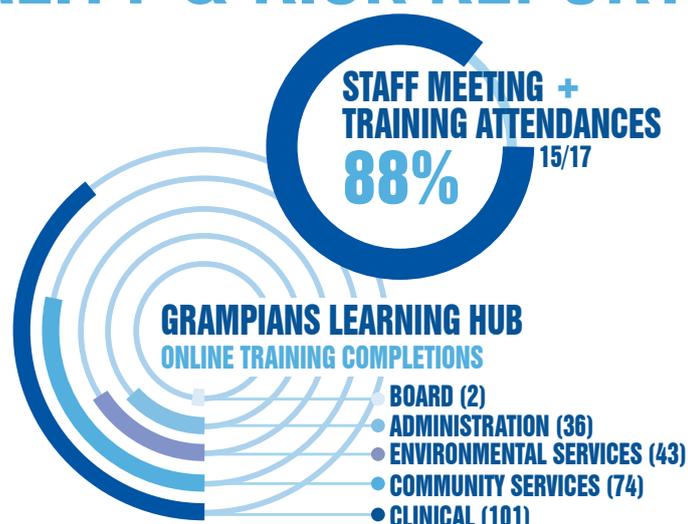


QUALITY & RISK REPORT

Training

In line with the National Safety and Quality Healthcare Standards staff at BBNC undertake targeted training each year appropriate to their role and responsibilities. Despite the challenges that the COVID-19 pandemic has presented our minimum training standards have still had to be met and training has been delivered to staff via webinar, online courses or face-to-face. For example this year due to the constraints on travel Remote Area Nurse training was delivered by Ambulance Victoria in a combination format which was very different to the approach of previous years but in no way any less beneficial.

Last year Dartmoor Bush Nursing Centre joined our staff to participate in a group training session in Balmoral and we found it highly beneficial to share ideas and learn together. In a further collaboration BBNC has made it possible for Dartmoor staff to link in with annual online competencies.

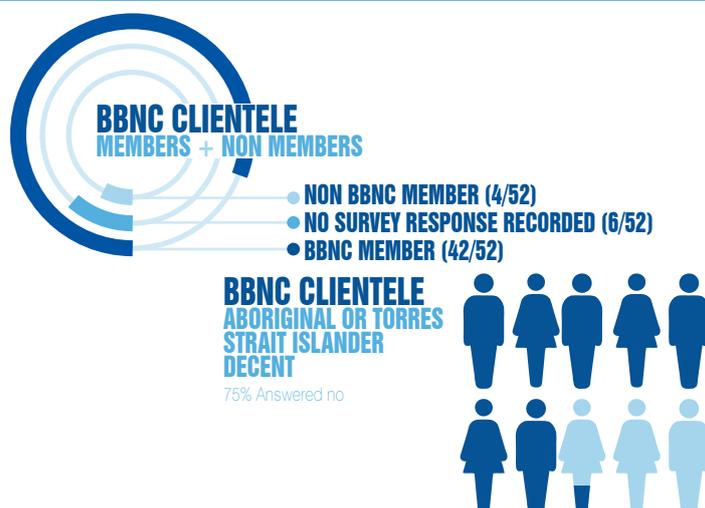


QUALITY AND SAFETY

Listening and responding to feedback

At Balmoral Bush Nursing Centre, we seek feedback from the community in a variety of ways. Feedback is an opportunity for us to find out what matters to you and this is then used to improve services and ultimately the experiences of consumers. There are several ways consumers can share their experiences:

- Feedback box in the waiting room.
- Individual program survey.
- Participate in the BBNC Annual survey.
- Talking to a staff member or a volunteer.
- Joining one of our committees as a Consumer Representative to review and improve care.
- Connect with us on social media.



WHAT YOU SAID:

In regards to access to visiting doctors:

“Sometimes the wait for an available appointments was too long”

“Would use if we could get a female doctor”

“Could access most of the time”

“More visits required”

“Saves going out of town for doctors”

“If and where possible perhaps a rotation of on call nurse for an emergency. BBNC do an amazing job and an extraordinary service in our community”

“Please put your phone number on front page of BBNC news.”

“I believe that the board should make their difficulties with sourcing funding much more prominent in the press. How much political lobbying are they doing?”

WHAT WE DID:

BBNC continues to lobby for a weekly GP service from a variety of providers, including both female and male doctors for those times when a face-to-face visit is needed.

Telehealth consultations have been identified as a great way to ease pressure on face-to-face appointments and save the stress and cost of travelling long distances to specialists. BBNC is well equipped to provide you access to these and nursing staff can assist you to determine if this service will be appropriate for you.

Fortnightly GP appointments by video link up have been accessible via BBNC for the past three years and recently we have seen a large increase in the number of other specialists willing to provide telehealth as an option.

There is a Remote Area Nurse (RAN) available on call most of the time regardless of whether the Centre is open, and this task is shared amongst the clinical team.

We recognise that a lot of the time what our nurses do is ‘behind the scenes’. Improving ways to communicate with you about the services we offer is an area that our Community engagement sub-committee will continue to review.

Since receiving this feedback we have increased the detail of RAN emergency response data presented to the Board and have displayed information on BBNC’s emergency response in our waiting room. Social media will also be a tool used to get the message out that help will be there when you need it.

As well as in the contact section of the BBNC news, our phone number was added in large print near the main heading so it is easy to locate.

Funding is an ongoing issue. The Board continues to work strategically in partnership with the Department of Health and Human Services to secure sustainable funding for the Centre.

777 CLINICAL PRESENTATIONS

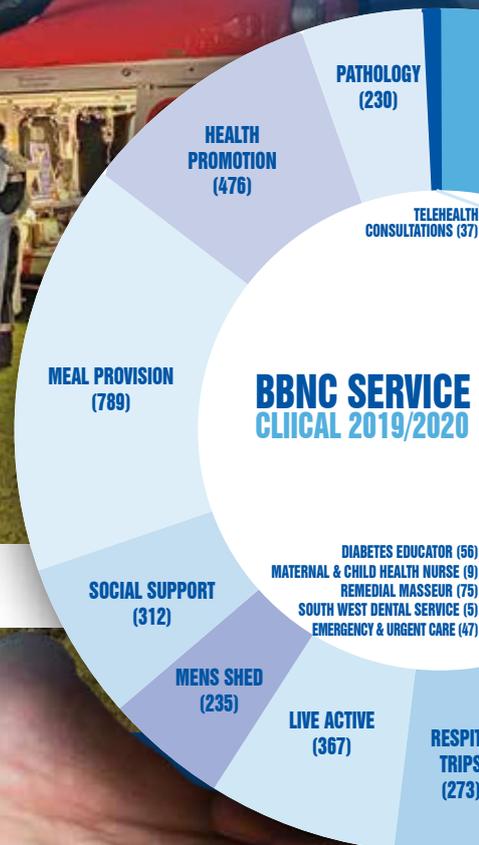


441 PHARMACY SUPPLY



283 IMMUNISATIONS

27 EMERGENCY PRESENTATIONS

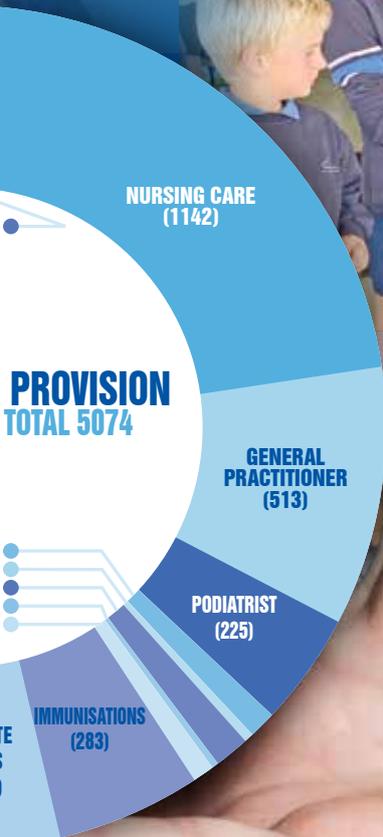


BBNC SERVICE CLINICAL 2019/2020

CONNECTING PEOPLE THROUGH



920 VISITING SERVICES



COMMUNITY EDUCATION



QUALITY, SAFE CARE LOCALLY

QUALITY & RISK REPORT

ANNUAL SURVEY STATISTICS

Information received from the completed annual surveys is collated and reviewed by staff for consideration. The results and responses are then presented to our Service Quality Committee who will provide comments and feedback for the Board to be used in annual service planning. Your thoughts and input are so important to our service. We will continue to ask for community input to help us ensure our service delivery meets client and community demand.

BBNC SERVICES



HAVE YOU USED THIS SERVICE?



WOULD YOU USE THIS SERVICE IN FUTURE?



WAS THE SERVICE PROVIDED TO THE STANDARD YOU EXPECTED?



COULD YOU ACCESS SERVICE WHEN NEEDED?



VISITING SERVICES



HAVE YOU USED THIS SERVICE?



WOULD YOU USE THIS SERVICE IN FUTURE?



WAS THE SERVICE PROVIDED TO THE STANDARD YOU EXPECTED?



COULD YOU ACCESS SERVICE WHEN NEEDED?



SERVICES PROVIDED



^ Patient Fred Smith, Optometrist Glenn Howell and optometry student Paul

Allied Health Services:

- Maternal & Child Health Nurse
- Podiatry Service
- Optometrist
- Diabetes Educator
- Community Health Days
- Fitness Programs (Yoga & Pilates)
- Virtual Services
- Masseur
- Hearing Screening
- South West Dental Service

Referral Services:

- A wide range of referral services



^ Masseur Darcy Penrose

Community Services:

- Respite Program
- Social Support Group
- Case Management
- Community and Youth Transport Services
- Volunteer Program
- Health Promotion
- Disability Services
- Men's Shed
- Live Active
- Meal home delivery
- Childcare
- National Disability Insurance Scheme (NDIS)



^ WDHS allied health providers, podiatrist Phuong Huynh and diabetes educator Megan McLeish

Clinical Services:

- District Nursing
- Accident & Emergency Nursing
- Palliative Care
- Post Acute Care
- Hospital in the Home
- Collection of Pathology Specimens
- Continence Care & Advice
- Access to Medications & Pharmacy Services
- Wound Care
- Domiciliary Midwifery
- Community Nursing – DVA
- Immunisation
- Women's Health Nurse

Doctors

Dr Brian S Coulson MBBS Dip RACOG FACRRM

Practices with Coleraine/Casterton Medical Clinic and visits Balmoral every second Tuesday. Dr Coulson has been with the practice since 1982. He graduated from Adelaide in 1978. His special interests are dermatology, psychiatry and infectious diseases.



^ Dr Brian Coulson, Bernard Mutch and Deakin medical student Bailey

Dr Jan Slabbert MB ChB FRACGP

Practices with Hamilton Medical Group and in the past has consulted at the Balmoral Bush Nursing Centre. While obstetric commitments in Hamilton have required him to discontinue his visits to Balmoral, the BBNC offers video consultations between Dr Slabbert and his Balmoral patients to ensure continuity of care.



^ Dr Jan Slabbert telehealth link up with Sheila Rickards

CLINICAL NURSING REPORT



^ Kim Dufty, Lisa McClure, Lisa Hutchins, Heidi Newley and Sarah Roberts



^ Dorevitch Pathology April Kennett & RAN Sarah Roberts



^ Ambulance Victoria staff and BBNC nurses responding to a critically ill patient in preparation for air evacuation.

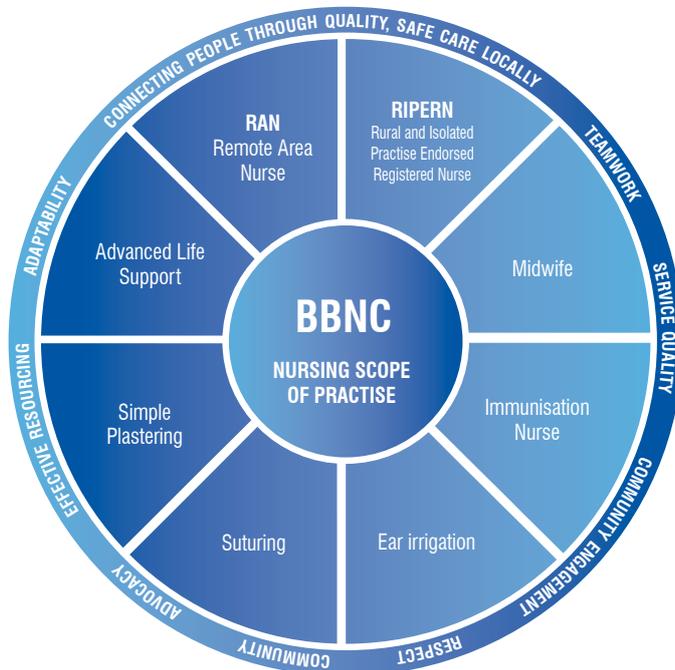
2019/2020 has created some interesting challenges for the Balmoral Bush Nursing Centre, but challenges provide the opportunity to review, think outside the square, evaluate and move forward in a positive direction.

The last year has seen a few changes in the clinical area, aimed to improve patient care and delivery of services. Many changes would go unnoticed by our regular clients as it involves putting in place systems to ensure the organisation provides safe and high quality care. This is measured by accreditation against The National Safety and Quality Health Standards version 2. These standards are the same criteria that hospitals must meet to gain accreditation. We are very fortunate to have dedicated staff members who have worked tirelessly to ensure the BBNC satisfactorily met the standards in October 2019. During this time, we had an IT outage from September to November due to a cyber attack. This caused some disruption as our dependence on computers for everyday tasks are ever increasing.

As we moved into the warmer months and prepared for the summer, our colleagues in the east of the state were inundated with bushfires that provided no relief. Bush Nursing Centres in the east were overwhelmed with the continuous toil of assisting their communities and staying on high alert. Lisa Hutchins was deployed to Buchan BNC to help provide a break for the nursing staff and ensure the nursing care needs of their community were met. Unfortunately, as more resources were being organised from the west to help with the ongoing aftermath, COVID-19 arrived on our shores and delivered another challenge and change to the way we deliver care to our communities.

I am in admiration of the way our staff have adapted and become innovative to ensure our community withstands the extra protective measures placed upon it. As I write this report, we continue to navigate our way through this pandemic and the challenges thrown at us and wish to thank Ambulance Victoria, especially our community support officer Phil Benbow, and WDHS for their support.

In March 2020 we farewellled Heidi Newley as she resigned to return to the outback of Australia. In May we welcomed Anna Lyons to our nursing staff. Anna is a registered nurse Division 1 and also a paramedic with Ambulance Victoria. Anna has grown up in rural Victoria and has a great understanding of the challenges of health care in rural areas. We



CLINICAL NURSING REPORT



CLINICAL ACTIVITY					
ACTIVITY TYPE	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	TOTAL
1 Clinical presentations	331		312	134	777
2 Emergency presentations	20	Data not available this quarter	2	5	27
3 Urgent Care	15		1	4	20
4 Health promotion	331		145	0	476
5 Post hospital care	9		1	1	11
6 Pathology	73		84	73	230

CLINICAL ACTIVITY					
ACTIVITY TYPE	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	TOTAL
7 Pharmacy supply	73		126	15	214
8 Pharmacy collection	150	Data not available this quarter	13	64	227
9 Practice Nurse support	40		0	3	43
10 Immunisation	9		3	271	283
11 Advocacy & support	292		12	7	311
12 Telehealth	11		10	16	37

have also had the pleasure to have Sue Lowe work with us in the clinical area. Sue is currently working at the Harrow BNC and has a diverse nursing background as well as working as a RAN in the east of the state.

Once again, all 5 nurses at the BBNC successfully completed the Remote Area Nurse (RAN) training delivered by Ambulance Victoria to deliver first line emergency care. This year due to COVID-19 our face to face practical training was changed to an online platform. I congratulate our nurses for adapting and persevering with the challenges this created and to Ambulance Victoria for redesigning the RAN program to ensure our nurses can confidently and competently continue to provide this care to our community.

Lisa McClure embarked on extra study, and successfully completed the nurse immunisation certificate at the end of 2019. As the World Health Organisation strives to achieve higher vaccination rates around the world, we are fortunate now to have 3 staff who are immunisation nurses at the BBNC. Our nurses continue to study to upskill to deliver care locally and provide skills in a variety of different clinical areas.

It could not be timelier that the World Health Organisation announced 2020 as the **International Year of the Nurse and Midwife**. 2020 marks the 200th anniversary of the birth of Florence Nightingale. I would like to take this opportunity to thank our nurses for their professional attitude, providing skilled and compassionate care to our community and going above and beyond especially during this challenging time with COVID-19. I would also like to thank all the non-nursing staff at the BBNC for their wonderful support and assistance ensuring we are **“Connecting people through quality, safe care locally”**.

I would like to also thank Lisa Hutchins our Health Service Manager for her support and leadership, making the BBNC a great place to work.


Kim Duffy
 Clinical Nurse Coordinator



I attribute my success to this – I never gave or took any excuse.

Florence Nightingale

< In September we held our annual all staff training day with the staff from the Dartmoor Bush Nursing Centre. This was a great opportunity to meet Dartmoor’s staff, many of whom we had spoken to but had not actually met, to brainstorm, share ideas and strengthen our partnership.

COMMUNITY SERVICES

The BBNC Community Services team have skillfully adapted to the range of complex settings affecting our role and our community over the last twelve months. Playing an integral role in the implementation of system enhancements to meet the National Standards has helped in streamlining our reporting and recording of services.

As the impacts of COVID-19 reached our community, our team, adapted and adjusted to ensure we executed our core role in keeping people connected and in their own home for longer. Our Social Support Group activities, Men's Shed, Live Active, Community Transport and Case Management programs continue

to support our clients via a team of efficient and skilled workers.

During the year, we saw our long serving Respite and Disability carer Janette Matthews retire after over 10 years supporting clients in these crucial programs. We thank Janette and wish her well in her retirement.

Rebecca Kearns

Rebecca Kearns
Community Services Coordinator

Balmoral Social Support Group

The goal of our Community services team is to continue to work towards better mental and physical health and wellbeing for our service users. Creating opportunities for socialisation, **Connecting People**, enabling group members to become involved in a broad range of **Quality** activities, provided in a **Safe** and well managed program. Group members enjoy a meal once a week with companions in the **Local** environs of the Bush Nursing Centre and further afield.

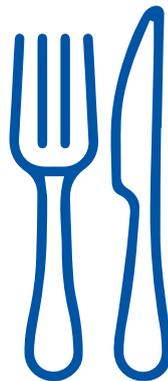
In mid March, with restrictions imposed due to COVID-19, we ceased to run our Social Support Group program in the usual way. Adapting to the unavoidable circumstances, we sent activity packs, phoned clients for a chat to break to isolation and set up a weekly meal delivery program. Supporting local businesses home cooked meals were provided by the Balmoral Café and the Western Hotel.

This year the Social Support Group has had 510 interactions with clients who enjoyed 16 external trips, 6 guest speakers and involvement in 2 community projects. In the past year, Balmoral Social Support Group provided 238 individual meals at the Bush Nursing Centre and 185 home meal deliveries during the COVID-19 pandemic.

In an isolated aging community these outings give group members the confidence to get out of their houses for the day and engage with the community and surrounds.

SOCIAL SUPPORT GROUP PROGRAM PARTICIPATION NUMBERS

JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
4	5	6	5	4	2	0	4	1	0	0	0
SESSIONS											
30	34	77	49	43	37	0	32	10	0	0	0
PARTICIPANTS											



- JUN-20 267
- MAY-20 154
- APR-20 130
- JUL-19 48
- FEB-20 33
- AUG-19 30
- SEP-19 30
- OCT-19 30
- NOV-19 30
- DEC-19 25
- MAR-20 12

JUL



• Christmas in July

AUG



• Daffodil Day

SEP



• Balmoral Community College visit

OCT



• Two night trip to Bendigo

NOV



• Bilstons Tree visit

DEC



• Port Fairy lunch

JAN



• Water exercise

FEB



• Heart Health Day

MAR



• Lunch and quiz day

APR



• Nette's online exercise

MAY



• Home meal delivery

JUN



• Men's Shed BBQ

COMMUNITY SERVICES

Respite/Disability/NDIS

The Respite Program offers support to carers, provides transport to medical appointments and assists frail aged clients and people of any age with a disability to remain living independently in their own home, or with family, for as long as possible.

The Active Service Model (ASM) assists people to live in the community as independently and autonomously as possible. Person-centred care planning is a key feature to our services and programs. The National Disability Insurance Scheme (NDIS) provides ongoing financial support for Australians with significant and permanent disability. It is designed to empower people with a disability to work towards **their personal goals**, to identify the disability related support they need and to choose where they would like to buy **this support**.

Our clients have remained our prime focus as we have been forced into restricted service delivery. Our team remain actively connecting with clients in the respite, disability and NDIS program.

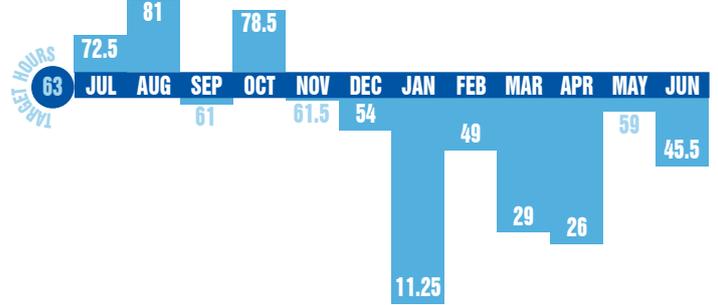
> **Matt Brody enjoyed a day out at Riding for the Disabled in Horsham.**

> **Matthew Carr shows his talent in the kitchen.**



COMMONWEALTH HOME SUPPORT PROGRAM

RESPITE HOURS (FORMERLY NRCP) TOTAL 628.25



Transport

Our Community Bus Transport program provided 18 safe journeys to 87 clients this year. This service allows community members to access services available in the larger centres of Hamilton and Horsham. A team of volunteers and staff support travellers in attending to personal business not accessible locally.

Unfortunately there were less trips during the reporting period due to COVID-19. Social distancing restrictions meant we could not provide

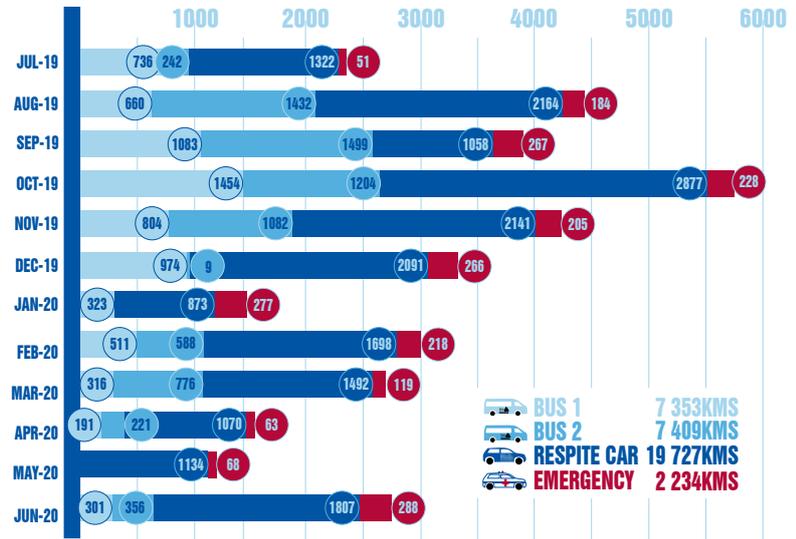
trips out of town from March onwards. We have continued to find creative ways of ensuring our community have access to essential services out of town during this period of service interruption.

BBNC continue to offer our 12 seater bus for private hire. Through this service we ensure people remain connected to the wider community with safe transport and quality care.



COMMUNITY TRANSPORT

KMS TRAVELLED PER VEHICLE



COMMUNITY SERVICES

Men's Shed

Men's Shed is a weekly program where men and women in the district gather, socialise, build, upholster, paint and repair. The Balmoral Men's Shed is an important community hub providing local men and women the chance to get together, work on valuable community projects, learn new skills about health and wellbeing issues and importantly, providing a sense of community involvement.

This service suffered interruption to regular activities in March due to COVID-19. Our group returned to restricted activities in June and enjoyed a BBQ and planned for projects to undertake during the weeks ahead. The social side of this activity is invaluable to our community.

The program is self-funded by donations from community members, with the exception of coordinator wages. We would like to acknowledge the generosity and great support the Balmoral Lions Club and the Balmoral Opportunity Shop provide to the Balmoral Men's Shed.



^ Shed participants: Len Thompson, Jeff Piera, Arthur Hole, Mike Waddington and Neville Merryfull.



MEN'S SHED PROGRAM PARTICIPATION NUMBERS

Live Active

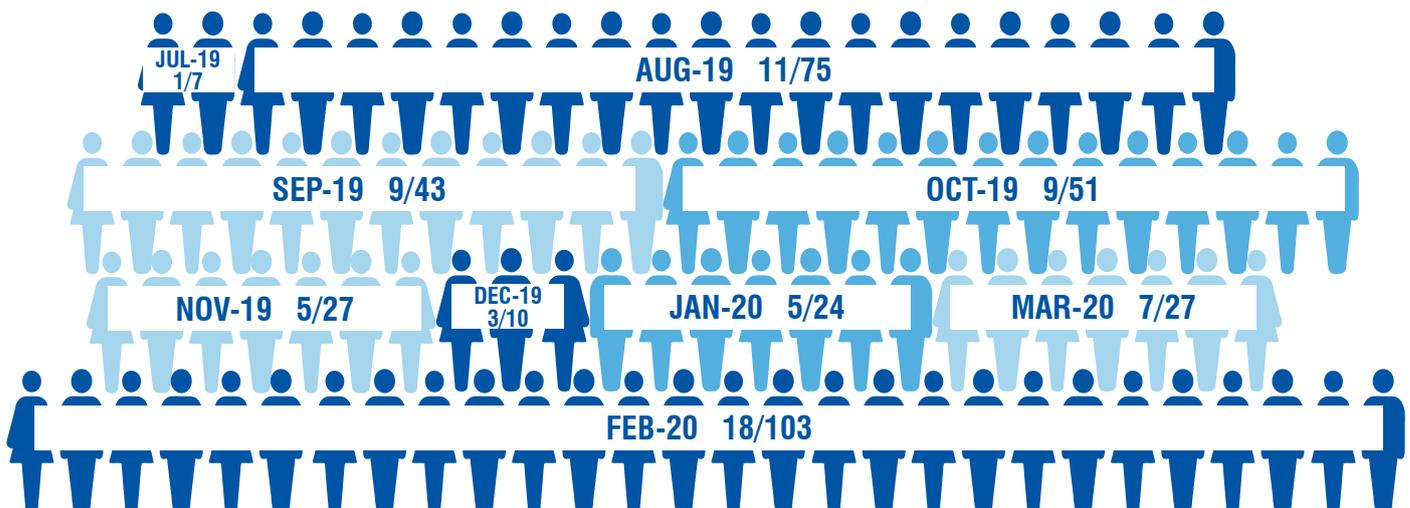


The Live Active program provides community members access to a wide range of fitness activities delivered by our qualified fitness instructor. BBNC Live Active program provides classes in strength and balance, step aerobics and water aerobics. Physical activity can improve your health and reduce your risk of many diseases and most importantly regular activity can improve your quality of life.

This year the BBNC Live Active Program has run 72 individual sessions with 367 interactions. Our program was halted due to social distancing restrictions. We were able to adapt and offer an online program via our Facebook page. Nette Tinning presented modified sessions to the community to keep active during isolation. We also provided some private one on one exercise and movement programs to prearranged clients.

LIVE ACTIVE PROGRAM PARTICIPATION NUMBERS

(session no./participants) April, May, June there were no Live Active sessions



COMMUNITY SERVICES

Case Management Report



Case Management provides care coordination and advocacy. We assist clients to access funding to support their healthcare and social support needs. It is about connecting people with the right care and service to enable them to stay in their own home and local community for as long as possible.

Staff at BBNC are able to provide targeted **Quality, Safe Care** to support individual needs. The local knowledge staff have can ensure each individual can access the support for which they are eligible.

Backed by our qualified nurses and respite carers, the Case Management program provides great peace of mind to clients and their families, particularly those who are more isolated.

The services provided to clients include:

- Home Care
- Personal Care
- Advocacy
- Home and Garden Maintenance
- Meals on Wheels
- Assessments and Referrals
- Respite Services i.e. transport
- Personal Alert Alarms
- Personal Health and Equipment Supplies

Volunteers



▲ **Aira Kemister, Megan McLeish, Elaine Bowen, and Sheila Rickards.**

> **BBNC car displaying the community support of the "Share the Dignity project".**



Balmoral Social Support Group and Men's Shed

Volunteers are an integral part of our Social Support Program. Without their help and support we would be unable to offer such a broad range of activities and experiences for our clients to enjoy. Our volunteers provide help with serving of meals and afternoon teas, provide support to clients and staff, share new ideas and skills and most importantly lots of laughs and companionship to our clients.

During the year our Social Support clients and the wider community got behind the Share the Dignity project. Nicole Lease coordinated the project for the Centre, welcoming people to drop off a bag they no longer need to fill with other donated feminine hygiene products to be delivered to women in the wider community experiencing poverty, spousal abuse or homelessness. The community was so eager to get behind this project we were able to fill the boot of our respite car with packages of support.

Drivers

Volunteers continue to drive the Community Bus on regular trips to Hamilton and Horsham. This helps to make the Community Bus a far more cost effective program.

Thank you to our Volunteers

The amazing support of our many volunteers is greatly appreciated by the Balmoral Bush Nursing Centre. To show our gratitude the Bush Nursing Centre holds an annual Christmas party for staff, volunteers and community members who have been involved with the Centre throughout the year. This important occasion gets the community together to celebrate and say thank you for the myriad of contributions that go towards making the Balmoral Bush Nursing Centre the amazing place it is.

OUR STAFF



Connecting people through quality, safe care locally

Health Service Manager

Lisa Hutchins:

RN Div 1 Dip App Sc (Nsg), VRAN, RIPERN
Dip. Business (Human Resources),
Nurse Immuniser

Clinical Nursing Coordinator

Kim Dufty: RN Div1, RM, BN, VRAN, Nurse Immuniser

Nursing Staff:

Lisa McClure: RN Div1, BN, VRAN, Nurse Immuniser

Sarah Roberts: RN Div 1, BN, VRAN

Heidi Newley: RN Div 1, BN, VRAN Resigned 19/3/2020

Anna Lyons: RN Div 1, BN, Dip Paramedicine, VRAN

Sue Lowe: RN Div 1, BN, VRAN, Nurse Immuniser. Under contract to HBNC

Community Service Coordinator:

Rebecca Kearns: Cert III Home & Community Care, Level II First Aid

Respite Staff:

Janette Matthews: RN Div 2, Level II First Aid Resigned 29/3/2020

Barbara Andrews: Cert III in Individual Support, Level II First Aid

Trish Brody: Level II First Aid

Live Active & Respite:

Jannette Tinning: Cert III Fitness, Level II First Aid

Administration Coordinator & Executive Administration Officer

Jodie Russell: Associate Dip App Sci (Farm Management), Associate Dip App Sci (Wool & Fibre Marketing), Level II First Aid

Administration Staff:

Fiona Jagger: Worksafe approved Health and Safety Representative OHS training course, Level II First Aid

Rachael Jackson: Cert IV Bookkeeping, Level II First Aid. Resigned 19/3/2020

Nicole Lease: Cert III in Business, Cert III in Hospitality, Level II First Aid, Worksafe approved Health and Safety Representative OHS training course

Quality and Risk Coordinator

Anita Weaver: Cert III Retail Pharmacy, Worksafe approved Health and Safety Representative OHS training course, Level II First Aid

Environmental Services Staff

Margaret (Louise) Guthrie: Resigned 25/2/2020

Leah Vansomerem: Cert III Animal Studies. Resigned 6/12/2019

Jannette Tinning: Cert III Fitness, Level II First Aid

Nicole Lease: Cert III in Business, Cert III in Hospitality, Level II First Aid, Worksafe approved Health and Safety Representative OHS training course



^ Staff continue to upskill and renew credentials each year. Nursing staff complete their Remote Area Nursing training with Ambulance Victoria. All other staff complete competencies for Level II First Aid and CPR with Narelle Webb from Safe T Training.



Rachel Jackson
ADMINISTRATION



Heidi Newley
NURSE



Janette Matthews
RESPITE / DISABILITY

We thanked Rachel Jackson, Heidi Newley and Janette Matthews for their valuable contributions to BBNC during the year.

LOCAL

All BBNC staff are required to undertake a range of annual competency training sessions to ensure we continue to provide quality, safe care locally.

STORY OF OUR SERVICE



NANCYE AND NEVILLE MERRYFULL

We have had involvement with the Bush Nursing Centre for longer than we can remember. For many years I have had a lot of fun as a volunteer of what we used to call the PAG Program. Coming along to the range of activities that the girls, over the years, have organised has always been fun. Since the restrictions put in place because of COVID-19 we are really missing our outings. I miss the social side of the outings and having a laugh. Neville misses the get togethers at the Men's Shed. It has been so important for him to go along to the Shed outings and catch up with the other men.

When Neville was unwell recently and had to go into hospital, it all happened late at night, it was frightening and I wasn't sure what to do. The nurses were so helpful and supportive to me, speaking to the hospital on my behalf to work out a plan of what to do. Additional staff were there to arrange transport so I could get to town to be with him if it was needed. Sorting through the restrictions in place due to COVID-19 was something I didn't think about. I will never forget what they did for us during this time and the assistance they gave me.

For many years I have participated in Nette's exercise program and it has been an important part of looking after myself. I really miss it since it hasn't been running. I have tried to do some of the exercises at home on my own but it isn't the same. I feel terrible since not being able to go to the classes to do the exercises, but also to have a laugh with the girls.

We really miss the activities, from the overnight trip away to the daily outings. We are always exploring lots of different places and meeting different people. Since the program isn't running we really notice this because we just don't get out and about to see other people. We hope it changes soon.

At the Bush Nursing Centre we are able to keep on top of our health check-ups whether it be to meet with our GP via videolink or at the Centre, the podiatrist, the optometrist or to have a fluvax, it is so much easier for us to visit BBNC than take the long trip to Hamilton.

Even though my family have suggested we move closer to them, Balmoral is home, the staff at the Centre are like family to me and without the Bush Nursing Centre we would not be living in Balmoral.

DONATIONS

Balmoral Excavation & Construction
 Balmoral Lap Club
 Balmoral Op Shop
 King Beard Project
 McPhees Fuel & Bus Lines



Beard Project

Craig (Fred) King	M Hammarst
Western Hotel	M Hocking
Melissa Matthews	S & C Huggins
Balmoral Community	C Pollack
F Blood	P Roberts
B & C Duggan	R Schober
G English	R Toleman

J Bagnell	M & R Leeming
W & B Bath	W Leishman
D Black & L LeNay	J Lloyd
J & P Brody	J Lyons
M Brody	J & J Mason
A Burne	G & M Mutch
L Cameron	I Mutch
D & J Cant	P & F Mutch
A Cantwell	T & D O'Callaghan
A Christensen	R Patterson
G & P Coates	B Reed & T Takis
M Cox	G Rees
M Cox	J & M Rees
A & G Daffey	L & K Rees
A Duffy	A Rogers
J Dundon	R Smith
E & A Foster	I Stansfield
C & J Frawley	J & E Staude
C & J Grant	J Tinning
I Grey	J Toleman
P Grey	R Toleman
A & R Heath	R Toleman
Rev DC Heath	N & C Trotman
J & L Howman	D & L Vansomeran
M & H Howman	M & M Waddington
C & L Iredell	T & K Wardlaw
J Jarvis	D & A Watt
N & M Johns	G & E Weaver
G & A Kemister	J & A Weaver
W King	R Wilkinson
P Koenders	J & A Wylde

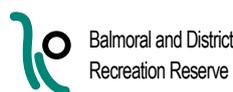


The Balmoral Bush Nursing Centre recognises the financial donations provided by our community. The Centre is grateful to each person or business who has contributed.



KEY PARTNERS

The Balmoral Bush Nursing Centre continues to formalise and integrate planning with key partners.



CONNECTING PEOPLE THROUGH QUALITY, SAFE CARE **LOCALLY**

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