bbnc
connecting people
Balmoral Bush Nursing Centre

ANNUAL REPORT **2021/2022**



Delivering a quality range of services in extraordinary times

Front cover: Nurses, Kim Dufty (left) and Lisa McClure in the newly upgraded courtyard at Balmoral Bush Nursing Centre.

Acknowledgements:
Layout & Design: BBNC Staff / A Quinsey, K McElgunn
Printers: SpecPrint, Hamilton



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.

bbnc
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Connecting people through quality, safe care locally

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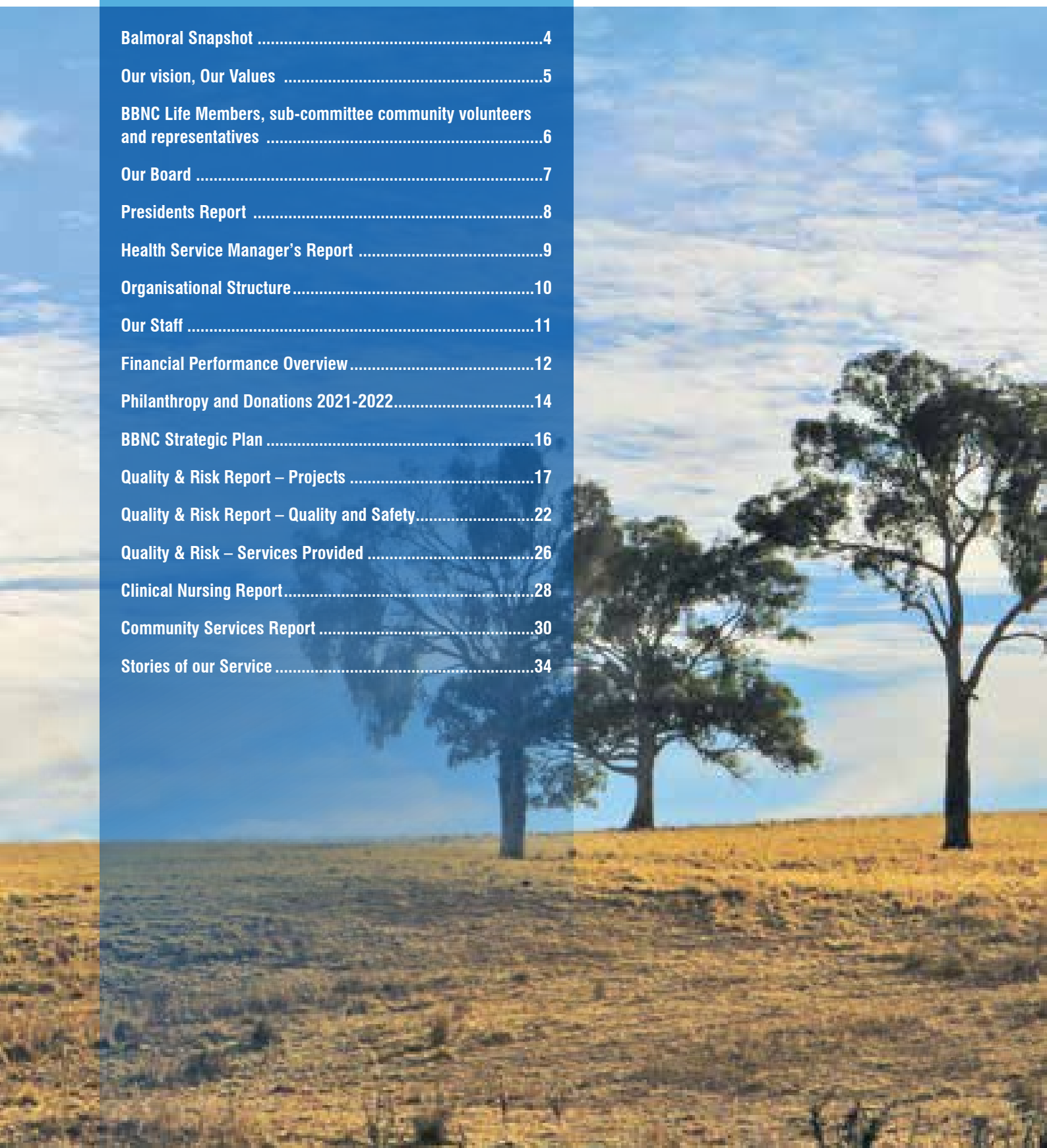
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BALMORAL SNAPSHOT

Balmoral is a small rural town picturesquely situated on the banks of the Glenelg River amidst river red gums and beautiful undulating countryside in the heart of Victoria's Western District. Balmoral is 328 km north-west of Melbourne, 79 km from the regional centre of Horsham and 64km from Hamilton.

The Balmoral Bush Nursing Centre plays a key role in delivering a community based health service which provides a broad range of health and community care to the population of Balmoral and district, tourists and visitors.

The Balmoral Bush Nursing Centre is primarily funded by the Department of Health within the Barwon South Western Region. The Balmoral Bush Nursing Centre continues to formalise integrated planning with key partners sub regionally, regionally and State wide.

Did you know...

that the average age of Balmoral's residents is

53?



Did you know...

that Balmoral's population is

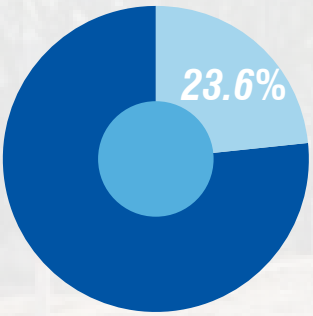
294?



Did you know that ...

23.6%

of Balmoral's residents do not have access to the internet from their dwelling?
- That's no computer, mobile phone, tablet, gaming console, smart TV or any other device



> 2016 Census data

OUR VISION, OUR VALUES

Our Vision: Connecting people through quality safe care locally

Our Core Values: Teamwork, Respect, Adaptability, Community, Advocacy

Our Strategic Themes:

- Service Quality: Delivering safe, quality, care in a COVID risk environment
- Community Engagement: Linking with and knowing our community
- Effective Resourcing: Enabling service, quality and being financially sustainable into the future



> Anita Weaver, Lisa McClure, Nick McCure , Dallas Robinson, Callie Leese and Jo Amott. Balmoral K-12 Community College help celebrate International Nurses Day

LIFE MEMBERS

Honouring Balmoral Bush Nursing Centre Inc. Life Members

Miss E. M. Carr

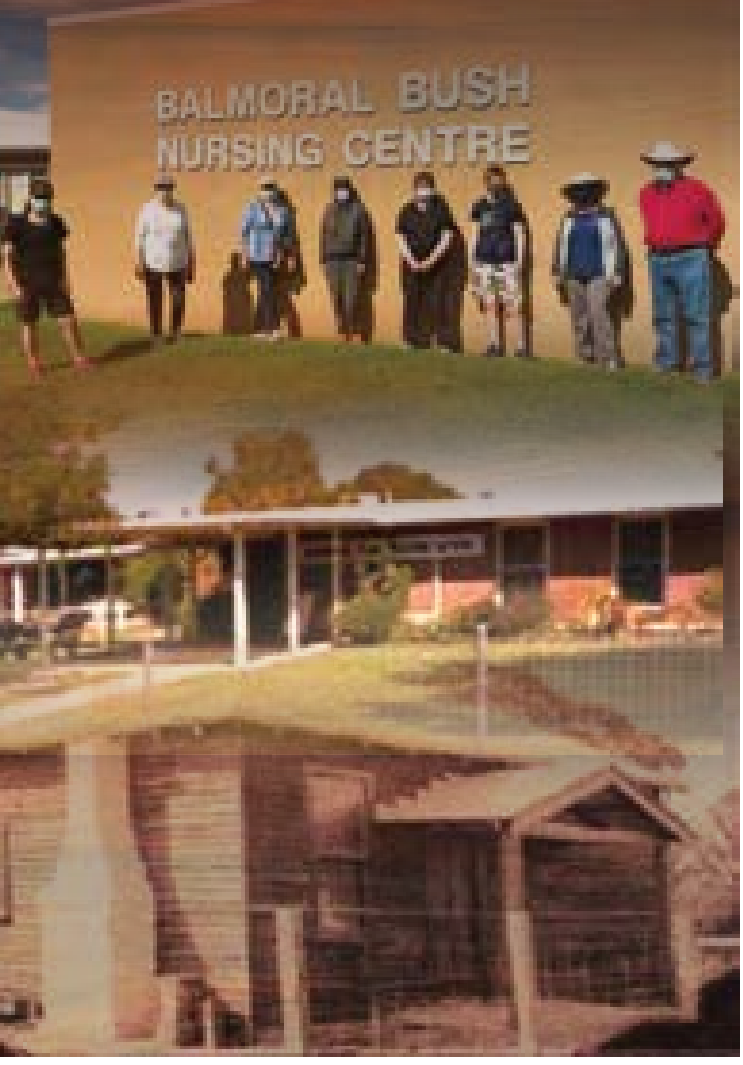
Mr Eric Puls

Mrs Annette Watt

Mrs Carolyn Seymour

Lady E. O. Smyth

Mrs Ethel Wood



SUB-COMMITTEE COMMUNITY VOLUNTEERS AND REPRESENTATIVES

Acknowledging our community volunteers & representatives who serve on our sub-committees

- **Joanne Amott**
  – Balmoral K-12 Community College
- **Jim Falla**
  – Ambulance Victoria
- **Kate Farlow**
  – Uniting Victoria Tasmania Limited
- **Tim Fry**
  – SES
- **Tereasa Hobbs**
  – Harrow Balmoral Football Netball Club
- **Rosie Leeming**
- **Diane McLean**
- **Nancye Merryfull, Beth Smith, Robyn Blake, Dot O'Callaghan, Joy Brody & Lyn Iredell**
  – Balmoral Opportunity Shop
- **Clare Ryan**
  – Balmoral and District Development Association
- **Cheryl Trotman**
  – Balmoral Bowling Club
- **Ann Vaughan**
  – Harrow Bush Nursing Centre
- **Graeme Weaver**
  – Balmoral CFA

OUR BOARD



Neville Trotman
PRESIDENT

Bachelor of Commerce, Diploma of Education, former Principal

Elected: 2011

Board Meetings Attended: 6/6



Mardi Johns
VICE PRESIDENT

Principal Solicitor, Johns Legal
Bachelor of Laws & Legal Practice (Hons)
Bachelor of Behavioural Science
Graduate Diploma Military Law (ANU)

Elected: 2020

Board Meetings Attended: 5/6



Ryan Lloyd-Jones
TREASURER/CHAIR EFFECTIVE RESOURCES

Teacher: Bachelor of Mgt. (Info & H.R.)
Graduate Certificate Supply Chain Mgt
Graduate Dip Education

Elected: 2015

Board Meetings Attended: 5/6



Megan McLeish
BOARD MEMBER/CHAIR SERVICE QUALITY SUB COMMITTEE

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: 6/6



Brent Reed
BOARD MEMBER/CHAIR COMMUNITY ENGAGEMENT SUBCOMMITTEE

Leading Senior Constable, Victoria Police

Elected: 2018

Board Meetings Attended: 3/6



Barry Matthews
BOARD MEMBER

Retired Royal Australian Navy Serviceman
Retired Farmer

Elected: 2021

Board Meetings Attended: 5/5



Janet Watt
BOARD MEMBER

Bachelor of Arts (Media and Communications)
Master of Management (Human Resources)

Elected: 2021

Board Meetings Attended: 5/5



Tom Silcock
BOARD MEMBER

Merino Sheep Breeder, State and Federal representative of woolgrowers
Diploma Farm Management

Elected: 2021

Board Meetings Attended: 5/5

PRESIDENT'S REPORT



I am pleased to present my President's Report for 2022, which will be my final report as President of the BBNC.

As we are all aware the COVID-19 Pandemic has made the last couple of years a very challenging time for those involved in the Health, People Care and Services Industries. This combined with staff shortages, for various reasons, has placed extreme pressure on our organisation.

With this in mind, I would like to commend and thank all staff for their exceptional dedication and commitment to ensure that the maximum service possible has been made available to our community at all times. There is no doubt in my mind that those who have been under the greatest pressure and stress throughout this pandemic have been those who work in the Health area. So thank you again to all staff, our consulting doctors and allied support staff.

In particular, I would like to highlight the exceptional work and leadership of Anita Weaver and Kim Dufty who have stepped up into the role of Health Services Manager in response to the long term sick leave of our Manager. This has been a huge effort and contribution to our community. Thank you Anita and Kim.

Unfortunately our Centre Manager, Lisa Hutchins, has resigned due to ill health. Lisa's dedicated and insightful leadership over many years has made the BBNC what it is today. An ability to turn every challenge into an opportunity for improvement has been a feature of Lisa's work. A strong commitment to reasonable health access for all rural and isolated people has seen Lisa actively pursuing and supporting health needs across the State and in particular in its Bush Nurse Centres.

As an organisation we have been blessed to have Lisa's exceptional work and leadership skills guiding us for so long. Thank you Lisa for your wonderful contribution and our best wishes for a full return to good health.

This year we have achieved the completion of a number of capital works projects. The most significant of these is the official opening of the new Ambulance Victoria facility. Importantly this facility not only improves the ability to deliver emergency response to this remote area, but also highlights the growing and beneficial partnership that is developing between our Centre and Ambulance Victoria.

I would like to acknowledge an exceptional level of philanthropic contributions made by Don and Jill Cant over recent years. Thank you Don and Jill.

I would like to extend my appreciation to all Board members and other volunteers for their significant contributions during the year. Thanks also to the many other organisations and individuals who have made donations and in-kind contributions.

I would also like to thank our other stakeholders and partners who work with our organisation for the benefit of this community.

As I am retiring from the Board, I would like to wish the Centre and the Board the very best for the future. I would also like to encourage community members not to expect that they have a right to the services of a Bush Nurse Centre but rather a need to continue to support its operation and presence in our community.



Neville Trotman

President, Balmoral Bush Nursing Centre

HEALTH SERVICE MANAGER'S REPORT

2022 has been a particularly challenging year. Personally, it has been one of failing health and as such this will be my final report as the Health Service Manager. I have resigned the position and at the time of this report the Board are working through a process to ensure the best possible appointment to lead the organisation into the future.

On reflection, the role I have held for the past 19 years has provided me with so many opportunities. I have been fortunate to develop professional partnerships and friendships that have positively impacted my life in so many ways and strengthened the organisation to ensure future growth and sustainability. It has been very rewarding both professionally and personally.

I am thankful for the support of the many Board members and Presidents over the years. In particular I would like to thank Neville Trotman for his outstanding leadership throughout the "COVID period" as we will come to know the past few years. Neville has always led the Board with the safety and well-being of our staff at the forefront of any decision making. The completion of significant capital works projects and associated fundraising and risk management are a testament to his skill and expertise. The organisation is much richer, and most importantly sustainable, as a direct result of his leadership and he has taught me so much.

I thank the staff for their unwavering support. Without the respect and professional diligence of our staff the organisation would not be what it is today. I encourage all staff members to continue this level of performance under new leadership and commit to personal and professional growth in order to achieve ongoing high performance.

We are a strong performing local health service; relevant and committed to our vision.

Most importantly, I would like to thank Anita Weaver for stepping into the Acting Managers role for an extended period during my leave. Anita has led the team strongly and grown so much in her skill and understanding of health service management. This knowledge will serve and support the organisation well as she returns to her Quality and Risk role. The executive team of Anita, Kim Dufty, Rebecca Kearns and Nicole Lease have significant responsibility and are committed to supporting each other and working together to deliver high quality daily service provision and our longer-term organisation goals.

I am immensely proud of the Centre. It has been such a huge part of my life and I can honestly say I have given it my all. From my first shift in 1993 when I shoved my then 6 week old baby under the desk in the office as I attended to patients on a Saturday morning, to the rigours and pressure of modern day health service management, it has been quite a ride.

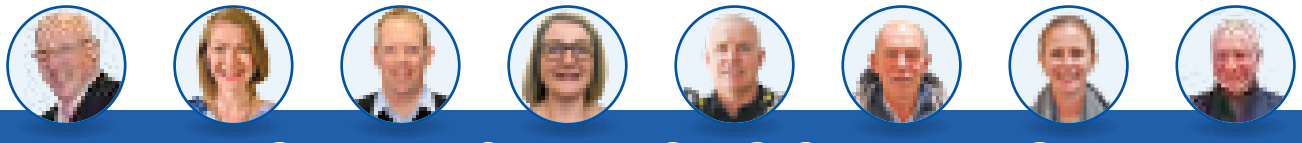


It is humbling and such an honour to have held the manager's position for as long as I have. I thank the Board, staff and broader community for this privilege.

Lisa Hutchins

Health Service Manager, Balmoral Bush Nursing Centre

ORGANISATIONAL STRUCTURE



BALMORAL BUSH NURSING CENTRE BOARD



Annette Jones
EXECUTIVE ADMINISTRATOR



Lisa Hutchins
HEALTH SERVICE MANAGER

BOARD SUB-COMMITTEES

- EFFECTIVE RESOURCING
- COMMUNITY ENGAGEMENT
- SERVICE QUALITY



Anita Weaver
QUALITY & RISK COORDINATOR

- CAPITAL WORKS AND PROJECT MANAGEMENT



Nicole Lease
ADMINISTRATION COORDINATOR

- ADMINISTRATION STAFF
- ENVIRONMENTAL SERVICES STAFF



Kim Dufty
CLINICAL NURSING COORDINATOR

- NURSING STAFF



Rebecca Kearns
COMMUNITY SERVICES COORDINATOR

- RESPITE & COMMUNITY SERVICES STAFF
- DISABILITY SERVICES STAFF
- CASE MANAGEMENT
- VOLUNTEERS
- MEN'S SHED

OUR STAFF



Connecting people through quality, safe care locally

2021-22 Balmoral Bush Nursing Centre Staff

Barbara Andrews
– Community Services Assistant

Laura Bull
– RN Div 1

Kim Dufty
– Clinical Nursing Coordinator/Acting Health Service Manager

Ana Hayes
– Environmental Services Officer

Lisa Hutchins
– Health Service Manager

Rosie Hutchins
– RN Div 1

Fiona Jagger
– Finance Officer

Suzanne Jenner
– Respite/Disability Carer

Annette Jones
– Executive Administrator

Rebecca Kearns
– Community Services Coordinator

Zoe Lawson
– Community Services Case Management Officer

Nicole Lease
– Administration Coordinator

Callie Leese
– RN Div 1

Anna Lyons
– RN Div 1

Lisa McClure
–RN Div 1/Acting Clinical Nursing Coordinator

Sarah Roberts
– RN Div 1

Narissa Temby
– Respite/Disability Carer

Jannette Tinning
– Respite Carer/Environmental Services Officer

Anita Weaver
– Quality & Risk Coordinator/Acting Health Service Manager



Thank you

We acknowledge and thank Staff who left the organization in the 2021-2022 financial year

Tricia Brody – Community Services Project Worker

Sue Lowe – RN Div 1

Jodie Russell – Administration Coordinator

RECOGNITION OF SERVICE

Congratulations to
Rebecca Kearns and **Kim Dufty**,
for their **15 years** of employment at BBNC



FINANCIAL PERFORMANCE OVERVIEW



Effective Resourcing this past financial year has been committed to ensuring quality and timely completion of the Capital Works Projects, and supporting the Centres operations as we transition to a new 'normal' at the back end of the pandemic.

This year, State Department of Health and Human Services funding contributed 61% of our revenue (from 71.11% last year (2020/21) and 72.26% the previous year (19/20). Significant cash flow movements in the financial reports have been attributed to ensuring timely and quality completion of the capital works projects, staff entitlement payments and the fall of pay period cycles. Grants through the **RHIF (Regional Health Infrastructure Fund) of $159,702** represented almost 14% of income for the year, thus enabling capital works to be completed. The financial year saw receipt of the final payment for the **Safety and Security Project – Regional Health Infrastructure, Round 3 (2018-19)** (completed in September 2021), the **Information Technology Upgrade Project – Regional Health Infrastructure, Round 4 (2019-20)**. (Completed in May 2022) and the progress payment enabling completion of the **Floorcovering Renewal Project – Regional Health Infrastructure, Round 5 (2021-2).** (Completed June 2022). The Ambulance Victoria project was completed in the previous financial year (May 2021).

We concluded the year with a **Net Operating Profit before capital items of $35,822.** Regular costs incurred with running the centre (payroll, back pay, legislated compliance costs, meeting EBA requirements) continue to be a challenge with limited revenue. Our operating figures were positively affected by service costs being down in the first half of the financial year, as well as an increase in donations. Therefore the challenge of generating increased funding levels and accessing alternative revenue streams continues to be a reality.

We acknowledge the generous donations (totalling $94,645 from many supporters of the BBNC (please refer to page 15) as well as the income from memberships. Once again, gratitude is extended to long term supporters of the BBNC, Don and Jill Cant for their generous donation of $52,000.

Coming out of the COVID-19 lockdown periods has generated more income with the recommencement of the various community services, such as the Men's Shed, Social Support Group, Live Active and the Community Transport Services.

Throughout 2021/22 we have continued to maintain our vital partnerships with Bendigo Bank and the Balmoral Opportunity Shop.

The board acknowledges the ongoing work of staff in providing transparent, timely and accurate financial reporting.

Detailed financial statements are provided by our auditor for the past financial year, McLaren Hunt, which are attached to this report.

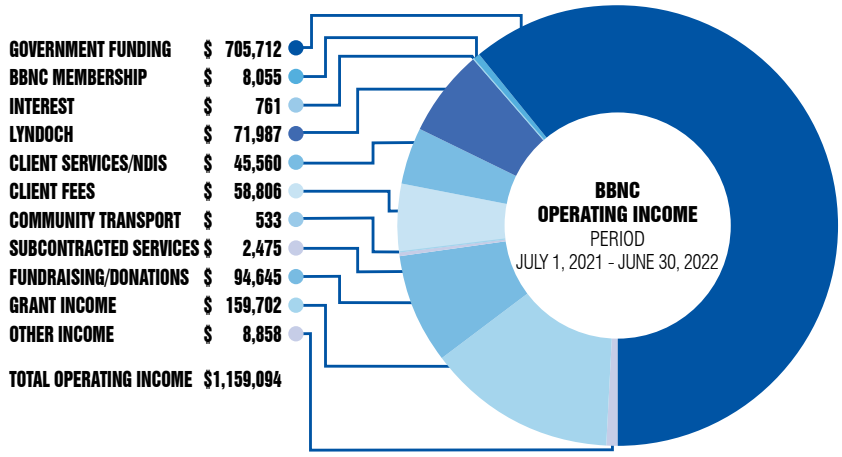
Ryan Lloyd-Jones
Treasurer

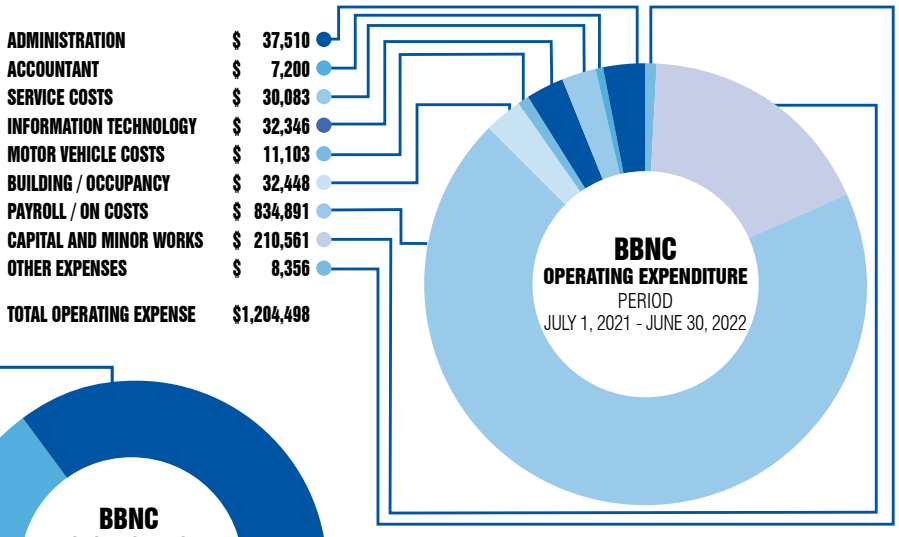
FINANCIAL PERFORMANCE OVERVIEW

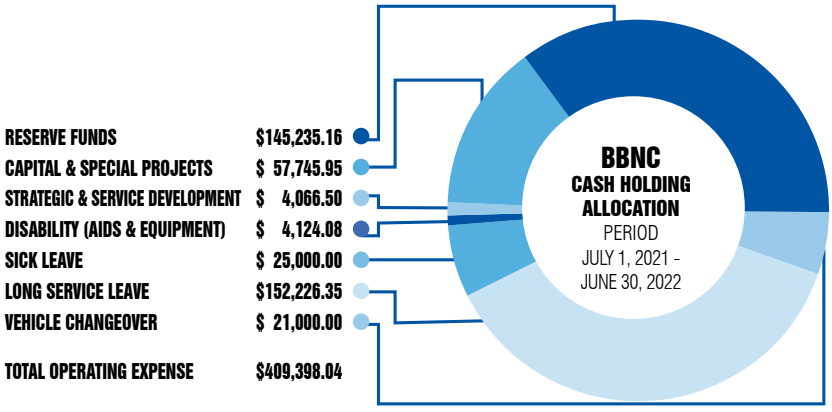
Financial operating performance for the year ended 30th June 2022	
Operating revenue	$1,159,094
Less operating expenditure	$1,204,498
*Net operating result without depreciation or income in advance	-$45,404

Cash and Investments					
	2018	2019	2020	2021	2022
Total Assets	$1,732,943.00	$1,767,521.00	$1,775,877.00	$2,230,185.00	$2,315,574.00
Cash & Investments	$ 575,467.00	$ 691,887.00	$ 637,091.00	$ 517,135.00	$ 409,042.00

Balance Sheet Summary – The table below shows the Centre's major Balance sheet categories in the past five years					
	2018	2019	2020	2021	2022
Current Assets	612,179.00	715,091.00	664,848.00	548,791.00	482,784.00
Fixed Assets	1,120,764.00	1,052,430.00	1,111,029.00	1,639,507.00	1,832,790.00
Current Liabilities	-390,025.00	-565,889.00	-595,500.00	-335,320.00	-337,481.00
Non-Current Liabilities	-34,250.00	-29,032.00	-29,027.00	-28,952.00	-16,750.00
Net Assets/Equity	1,308,668.00	1,172,600.00	$1,152,350.00	1,824,026.00	1,961,343.00







PHILANTHROPY AND DONATIONS

The Balmoral Bush Nursing Centre recognises all financial donations generously gifted over the past year. Philanthropy and donations play an important role at Balmoral Bush Nursing Centre by enabling the provision of greater client experiences, helping to fund new initiatives and the purchase of improved technologies and equipment. These things are not regularly funded through other avenues and so without the generosity of the community our health service would not be able to provide the wide range of services it does.

Donations in action 2021/22

- **$11,857** towards completion of the existing Safety and Security project (Donor - King Beard Project)
- **$4,616** purchased automated door opener at the entrance to the Function room to ensure the renovation of the front entrance complied with current disability access regulations (Donor - Balmoral Opportunity Shop)
- **$219** Fax machine to replace faulty one in nurses station (Donor - Balmoral Opportunity Shop)
- **$900** Dishwasher to replace faulty one in shared kitchen for Balmoral Early Learning Centre use (Donor - Balmoral Opportunity Shop)
- **$25,000** BBNC/AV colocation project to support completion (Donors - Don and Jill Cant)
- **$18,500** Wireless access points to greatly improve Wi-Fi connectivity around the facility enhancing an existing Information Technology upgrade (Donors - Don and Jill Cant)
- **$6,083** Two vital vital signs machines providing clinical staff a reliable, safe assessment tool with greater capacity and enable more than one client to be assessed and monitored at the same time (Donors - Don and Jill Cant)



- **$27,000** Two new treatment beds, one to replace aged emergency room bed and one for new consulting room providing the capacity to assess and treat more than one patient at a time.(Donors - Don and Jill Cant $24,000, with remainder supported by multiple member donations)
- **$6,500** Facility signage to support wayfinding of visitors and emergency responders. (Installation expected August 2022. Donors - Don and Jill Cant $3,500, with remainder supported by multiple member donations)
- **$436.78** Dust Extractor, Men's Shed (Donor - The Lions Club of Balmoral & district)
- **$1,500** Fencing at the BBNC residence (Donors - Andrew and Kim Dufty)

Multiple smaller donations purchased a full upgrade of hire equipment and other essential items including:

- **$2000** Toilet seats, walkers and shower chairs
- **$160** Replacement battery pack for an essential clinical diagnostic tool
- **$120** Wireless keyboard and mouse sets to complement set up of Community Telehealth Hub
- **$340** Two sets of replacement defibrillator pads and a defibrillator battery

A variety of other smaller value equipment purchases were made during the year, however just because they are not "big ticket items" does not mean they are not essential. Balmoral Bush Nursing Centre is a Not for Profit healthcare provider and multiple donations and contributions by members are essential for the running costs of BBNC.

Thank you to the many people who contribute to the donation tins located at the Western Hotel, Balmoral Café, Balmoral Opportunity Shop and the Balmoral Bush Nursing Centre. Loose change adds up and we are grateful to everyone who drops their coins into the donation tins.

< Redesign of the front area of the facility providing a safer and more efficient workplace

PHILANTHROPY AND DONATIONS

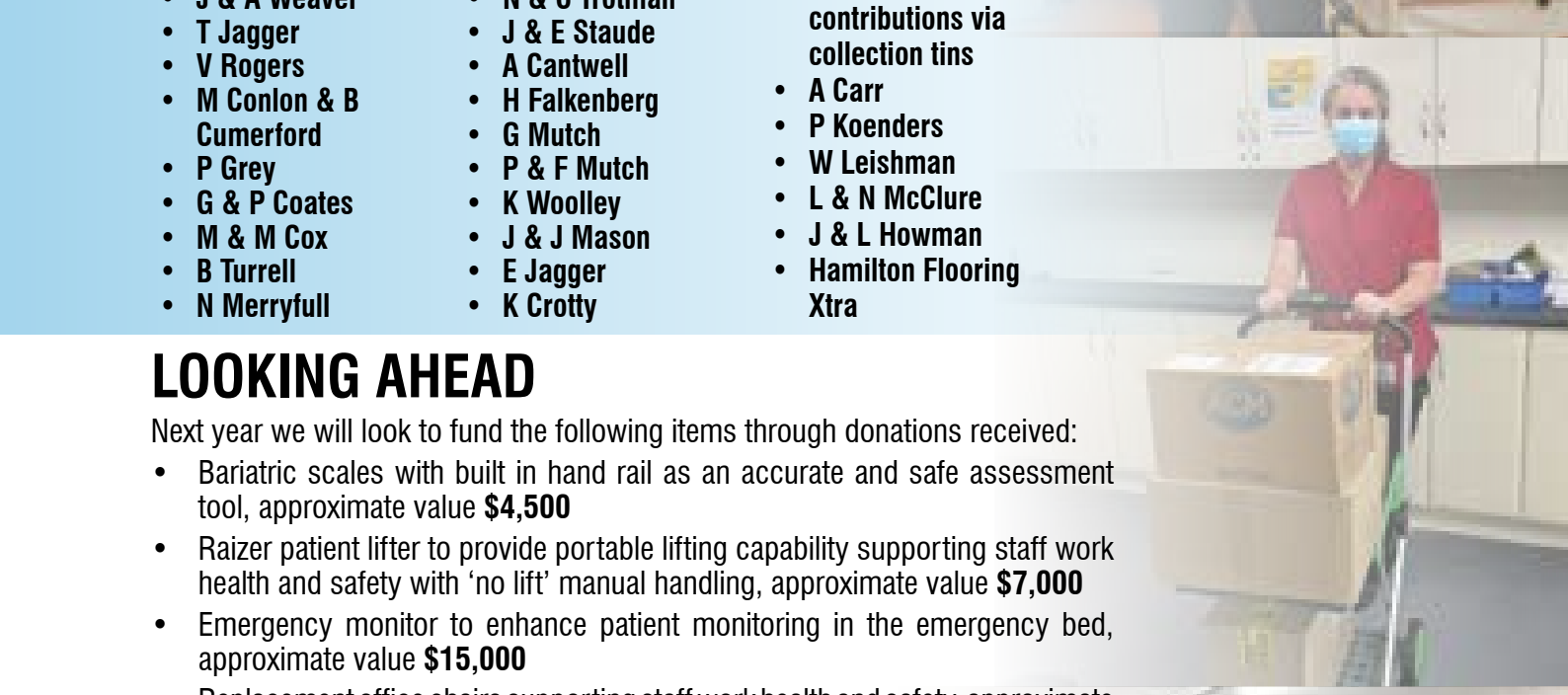
- D & J Cant Arundale Pastoral Co.
- Balmoral Opportunity Op Shop
- Yat Nat Pastoral
- Balmoral Excavations
- L & K Rees
- S Cochrane
- M & J Pern
- L Cameron
- J & A Weaver
- T Jagger
- V Rogers
- M Conlon & B Cumerford
- P Grey
- G & P Coates
- M & M Cox
- B Turrell
- N Merryfull
- J Watt
- K & P Dixon
- A & G Kemister
- K & A Dufty
- P & J Rees
- R Smith
- R & S Jenner
- G & E Graham
- D & A Watt
- J Dundon & A Dufty
- Melville, Orton & Lewis
- N & C Trotman
- J & E Staude
- A Cantwell
- H Falkenberg
- G Mutch
- P & F Mutch
- K Woolley
- J & J Mason
- E Jagger
- K Crotty
- S Cumerford
- C Ranalli
- I Mutch
- M & R Leeming
- A Burne
- W & D Cowland
- R Toleman
- A & G Hole
- J Toleman
- P Grey
- Balmoral Lap Club
- Community contributions via collection tins
- A Carr
- P Koenders
- W Leishman
- L & N McClure
- J & L Howman
- Hamilton Flooring Xtra



LOOKING AHEAD

Next year we will look to fund the following items through donations received:

- Bariatric scales with built in hand rail as an accurate and safe assessment tool, approximate value **$4,500**
- Raizer patient lifter to provide portable lifting capability supporting staff work health and safety with 'no lift' manual handling, approximate value **$7,000**
- Emergency monitor to enhance patient monitoring in the emergency bed, approximate value **$15,000**
- Replacement office chairs supporting staff work health and safety, approximate value **$6,000**
- Consulting room furniture to complete newest consulting space, approximate value **$6,000**
- Shade sail for new courtyard garden to enhance usability of the space in summer, approximate value **$12,000**
- Additional funds to support the construction of a vehicle storage area and maintenance shed





TO DONATE

Please forward to
Balmoral Bush Nursing Centre
PO Box 20,
Balmoral Vic 3407

Or direct deposit to our gift account
Balmoral Bush Nursing Centre Gift Account
BSB 083 633
Account Number 59 208 5182

All donations over $2 are tax deductable and graciously received

> ***Preparing for an emergency***
> ***Lisa McClure moves boxes safely using the package trolley***
> ***Use of correctly rated surfaces reduced the risk of slips***

BBNC Strategic Plan

BBNC Board

Strategic Themes

Service Quality

Delivering safe quality services

- ✓ Ongoing adherence to established audit schedule based on NSQHS V2 standards to effectively monitor consistency of care
- ✓ Ongoing Memorandum of Understanding (MOU) with Western District Health Service to support clinical governance, case review and quality and safety
- ✓ Further development of board reporting that supports effective decision making and risk management
- ✓ COVID-19 risk management across all levels of the organisation
- ✓ Ongoing education (both compliance and developmental) to support staff in safe, best practice service delivery
- ✓ Review and monitoring of credentialing process and scope of practice process for staff and visiting service providers
- ✓ Further consolidate partnership with Ambulance Victoria to enhance timely, high quality response to medical emergencies
- ✓ Delivery of capital works to address key safety aspects for staff and clients including major information communications technology upgrades and renewal of deteriorating floor coverings

Strategic Themes

Community Engagement

Linking with and knowing our community

- ✓ Engagement with our consumers and broader community to strengthen required supports, responsive to the COVID-19 pandemic
- ✓ Community Engagement Meetings delivered providing opportunity for input from consumers, community groups and clubs and the broader community
- ✓ Balmoral Opportunity Shop partnership to deliver support to our communities most vulnerable and promote the wonderful volunteer work delivered by the 'Op Shop' team
- ✓ Facilitation of the Balmoral Men's Shed program supporting a range of initiatives in beautification and maintenance of community projects
- ✓ Active collaboration with Dartmoor and Harrow Bush Nursing Centres to collectively promote small rural health service delivery in supporting good health in rural isolated areas
- ✓ Continued communication and health promotion within the community via the Balmoral Bulletin and social media
- ✓ Accessible in hard copy or online format for the first time in 2021, Annual feedback was collected from the community to drive continuous improvement and service development

Strategic Themes

Effective Resourcing

Enabling service quality and development

- ✓ Developing capacity with 'Best Practice' client management software
- ✓ Continue to actively negotiate with the Department of Health for a fair and appropriate resource allocation for all staffing EBA's and future service sustainability
- ✓ Continued review of staffing base and role integration to maximise employee capacity
- ✓ Accessed Rural Lap (Commonwealth funded nursing relief fund) to support nursing staff leave replacement
- ✓ Fundraising and donations promoted mindful of broader community project completion and community capacity
- ✓ Effective budget performance in a climate of extreme challenge impacted significantly by a required COVID-19 response
- ✓ Strengthening of Bendigo Bank partnership seeing investment in our service and our community
- ✓ Actively seek out funding opportunities to fit local needs and demands such as future RHIF (Regional Health Infrastructure fund)

NSQHS Standards



1 **Clinical Governance**

2 **Partnering with Consumers**

3 **Preventing & Controlling Healthcare-Associated Infection**

4 **Medication Safety**

5 **Comprehensive Care**

6 **Communicating for Safety**

7 **Blood Management**
Not applicable

8 **Recognising and Responding to Acute Deterioration**

BBNC Quality, safe care locally

PROJECTS

It has been a hectic 12 months with concurrent capital works and minor projects on the go at BBNC. Staff and clients have been incredibly resilient over this time while we were operating out of a disrupted work environment even though this was a real challenge at times.

Here's what we've been up to....

SAFETY AND SECURITY PROJECT - REGIONAL HEALTH INFRASTRUCTURE FUND, ROUND 3 (2018-19)

Financial contributors

BBNC would like to acknowledge and thank the financial contributors to this project:

- Victorian Government **$145,808**
- King Beard Project (Fred King) **$11,857**
- Balmoral Opportunity Shop **$4,616**

Delivered

- ✔ Phone uplift to voice over internet protocol (VOIP)
- ✔ Purchase and install CCTV system
- ✔ Purchase and install access control system
- ✔ Purchase and install an automated evacuation alert system
- ✔ Create separate print room with commercial exhaust
- ✔ Replace aged and inefficient heater/air conditioner unit
- ✔ Addition of line marking and bollards in front entrance client drop off zone
- ✔ Redesign front area of facility including foyer, reception, waiting room and nurse's station

Key project benefits

- Improved flow of people around the facility
- Increased privacy for clients and clinicians
- Safer more efficient work spaces for staff and visiting clinicians
- Improved reliability of systems during an emergency response



> Sarah Roberts works in the new clinical office space

CLINICAL ACTIVITIES IN 2021-2022

Clinical Presentations
1468



Emergency Presentations
32



Provision of urgent care
22

Live Active Program attendance
159

TOTAL NUMBER OF SERVICES DELIVERED



Pathology
317

Immunisations
627

Advocacy
107



Telehealth
34

Post hospital care
21

QUALITY & RISK REPORT

PROJECTS

INFORMATION TECHNOLOGY UPGRADE PROJECT - REGIONAL HEALTH INFRASTRUCTURE FUND, ROUND 4 (2019-20)

Financial contributors

BBNC would like to acknowledge and thank the financial contributors to this project:

- Victorian Government **$40,062**
- Don and Jill Cant **$18,500**
- Donations from community **$1,200**

Delivered

- ✔ Install additional data point in clinical treatment area
- ✔ Purchase and install 48 port ICT switch – doubling existing capacity
- ✔ Purchase and install Uninterrupted Power Supply (UPS)
- ✔ Purchase and install wireless access points (WAP's) for Wi-Fi upgrade
- ✔ Purchase and install of voice analog gateway for phone upgrade
- ✔ Purchase and install floor mount rack to appropriately store ICT equipment
- ✔ Extensive cabling work throughout facility for CCTV, access control and WAP's

Key project benefits

- UPS enables phone and internet to stay online for a limited time during power outage giving time for appropriate emergency response to be activated
- Improved efficiency of day to day operations with additional capacity for future growth
- ICT equipment stored appropriately and safely with room for expansion as required



> Anita Weaver takes the opportunity to remind us there's a new phone number

FLOORCOVERING RENEWAL PROJECT - REGIONAL HEALTH INFRASTRUCTURE FUND, ROUND 5 (2021-22)

Financial contributors

BBNC would like to acknowledge and thank the financial contributors to this project:

- Victorian Government **$92,787**

Delivered

- ✔ Remove existing floor coverings, prep and install new commercial carpet tile and vinyl throughout
- ✔ All areas fitted with appropriately slip rated products
- ✔ Install new entry mats in foyer and function room
- ✔ Carpet areas changed over to vinyl where risk previously identified

Key project benefits

- Vinyl installed in high traffic areas to improve infection control
- Manual handling risk reduced by introducing vinyl to areas where mobility and lifting aids are used most often
- Enhanced visitor and client wayfinding using floors to create easy to navigate zones
- Replacement of lifting and aged floor covers reduced risk of trips
- Use of correctly rated surface reduces risk of slips



> New flooring in the Childcare Centre

LANDSCAPING PROJECT

Financial contributors
BBNC would like to thank and acknowledge the financial contributors to this project:

- Coleraine Community Bendigo Bank **$20,000**
- Donations from community **$668**

BBNC also acknowledge and thank contributions of labour, equipment or landscaping product: South West Mowers and Maintenance, Bunnings Horsham, Avalon Nursery Haddon, McClure Earthmoving Harrow, Nick and Lisa McClure, Balmoral Golf Club, Neville Trotman, Graeme Weaver, Derek Brody

Delivered

✔ Construction of a dedicated walkway for pedestrians
✔ Construction of a semi enclosed courtyard style garden area that can be used for programs and as a meeting space for staff and community members



> ^ ***Neville Trotman and Anita Weaver are handed a cheque for $20,000 by Mary-Ann Summers from the Coleraine Community Bank***

> ***Native wildlife enjoying the peaceful surrounds of the new garden***

Key project benefits

- Safer access for visitors and staff with clearly defined pedestrian zones
- Increased opportunities to include outside activities in BBNC programs
- COVID Safe guidelines better met with more activities conducted outside
- Improved health outcomes by providing an appealing vista for those inside the building
- Recently completed capital projects linked in an effective and attractive way

Coming Soon ...

COMPLIANCE STORAGE AND ASSET PROTECTION PROJECT - REGIONAL HEALTH INFRASTRUCTURE FUND, ROUND 5 (2021-22)

Currently in the preliminary stages BBNC staff are eagerly anticipating construction of a vehicle storage shed and powered lock up workshop with workbench, shelving and chemical cage. This project will deliver important work, health and safety benefits for staff and allow us to take the best care possible of BBNC assets such as the Community transport buses and car plus other maintenance equipment that is essential for service delivery.

QUALITY & RISK

QUALITY & SAFETY

QUALITY AND SAFETY

There is no doubt it has been a challenging year for healthcare workers.

The team at BBNC have worked incredibly hard to reinvigorate programs that have been impacted by past pandemic restrictions, to continue nursing and providing community transport to meet the constant community need and sometimes just to stay fit and well for work – including complying with mandatory vaccinations and regular COVID-19 surveillance testing.

I thank them for their dedication and diligence at a time when everyone has been pushed outside of the 'norm'.

Through all of this, and largely behind the scenes, each of the work groups have been contributing to the quality and safety of our organisation by completing the regular audits and checks designed to identify any areas where BBNC can do better.

Over the next 12 months, as we work towards assessment against the National Standards of Quality in Healthcare Standards (NSQHS), the entire BBNC team will continue to contribute to this process by reviewing the way we complete tasks and this will inform ongoing policy and guideline review.



^ *Jim Falla Ambulance Victoria, Paramedic Community Support Coordinator (PCSC) and Bev Cumerford Ambulance Community Officer (ACO) at the Balmoral Ambulance Station*



^ *Ambulance Victoria Paramedic and Sarah Roberts keep up to date with skills and participate in Remote Area Nurse (RAN) Accreditation*

NATIONAL STANDARDS OF CARE - overview

All Health Services in Australia are required to follow Standards of Care for safety and quality. There are eight Standards set by The Australian Commission on Safety and Quality in Health care that outline the minimum requirements to protect the public from harm, and to improve the quality of health care. Every three years Bush Nursing Centres are assessed against the seven of these standards that apply including:

- Clinical governance
- Partnering with consumers
- Preventing and controlling healthcare-associated infection
- Medication safety
- Comprehensive care
- Communication for safety
- Recognising and responding to acute deterioration

When a health service is awarded accreditation it provides assurance to the community that the organisation meets expected patient safety and quality standards.

Balmoral Bush Nursing Centre is accredited until December 2023.

Preventing and controlling healthcare-associated infection

Influenza is a highly contagious virus which can cause significant illness to anyone who catches it and by protecting staff and volunteers from flu we reduce the risk of passing the virus to patients, colleagues, family and friends.

The most effective way to prevent flu is to receive an annual flu injection. Whilst the COVID-19 pandemic has been the focus since the beginning of 2020, and influenza numbers have been lower than previous years, influenza can still cause significant illness and complications for those who get it.

In 2022, influenza vaccination has become mandatory for Victorian healthcare workers unless they have a medical exemption in addition to the mandatory COVID-19 vaccination requirement.

With support from Western District Health Service and Coleraine Casterton Medical Group, BBNC has been able to run several COVID-19 immunisation clinics in Balmoral for the community.

Since May 2021, 553 doses of COVID-19 vaccine have been administered at BBNC

553
doses of COVID-19



^ Dr Brian Coulson (right) with Lisa McClure and medical student Imogen Gartside (left)



< Nurses Laura Bull (left) and Lisa McClure provide treatment to Kevin Bloomfield

Many different measures have been put in place by BBNC to reduce the impact of COVID-19 on our health service.

Amongst staff strict use of masks and other personal protective equipment continues along with regular hand hygiene and isolating when unwell.

We also continue to screen each and every visitor to the facility to help protect both the workforce (so we can remain open to serve the community) and clients (so they avoid additional health complications).

All staff have continued to support infection prevention and control at BBNC through practicing extra cleaning protocols in their daily routines – no matter what their work role.

100%
Balmoral Bush Nursing Centre staff are fully vaccinated against COVID-19

QUALITY & RISK

QUALITY AND SAFETY

Partnering with consumers

To ensure we continuously improve the quality of care we provide BBNC regularly review and measure performance based on how people rate their care and client experience at BBNC. We gather this feedback through an annual survey which is distributed to both members and non-members. To ensure this survey is both accessible and easy to complete an online version was offered to the community for the first time ever in 2021. Uptake of participation in the BBNC annual survey was down this time and this has been identified as an area we need to improve.

Facilitating and improving participation with consumers is central to meeting the healthcare needs of the community. Members of the Balmoral and district community are encouraged to participate in our health service by becoming a consumer representative.

In addition to participation in the annual survey or becoming a consumer representative the other ways you can contribute to improvement of services is by completing a feedback form, connecting with BBNC on social media and talking to a Board member, staff member or volunteer.

Consumer representatives provide valuable input into the way we deliver care by:

- Participating in committees
- Working on projects
- Providing consumer feedback on BBNC publications
- Collecting feedback from consumers

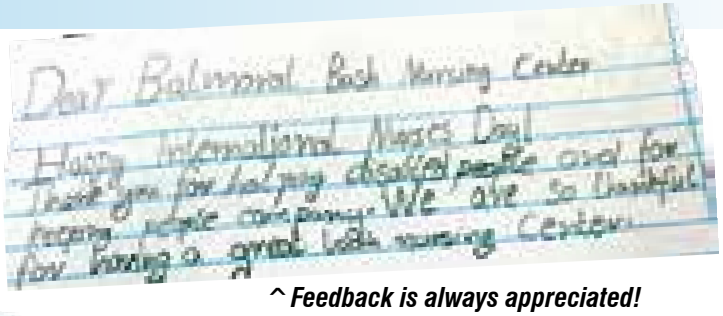
If you are interested in participating as a consumer representative, please get in touch

Continuous improvement

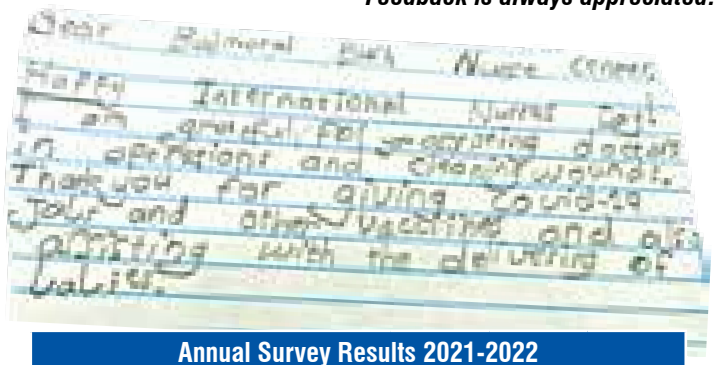
The Victorian Health Incident Management System helps us to record, investigate and review incidents that occur at BBNC and easily report this information so that emerging trends can be identified early. Every staff member has access to the system to, in their own words, record events that occurred giving real time notification to other staff members of a potential issue. In the past 12 months 32 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



^ *Feedback is always appreciated!*



Annual Survey Results 2021-2022
Quality of service – rate standard of care received

Centre Services	Expectations %		
	Below	Meets	Exceeds
Clinic/District Nurses	0	13	86
Respite/Community Transport	0	33	67
Social Support Program	0	22	78
Men's Shed	0	50	50
Family Services/Childcare	0	26	74
Exercise Program	0	50	50

BBNC Quality & Risk data 2021/2
Victorian Health Incident Management System
VHIMS Reports by type

Month	Clinical	OHS	Hazard	Total
July 2021	1	1	3	5
August 2021	1	0	4	5
September 2021	0	0	2	2
October 2021	0	0	6	6
November 2021	0	0	1	1
December 2021	1	1	1	3
January 2022	0	1	3	4
February 2022	0	0	0	0
March 2022	0	0	0	0
April 2022	0	0	0	0
May 2022	1	0	4	5
June 2022	0	0	1	1
Totals	4	3	25	32

QUALITY AND SAFETY

Training

Seven BBNC nurses completed Remote Area Nurse (RAN) training and accreditation in 2022 which includes the annual 2-day interactive workshop run by Ambulance Victoria (AV) allowing them to both obtain and maintain essential emergency skills. Once trained RAN's can be utilised by AV dispatch to attend cases within our area using the Remote Area Nurse Emergency Guidelines (RANEG).

Non-clinical staff complete a Level 2 First Aid competency every year and this year we were glad to be able to complete this in person. Face to face fire and evacuation training was provided by the Western District Health Service OHS trainer during 2021 and was perfectly timed to enable staff to gain valuable training in the newly installed evacuation alert system.

Online education has been provided to staff with all work areas completing mandatory competencies that are targeted to boost awareness and understanding of key areas under the National Safety and Quality in Health Service standards.



^ *Rosie Hutchins and Lisa Hutchins receive a Certificate of Completion from Ambulance Victoria*

What's a RAN?

In a nutshell: Remote Area Nurses work in rural areas of Victoria at bush nursing centres. These qualified nurses complete further online education, along with a 2-day interactive workshop annually which is run by Ambulance Victoria (AV). This enables RAN's to obtain and maintain skills.

On duty RAN's wear AV pagers and can be utilised by AV dispatch to respond and attend emergencies within their area. RAN's will always be backed by a paramedic crew for support and transfer. Seven, out of a total of 50 Victorian RAN's work at the BBNC.

Did you know

Balmoral Bush Nursing Centre responded to

73

Rural Area Nurse (RAN) callouts in 2021-2022



^ *Staff undergo CPR First Aid Training*

SERVICES PROVIDED



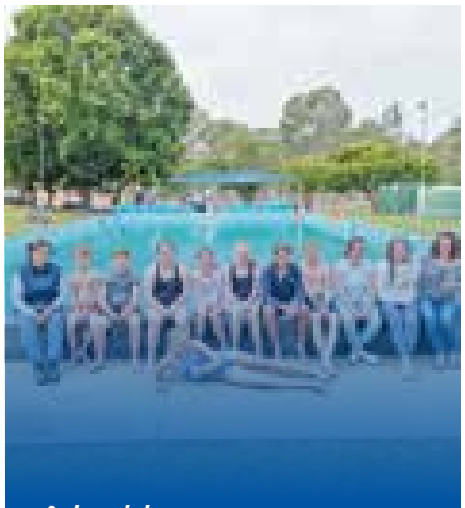
^ *Phuong Huynh, podiatrist with client*

Allied Health Services:

- Podiatry service
- Optometrist
- Diabetes Educator
- Virtual care/telehealth
- Remedial massage
- Hearing Screening

Referral Services:

- A wide range of referral services



^ *Lapclub*

Community Services:

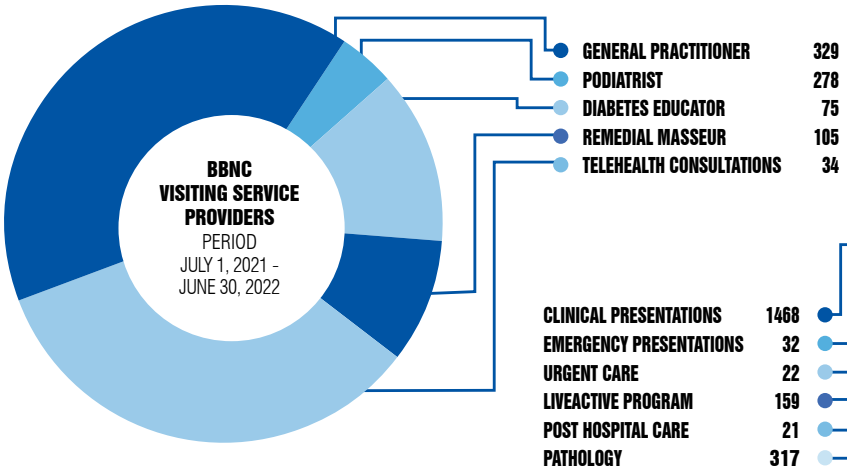
- Social support group
- Case management
- Community transport services
- Volunteer program
- Disability services / NDIS
- Men's shed
- Live Active exercise programs
- Meals on Wheels
- Childcare

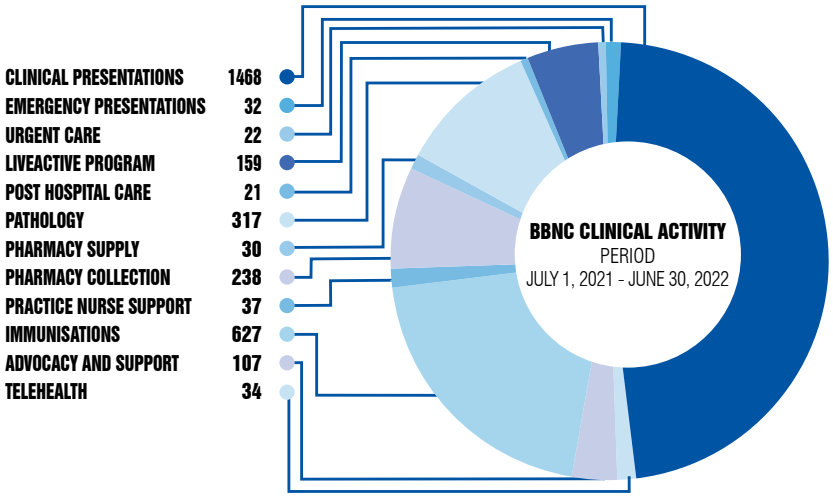


^ *Registered nurses Callie Leese and Kim Dufty*

Clinical Services:

- District nursing
- Accident and emergency nursing
- Palliative care
- Post-Acute care
- Hospital in the Home
- Pathology collection
- Continence care and advice
- Access to medications and pharmacy services
- Wound care
- Domiciliary Midwifery
- Community nursing
- Immunisation





DOCTORS



< Dr Brian Coulson (left) with Ralph Zwar

Dr Brian S Coulson

MBBS Dip RACOG FACRRM

Practices with Coleraine/Casterton Medical clinic and visits Balmoral every second Tuesday. Dr Couslon has been in the practice since 1982. He graduated from Adelaide in 1978. His special interests are Dermatology, Psychiatry and Infectious Diseases.



Dr Jan Slabbert

MB ChB FRACGP

Practices with Hamilton Medical Group and in the past has consulted at the Balmoral Bush Nursing Centre. Whilst 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.

A severe general practitioner shortage

across regional areas has meant that visits by Coleraine Casterton Medical group to Balmoral are currently reliant on locum doctor availability.

Coleraine Casterton Medical Clinic have renewed their GP agreement with BBNC for another 12 months and are committed to providing the district with GP care within capacity. BBNC are actively exploring options for general practitioner service provision into the future.

CLINICAL NURSING REPORT

2021-2022 has continued to be a year of considerable challenges for all health care centres around the world due to the COVID-19 pandemic. The impact on our bush nursing centre has been enormous, but our dedicated staff have worked very hard and tirelessly to continue to provide quality, safe care locally by continuing to screen and monitor all staff and clients. This teamwork has enabled our nurses to continue to provide high quality nursing care as the screening and monitoring processes are completed by other trained staff at the centre. Thank you also to the local businesses who have continued to implement COVID-safe practices in challenging circumstances to keep our community safe.

This year, we have employed three new nurses at the beginning of 2022. Laura Bull, Callie Leese and Rosie Hutchins bring to the centre a diverse range of skills.

DID YOU KNOW
that
71
responders noted in the 2021/2 Annual Survey results that the clinic & district nurses at BBNC exceeded their expectations

They all have a strong interest and experience in rural health and have all successfully completed the Remote Area Nurse training provided by Ambulance Victoria offered to Division 1 RNs who work at Bush Nursing centres in Victoria.

This training permits our nurses to provide first line emergency care in the event of a medical or trauma emergency.

There are only 50 Remote Area Nurses in the state who can deliver this emergency care. The Balmoral community is fortunate to have seven RANs working at the BNC.



∧ ***Joint Staff training. Nursing staff from Balmoral, Dartmoor and Harrow Bush Nursing Centres***

Our partnerships with other health organisations are highly valued and enable us to deliver services locally.

This has been a challenge under the cloud of the COVID-19 pandemic but the positive feature has been the opportunity to administer 595 Covid vaccines at the BBNC under the direction of the Coleraine Casterton Medical Group and the Western District Health Service (WDHS).

DID YOU KNOW
BBNC delivered
200
Flu Vaccines

The flu vaccine clinics have again been well supported by the community and the demand this year has been higher than previous years, delivering over 200 flu vaccines.

The importance of vaccinating cannot be underestimated; to protect oneself, others who are vulnerable, provide herd immunity and to help eradicate serious diseases.

We have continued to build partnerships with other health agencies to help support the needs of our community. One method has been through provision of telehealth, working with Barwon South West Virtual Care Hub.



^ ***Telehealth education***

This video enabled communication, has always played an important role at the centre but, the last 12 months has seen an increase in this service as an alternative to face to face appointments with health professionals. This has been a huge benefit to clients to continue to have access to professional advice and attend appointments during the COVID-19 pandemic.

CLINICAL NURSING REPORT



∧ Jim Falla, Ambulance Victoria, Paramedic Support Coordinator (PCSC) receives a vaccination from Western District Health Service Women's Health Nurse, Sue Watt

The relatively new role of the Paramedic Community Support Coordinator (PCSC) by Ambulance Victoria has been invaluable to deliver training, education, and support to the staff at the BNC. It provides a close link to AV resulting in better outcomes for our community.

We are fortunate to have this paramedic in our area as not all towns have such a position. I would like to take this opportunity to thank Jim Falla who currently works in this role and has provided us with a wealth of knowledge and expertise.



∧ BBNC staff celebrating the festive season

Tom Silcock, Lisa McClure, Brent Reed and Kim Dufty in our Drive through Flu Vaccine clinic >

"It is great to do what you love but greater with the great team"

Lailah Gifty Akita

As a midwife, I'm aware bringing home a new baby can be a daunting responsibility at any time, but with restrictions due to the COVID-19 pandemic, the isolation in rural and remote areas can feel amplified. I would like to take this opportunity to thank Maternal & Child Health Nurse from the Southern Grampians Shire Council, Jodie Hutchins who has worked tirelessly and gone above and beyond to ensure our new mothers and babies in our community have continued to receive the support and care needed.

We have been able to continue to update equipment and make new purchases through the kind donations of community members and groups. We are extremely appreciative for these contributions. They help us improve the quality of care we can deliver.

Finally, I would like to thank the dedicated staff at the BBNC for their support and teamwork over the last 12 months and for making the BBNC a great place to work.

Kim Dufty
Clinical Nurse Coordinator



COMMUNITY SERVICES

Over the past twelve months the BBNC Community Services team have responded to the challenges presented with professionalism and skill. Their flexible approach and ability to adapt has ensured the continuation of a range of programs, notably, the Social Support Group, Men's Shed, Live Active, Community Transport and Case Management Programs. These successful programs have facilitated the delivery of Community Services core role - to keep people living in their homes for longer and to maintain their connections within the community.

Rebecca Kearns

Rebecca Kearns
Community Services Coordinator



^ Our Social support group celebrating World Diabetes day with Diabetes Educator Megan McLeish

BBNC Community Services 2021-2

The goal of our Community Services team is to continue to advance mental and physical health and wellbeing for our service users. We strive to create opportunities for socialisation, to connect members of our community together and to enable involvement via quality activities and safe well managed programs. Group members enjoy a meal once a week with companions in the local environs of the Bush Nursing Centre and further afield. 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.

Restrictions imposed due to COVID-19 resulted in the temporary interruption to our Social Support Group program. We responded by creating new ways to connect while supporting our members.

Adapting to new circumstances, we phoned clients for a chat to break feelings of isolation. The establishment of a weekly meal delivery program, working with local businesses, the Balmoral Café and the Western Hotel was greatly appreciated by the Social Support Group clients. The business owners pulled out all the stops to provide a fabulous range of home cooked meals.

BBNC activities	38
External trips	16
Meals provided at BBNC	106
Home meal deliveries	81

Balmoral Social Support Group

JULY



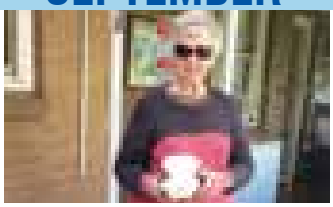
Meals home delivered

AUGUST



Healthy bones week

SEPTEMBER



Meals home delivered

OCTOBER



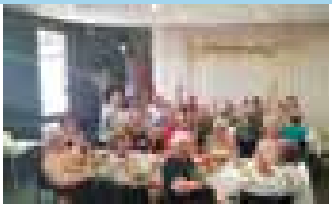
Mens shed shocktober

NOVEMBER



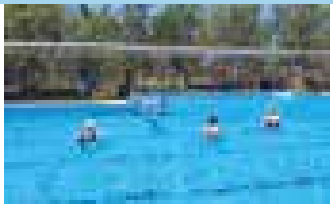
Social Support Group

DECEMBER



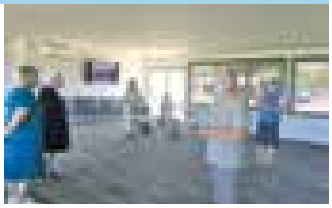
Christmas Break Up

JANUARY



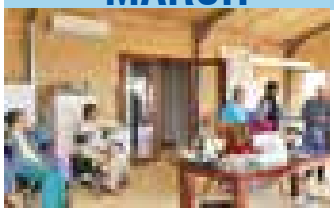
Swimming exercises

FEBRUARY



Live Active

MARCH



Kilmaille knits

APRIL



Warrock Homestead

MAY



Mens shed

JUNE



Horsham Art Gallery

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 connected with clients in the respite, disability and NDIS program.

Community Home Support Program: Respite hours	2021/2 Target	2021/2 Delivered
Annual Total	756	775

v Matt Brody (left) enjoyed a day out at Riding for the Disabled in Horsham.

v Matthew Carr (right) shows his talent in the kitchen.



Transport

The Community Bus Transport program 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.

Respite bus trips	85
Community Transport Car trips	179



The impact of COVID-19 and social distancing restrictions have impacted the provision of services. Staff have continued to find creative ways to ensure our community has access to essential out of town services 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.

Mode of Transport	KM's travelled 2021/2
Bus 1	5,601
Bus 2	5,923
Community Transport Car	22,338
Emergency Response Car	3,874
Annual total of kms	37,736

< Barbara Andrews, Jannette Tinning and Rebecca Kearns - Heading off for the day

COMMUNITY SERVICES

Men's Shed

The Balmoral Men's Shed represents an important community hub which provides a sense of community involvement for its participants. Its weekly program offers an opportunity for men and women from the Balmoral district to get together, work on community projects and learn new skills.

DID YOU KNOW

participation in the Balmoral Men's Shed is increasing? Usage topped

150

visits in 2021/22

Despite the interruptions experienced due to COVID-19, members have completed a community project with the Balmoral Lions Club. Our members constructed a picnic table for the Longfella Park which has been well utilised by locals and visitors to our town.





We would like to acknowledge the generosity of the Australian Men's Shed Association, the Balmoral Opportunity Shop and the Lions Club of Balmoral and district for their generosity in supporting and enabling the purchase of new equipment for the Balmoral Men's Shed. The Men's Shed were pleased to recently receive a dust extractor which was donated by the Lions Club of Balmoral and district. This is a great addition to the Men's Shed and it will benefit the health and safety of the members.

The Men's Shed program is fully funded by community donations and supported by the Coordinator position provided by BBNC.

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.

Despite the impact of COVID-19 and the social distancing restrictions, the BBNC Live Active Program has delivered 71 individual sessions with 220 interactions.

Live Active Program	2020/21	2021/2
Individual Sessions	88	71
Participants	159	220

< Community services member of staff, Jannette Tinning walking with Heather McPhee and dogs Lucy and George

COMMUNITY SERVICES

Case Management Report

Case Management provides care, coordination and advocacy. We support clients by assisting their access to funding. This funding is essential for supporting their healthcare and social support needs. It is all about connecting people with the right care and the right service, supporting their needs to stay in their own home and live as active participants in our local community.

Access to qualified nurses and respite carers, the Case Management program provides great peace of mind to clients and their families, particularly those who are experiencing isolation.

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

> ***'Experienced BBNC Staff provide targeted quality, safe care to support individual needs'***



^ Community Service staff

Volunteers



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. They provide support to clients and staff, they share new skills and most importantly provide lots of laughs and companionship for 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. This year with the support of our community BBNC was able to provide the Share the Dignity project with 100 bags.

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.

< Beth Smith serves Social Support Group Meals

STORY OF OUR SERVICE



CHERYL 'CHICK' TROTMAN

> **'I will be forever grateful for the high-quality services offered by the staff at Balmoral Bush Nursing Centre" Says Chick**

Cheryl Trotman, otherwise known as Chick is Balmoral born & bred, describing herself as the 'Come Back kid', she left the area only to return 14 years later. Balmoral is her home and she loves the life, spending time with family & friends, playing bowls and golf and when she's not doing any of that, she is happily working in her garden.

Over the years Chick has tapped into the services provided by Balmoral Nursing Centre. She has attended Jannette Tinning's Strength & Balance classes since they started over 10 years ago*. Chick values the role the classes play in supporting her to stay fit healthy & active. "The BBNC provides a focal point for health and wellbeing, it's been so convenient to just pop in to receive Covid vaccines & flu jabs locally" says Chick.

A recent health crisis brought home to Chick just how important the Balmoral Bush Nursing Centre is. Chick hadn't been well & her daughter suggested she should get checked out. The decision to drop in and get her blood pressure taken was a life-saving decision for her. Chick collapsed while visiting the Centre. Highly qualified nurses were on-hand to provide expert care until paramedics from Edenhope, Hamilton and a Mica Paramedic crew arrived. Chick was immediately transported to Hamilton and then airlifted to Geelong.

"The chopper took off at 1pm & I went into surgery by 3pm" says Chick. Since being released from hospital following her life-threatening surgery, Chick has received what she describes as a "stress free recovery" aided by the post-operative care provided by nursing staff at the Balmoral Bush Nursing Centre. The Telehealth Hub service has enabled Chick to meet with her local doctor regularly without the usual long wait for appointments. Contact between specialists in Geelong and nursing staff at the Balmoral Bush Nursing Centre has meant that Chick and her family have peace of mind as she takes each step back to full health.

Jannette's Live Active program – No need to book, just turn up!

- **Monday 5.30pm Strength & Cardio**
- **Tuesday 10am Strength & Balance**

KEY PARTNERS

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

Balmoral Opportunity Shop

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ACCREDITED

CONSUMER REVIEWED



^ Balmoral Op Shop, with volunteers Robyn Blake and Beth Smith.