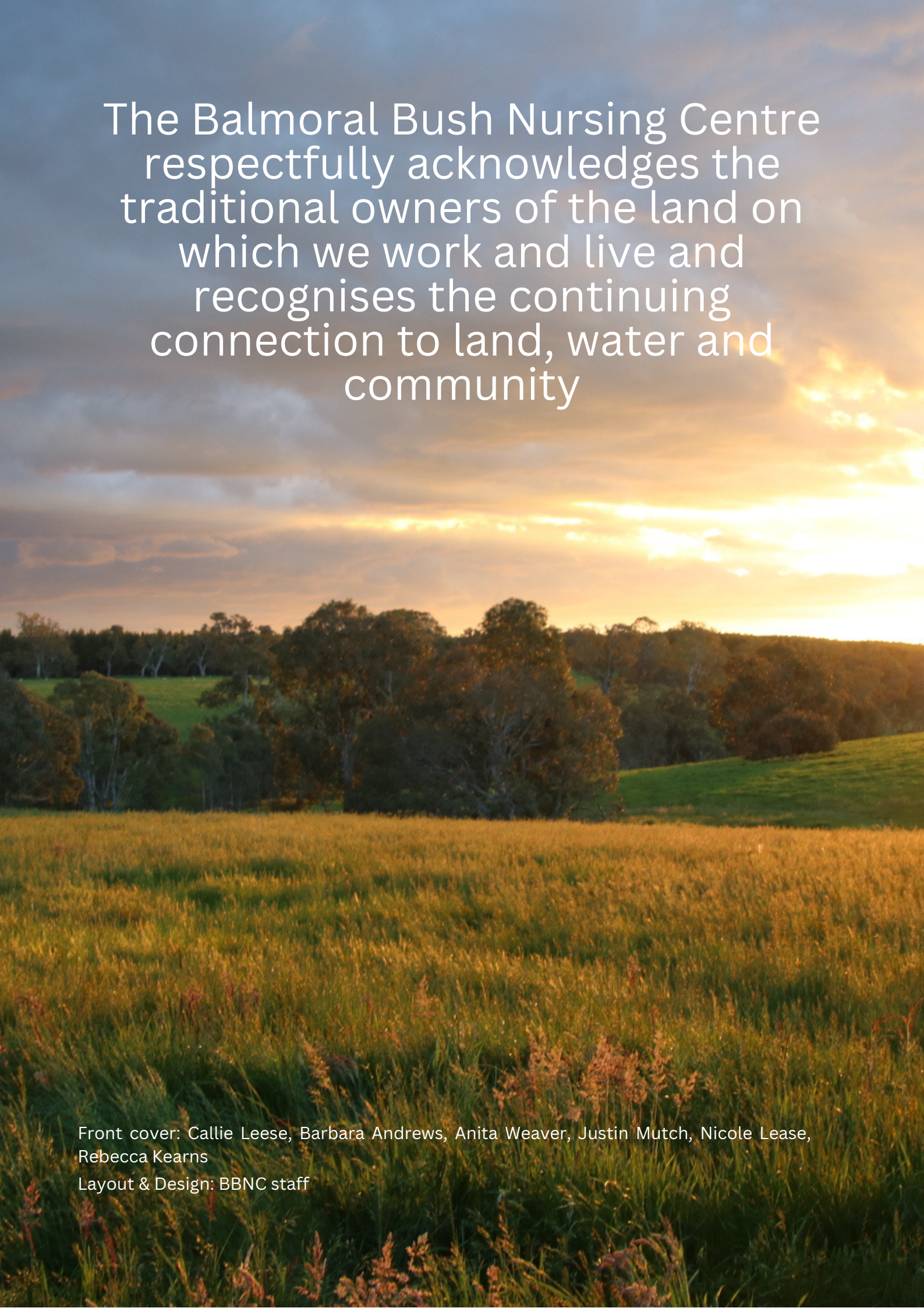




Balmoral Bush Nursing Centre

Annual Report 2022/2023





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

Front cover: Callie Leese, Barbara Andrews, Anita Weaver, Justin Mutch, Nicole Lease,
Rebecca Kearns

Layout & Design: BBNC staff

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Connecting people through
quality, safe care locally

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.

Balmoral is 328 km northwest of Melbourne, 79 km from Horsham, and 64 km from Hamilton.

The Balmoral Bush Nursing Centre, located in the heart of Balmoral, plays a key role in delivering a community based health service that 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 West Region. The Balmoral Bush Nursing Centre continues to formalise integrated planning with key partners sub-regionally, regionally, and State-wide.

Did you know...



There are 416 people living in the 3407 postcode?

241 private dwellings with an average of 2.3 people per household.

34.1% of people living in the 3407 postcode did voluntary work through an organisation or community group over the last 12 months? (The Victorian average is 13.3%).

> 2021 Census data

Our vision, our values



Our Vision: Connecting people through quality safe care locally

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

Sub-Committee Community Volunteers and Representatives

Facilitating and improving participation of 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. 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.

Acknowledging the valued community volunteers and representatives who serve on our sub-committees

Rosey Leeming & Diane McLean, BBNC Community Representatives,
Ngaire Watt – Balmoral K-12 Community College,
Jim Falla – Ambulance Victoria,
Tim Fry – SES,
Tereasa Hobbs – Harrow Balmoral Football Netball Club,
Nancye Merryfull, Beth Smith, Robyn Blake, Dot O'Callaghan, Joy Brody & Lyn Iredell – Balmoral Op Shop,
Brent Reed – Victoria Police,
Cheryl Trotman – Balmoral Bowling Club,
Ann Vaughan – Harrow Bush Nursing Centre,
Sabrina Watt – Balmoral Development Association,
Graeme Weaver – Balmoral CFA.

Life Members Award

Two life memberships were presented at the 2022 AGM.

Lisa Hutchins and Neville Trotman are worthy recipients who have gone above and beyond their roles to benefit BBNC and the community.



Lisa Hutchins has been employed at BBNC since 1993 and held the role of Health Service Manager for 19 years. Over this time, she has been integral in growing the Centre into the quality health service it is today, building the capacity of both the facility and the staff within it. Lisa has made a lasting impact on Victorian Bush Nursing as an advocate and leader both regionally and in Statewide forums, building the profile of Balmoral at the same time.

Neville Trotman freely gave countless volunteer hours over his 11-year term on the Board of BBNC – many of these as President. Neville has led the Board through very challenging times, demonstrating the strength of his governance skills. Neville has always been willing to go the extra mile to help around the Centre and could often be seen doing handyman duties or getting on the tools for a landscaping or fencing project.

Our Board



Tom Silcock
President

Merino Sheep Breeder
State & Federal Representative of Wool Growers
Diploma of Farm Management
Elected: 2021
Board meetings attended: 4/5



Janet Watt
Board Member

Bachelor of Arts (Media & Communications)
Master of Management Human Resources
Elected: 2021
Board Meetings attended: 4/5



Barry Matthews
Board Member/ Chair Community Engagement

Retired Royal Australian Navy Serviceman
Retired Farmer
Elected: 2021
Board Meetings attended: 4/5



Mardi Johns
Vice President

Principal Solicitor, Johns Legal
Bachelor of Laws & Legal Practice (Hons)
Bachelor of Behavioural Science
Graduate Diploma Military Law
Elected: 2020
Board meetings attended 3/5



Megan McLeish
Board Member/Chair Service Quality & Risk

Diabetes Educator, Registered Nurse. Diploma of Applied Science (Nursing) Bachelor of Nursing, Graduate Diploma Acute Cardiovascular Nursing, Diploma of Management, Graduate Certificate in Diabetes Education & Healthcare
Elected: 2015
Board Meetings attended: 5/5



Ryan Lloyd-Jones
Treasurer/Chair Effective Resources

Bachelor of Management (Info & HR)
Graduate Certificate Supply Chain Management
Graduate Dip. Ed.
Elected: 2015
Board meetings attended 5/5



Karen Williams
Board Member

Registered Nurse
Bachelor of Nursing
Certificate in Palliative Care
Elected: 2023
Board meetings attended 2/2



Neil Rogers
Board Member

Retired owner of a computer maintenance company
Certificate II Digital Engineering
Elected: 2023
Board meetings attended 1/1

2023 Departing Board Members

Thank you to Neville Trotman and Brent Reed for their service to the Board of BBNC



President's Report

Tom Silcock



I have the pleasure of presenting my first Balmoral Bush Nursing Centre (BBNC) President's report. Whooo! What a roller coaster year it's been largely held together by great staff and the general goodwill from all involved. As a relatively new Board member, I remain on a fast learning curve as I attempt to adjust my past governance experiences to the needs of BBNC. Our past President, Neville Trotman made mention of Covid impacts on our organisation last year, then because of it he missed being present to receive a well-earned Life

Membership, alongside Lisa Hutchins. Both are tremendous stalwarts of the BBNC. We were also sorry to say goodbye to Brent Reed and Neville Trotman who stepped away from the Board at the end of last year. Losing so many experienced Board members within two years has been challenging, but we have been very pleased to welcome Karen Williams and Neil Rogers to our Board this year. I thank all Board members and staff for their commitment, support, and understanding of my inexperience.

Board and staff turnover have challenged our organization, particularly when combined with the challenges of managing Covid impacts, which, when combined have led to a period of restricted opening hours. Luckily, the positive culture and tremendous commitments have seen a willingness of people to step forward to keep filling vacancies in our great organisation which now has enabled us to again resume our normal full weekly opening hours.

The appointment of Anita Weaver as Health Service Manager has provided great continuity of intellectual knowledge and experience. Anita has provided great leadership as well as support to the Board and I.

So much of the financial well-being of our organisation is reliant on the generosity of our community and philanthropy to fund unsupported needs. The tremendous efforts and initiative by Justin Mutch to raise \$19,473 from his Swim-a-thon that funded a Patient Care Monitor was a magnificent achievement, providing benefit to the whole community. We welcome all new memberships and any support as we manage our financial needs while also recognising the need to rebuild reserves.

This year we have overseen the completion of a vehicle upgrade and security improvements. At the time of writing this report, construction is underway for under-cover parking for our vehicles, as well as an enclosed storage facility. All of these projects have been funded by government grants.

We are not immune to the State and Nationwide health challenges and our plight has been made more difficult with the retirement of long-serving Coleraine doctor, Brian Coulson. Brian has spent a lifetime serving the Coleraine community and supporting BBNC for which we are so appreciative. Trying to ensure we can supply community members with regular access to a GP continues to challenge us. We are thankful for the support of the Royal Flying Doctors Service which will soon provide a Rural Women's GP service to Balmoral. In the absence of a regular visiting GP, we are also thankful to Dr Jan Slabbert who provides the centre with fortnightly telehealth service. We continue to explore avenues to return visiting GPs to Balmoral.

It is a privilege to lead an organisation supported by such a great team of staff and I thank our Board for their input and support over the year. Together with the staff we all look forward to serving our community in the coming year.

Tom Silcock

Health Service Manager's Report

Anita Weaver

It is with pleasure that I present the 2023 report of Balmoral Bush Nursing Centre.

In February 2023 I commenced in the Health Service Manager role. This has been a steep learning curve despite having filled the role in an Acting capacity prior and has been a transition period for us all. There is something new to learn every day in this wonderfully diverse organisation and I hope I can continue to grow into the role.

The retirement of Neville Trotman from the Board President role and Lisa Hutchins from the Health Service Manager position after relying on their expertise in leadership for so long is a significant change for BBNC. It was a pleasure to see Neville and Lisa awarded life memberships at the 2022 BBNC Annual General Meeting – two very deserving recipients who have given so very much to both BBNC and our community over many years of service.

A key challenge this year has been the critical General Practitioner shortage across regional Australia, which has impacted the Balmoral district dramatically. BBNC continues to work hard to restore GP services to the Balmoral community and I acknowledge the assistance of Western District Health Service, Hamilton Medical Group and Royal Flying Doctor Service as we investigate the options available to our area.

Off the back of the COVID 19 pandemic and doctor shortages, virtual care has become an increasingly accepted way to access healthcare and BBNC is punching above its weight in this area.



As a Barwon South West Virtual Care Community Hub, BBNC has been able to assist people to access GP, Specialist, and emergency care by telehealth. The effective use of recently upgraded technology to address gaps where advocacy for a physical appointment has been unsuccessful or to save significant travel time and cost for the patient is a key achievement.

Community support has always been an essential factor in the success of BBNC. This was highlighted again in February when the community got behind Justin Mutch in his endeavour to raise funds for a patient care monitor. An amazing \$19,473 was raised and a key piece of equipment now sits in the BBNC clinical treatment area, ready for when it is needed in an emergency. Thank you to all who supported this cause through donations, sponsorship, volunteered time, or promotion of the event.

Finally, I thank the Board for their guidance and enthusiasm, and the staff for their support throughout this time. It is a pleasure to work with such a dedicated and capable team.

Anita Weaver

Organisational Structure



Balmoral Bush Nursing Centre Board



Annette Jones
EXECUTIVE
ADMINISTRATOR



Anita Weaver
HEALTH SERVICE
MANAGER

BOARD SUB-COMMITTEES

EFFECTIVE
RESOURCING

COMMUNITY
ENGAGEMENT

SERVICE QUALITY & RISK



Nicole Lease
ADMINISTRATION
COORDINATOR

Administration Staff

Environmental
Services Staff

Finance Officer



Lisa Hutchins
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

2022 – 2023 Balmoral Bush Nursing Centre Staff

Barbara Andrews

– Community Services Assistant

Laura Bull

– RN Div 1 RAN

Samantha Cumerford

– Community Services Case Management Officer

Kim Dufty

– RN Div 1 RIPRN RAN

Clinical Nursing Coordinator July–Dec

Ana Hayes

– Environmental Services Officer

Lisa Hutchins

– RN Div 1 RIPRN RAN

Clinical Nursing Coordinator Jan–June

Rosie Hutchins

– RN Div 1 RAN

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 RAN

Anna Lyons

– RN Div 1

Lisa McClure

– RN Div 1 RAN

Sarah Roberts

– RN Div 1 RAN

Narissa Temby

– Respite/Disability Carer

Jannette Tinning

– Respite Carer/Environmental Services Officer

Anita Weaver

– Health Service Manager

We acknowledge and thank the staff who left the organisation in the 2022–2023 financial year

Narissa Temby – Respite/Disability Carer

Thank You!



Financial Performance Overview

Although we returned to a more normal year from an operational perspective, there were some significant variations in our Financial Reports regarding 2022-23. Our Balance Sheet indicates a substantial rise in the value of our assets with **property, plant and equipment** increasing by **\$488,138** (from \$1,832,790 in 2021-22 to \$2,320,928 in 2022-2023). This was a direct result of a formal re-evaluation of land values following an extensive program of capital works.

We concluded the year with a **Net Operating Loss** of **\$16,237**. Victorian Department of Health funding (\$732,604) contributed **69.1%** of our income, along a similar vein to previous years. **Payroll and oncosts** (\$798,891) accounted for over **74%** of our expenses. As a result of the full recommencement of programs after an extended period of COVID pandemic disruption, **service costs** rose significantly to total \$81,691 (from \$30,083 in 2021/22).

Our expenses were also impacted due to paying out the lease on two vehicles, cover of casual wages in response to staff leave and a decrease in donations this year. Offsetting these expense rises was an obvious decrease in **Capital and minor works expenses** (totalling \$40,580, down from \$210,561). Regular costs pertinent to running the centre (*payroll, backpay, legislated compliance costs, meeting EBA requirements*) are an ongoing challenge with limited revenue capacity. Generating adequate funding levels and accessing alternative revenue streams continues to be imperative in order for BBNC to meet its health service objectives.

Significant cash flow movements in the financial reports throughout the year have been attributed to ensuring staff entitlement payments and the fall of pay period cycles. RHIF Grants funded the purchase of an Emergency Response Vehicle replacement (**\$51,324**) and the Access and Egress compliance project (**\$14,536**). *The major capital works projects (Safety and Security Project, the I.T. upgrade and the floor covering) were completed in the previous financial year, also financed by RHIF Grants. The Ambulance Victoria project was completed back in May 2021.*

We acknowledge the generous donations (totalling \$47,000) from many supporters of the BBNC (page 15), as well as the income from memberships.

Securing grants has been vital in our ability to provide high quality facilities to support the services offered by the BBNC.

Throughout 2022/23 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 2023

Operating Revenue	\$1,060,182.00
Less Operating Expenditure	\$1,076,420.00
*Net operating result without depreciation or income in advance	-\$16,237.00

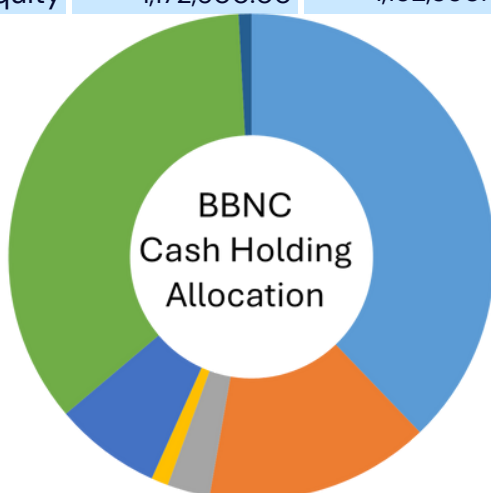
Cash and Investments

	2019	2020	2021	2022	2023
Total Assets	\$1,767,521.00	\$1,775,877.00	\$2,230,185.00	\$2,315,574.00	\$2,752,984.00
Cash & Investments	\$691,887.00	\$637,091.00	\$517,135.00	\$409,042.00	\$353,191.00

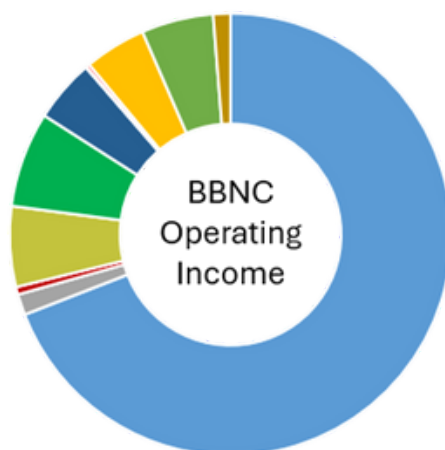
Balance sheet summary

The table below shows the Centre's major balance sheet categories in the past five years

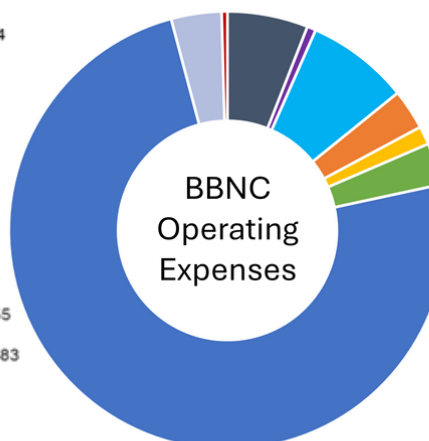
	2019	2020	2021	2022	2023
Current Assets	715,091.00	664,848.00	548,791.00	482,784.00	432,056.00
Fixed Assets	1,052,430.00	1,111,029.00	1,639,507.00	1,832,790.00	2,320,928.00
Current Liabilities	-565,889.00	-595,500.00	-335,320.00	-337,481.00	-324,867.00
Non-Current Liabilities	-29,032.00	-29,027.00	-28,952.00	-16,750.00	-4,484.00
Net Assets/Equity	1,172,600.00	1,152,350.00	1,824,026.00	1,961,343.00	2,423,633.00



- Reserve funds \$133,299
- Capital & special projects \$52,671
- Strategic & service development \$10,000
- Disability (aids & equipment) \$4,000
- Sick leave \$25,000
- Long service leave \$124,455
- Vehicle changeover \$3,000



- Government funding \$732,604
- BBNC memberships \$16,210
- Interest \$5,831
- Lyndoch \$62,405
- Client services/NDIS \$73,959
- Client fees \$48,648
- Community transport \$789
- Subcontracted services \$2,655
- Fundraising / donations \$47,883
- Grant income \$55,874
- Other income \$13,323



- Administration \$64,147
- Accountant \$7,000
- Service costs \$81,692
- Information technology \$32,084
- Motor vehicle costs \$14,560
- Building / occupancy \$33,340
- Payroll / oncosts \$798,891
- Capital and minor works \$40,126
- Other expenses \$4,581

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 2022 – 2023

Patient care monitor for the emergency area. Value \$18,500

Bariatric scales for clinical treatment area. Value at \$4,700

Ear micro suctioning machine kit for the clinic. Value \$2,600 (Delivery late 2023)*

New Privacy/sun blinds for the Function room to enhance programs. Value \$4,000 (Delivery Sept 2023)*

Replacement dishwasher for Function room kitchen and installation. Value \$2,000 (Delivery Sept 2023)*

Landscaping items. Value \$2000*

*Items funded by the Balmoral Op shop

Looking ahead, what's on the Wish List?

Raizer patient lifter to provide portable lifting capability supporting staff work health and safety with 'no lift' manual handling, approximate value \$7,000

Replacement office chairs supporting staff work health and safety, approximate value \$6,000

Furniture to enhance consulting room 3 and reception, approximate value \$6,000

Shade sail for courtyard garden to enhance the usability of the space in summer, approximate value \$15,000



Bariatric scales funded by the Lions Club of Balmoral. Pictured: Kaye Parker, David Appleton, Rosie Hutchins and Anita Weaver

Philanthropy and Donations

Donations 2022 – 2023

Balmoral Op Shop
Graeme and Dianne Wilson
Ronald Smith
Kay Dixon
Aileen Cantwell
Gwen Hancock
Doreen and William Cowland
Geoff and Eileen Graham
Michael and Margaret Waddington
Anthony Carr
Kathy Crotty
Sam and Roberts
John and Judy Mason
Michael and Jennifer Pern
Terry and Kate Wardlaw
Anne Wilson
Peter and Fay Mutch
Gary Mutch
Isla Mutch

Pauline Koenders
Ruth Toleman
Aira and Geoff Kemister
Luke and Karen Rees
Simon and Dani Smith
Bill and Brenda Bath
Mary Cox
Mareeta Cox
Craig and Jacinta Grant
Joel and Alice Staude
Leonard Wittgenstein
Maria Merryfull
Angela Burne
Gerard and Sabrina Watt
Jim and Lana Howman
Michael and Rosey Leeming
Marie Rees
Matt Robertson
Wayne Leishman

Thank you!

To Donate

Please forward to:

Balmoral Bush Nursing Centre
PO Box 20
Balmoral, Vic

Or direct deposit:

Balmoral Bush Nursing Centre
BSB 083 633
Account Number 59 208 5182

All donations over \$2 are tax deductible





The Swim-a-thon

2023 saw the remarkable efforts of Justin Mutch, a Balmoral local and student at Monivae College. Justin raised money to purchase a new patient monitor by swimming sponsored laps. This fantastic event was hosted at the Balmoral Swimming Pool and supported by members of the community and local businesses who got behind Justin's fundraising initiative and cheered him on.

A remarkable sum of \$19,473.70 was raised.

Thank you to the following donors and sponsors...

R & B Blake
T & A Silcock
B & S Laidlaw
R & M Shanahan
McDonald Rural Services
Coggergurry
P Koenders
Balmoral Lions Club
B Mutch
Weaver Family
Balmoral Cafe & Caravan Park
Billy Lids Swim School
J Tinning
T & L Hutchins
Lahtz Brothers Pty Ltd
N Mutch & N Lease
L & N McClure
Harrow Balmoral FNC
Wardlaw Family
J & L Howman
Balmoral Excavation
T Cogger
F & P Mutch
I Mutch
J & K Mutch
C Lease & S Matela
M & R Leeming
Balmoral Bulletin
M Rowe
S & D Smith
S & G Watt
V Rogers
B & J Perry

D O'Callaghan
J & S Hindhaugh
Orval Bricklaying
Flynn Family
Beetanicals
S & R Kearns
B & G Weaver
J & E Staude
G & A Hole
J Mutch
K & H McClure
B Andrews
C & K Eats
J Williamson
Balmoral Op Shop
H Kline
J Russell
J Williamson
M Williamson
R Mutch
B Hutchins
R Langley
Vaughan Family
J Grambeau
S & M Jarvis
J Watt
M Merryfull
R Toleman
A & G Kemister
R Lloyd-Jones
J McCure
M Laidlaw
P Duggan

K & A Dufty
K Powers
S Thompson
L Dent
T & D Brody
L & K Rees
S & S Broom
D & A Watt
S Jenner
J & J Mason
S L Colliver
N & C Trotman
J Falla & A Jones
R Smith
D Lloyd & H Mutch
G & R Hill
S & A Duncan
Monivae Students & Staff
S Williamson
D Willimson
Jazz Coco
J & J Russell
J Lahtz
L Campbell
S Rickards
A Cantwell
D Broom
C Williams
T & M Carr
S Merryfull
K & S Lease
K Dixon



The Swim-a-thon



Photo Credit: *Captured by Kate Photography*

BBNC Strategic Plan

Service Quality

Delivering safe quality services

- Adopt a sustainable governance model
- Integrate client feedback into continuous improvement
- Support workforce with education and wellbeing initiatives

Activity...

- Strengthening partnership with Ambulance Victoria through renewed memorandum of understanding for RAN response and the Co-Responder pilot program
- Ongoing memorandum of understanding with Western District Health Service to support clinical governance, case review and quality
- Equipment (emergency response vehicle) and facility (master key) upgrades to achieve safety and security improvements
- Ongoing education to support staff in safe, best practice service delivery
- Implementation of Microsoft 365 for information security benefits

Effective Resources

Enabling service quality and development

- Pursue a sustainable funding model
- Develop improved platforms for philanthropic activity and donations
- Implement technology that delivers savings and efficiencies

Activity....

- Continue to actively negotiate with DH for fair and appropriate resource allocation
- Ongoing review of staffing base and role integration to maximise employee capacity
- Effective budget performance in a climate of workforce shortages
- Further development of electronic client medical record and roll out of online compliance management system and Microsoft 365 increasing capacity and efficiency

Community Engagement

Linking with and knowing our community

- Communicate with consumers and partners both outward (education) and inward (listening)
- Drive community development and education to promote public safety

Activity....

- Refreshed participation in school talks and Centre tours, strengthening local relationships
- Annual survey provided in accessible formats – online and hard copy
- Communication and health promotion through the Balmoral Bulletin and social media activity



Quality & Risk Report

2022–2023 Projects

This year we have settled into our freshly refurbished clinical treatment area and concentrated on building up services post pandemic. However, BBNC was also able to achieve some minor projects.

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

Emergency Car Replacement Projects – Regional Health Infrastructure Fund 2022–2023

Financial contributors – Victorian Health Building Authority \$63,002

Delivered

- ☒ New 4WD vehicle to replace nurses car
- ☒ Fitted with suitable all weather mats, cargo barrier and storage drawers
- ☒ Fitted with frontal and side protection

Key project benefits

- ✦ Better capacity for emergency response to remote and rural locations
- ✦ Improved fuel and emissions efficiency for sustainability benefits
- ✦ Improved safety rating and features for user comfort and wellbeing

Access and Egress Compliance Project – Regional Health Infrastructure Fund 2022 –2023

Financial contributors – Victorian Health Building Authority \$23,912

Delivered

- ☒ Address non-compliant doors and locks and upgrade to master key system

Key project benefits

- ✦ Security improvements including the capacity to tailor access to staff work area
- ✦ Reduction in keys required per staff member for ease of access and improved work efficiency
- ✦ Addressed non-compliant locks to meet current building regulations for emergency exits

Projects underway

Compliance Storage and Asset Protection Project – Regional Health Infrastructure Fund 2021–2022

Financial contributors – Victorian Health Building Authority \$77,623

Due for completion September 2023, this project aims to deliver

- ☒ Three bay carport
- ☒ Powered lock up storage/workshop with workbench and shelving
- ☒ Concrete floor and apron to connect to existing driveway
- ☒ Compliant chemical and oxygen storage

Key project benefits

- ✦ Well-lit and purpose built storage providing work, health and safety benefits for staff
- ✦ Undercover, weatherproof and secure storage to improve useful lifespan of BBNC assets such as the community transport buses and car plus other maintenance equipment that is essential for service delivery

Quality & Risk Report

National Safety and Quality Primary and Community Healthcare Standards (NSQPCH) Overview

All Health Services in Australia must meet set Standards of Care for safety and quality. In 2023 Victorian Bush Nursing Centres received notification that they are to transition to NSQPCH which is a change to the hospital-focused standards used for accreditation previously.

The Primary and Community Healthcare Standards are person-centred and describe the processes and structures that are needed to deliver safe and high-quality health care.

There are three Primary and Community Healthcare Standards:

Clinical Governance Standard applies to the set of relationships and responsibilities established by a healthcare service to ensure clinical outcomes. It ensures that the community and healthcare services can be confident that systems are in place to deliver safe and high-quality health care, and continuously improve services.

Partnering with Consumers Standard describes the systems and strategies to create a person-centred healthcare service in which patients and consumers are:

- Included in shared decision-making
- Partners in their own health care
- Involved in the development and design of quality healthcare services

Clinical Safety Standard considers specific high-risk areas of health care commonly encountered that need to be addressed and mitigated.

Bush Nursing Centres are to be assessed against these standards within every three-year period. When a health service is awarded accreditation, it assures the community that the organisation meets expected patient safety and quality standards. This will be the first cycle that BBNC has been tested against the Primary and Community Care based standards which are more in line with the service scope of Bush Nursing Centres.

Balmoral Bush Nursing Centre is due to be accredited to NSQPCH standards by June 2024.



Quality & Risk Report

Keeping our workplace safe during the COVID pandemic and beyond

During the COVID pandemic, BBNC implemented several risk control strategies to manage occupational risks, for staff. This was done to help protect both the workforce (so we can remain open to serve the community) and clients (so they avoid additional health complications).

Controls included:

- Protecting healthcare workers by ensuring adequate and appropriate supplies of hand sanitiser and personal protective equipment (PPE)
- Fit testing staff for N95 masks
- Providing staff with the knowledge and skills to work safely including practicing extra cleaning protocols in their daily routines
- Providing information and training to staff on physical distancing requirements while working and socialising (e.g., during lunchbreaks, meetings)
- Providing staff with a safe space for meal and break times including access to outside areas
- Facilitating staff and patient access to the COVID vaccines
- Providing COVID rapid antigen testing kits for staff, for asymptomatic surveillance testing
- Screening every visitor to the facility

The BBNC COVID Safe Plan is available to all staff and visiting providers. It has been updated regularly to reflect changes to the Department of Health pandemic guidance and informs us in how to tackle not just COVID but other infections such as influenza.



New emergency response vehicle purchased in June 2023. Pictured Sarah Roberts and Kim Dufty

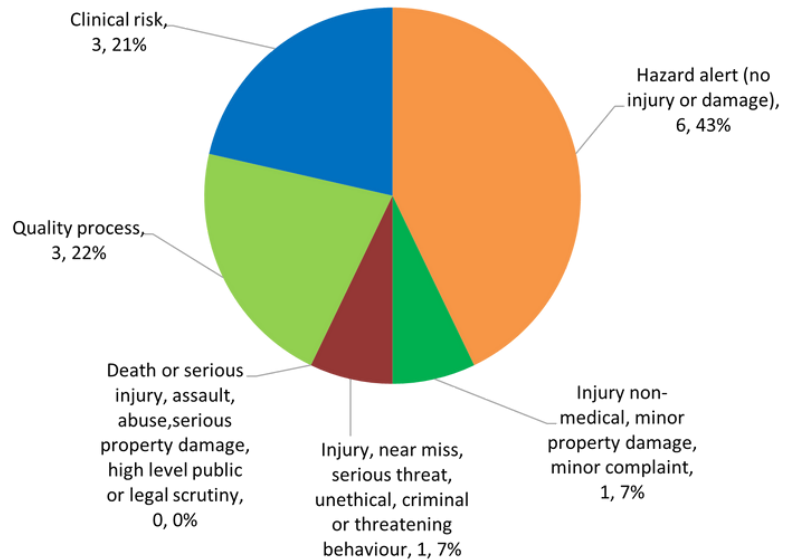
Quality & Risk Report

Continuous Improvement

BBNC is committed to a process of continuous improvement. At the beginning of 2023, BBNC implemented a new Compliance management system to record and report compliance-related information more efficiently and effectively within a single location including:

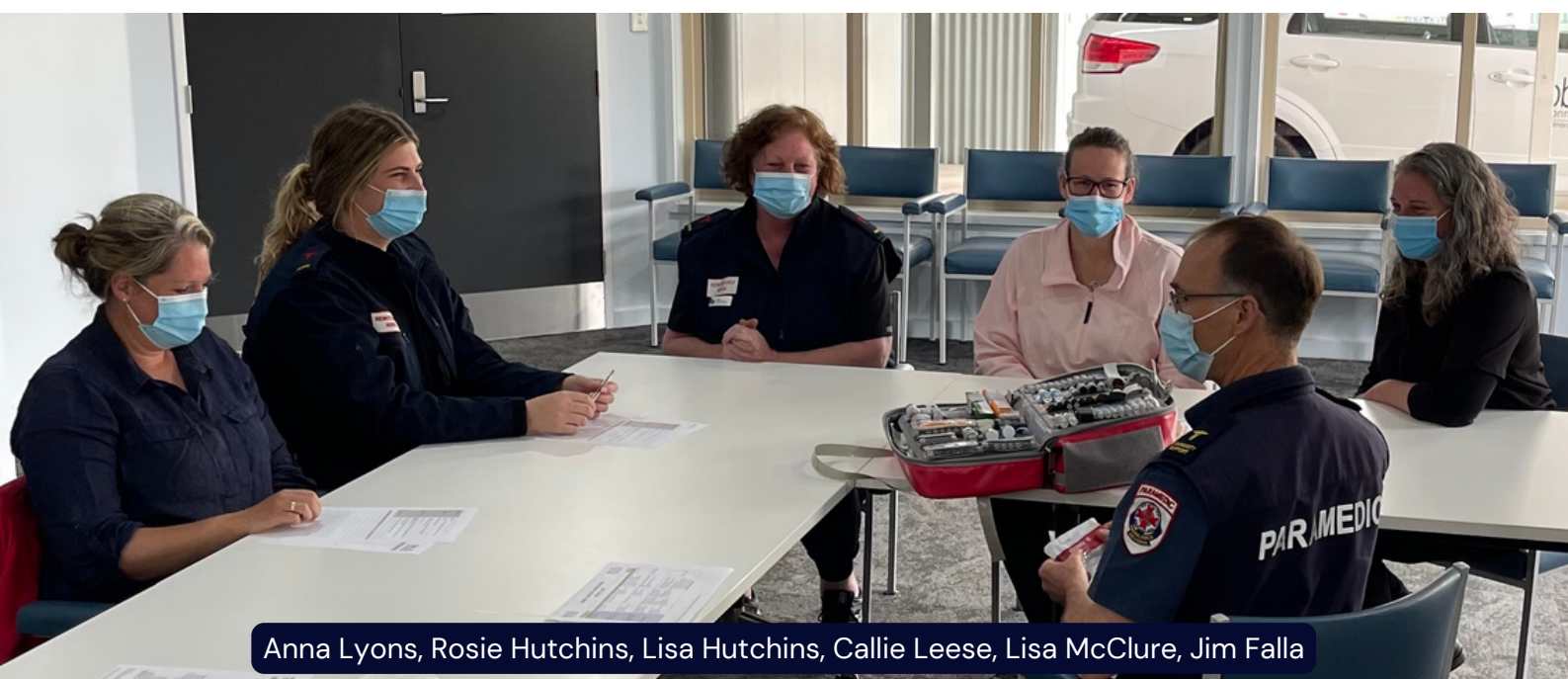
Incident reporting Jan-Jun 2023

- Hazard and incident register
- Feedback Register
- Maintenance register
- Human resources registers
- Compliance calendar
- Audit findings
- Risk register
- Policy and procedure register



We are looking forward to developing this program even more over the coming year for its time-saving benefits for staff and superior Board reporting capacity.

To ensure we continuously improve the quality of care we provide, BBNC regularly reviews and measures 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. You can also contribute to the improvement of services by completing a "Tell us what you think" feedback form, connecting with BBNC on social media, or talking to a Board member, staff member, or volunteer.



Anna Lyons, Rosie Hutchins, Lisa Hutchins, Callie Leese, Lisa McClure, Jim Falla

Services Provided



Allied Health Services

- Podiatry Service
- Optometrist
- Diabetes Educator
- Virtual Care/Telehealth
- Remedial Massage
- Hearing Screening
- Women's Health
- Men's Health

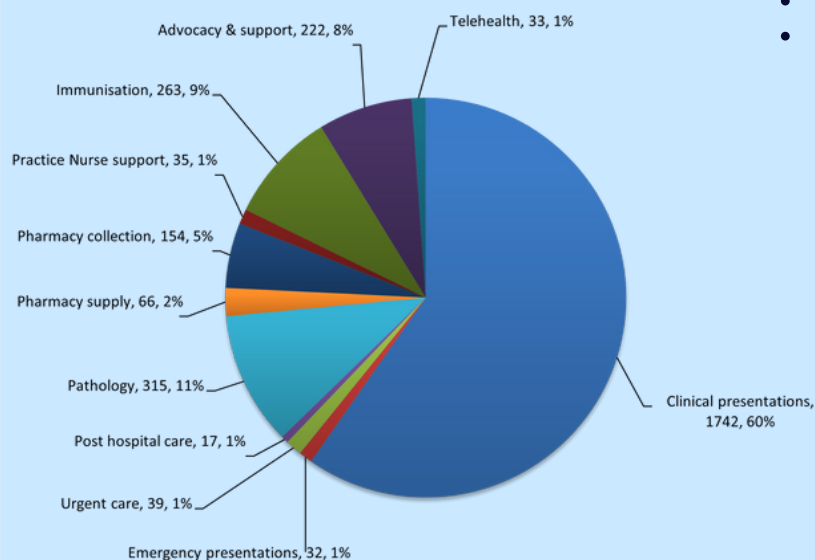
Community Services

- Advocacy
- Respite program
- Social Support Group
- Home care packages
- Case Management
- Community transport services
- Volunteer Program
- Disability services/NDIS
- Men's Shed
- Live Active Exercise Program
- Meals-on-Wheels
- Childcare

Clinical Services

- District Nursing
- Accident & Emergency Nursing
- Assessment and referrals
- Palliative Care
- Post-Acute Care
- Hospital in the Home
- Pathology collection
- Continence care & advice
- Access to medications & pharmacy services
- Wound care
- Domiciliary Midwifery
- Community Nursing
- Immunisations
- Personal care
- Personal Alert Alarm

Distribution of Clinical activity



Key Partners

Victorian Department of Health
Australian Department of Health
Aged and Community Care Providers
Association
Ambulance Victoria
Barwon Health
PHN Western Victoria
Lyndoch Living Ltd
Barwon Health
Grampians Health
South West Healthcare
Western District Health Service
West Vic Primary Health Network
Hamilton Medical Group
Reeds Pharmacy
Robsons Pharmacy

Harrow Bush Nursing Centre
Victorian Bush Nursing Centres
Southern Grampians Shire Council
Balmoral Opportunity Shop
SIAG
Coleraine District Community Bank
NDIS
CFA
SES
Balmoral K-12 Community College
Balmoral and District Recreation
Reserve committee
Uniting Ltd
Australian Men's Shed Association
Your Skin Scan



Dr Jan Slabbert provides
fortnightly Telehealth
appointments

Doctors

There has been a significant decline in the availability of General Practitioners over recent years, particularly in rural areas. Earlier this year we were fortunate to receive assistance from Hamilton Medical Group in the form of GP support for four COVID and influenza vaccination clinics and afternoons of patient consults.

This is in addition to the regular fortnightly telehealth appointments provided by Dr Jan Slabbert. BBNC staff have been working hard to secure a regular visiting GP to Balmoral. In the interim, we are assisting people to access GP care through use of other technology including telehealth and the Victorian Virtual Emergency Department (VVED).

We are also pleased to be welcoming the Royal Flying Doctor Service (RFDS) Rural Women's GP service (RWGPS) to Balmoral. RDFS Victoria delivers RWGPS in small rural communities throughout Victoria, with the aim of providing a greater choice to all patients who would like to see a female GP and assist with a continual GP presence. This service is 100% bulk billed, therefore no out of pocket expenses. Dr Lisa Bendtsen will commence visiting the Centre in August 2023.



Clinical Nursing Report

"If your actions create a legacy that inspires others to dream more, learn more, do more and become more, then... you have become an excellent leader". Dolly Parton

2022/2023 has continued to be challenging in healthcare. Our amazing staff have worked tirelessly to provide quality, safe care locally. COVID continues to impact service delivery and risk for the community and our centre has been managed by continuing to screen and monitor all staff and clients in accordance with best practice.

Thank you to the local businesses, community groups, and sporting clubs who have continued to implement covid safe practices in challenging circumstances to keep our community safe.

I commenced the Clinical Nursing coordinator role in January 2023. Unfortunately, due to ill health, I have resigned from this position effective August 2023. My goal was to support and educate our new nursing staff (sharing 35 years of nursing and rural health knowledge) to ensure professional succession planning and provide an opportunity for our more experienced nurses to have a break, after battling through an extensive and continuing pandemic.

Remote Area Nurse training provided by Ambulance Victoria was again 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 and the Balmoral community is fortunate to have 7 RANs at BBNC.



Clinical Nursing Report

From the 1st of July, we have implemented Rural Isolated Practice Endorsed care as well. RIPRNS, myself and Kim Dufty, and any relief staff engaged by the organisation, can deliver an extended scope of practice in accordance with the current Primary Clinical Care Manual developed in Queensland and adopted by the Victorian Department of Health. With the continuing challenge of GP access and a changing environment of healthcare embedding online consultations and telehealth, the extended scope of practice delivered by experienced nurses enables access to care when needed by our community. Put simply, antibiotics for a urinary tract infection or chest infection, pain relief, and medication access for skin conditions are examples of treatments available from your RIPRN nurse.

The flu and COVID vaccine clinics have again been well supported by the community. Most days you now have an immunisation nurse on shift so you can pop in and make sure your immunisations are up to date in accordance with the national immunisation schedule. We cannot stress enough the importance of vaccination to protect yourself, and those who are vulnerable, provide herd immunity, and eradicate serious disease.

Our partnership with Balmoral K-12 Community College (BCC) has been reinstated this year, with visits and health presentations (along with local Ambulance Victoria staff) building important friendships and learning partnerships for staff and students. Thank you, BCC for welcoming us back post-COVID.



Our Paramedic Community Support Officer Jim Falla, employed by Ambulance Victoria has been invaluable to deliver training, education, and support to the staff at BBNC along with our local Ambulance Community Officers, with whom we work very closely. Jim is building a great local emergency response team, ensuring the community receives emergency care of the highest standard in a timely manner.



Clinical Nursing Report



With many partners in care it is important to recognise our allied health providers, visiting services and maternal and child health providers who all contribute to a great service delivery profile from “the womb to the tomb”. Our regional health services support Hospital in the Home (HITH) and Post Acute Care (PAC) delivered by our staff and we are thankful for this support, enabling our clients to receive care at home in their own communities. Primary Health Network (PHN) have provided support for us to promote and encourage cancer screening in the community.



This vital work will continue throughout the rest of the year, embedding recall capacity for clients within our electronic health record system.

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 of these contributions as they improve the quality of care we can deliver.

Finally, I would like to thank Anita Weaver, my fellow Area Coordinators, and the entire staffing team for their support and active teamwork this past year. I wish the Centre all the best and am very grateful for the opportunity the past six months in this role has provided me.

Lisa Hutchins

RNI, RAN, RIPRN
Dip App Sci (Nsg)
Dip Bus (HR)
Clinical Nursing Coordinator



Community Services

Balmoral Social Support Group 2022– 2023



Community Services

BBNC Community Services 2022 – 2023



The goal of our Community Services team is to continue to work towards better mental and physical health and well-being for our service users. Creating opportunities for socialisation, connecting people, and enabling group members to become involved in a broad range of quality activities whilst providing 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 or further afield.

Supporting local businesses, home-cooked meals were provided by the Balmoral Café and the Western Hotel to our members throughout the year.

In an isolated aging community, these outings give group members the confidence to get out of their homes for the day and engage with the community and surrounds. Group-based activities have been shown to reduce social isolation and greatly improve participants' quality of life.



Rebecca Kearns

Community Services Coordinator

BBNC Activities	26
External Trips	16
Meals provided at BBNC	251
Home meal deliveries	34



Community Services

Respite/Disability/NDIS

The Commonwealth Home Support Program provides support to clients and 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. Person-centered care planning is a key feature of our services and programs.

The National Disability Insurance Scheme (NDIS) provides ongoing financial support for Australians with significant and permanent disability.

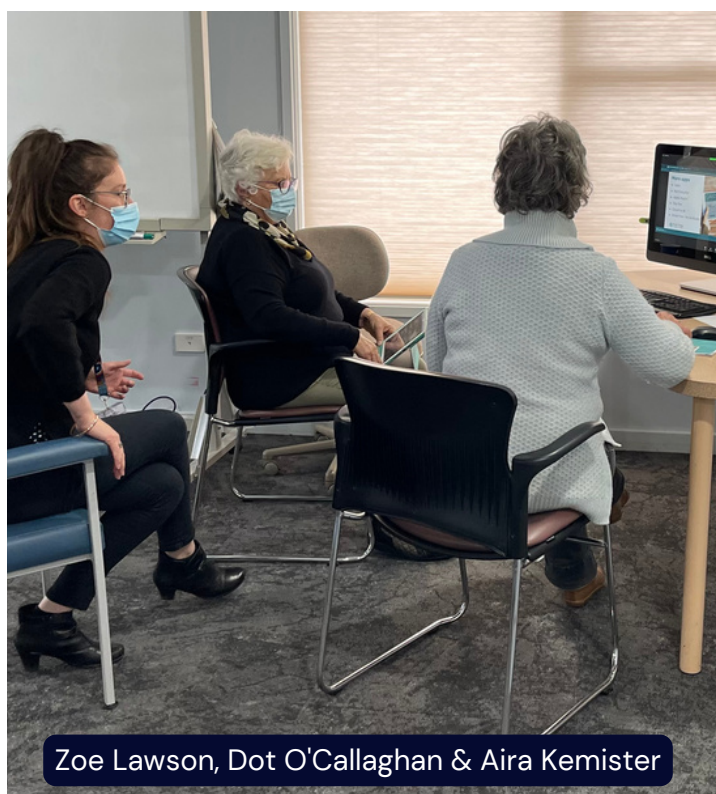
It is designed to empower people with a disability to work towards their personal goals, to identify the disability related support they need and to choose where they would like to buy this support. The Balmoral Bush Nursing Centre provides a wide range of activities to our NDIS clients such as in home support, outings, shopping trips, educational programs and much more.



Matthew Carr

Community Home Support Program: Respite hours	2022/3 Target	2022/3 Delivered
Annual Total	756	718.25/95%

Case Management Report



Zoe Lawson, Dot O'Callaghan & Aira Kemister

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

The qualified staff at BBNC are able to provide targeted quality, safe care, tailored to support individual needs. Staff also ensure each individual client 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 or have higher care needs.

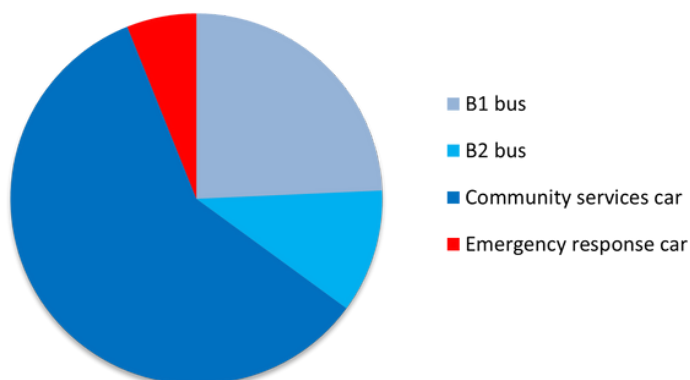
Community Services

Transport

Our transport Services have been very well supported with our vehicles travelling 33,350 kms this year.

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.

BBNC vehicles - kilometres travelled



Live Active



The Live Active program provides community members access to a wide range of fitness activities delivered by our qualified fitness instructor. Individual and group classes in strength and balance, step aerobics, chair exercises, and water aerobics are held regularly to suit our diverse client base. Physical activity can improve your health build your confidence and reduce your risk of many diseases and, most importantly, regular activity can improve your quality of life.

Live Active Program	2021/2	2022/3
Individual Sessions	71	84
Participants	220	242

Community Services

Men's Shed

The Men's Shed is a weekly program where community members 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 develop a sense of community involvement.

This year our members have completed a community project with the Balmoral Lions Club where they constructed a picnic table for use at Longfella Park.

The program is self-funded by donations from community members, with the exception of coordinator wages.



Volunteers



The amazing support of our many volunteers is greatly appreciated by the Balmoral Bush Nursing Centre. Volunteering is a great way of helping others and staying connected to your community. Our wonderful volunteers provide care and friendship to our Social Support and Men's Shed members along with some delicious treats for afternoon tea. We thank our many volunteers for donating their time to the Balmoral Bush Nursing Centre. Your support allows us to continue providing this wonderful service to our community.

Thank You!

Clinical Services Delivered

Pathology
315

Immunisations
263

Clinical
Presentations
1742



Emergency
Response
Call Outs
32

Virtual
Care
Appointments
33



Stories of our Service

Justin Mutch

My name is Justin Mutch and I'm 13. I go to Monivae College in Hamilton and am in year 8. I love swimming and I always have. I have been having lessons with Toni Nolan since 2014. For the past 3 years, I have been in the Horsham Sharks swim squad and I train and compete with them. I also have other passions, I play football for Harrow-Balmoral Football Netball Club and I like being part of the team. I also like to go motorbike riding.

I have used the Balmoral Bush Nursing Centre when I have been sick and the nurses have taken good care of me. I go there for my flu vaccination every year. I think we are lucky to have such a big health service in this small town that we live in.

I was motivated to raise money so that BBNC could buy an Emergency Patient Monitor to better our local health service in emergency care and urgent care situations.

I had a lot of support from family, friends, and community members making donations and pledging amounts per lap. I thought I was capable of swimming for 2 hours straight for this great cause and it was really good on the day having my swim teacher, my mates, and community members jump in the pool and do laps beside me and see everyone that came and watched.



Aileen Cantwell

Aileen was brought up on a dairy farm in Gippsland, married, and spent many years living in Melbourne. In the year 2000 Aileen relocated to Balmoral with her husband. Sadly, her husband passed away in 2006, following a long illness.

Aileen has nothing but praise for the Balmoral community and the warm welcome she has received. Despite people joking that it takes at least 40 years to become a local, Aileen says she feels like a local and loves her life in Balmoral.

The Balmoral Bush Nursing Centre features heavily in Aileen's life. She expresses gratitude for the nursing staff who cared for her husband and she sings the praises for the staff who now support her. "Without them, I couldn't live here" says Aileen. "They make so much difference". Aileen attends the Live Active Program weekly exercise classes and loves the way the classes are tailored to suit all levels of fitness. Aileen uses the facility for a range of clinical services, such as pathology and blood pressure checks, and she looks forward to the regular Social Support Group events and shopping trips. "The staff are not like strangers, they are all lovely and friendly and I know they are there if I need something," says Aileen. "Anita Weaver (Health Service Manager) even fixed a problem with my mobile phone; that's how extensive the level of service is!"

Celebrating Dr Brian Coulson

Dr Brian Coulson started visiting the Balmoral community at BBNC in the 1970s, and since this time Brian became an important part of the Balmoral community and a valued friend and supporter of BBNC.

Brian, and the practice team at Coleraine Casterton medical, including Coralie as practice manager in later years, delivered an essential service to a quite a large and diverse area.

The way they chose to operate their practice provided the opportunity for a collaborative approach to rural health that suited the nurse led model at BBNC, as well as our community, very well.

Over the years Brian performed GP duties above and beyond the usual. Brian was a valuable clinical advisor, many a time reviewing policy for BBNC. He trained and mentored many nurses and aspiring GP's and completed home visits, not necessarily because it was requested, but just because he felt it was the right thing to do for the situation.

He squeezed in appointments for people in need and worked until every patient was seen – never rushing a consultation.

He ran spot check clinics with a smile even after a full day of appointments and had so many laughs (and morning teas) with us over the years.

At his farewell celebrations, we wished Brian and Coralie a wonderful retirement filled with life, laughs and family time.





Balmoral Bush Nursing Centre

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BBNC participated in the Share the Dignity campaign again in 2022. Pictured Nicole, Zoe, Ana, Gabby, Bec, Callie.