bbnc
connecting people
Balmoral Bush Nursing Centre

"Connecting people through quality, safe care locally"



ANNUAL REPORT

2024 / 2025

Our Vision

Connecting people through quality, safe care locally

Our Core Values

Teamwork, Respect, Adaptability, Community, Advocacy

Our Strategic Themes

Service Quality, Community Engagement & Effective Resourcing



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

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Front cover: Community Services Staff, Zoe Lawson, Samantha Cumerford, Sally Hall, Rebecca Kearns & Jannette Tinning. Photo provided by: Karen Rees Photography

Layout & Design: BBNC Staff

Inside Cover: Captured by Nicole Lease, at Douglas

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 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 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 281 people living in the 3407 postcode within 183 private dwellings, with an average of 2.2 people per household?

28.6% 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%).

35.9% of people living in the 3407 postcode are living with one or more long term health conditions?



› 2021 Census data

ORGANISATIONAL STRUCTURE

BOARD SUB-COMMITTEES

- EFFECTIVE RESOURCING
- COMMUNITY ENGAGEMENT
- SERVICE QUALITY & RISK



Tom Silcock
BOARD PRESIDENT

- BOARD VICE PRESIDENT
- BOARD MEMBERS
- EXECUTIVE ADMINISTRATOR



Fiona Harrington
HEALTH SERVICE MANAGER



Nicole Lease
ADMINISTRATION COORDINATOR

- ADMINISTRATION STAFF
- ENVIRONMENTAL SERVICES STAFF
- FINANCE OFFICER



Eliza Miller
CLINICAL NURSING COORDINATOR

- CLINICAL STAFF



Rebecca Kearns
COMMUNITY SERVICES COORDINATOR

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

OUR BOARD



Tom Silcock
President

Merino Sheep Breeder
State & Federal Representative of Wool Growers
Diploma of Farm Management
Elected: 2021
Board meetings attended: 7/7



Ryan Lloyd-Jones
Treasurer/Vice President
Chair Effective Resources

Bachelor of Management (Info & HR)
Graduate Cert. Supply Chain Management
Graduate Dip. Ed.
Elected: 2015
Board meetings attended 6/7



Gavin Stroud
Board Member

Cert IV Finance & Mortgage Broking
VCAT & FairWork Advocate
Executive Leadership, Senior Finance & Commercial Strategy
Elected: 2025
Board Meetings attended: 1/1



Barry Matthews
Board Member/
Chair Community Engagement

Retired Royal Australian Navy Serviceman
Retired Farmer
Elected: 2021
Board Meetings attended: 5/7



Anita Watt
Board Member

Business Owner & Finance Manager
Diploma of Teaching
Advance Certificate in Residential and Community Services (in Disability)
Certificate Teaching English as a Foreign Language
Elected: 2023
Board Meetings attended: 6/7



Rosey Leeming
Board Member

Diploma of Private Secretarial Practice
Legal Secretary, Rural Healthcare Admin, Farm & Business Manager
Elected: 2025
Board Meetings attended: 1/1



Lauren Irvine
Board Member

Pharmacist
Bachelor of Pharmacy
Elected: 2023
Board Meetings attended: 6/7





We acknowledge the 2025 departing board members and thank Janet Watt and Karen Williams for their service to the board.

Thank you!



Neil Rogers
Board Member

Retired owner of a computer maintenance company
Certificate II Digital Engineering
Elected: 2023
Board meetings attended 7/7

OUR TEAM



Fiona Harrington - Health Service Manager Sept24 - Jun25



Lisa McClure - RN Div 1 RAN, Acting Health Service Manager Jun24 - Sept24



Anna Lyons - RN Div 1



Rosie Hutchins - RN Div 1 RAN



Callie Leese - RN Div 1 RAN



Maddison Rogers - RN Div 1



Megan Little- RN Div 1



Nicole Lease - Administration Coordinator



Fiona Jagger - Finance Officer



Ana Hayes - Environmental Services Officer



Samantha Cumerford - Quality & Risk Officer



Rachael Hateley - Executive Administrator



Rebecca Kearns - Community Services Coordinator



Jannette Tinning - Community/Environmental Services Officer



Suzanne Jenner - Respite/Disability Carer



Zoe Lawson - Case Management Officer



Sallyanne Hall - Respite/Disability Carer

We acknowledge and thank the staff who left the organisation in the 2024-2025 financial year. Laura Bull, Jenny Macfarlane and Eliza Miller

Thank you!



Jennifer Macfarlane - Executive Administrator



Eliza Miller - RN Div 1 Clinical Nursing Coordinator



Laura Bull - RN Div 1 RAN

PRESIDENT'S REPORT



What Makes Balmoral Bush Nursing Centre Exceptional?

The excellence of Balmoral Bush Nursing Centre stems from the goodwill and dedication of our staff, the generous support from our community, and the commitment of our volunteers.

We extend our gratitude to the staff and board members who have transitioned over the past year, as well as to those who have stepped in to fill their roles.

While we encounter annual challenges, our staff remains dedicated to managing these issues, ensuring that the Centre continues to operate smoothly. We commend all our team members for their resilience in navigating the various challenges throughout the year.

In recent years, our rural community has endured some of the toughest and driest seasonal conditions, leading to significant impacts across all local businesses. The financial strain and difficulties in caring for livestock have placed immense mental burdens on individuals, affecting family life.

We are proud that our Bush Nursing Centre has taken an active role in addressing these issues by hosting events such as Men's Health Day and Farmer & Men's Health evening. Mental health and well-being affect us all, and our Centre continues to be a primary resource for mental health and medical support.

I would like to express my gratitude to all board members, especially to the two retiring this year, Karen Williams and Janet Watt, who have been succeeded midterm by Rosey Leeming and Gavin Stroud.

A heartfelt thank you goes out to all our supporting partners who provide a wide range of community services to enhance our health, working alongside our Centre to meet critical community needs and promote well-being.

As we look ahead to the next twelve months, we have exciting plans to celebrate our centenary year while also committing to the development of aged living facilities in Balmoral.



Community involvement in identifying and addressing needs fosters vibrancy. Supporting your Balmoral Bush Nursing Centre can begin with a simple membership.
Your feedback is invaluable in guiding our services.

As board president, it is both a privilege and a responsibility to help steer the future success of this remarkable organisation

Tom Silcock
Board President

HEALTH SERVICE MANAGER'S REPORT



I started my role as Health Service Manager in September 2024, I am a Nurse Practitioner with a scope of practice in emergency, urgent care, and rural generalist primary health care.

This has allowed our Bush Nursing Centre to offer Nurse Practitioner consults for the first time. We have 8 Registered Nurses on staff in part time positions and are fortunate to employ a dual registered nurse/midwife and two dual registered nurse/paramedics.

At the 2024 Annual General Meeting, we honoured Lisa McClure for her remarkable 15 years of service as a Registered Nurse and Remote Area Nurse at BBNC.

This year also, through partnership with Southern Grampians Shire Council, we have recently seen a resumption of Maternal and Child Health services once a fortnight returning to our centre.

2025 marks the first ever approval of the combined Victorian Bush Nursing Centres Nurses Enterprise Agreement (EBA) 2024 that came into operation 27 March 2025. This is the first ever combined EBA for Bush Nursing Centres and is a fantastic step forward. This result would not have been possible without the advocacy from the 15 Bush Nursing Centres, Service Industry Advisory Group (SIAG), Victorian Healthcare Association and the Australian Nursing and Midwifery Federation (ANMF).

Grants we have been successful in this financial year include 'Connectivity in Rural Areas General Practice/Bush Nursing Centres (BNC) Grant' provided by Western Victoria Primary Health Network which will go towards internet upgrades.

Iluka Resources 'Iluka Lends a Hand' which will support the Balmoral Bush Nursing Centre to deliver 'Provide First Aid' certificate courses to twenty community members later in the year and a Victoria Health Building Authority 'Energy Efficiency and Solar Program' which has gone towards upgrading our lighting and heating efficiency.



Fiona Harrington

Health Service Manager

FINANCIAL PERFORMANCE OVERVIEW

The Effective Resource Committee is responsible to the Board, to support and harness the capacity of the Centre to provide healthcare, and related services, to Balmoral and District. This committee has endeavoured to ensure the Centre adheres to its financial and strategic plan, whilst operating within a budget constrained by limited and uncertain funding levels.

Despite an **operating profit** of **$94,266** ($67,355 higher than the previous financial year), we concluded the year with a **Total Comprehensive Income** of **-$21,296** (an almost $40,000 decrease from the previous financial year). Our Total Comprehensive Income for the year was impacted by significantly **lower Grant revenue** expenditure ($25,200 compared to previous year $106,774) and a **decrease** in Net gain on disposal of property, plant and equipment ($8,159 compared to previous year $33,215). Depreciation and amortisation calculations hovered at a similar level this year ($148,921 from last years $146,919). Our Balance sheet at the end of the financial year reported an Equity of $2,422,318 ($21,296 lower than 2023-24).

This year, Victorian State Government Department of Health funding contributed to **67%** of our revenue **($1,184,268)** compared to 69% the previous year ($1,081,503). **Our cash, and cash equivalents**, concluded the financial year significantly **higher**, totalling **$180,688** at 30 June 2025. This was largely attributed to a substantial increase in donations. We are grateful to have received donations from many **generous stakeholders**, totalling **$82,486**. These are acknowledged on pages 12-14. A very special thank you goes to **Angela Burne, Jill Cant** and the **Balmoral Opportunity Shop** for their significant support.

Thank you to the members of the Effective Resourcing subcommittee (Tom Silcock, Anita Watt, Neil Rogers, Rosey Leeming, Fiona Harrington (HSM), Nicole Lease (Staff) and Fiona Jagger (Staff) for your contributions throughout the year.

Special thanks to Fiona Jagger, for providing thorough and transparent reports on a regular basis, enabling us to govern the Centre's finances with relevant ease. Detailed financial statements from our auditor McLaren Hunt, are attached to this report.



Ryan Lloyd-Jones

Treasurer



FINANCIAL PERFORMANCE OVERVIEW

FINANCIAL OPERATING PERFORMANCE FOR THE YEAR ENDED 30TH JUNE 2025

Operating Revenue	$1,184,268.00
Less Operating Expenditure	$1,090,002.00
Operating Profit before capital items	$94,266.00

CASH AND INVESTMENTS

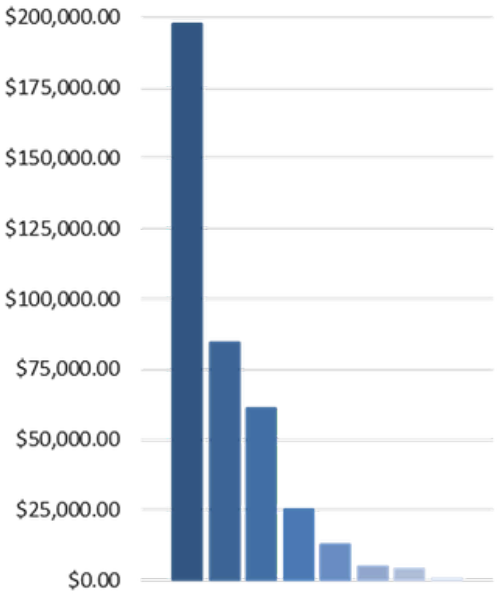
	2021	2022	2023	2024	2025
Total Assets	$2,230.185.00	$2,315,574.00	$2752984.00	$2,657,186.00	$2,650,894.00
Cash & Investments	$517,135.00	$409,042.00	$353,191.00	$304,946.00	$390,442.00

BALANCE SHEET SUMMARY

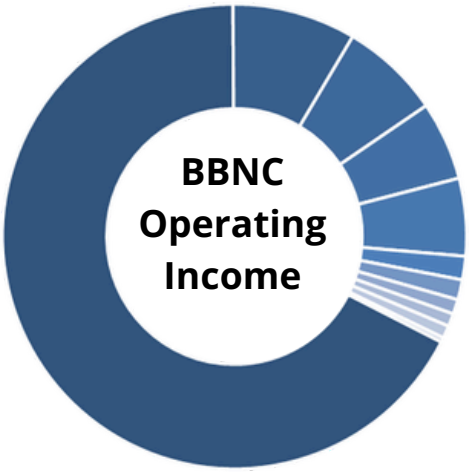
The table below shows the Centre's major balance sheet categories in the past five years

	2021	2022	2023	2024	2025
Current Assets	548,791.00	482,784.00	432,056.00	375,336.00	474,726.00
Fixed Assets	1,639,507.00	1,832,790.00	2,320,928.00	2,281,850.00	2,176,168.00
Current Liabilities	-335,320.00	-337,481.00	-324,867.00	-204,021.00	-217,032.00
Non-Current Liabilities	-28,952.00	-16,750.00	-4,484.00	-9,551.00	-11,544.00
Net Assets/Equity	1,824,026.00	1,961,343.00	2,423,633.00	2,443.614.00	2,422,318.00

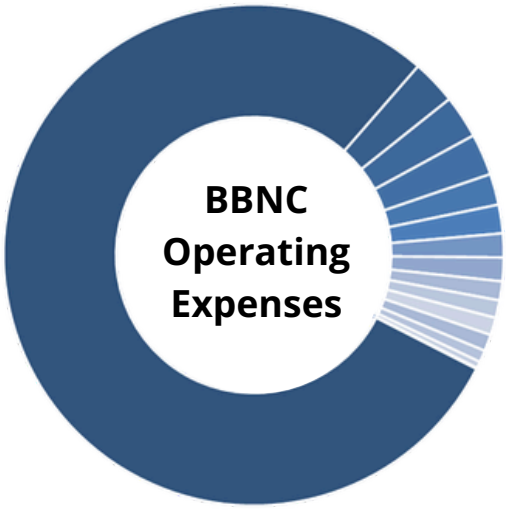
Cash Holdings Allocation at 30th June 2025



- Reserve Funds - $197,919
- Capital & Special Projects - $84,554
- Long Service Leave $61,217
- Sick Leave - $25,000
- Strategic & Service Development - $12,600
- Vehicle Changeover - $4,783
- Disability (Aids & Equipment) - $4,000
- Other (Petty Cash) - $369



- Government Funding - $798,181
- Respect (HCP/CHSP) - $102,038
- Fundraising/Donations - $82,486
- Client Services/NDIS - $64,901
- Community Transport - $63,989
- Client Fees - $19,325
- BBNC Memberships - $16,530
- Interest Earned - $12,067
- DHS Insurance Funding - $10,627
- Room & Bus Hire Income - $10,384
- Other Income - $3,740



- Payroll/On Costs - $860,246
- Repairs & Maintenance - $31,432
- Auditors/Consultants - $30,298
- IT Lease & Memberships (SWARH) - $29,232
- SWARH Joint Venture - $21,872
- Administration/Other - $20,092
- Medical Supplies - $16,778
- Insurance - $16,656
- Service Delivery (SSG/Mens/LiveAct/NDIS) - $13,300
- Health Licences/Subscriptions - $12,370
- Electricity & Gas - $12,304
- Motor Vehicle Costs - $11,735
- Advertising & Marketing - $8,389
- Rates & Services - $4,642
- Telephone - $656

PHILANTHROPY AND DONATIONS

The Balmoral Bush Nursing Centre gratefully acknowledges the generous financial donations we've received over the past year. Philanthropy and donations play a vital role in our operations, they enable us to enrich client experiences, support new initiatives, and acquire advanced equipment and technologies. Many of these fall outside the scope of traditional funding sources, so the generosity of the community is crucial for our continued growth and service provision.

DONATIONS: IN PROGRESS

All-Weather Courtyard Enhancement

BBNC would like to thank and acknowledge the financial contributor to these works*.

- ☑ Removal of existing grassed area
- ☑ Regrade and level the site and install paving
- ☑ Construction of a manual Louvered Gazebo

Key Benefits

- A multi-functional outdoor area designed to withstand various weather conditions
- Enables wheelchair access and enhances usability for staff and service users
- Increased opportunities for programs and activities to be held outdoors
- Designed to promote social connections and contribute to community well-being.

These works are due to commence in October 2025

Furniture for Consulting Rooms

BBNC would like to thank and acknowledge the financial contributor to these upgrades*.

Key Benefits

- Improved comfort for service users while also giving each area a more appealing and modern appearance

**Items funded by Angela Burne*

LOOKING AHEAD, WHAT'S ON THE WISH LIST?

- **Solar System with Battery Storage:** providing sustainable and reliable energy for the Centre, with an estimated cost of *$145,000*
- **34 kVA Generato**r: A backup power source during outages, with an approximate value of *$40,000*
- **Internet Service Upgrade**: Install Starlink for improved connectivity, costing *$9,900* (less $2,000 already received through a grant from West Vic PHN)
- **Wall Infills for Carport**: To enclose existing carport, installation cost estimated at *$11,299*
- **Car Fridge/Freezer**: Essential for transporting clients' shopping and meals. Complete with installation estimated value of *$3,500*
- **Day/Night Blinds**: For consulting rooms, ensuring privacy for clients, with an approximate value of *$4,000*
- **Outdoor Furniture**: Enhancing comfort for service users during activities held outdoors, with an estimated cost of *$6,000*
- **Overhead Projector**: For use in meetings and events, with an estimated value of *$3,000*

PHILANTHROPY AND DONATIONS

DONATIONS IN ACTION



^ Vacuum cleaner, value - $1,000



^ Upgrade of two wheel chairs, value - $1,000*



^ Replacement Vaccine Fridge, value - $9,000*



< Upgrade of Clinical Nursing Smartphone $2,000**



Raizer Patient Lifter, value - $7,000** >



^ Various tools and equipment generously donated by Balmoral Opportunity Shop to the Balmoral Men's Shed including, router table, Triton oscillating spindle and belt sander, Makita random orbit sander and Wolf F clamps, value $2,370* >



**Item funded by the Balmoral Op Shop*
***Item funded by Angela Burne*

PHILANTHROPY AND DONATIONS

DONATIONS 2024 - 2025

Angela Burne
Anne and Henry Wyld
Arthur and Glenys Hole
Balmoral Community Store
Balmoral Lap Club
Balmoral Opportunity Shop
Bev Cumerford
Bill and Brenda Bath
Craig and Jacinta Grant
Danny and Anita Watt
Gary Mutch
Geoff and Aira Kemister
George and Pam Coates
Glenda Rees
Glenelg River Herbs
Heather Falkenberg
Jill Cant
Jillian Bennet and John Cox
John and Ellen Staude
John Dundon and Andrew Dufty
Kathy Crotty
Kathy Woolley
Kevin Walsh
Lana and Jim Howman
Len and Margaret Thompson
Leonard Wittgenstein
Luke and Karen Rees
Michael and Rosey Leeming
Mick and Heather Howman
Neville and Cheryl Trotman
Nick and Lisa McClure
Paul and Denise Raggatt
Pauline Koenders
Peter and Fay Mutch
Phil and Caryl Grey
Pigeon Ponds Sports & Social Club
Ray and Sue Jenner
Remy Metlika
Samantha Cumerford
Terry and Kate Wardlaw
Tim and Georgie Leeming
Tom and Alison Silcock
Tony and Matthew Carr
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 deductable

JANN GRAMBEAU

Jannee grew up in Irymple, Victoria, with ten siblings. Her father, worked as a shire worker and later ran a trucking business, transporting fruit and scrap metal. Jannee met her future husband, Russell, —who also had ten siblings— and together they built a family, having four children of their own: Anthony, Naomi, Clint, and Kane.

In 1973, during a family holiday to visit Russell's relatives in Balmoral, their baby daughter required urgent medical care. They rushed to the Bush Nursing Centre, where nurse Di McLean, who lived at the Centre at the time, provided immediate and compassionate care. Initially uncertain about the idea of living in a small town, far from larger hospitals, she soon valued having accessible and responsive healthcare, available locally in the community. The following year, in 1974, Jannee and Russell made the move to Balmoral with their young children. Balmoral offered better work opportunities for Russell, and they initially stayed with his parents before settling out at Yat Nat. In the mid-1980s, they moved into town, purchasing a home that she still occupies today.

Jannee shares her home with her spirited dog Max and her 17-year-old cat Bell, "who fight like teenagers", she jokes. She remains active and connected to our community. She enjoys spending time with family in Horsham and friends in Balmoral. She is employed by both the Balmoral Store and the Uniting Childcare Centre (Attached to BBNC), her work with children is especially close to her heart. Watching them grow, learn, and show their little personalities brings her immense satisfaction.

"I really miss it when I am away,". Jannee appreciates the flexibility and compassion shown to her by her employers, who have supported her through her recent health challenges.

Jannee's connection to the Centre has strengthened over time. Reflecting on the support the nurses gave during her late husband, Russell's, illness. The centre was a constant source of care and comfort for their family, having the Bush Nursing Centre nearby is not just about convenience —it is about being treated with care, dignity, and humanity. "Here, you're not just a number," she explains. "You're known, and you're looked after."

In recent years, she has required treatment for her own medical condition. Initially Jannee had to travel out of town for treatment, when discussing her condition with the staff at the centre, her care team promptly adapted her treatment to allow for care locally. The nurses provide comprehensive and coordinated care. When travel is necessary, the centre's respite team—led by Bec—provide transport, taking the stress out of the journey, particularly for the long-distance trips to Warrnambool or Geelong. Jannee encouraged others to ask staff at the centre about available services. "You might be surprised by what's possible," she says.



^ Jannee Grambeau

BBNC STRATEGIC PLAN

SERVICE QUALITY

Deliver high quality, safe, and timely care

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

Activity…

- Strengthening partnership with Ambulance Victoria through renewed memorandum of understanding for RAN response, and the Co-Responder program
- Ongoing memorandum of understanding with Western District Health Service to support clinical governance, case review and quality
- Upgrade to clinical equipment (patient lifter and wheelchairs) and facility (internal automated lighting) to achieve safety and security improvements
- Ongoing education to support staff in safe, best practice service delivery
- Continued implementation of Microsoft 365 to maintain information security

EFFECTIVE RESOURCES

Effective financial management

- 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 the Department of Health (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 records and online compliance management system and continue roll-out of Microsoft 365, increasing capacity and efficiency

COMMUNITY ENGAGEMENT

Effective consumer and community engagement

- 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

COMMUNITY ENGAGEMENT



^ Stu Wilder, Lisa McClure, David Turnbull and Lisa Wieske at the BBNC Men's Health Evening



^ Halloween Celebrations 2024



^ Share the Dignity Campaign 2024



^ Tom Silcock, Barry Matthews and Anita Watt at the Balmoral Easter Market



^ Rian Parker, Kaye Parker, Mathew Rees and Fiona Harrington at the Balmoral RSL ANZAC Day Service

CLINICAL SERVICES DELIVERED



Total Clinical Presentations
2677

Advocacy
111

Vital Signs Checks
208

Nurse Practitioner consults
71

District Nursing
77

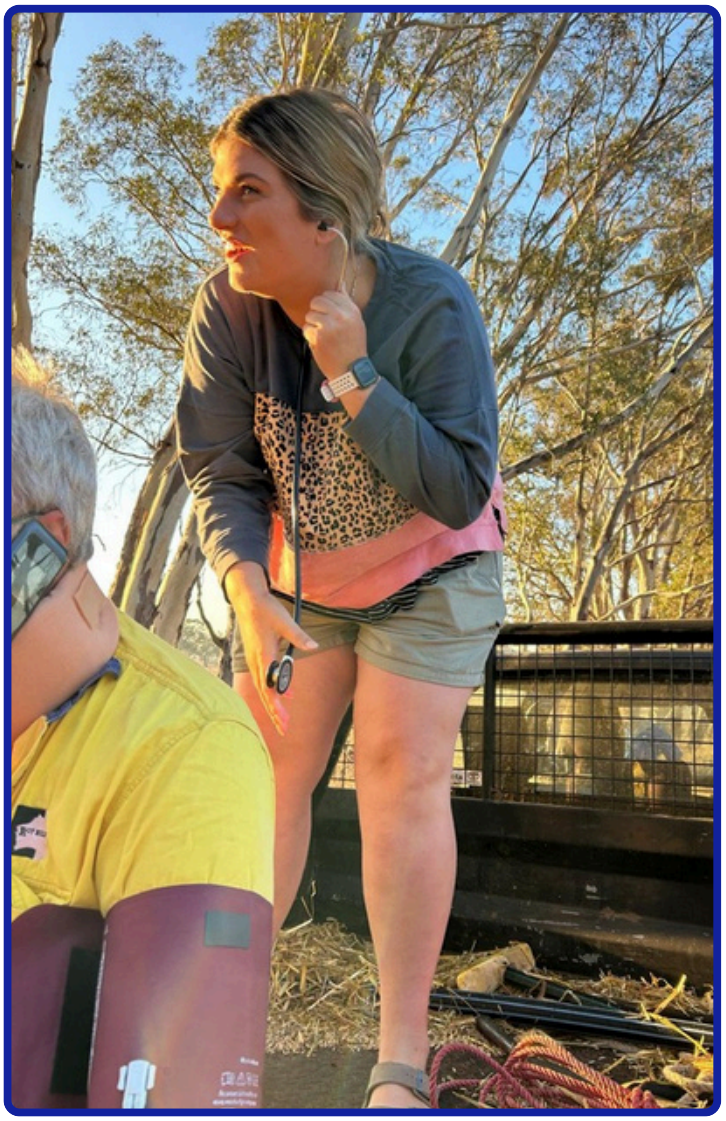
Pathology
353

Immunisation
28

Flu Vaccination
135



CLINICAL SERVICES DELIVERED



V.V.E.D.
16

Telehealth
40

Practice Nurse Support
40

GP Appointments
202



Wound Care
346

Urgent Care
64

Emergency Presentations
17

Ear Microsuction
15

SERVICE PROVISION

Clinical Services

- Advocacy and Support
- Community and District Nursing
- Accident and Emergency Nursing (RANEG)
- Urgent Care
- VVED – Victorian Virtual Emergency Department
- Health Assessment
- Palliative Care
- Post-Acute Care
- Hospital in the Home
- Pathology Collection
- Continence Care and Advice
- Access to Medications and Pharmacy Services
- Wound Care
- Ear Micro-suctioning
- Suturing
- Well-being Services
- Domiciliary Midwifery
- Immunisation
- Nurse Practitioner
- General Practitioner

Allied Health Services

- Continence Nurse
- Podiatry Service
- Optometrist
- Diabetes Educator
- Virtual Care/Tele-health
- Remedial Massage
- Hearing Screening
- Respiratory Nurse
- Women's & Men's Health
- Maternal & Child Health Nurse

Community Services

- Respite
- Commonwealth Home Support Program (CHSP)
- Social Support Group
- Home Care Package (HCP) Case Management
- Community Transport Services
- Volunteer Program
- Disability Support Services / NDIS
- Men's Shed
- Live Active Exercise/Swimming Programs
- Meals on Wheels
- Childcare

DOCTORS



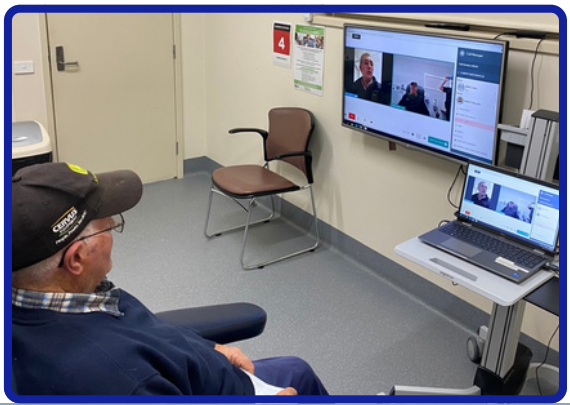
^ Dr Lisa Bendtsen

Dr Lisa Bendtsen, RFDS RWGPS

Practices through the Royal Flying Doctor Service (RFDS) – Rural Women's GP Service (RWGPS), her areas of medical interest are Women's Health, Sports Medicine and Paediatrics. Dr Bendtsen offers face-to-face consult appointments at BBNC, over a two-day period, every 10-12 weeks, to Balmoral community members. RFDS 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 Jan Slabbert, MB ChB, FRACGP

Practices from Hamilton Medical Group, his areas of medical interest are Paediatrics and Obstetrics. Dr Slabbert offers fortnightly tele-health appointments to his patients in Balmoral. This allows him to continue to provide care to patients who are unable to travel.



Telehealth appointment with Dr Jan Slabbert with Bill Cowland >

VISITING SERVICES

PODIATRIST

Phuong Huynh has been making bi-monthly visits to the Centre for many years, providing care to patients with a range of podiatry issues. Her expertise and compassionate approach have made a significant difference in the lives of those she treats. Her commitment to promoting foot health and enhancing the quality of life for her patients is evident in every consultation and treatment session.

Types of care offered:

- Wound care
- Heel pain and heel spurs
- Management of corns and calluses
- Orthotic therapy and injury management
- Nail Surgery
- Annual diabetic foot assessments
- Ingrown toenails and other nail disorders
- Infections, including tinea, fungal nails, and plantar warts/papillomas
- Treatment for rheumatoid arthritis, osteoarthritis, and other conditions
- Balance and mobility assessments to reduce fall risk
- Developmental disorders, such as in-toeing issues, knee pain, flat feet, digital deformities (curly toes), and clubfoot



Podiatrist Phuong Huynh with Nick McClure ^

265
Appointments - 2024/25

DIABETES EDUCATOR

Diabetes Educator Megan McLeish visits our Centre monthly to provide diabetes education and care services to service users that require assistance with management of their condition, this includes;



^ Diabetes Educator Megan McLeish with Shane Wilson

- Providing personalised, diabetes-specific information and support
- Assisting clients with clinical care, including insulin stabilisation
- Facilitating group education sessions for those newly diagnosed with diabetes
- Supplying and maintaining blood glucose meters and insulin delivery devices
- Supporting continuous glucose monitoring
- Offering information and guidance on starting insulin pump therapy
- Serving as a valuable resource for healthcare professionals

80
Appointments - 2024/25

Megan possesses a wealth of experience. Her knowledge, combined with her compassionate nature, is genuinely valued by BBNC and our service users.

VISITING SERVICES

MATERNAL & CHILD HEALTH NURSE

Georgie Sweeney, from the Southern Grampians Shire Council, visits our Centre every two weeks. She provides a Maternal & Child Health (M&CH) Service, dedicated to supporting parents in enhancing the health, well-being, learning, and development of their young children.

Through the visiting M&CH service, you can:

- Receive information, support, and guidance on a wide range of topics, such as parenting, child health, development and learning, child behaviour, immunisation, breastfeeding, nutrition, safety, and family planning.
- Attend scheduled consultations during your child's early years that include a comprehensive health and development review.
- Participate in additional activities, such as first-time parent groups and educational sessions customized to meet your family's unique needs and circumstances.
- Obtain assistance in connecting with local services, like Early Parenting centres, if you require extra support.
- Join a parent group where you can gather information and connect with other local parents.



M&CH Nurse Georgie Sweeney with Jayne Jewell and children, Henry & Jackson Lenehan ^

23

Appointments - May-June 2025

CONTINENCE NURSE



13

Appointments - 2024/25

Sharon Homberg from Western District Health Service visits our Centre monthly to cater to the varied continence needs of service users in our community.

Sharon brings a wealth of experience and a compassionate approach, making her an invaluable resource for those seeking assistance with continence issues.

Types of Care Offered:

- Support for clients with bladder and/or bowel issues
- Assistance for children with disabilities facing continence challenges
- Catheter care
- Education and support for caregivers
- Health promotion to raise community awareness about continence issues and prevention strategies
- Rental services for enuresis alarms to treat bedwetting
- Samples of continence aids for trial
- Assessment for veterans and coordination of supplies from the Department of Veterans' Affairs (DVA)

CLINICAL NURSING REPORT



Another year has flown by, Balmoral Bush Nursing Centre (BBNC) has seen new staff join the team along with the continuing ongoing care and support for the community by the long-standing team of nurses, administration and community services workers.

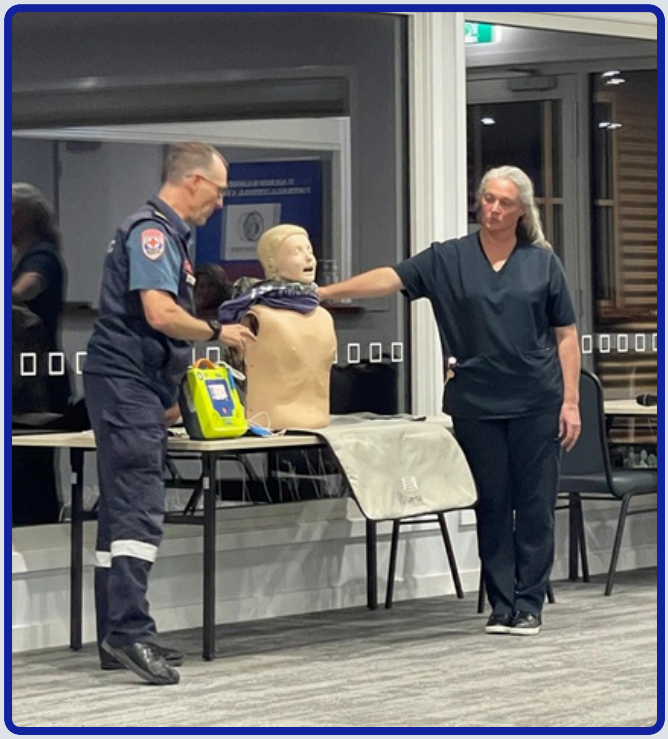
We welcomed Fiona Harrington to the team as the Health Service Manager, Fiona is a Registered Nurse and a Nurse Practitioner. Megan Little an experienced Registered Nurse, with Intensive Care Training and myself Eliza Miller, a Registered Nurse and Midwife into the role of Clinical Nursing Coordinator.

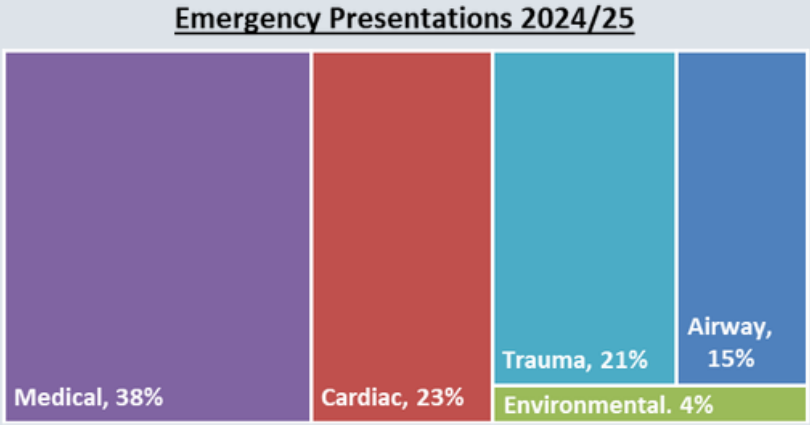
We have been warmly welcomed and supported by the ongoing and dedicated clinical staff of Lisa McClure, Anna Lyons, Callie Leese, Rosie Hutchins and Maddison Rogers.

Jim Falla, Paramedic Community Support Coordinator, and Ed Crimmins—who steps in during Jim's leave—are valued members of Ambulance Victoria and continue to be a steady presence at BBNC, providing ongoing training, education, and support to both the clinical staff and Balmoral ACOs

We would like to thank Jim and the dedicated Ambulance Community Officers (ACO) Bev Cumerford, Hamish Griffiths, Kylee Cumerford, Samantha Cumerford and Simon Hodgson who work closely with Jim. The Balmoral community is very lucky to have so many ACO's who volunteer their time and also provide highly skilled and timely emergency support to the Balmoral and outlying communities when required.

Victorian Virtual Emergency Department (VVED) continues to be crucial to the Healthcare system. It has become paramount to the clinical team in engaging the service to assist in providing essential remote emergency care to patients in the community.





CLINICAL NURSING REPORT

A big thank you to Western District Health Service (WDHS) for the shared care of their Allied Health Care Team who come to the Balmoral community regularly throughout the year offering; Diabetes Education, Megan McLeish Diabetes Educator; Podiatry, Phuong Huynh Podiatrist; Men's Health and Skin checks, Stu Wilder Nurse Practitioner; Respiratory Services Meg Watson Nurse Practitioner and Continence support Sharon Homberg Nurse Practitioner.

Southern Grampians Shire Council Maternal Child Health Nurse (M&CHN) has recommenced fortnightly visits to the centre. Georgie Sweeney (M&CHN) provides guidance and support to families and young children from birth to 5 years of age. M&CHN assists with child health, feeding, sleeping, immunisations and a variety of care for mother and child.

We are incredibly grateful for the continuous support from Hamilton Medical Group, particularly Dr. Slabbert, who provides Tele-health appointments every two weeks. We also appreciate the Royal Flying Doctors Service for facilitating visits from Dr. Lisa Bendtsen, offering the Rural Women's GP Service. Dr. Bendtsen travels a great distance to serve our community for two days every 10 to 12 weeks throughout the year. A heartfelt thank you for the invaluable services and dedication you provide.

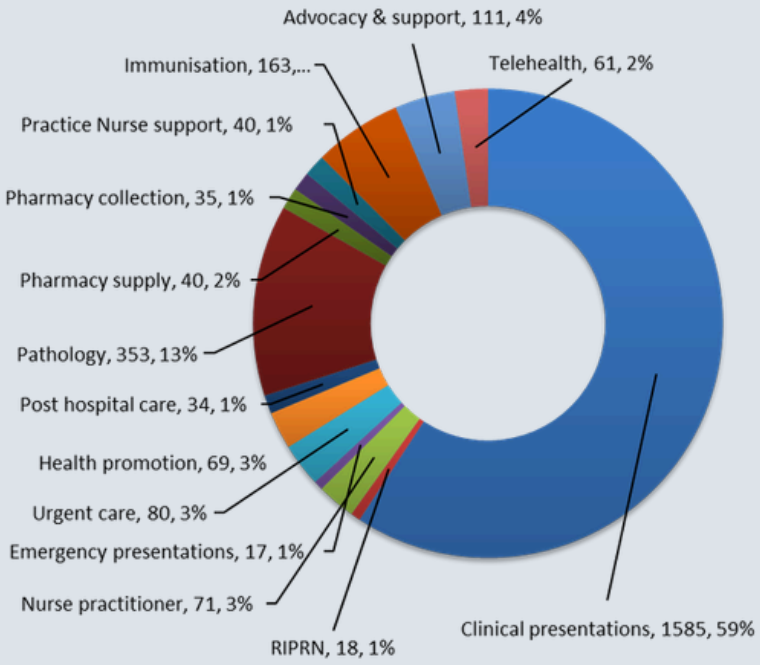


As you can see, it is with the partnerships with organisations such as, Western District Health Service, Hamilton Medical Group, Royal Flying Doctors Service, Southern Grampian Shire Council, Ambulance Victoria, Victorian Virtual Emergency Department and the dedication and coordination of care, skills, and knowledge from the Balmoral Bush Nursing Centre staff that has and continues to contribute towards making the Centre an ongoing success.

Eliza Miller

Clinical Nursing Coordinator

Distribution of Clinical Activity



CLINICAL NURSING REPORT

ADVANCED LIFE SUPPORT (ALS) TRAINING

In February 2025, our clinical team participated in an Advanced Life Support (ALS) course, provided by Simon Plapp, building essential skills and confidence to respond effectively in a high-risk, life-threatening emergency.

In addition to this, five BBNC clinical team members completed Remote Area Nurse (RAN) training in Mount Macedon. RANs can be dispatched by AV to attend cases in our area using the Remote Area Nurse Emergency Guidelines (RANEG).

The collaboration between our clinical team and Ambulance Victoria ensures that our nurses are not only well-equipped but also stay updated with the latest emergency response techniques. This commitment to ongoing education and skill development is crucial for providing high-quality care in remote and challenging environments. As we continue to prioritise training and development, we remain dedicated to delivering exceptional healthcare services to our community.



REMOTE AREA NURSES (RAN) TRAINING

- All RANs are Division One Registered Nurses who undergo annual education and re-accreditation in RAN Emergency Guidelines, delivered by Ambulance Victoria.
- The program provides a pre-hospital clinical framework in addition to their existing nursing skills.
- RAN training comprises of study: completion of 3 pre-workshop workbooks where a pass mark of 80% is required for multiple choice and short answer questions. The only exception is the medication calculation workbook, which requires a pass mark of 100%.
- Once the nurse achieves the necessary grades, they attend a 2-day face-to-face workshop where practical competencies are assessed for each nurse.
- Five BBNC RANs attended the workshop held in Mount Macedon in May/June 2025.







QUALITY & RISK REPORT

2024-25 PROJECTS

This year, BBNC completed a project focused on improving the energy efficiency of the Centre.

Here's what we have achieved....

Energy Efficiency and Solar Program Project

Financial contributor - Victorian Health Building Authority $29,920

Delivered - June 2025

- ☑ Installation of Air-conditioning unit in the Childcare Centre
- ☑ Upgrade of lights with energy efficient sensor lights
- ☑ Installation of Air-conditioning unit in the Function Room





Key Project Benefits

- Improved comfort and environmental conditions for service users and staff
- Assist in lowering energy consumption and operating expenses, with the goal of reinvesting these savings back into the Centre.
- Promote the use of clean, renewable energy sources to help reduce greenhouse gas emissions and fight against climate change.

FUTURE PROJECTS

Balmoral Bush Nursing Centre Aged Living Project

The BBNC Aged Living Project is a long-term initiative aimed at establishing a small, supported living facility in Balmoral.

This project offers older residents the opportunity to downsize while staying within their community. It also promotes local employment, may help mitigate population decline, and ensures a more stable funding future for the Bush Nursing Centre.

The project will be executed in stages:

** *Stage One* ** involves securing land, with a goal to raise approximately $1 million for this purpose.

Once the land is acquired, we can proceed with formal planning, engage architects, submit applications to the council, and initiate broader community consultations.

QUALITY & RISK REPORT

In July 2024, Balmoral Bush Nursing Centre (BBNC) staff completed the second stage of our National Disability Insurance Scheme (NDIS) registered provider recertification audit. Recertification audits ensure that NDIS registered providers:

- Comply with the standards and requirements set by the NDIS.
- Maintain and improve the quality of their services. By meeting the standards, providers can demonstrate their commitment to delivering high-quality support to individuals with disabilities.
- Continuously assess and improve their processes, systems, and service delivery. This helps in identifying areas for improvement and implementing best practices.
- Identify and mitigate risks associated with service delivery, ensuring the safety and well-being of their participants.

On behalf of the Balmoral Bush Nursing Centre, I am pleased to report that we were successful in renewing our registration. This has enabled the centre to continue delivering safe, effective, and high-quality services to individuals with disabilities.

BBNC aims to provide assurance to our service users, their families, and other stakeholders by meeting the required standards of care and support as mandated by NDIS legislation. We strive to build trust and confidence in the services we offer.

Maintaining our registration as a NDIS provider allows us to deliver a broad range of services including, but not limited to:

- Personal Care
- Respite
- Transport
- Nursing/Clinical Care
- Development of Daily Living and Life Skills
- Community Activity Participation
- Physical Wellbeing Activities



We continue to encourage all participants to engage with the Centre regarding their service provision needs. Open communication plays a vital role toward our person-centred approach, and we welcome the opportunity to discuss individual requirements in detail. This allows us to tailor our support more effectively and consider additional services that may further enhance participant outcomes.

PREVENTING AND MANAGING INFECTIONS

At BBNC, we recognise that effective infection prevention and control is essential. We are committed to protecting the health and safety of our team, our service users and the broader community.

Currently, our infection control processes are guided by best practice principles, aligned with the National Safety and Quality Primary and Community Healthcare (NSQPCH) standards, these include:

- Performing hand hygiene, appropriate use of personal protective equipment (PPE), utilising safe injection practices, and ensuring staff regularly clean, disinfect and sterilise surfaces and equipment.
- Dependant on the mode of transmission of a particular pathogen (contact, droplet, or airborne), ensure additional precautions are implemented to minimise transmission risk. This can include, isolation of service users with infectious diseases, use of specific PPE, and appropriate environmental controls.
- Continuous ongoing education and training programs for staff to ensure they remain up to date on the latest infection prevention and control guidelines and practices.

QUALITY & RISK REPORT

PREVENTING AND MANAGING INFECTIONS

- Routine monitoring of infection rates and surveillance of healthcare-associated infection rates assist in early identification and effective management of outbreaks.
- Educating the community regarding infection prevention measures, vaccination, personal hygiene and health promotion activities are crucial components of infection control.

Infection prevention and control within the centre is a multifaceted and continuous priority. Processes are routinely reviewed and improved through scheduled audits of infection prevention and control practices. We also collaborate with the Infection Prevention and Control team at Western District Health Service to ensure alignment with best practice standards.

SERVICE USER FEEDBACK

BBNC measure our performance by the experiences our service users share, both members and non-members, through our annual service user feedback survey. You can also help us to improve our service and program delivery, at any time, by:

- Completing a “Tell us what you think” feedback form (accessible in both paper and digital formats)
- Connecting with BBNC on social media or;
- Speaking directly to our Health Service Manager, Board president/member, staff member or volunteer.

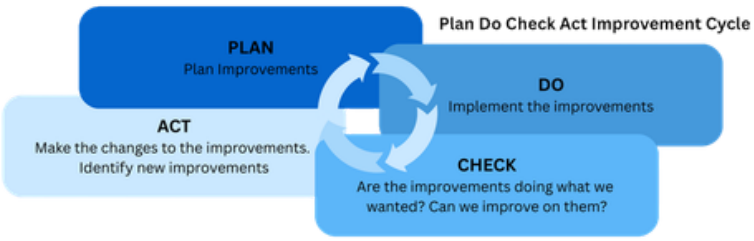
We welcome all complaints, compliments, and suggestions, they contribute to our continuous improvement, ensure that the Centre consistently delivers quality, safe care, and supports our compliance with the NSQPCH standards, particularly Standard 1: Clinical Governance and Standard 2: Partnering with Consumers.

Service users have the right to complain without affecting access to centre services and programs. All complaints will be dealt with without bias, confidentially, in a transparent and timely manner, in accordance with Centre policy.

CONTINUOUS IMPROVEMENT

BBNC is committed to continuous improvement and facilitating a culture of transparency and accountability. To support this, we use an integrated online Compliance Management System, to efficiently and effectively record and report health-related incidents and other compliance related information, including:

- Hazard and Incident Register
- Feedback Register
- Maintenance Register
- Human Resources Registers
- Compliance Calendar
- Audit Findings
- Risk Register
- Policy and Procedure Register



This system is an invaluable asset to our organisation. The reporting capabilities enable us to proactively identify areas for improvement and implement effective risk management strategies.

Our quality improvement activities are planned, actioned, and evaluated by staff then outcomes are presented to the Board for review through the Service Quality and Risk Committee meetings.

QUALITY & RISK REPORT

STAFF TRAINING

In January 2025 during our annual 'All Staff' meeting, employees participated in face-to-face fire and evacuation training. This included a full Emergency Evacuation Drill of the entire centre, including our childcare centre, ensuring all staff are confident in responding safely in an emergency situation.

All non-clinical team members, are required to refresh their first aid certification every three years and complete annual resuscitation training. We were pleased to once again welcome the Rich River First Aid Training Organisation on-site in May 2025 to deliver vital training in person (pictured below).





Staff also participate in online education courses, with each work area completing mandatory competencies designed to enhance skills, promote best practice, and promote awareness and understanding of key focus areas aligned with both NSQPCH & NDIS standards.

ENVIRONMENTAL SERVICES

Our Environmental Services Officers play an essential role in creating a safe, efficient, and welcoming environment for our team, our service users, and all other visitors to the Centre. Their dedication to maintaining the cleanliness and sustainability of the Centre and its grounds is reflected in every task they undertake. The results of our 2024 Annual Service User Feedback Survey highlight this commitment, with overwhelmingly positive feedback, regarding the exceptional quality of their work.

These outcomes are a testament to the professionalism and the pride our staff take in their responsibilities.

I would like to sincerely thank our Environmental Officers for their ongoing hard work and dedication throughout the year. "Great things in business are never done by one person. They're done by a team of people." I am proud to be part of the BBNC team and I look forward to the continued success we will achieve together in the years to come.



Samantha Cumerford
Quality & Risk Officer

COMMUNITY SERVICES

COMMUNITY SERVICES 2024 - 2025



^ The Wednesday Whalers



Aileen Cantwell, Sheila Rickards and Carol Ellis ^



^ Glenys Hole, Nancye Merryfull, Joyce Russell & Kathy Woolley



^ Jannette Tinning, Betty Perry, Shirley Robertson, Aira Kemister and Dot O'Callaghan



^ Social Support Group on an outing to the Solider Settlers Memorial at Five Ways Road, Balmoral



^ Sally Hall and Matthew Carr

BALMORAL SOCIAL SUPPORT GROUP



The Social Support Group (SSG) meets once a week and is designed to offer older community members and those with a disability the opportunity to engage in social activities and connect with others. Engaging in social activities offers a myriad of benefits for older adults such as maintaining physical and mental health combating loneliness and isolation, learning new skills and improving overall wellbeing.

Our Social Support Group offers a wide range of person-centred activities, including but not limited to craft, games, puzzles, quizzes, music events, exercises, guest speakers and trips out into the wider community. Our members also enjoy a delicious home cooked two course meal once a week at the centre.

Our group engages in a variety of activities, such as:

- Building social skills through participation in group activities
- Team-building sessions that foster connections, such as group walks or movie afternoons
- Gentle exercise sessions
- Outings into the wider community, including music events
- Education sessions involving guest speakers that focus various topics such as diabetes prevention, podiatry, bone health, bush fire safety, continence health, stroke prevention along with many other relevant topics.

Supporting local businesses, we provide our members with nutritious, home-cooked meals from the Balmoral Café throughout the year. We thank the café for the care they take in providing our participants with such high-quality meals.

In an aging community where isolation is common, our Social Support group empowers individuals, reduces feelings of loneliness, and nurtures a sense of belonging in a safe and non-judgmental environment.

Total Participants 2024/25	**302**
Centre Based Activities	**25**
External Trips	**19**
Meals provided at BBNC	**214**
Home Meals	**48**

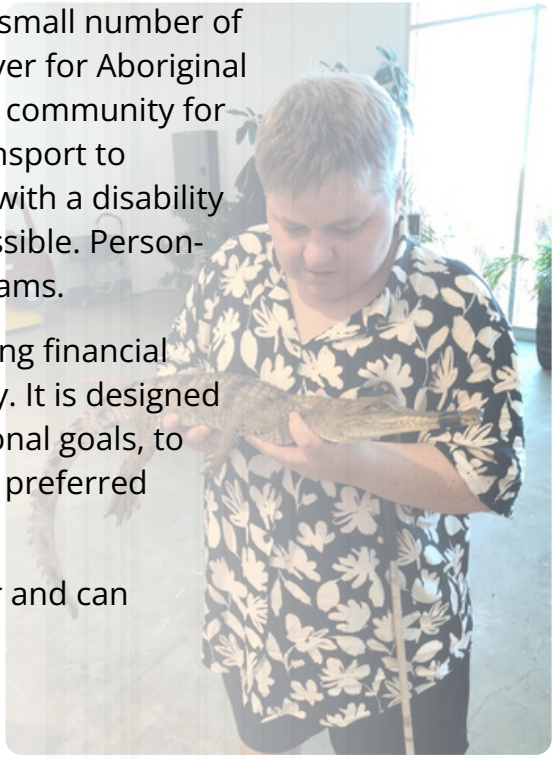
Rebecca Kearns

Community Services Coordinator

COMMUNITY SERVICES

RESPITE (CHSP) & DISABILITY CARE (NDIS)

The Commonwealth Home Support Program (CHSP) provides a small number of services to help older individuals 65 and over or 50 years and over for Aboriginal and Torres Straight Islanders to remain in their own homes and community for longer. The program provides support to clients and carers, transport to medical appointments and assists frail aged clients and people with a disability to remain living independently, or with family, for as long as possible. Person-centred care planning is a key feature to our services and programs.



Matthew Carr ^

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 select their preferred support providers.

The Balmoral Bush Nursing Centre is a registered NDIS provider and can provide participants with:

- Personal Care
- Respite
- Transport
- Nursing/Clinical Care
- Development of Daily Living & Life Skills
- Community Activity Participation
- Physical Wellbeing Activities

CHSP: Respite hours	2024/25 Target	2024/25 Delivered
Annual Total	760.75	**760.75 / 101%**

CASE MANAGEMENT

Case Management provides client care coordination and advocacy, helping service users with accessing funding for their healthcare and social support needs. It is about connecting people with the appropriate services to maintain their independence at home.

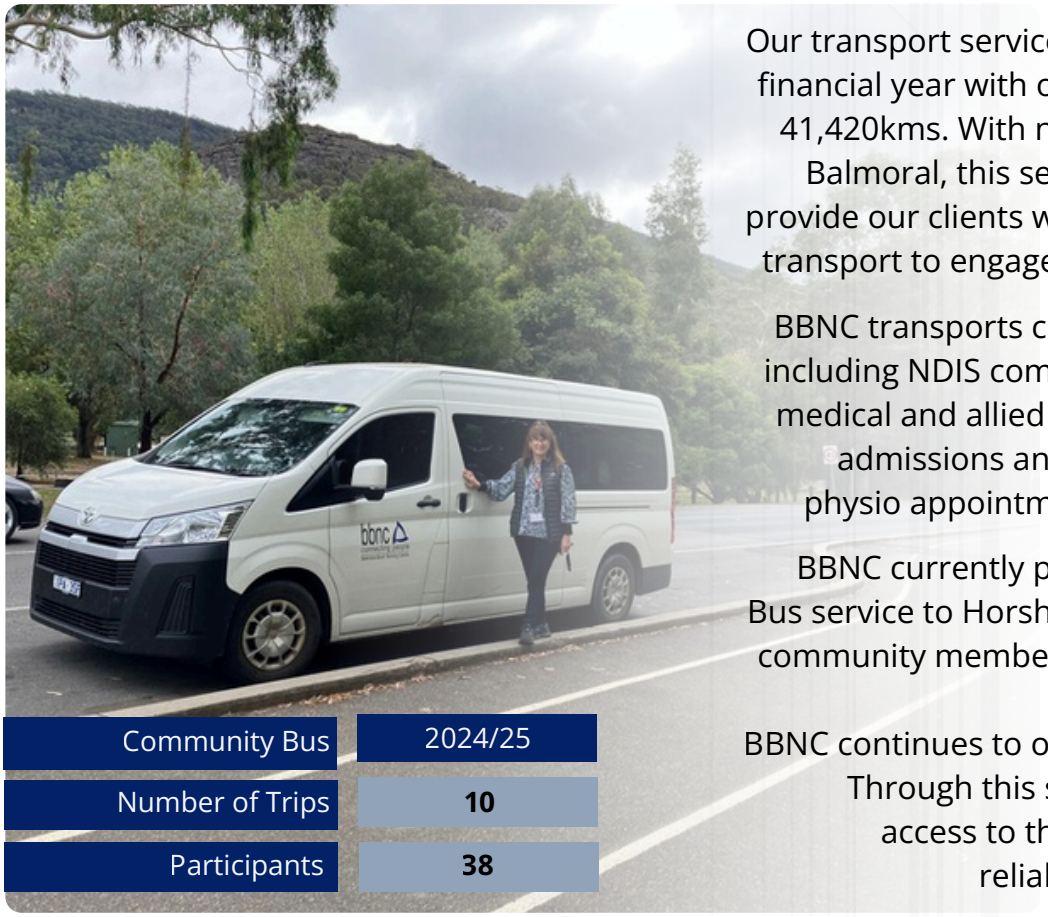
Staff provide targeted quality, safe care, to support the individual's needs. Staff also ensure each individual client can access the support for which they are eligible. With the backing of our partner organisation, **Respect,** the Case Management program offers significant peace of mind to clients and their families, especially those who may feel more isolated or have higher care requirements.

Services offered include, personal care, health and well-being support, advocacy and referrals, rehabilitative support, home and garden maintenance or modifications, meals, transport, continence support, medication management, personal health and equipment supplies.



^ Samantha Cumerford, Zoe Lawson with Gavin Watson from Oscar Care Horsham

COMMUNITY TRANSPORT



Community Bus	2024/25
Number of Trips	10
Participants	38

Our transport service has been well supported this financial year with our vehicles travelling a total of 41,420kms. With no access to public transport in Balmoral, this service is crucial in continuing to provide our clients with safe, reliable, and effective transport to engage with the broader community.

BBNC transports clients to various appointments including NDIS community participation activities, medical and allied health appointments, hospital admissions and discharge, eye specialist and physio appointments and shopping assistance.

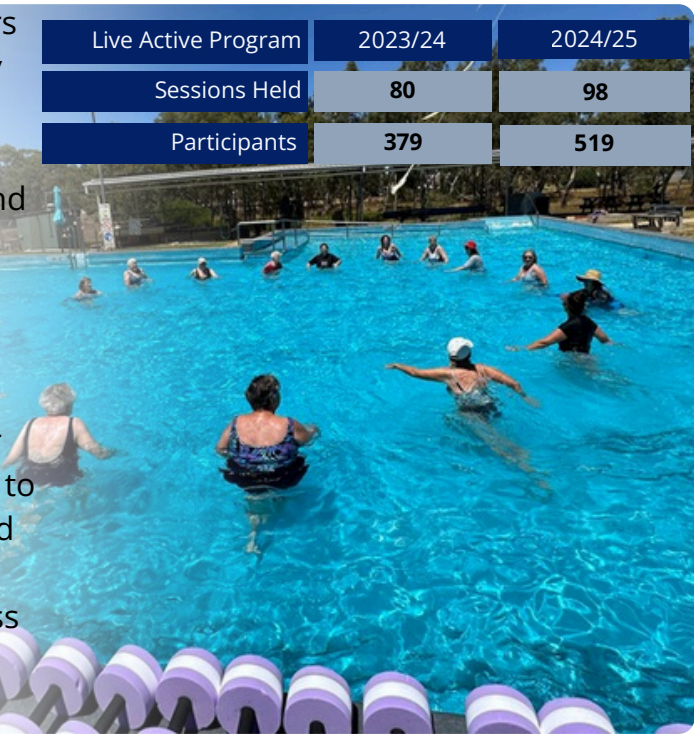
BBNC currently provides a monthly Community Bus service to Horsham and can be accessed by all community members for shopping, appointments or just a social day out.
BBNC continues to offer our 12-seater bus for hire. Through this service we ensure people have access to the wider community with safe, reliable transport, and quality care.

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 individual and group classes in strength and balance, step aerobics, chair exercises and water aerobics at the Balmoral & District Swimming pool.

This year due to interest from the community we have also commenced a weekly bus to Hamilton Indoor Leisure & Aquatic Centre (HILAC) to participate in their water aerobics program. This has been very beneficial to our community as we are able to access HILACs heated pool during the winter months. Physical activity can improve your overall health, boost mood, reduce stress and anxiety, improve sleep, and enhance well-being often leading to better health outcomes.

Live Active Program	2023/24	2024/25
Sessions Held	80	98
Participants	379	519



COMMUNITY SERVICES

MEN'S SHED

Men's Shed is a weekly program where community members in the district gather, socialise, build, paint, and repair. Men's Sheds have many positive benefits for participants including decreasing social isolation, creating friendships and improving self-esteem.

The Balmoral Men's Shed is an important community hub where participants get the chance to get together, work on valuable community projects, learn new skills about health and wellbeing issues, and provide a sense of community involvement.

The Men's shed were very grateful for the generous donation from the Balmoral Opportunity Shop which allowed our participants to purchase much needed equipment. This equipment increases the variety of projects that participants can complete and provides members with new skills and training opportunities.



Men's Shed Program	2023/24	2024/25
Sessions Held	45	44
Participants	233	241

Barry Matthews, Mike Waddington, and Len Thompson proudly display the clocks, birdhouses/feeders they crafted for sale at the Easter Market. >

VOLUNTEERS

The amazing support of our many volunteers is greatly appreciated by the Balmoral Bush Nursing Centre. Our Volunteers contribute significantly through various initiatives, including:



^ Volunteers, Betty Weaver and Aira Kemister

- Men's Shed Program
- Men's Swimming Program
- Social Support Program
- Monthly Bulletin assistance, and;
- The BBNC Board

Volunteering is a great way of helping others and staying connected to your community. Our wonderful and dedicated volunteers provide care and friendship to our program members and make a genuine difference in our organisation. We thank our many volunteers for donating their time, skill, and experience to the Balmoral Bush Nursing Centre. Your support allows us to continue to provide wonderful service to our community.

Thank you!

KEY PARTNERS

Royal Flying Doctor Service

Ambulance Victoria

VED Victorian Virtual Emergency Department Northern Health

HMG Hamilton Medical Group

South West Healthcare

Grampians Health

wdhs Western District Health Service

Barwon Health

phn Western Victoria An Australian Government Initiative

Victorian Bush Nursing Association

Bendigo Bank Community Bank Coleraine

ACCPA Aged & Community Care Providers Association

Victoria State Government Department of Health

siag

ndis

Uniting

respect

Balmoral K-12 Community College

Est. 1913 Harrow Bush Nursing Centre Creating a healthy and connected community

Australian Government Department of Health

Southern Grampians Shire Council

Australian Men's Shed Association Shoulder to Shoulder

SES

CFA

the orange door





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