bbnc
connecting people
Balmoral Bush Nursing Centre

"Connecting people through quality, safe care locally"

100 Years of Service



ANNUAL REPORT

2025 / 2026



Our Vision

Connecting people through quality, safe care locally

Our Core Values

Teamwork, Respect, Adaptability, Community, Advocacy

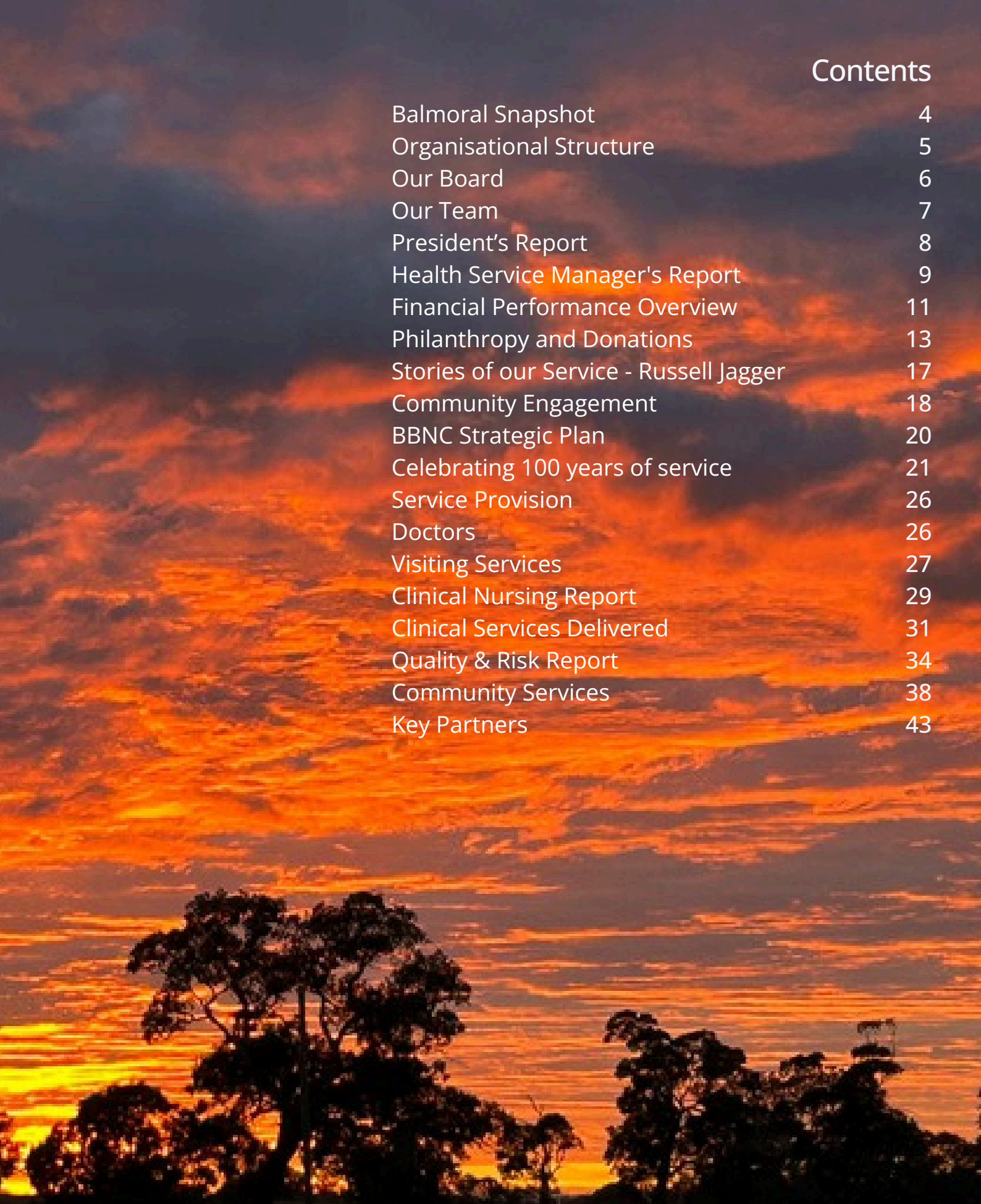
Our Strategic Themes

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.

Contents

Balmoral Snapshot	4
Organisational Structure	5
Our Board	6
Our Team	7
President's Report	8
Health Service Manager's Report	9
Financial Performance Overview	11
Philanthropy and Donations	13
Stories of our Service - Russell Jagger	17
Community Engagement	18
BBNC Strategic Plan	20
Celebrating 100 years of service	21
Service Provision	26
Doctors	26
Visiting Services	27
Clinical Nursing Report	29
Clinical Services Delivered	31
Quality & Risk Report	34
Community Services	38
Key Partners	43



Front cover: Ana Hayes, Samantha Cumerford, Fiona Jagger, Sue Jenner, Nicole Lease, Jannette Tinning, Rebecca Kearns, Callie Leese, Megan & Tess Little, Lisa McClure and Rosie Hutchins
Photo provided by: Karen Rees Photography

Layout & Design: BBNC Staff
Inside Cover: Captured by Lisa McClure, at Culla VIC

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...

The local First Nations people referred to the area as 'Darrangurt.'

In the 1840s, early European settlers assigned it the rather unappealing name of 'Black Swamp.' However, when a significant number of Scottish settlers arrived, the name was changed to 'Balmoral,' inspired by Balmoral Castle in Scotland that Prince Albert had purchased for Queen Victoria.

ORGANISATIONAL STRUCTURE

BOARD SUB-COMMITTEES

EFFECTIVE RESOURCING

COMMUNITY ENGAGEMENT

SERVICE QUALITY & RISK



Tom Silcock
BOARD PRESIDENT

BOARD VICE PRESIDENT

BOARD MEMBERS

EXECUTIVE ADMINISTRATOR



Lisa McClure
ACTING HEALTH SERVICE MANAGER



Nicole Lease
ADMINISTRATION COORDINATOR

ADMINISTRATION STAFF

ENVIRONMENTAL SERVICES STAFF

FINANCE OFFICER



Melita Steen
CLINICAL NURSING COORDINATOR

CLINICAL STAFF



Rebecca Kearns
COMMUNITY SERVICES COORDINATOR

RESPITE & COMMUNITY SERVICES STAFF

DISABILITY SERVICES STAFF

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: 6/7



Rosey Leeming
Treasurer/
Chair Effective Resources

Diploma of Private Secretarial Practice
Legal Secretary, Rural Healthcare Admin, Farm & Business Manager
Elected: 2025
Board Meetings attended: 7/7



Gavin Stroud
Vice President

Cert IV Finance & Mortgage Broking
VCAT & FairWork Advocate
Executive Leadership, Senior Finance & Commercial Strategy
Elected: 2025
Board Meetings attended: 7/7



Barry Matthews
Board Member/
Chair Community Engagement

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



Lauren Close
Board Member

Pharmacist
Bachelor of Pharmacy
Elected: 2023
Board Meetings attended: 5/7



Kim Dufty
Board Member

Farmer, Retired Nurse (RN Div 1, RIPRN, RAN). Bachelor of Nursing (Post Registration). General Nursing & Midwifery Certificates
Elected: 2025
Board Meetings attended: 5 / 6



Jillian Bennet
Board Member/Chair Service Quality and Risk, Chair Independent Living

Executive Leader Biopharmaceutical Industry (Retired)
Bachelor of Science(Hons) Microbiology
Master of Science
Master of Public Health
Elected: 2025
Board meetings attended: 6/6

We acknowledge the 2025 departing board members and thank Anita Watt, Neil Rogers and Ryan Lloyd-Jones for their service to the board.

Thank you!

OUR TEAM



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



Melita Steen -
RN Div 1 RAN RIPRN
Clinical Nursing Coordinator



Anna Lyons -
RN Div 1



Rosie Hutchins -
RN Div 1 RAN



Callie Leese -
RN Div 1 RAN



Maddison Rogers -
RN Div 1 RAN



Megan Little- RN Div 1 RAN
Acting Clinincal Corordinator
Jun25 - October25



Nicole Lease -
Administration Coordinator



Fiona Jagger -
Finance Officer



Ana Hayes -
Environmental Services Officer
Respite/Disability Carer



Zoe Lawson -
Administration officer



Samantha Cumerford -
Quality & Risk Officer



Rebecca Kearns -
Community Services Coordinator



Jannette Tinning -
Community/Environmental Services Officer



Suzanne Jenner -
Respite/Disability Carer



Sallyanne Hall -
Respite/Disability Carer



Kate Roache -
Executive Administrator

We acknowledge and thank the staff who left the organisation in the 2025-2026 financial year.
Fiona Harrington, Rachael Hateley and Rosie Hutchins

Thank you!

PRESIDENT'S REPORT



In a world where daily life is becoming increasingly driven by impersonal technology, it is reassuring to know that members of our community can still receive care from friendly, familiar staff who genuinely care about their health and wellbeing.

It remains a privilege to lead a Board that supports our dedicated and capable staff as they deliver essential health and wellbeing services to our community.

This year, we will again recognise some outstanding examples of long-term staff dedication. However, every member of our team contributes to making the Balmoral Bush Nursing Centre a special place and an organisation we can all be proud to support.
I extend my sincere thanks to Lisa for her leadership and for the support she provides to each member of our team.

Since our last Annual General Meeting, we farewelled our dedicated and long-serving Treasurer, Ryan Lloyd-Jones, following his relocation for work at the end of the year. Ryan made a significant contribution to the Centre, and we thank him for his commitment and service.

It has been pleasing to see Board members continue to step forward to fill positions and meet their responsibilities. This reflects the broad range of skills, experience and commitment represented across our Board.

I am delighted that most current Board members have offered to stand for another term. We also thank our many partners and service providers whose support allows the Centre to offer a broad range of services that meet the changing needs of our community.

Last year, we celebrated the significant milestone of the Centre's centenary. Building on that celebration, one of the Centre's great supporters, Sabrina Watt, has committed to producing a historical Centenary Book. I encourage community members to place an order and secure a copy of this important record of our history.

We are also grateful to the community for its financial support, which has enabled a feasibility study to be undertaken into the potential development of an independent living facility in Balmoral. This work will help determine whether the project is viable and how it may support the future needs of our community.

Finally, the Balmoral Bush Nursing Centre can only remain strong with the continued support of the community it serves. That support begins with every membership purchased and extends to the generous contributions of local organisations, businesses, volunteers and individuals.

On behalf of the Board, thank you to everyone who continues to support the Balmoral Bush Nursing Centre.

Tom Silcock

Board President



HEALTH SERVICE MANAGER'S REPORT

Welcome to the 2025 Annual Report. In July 2025 the Balmoral Bush Nursing Centre celebrated 100 years of service to the community. What an achievement!

An amazing legacy of flexibility and adaptability for health care in the community for 100 years. I thank all the staff and volunteers who helped make the celebration such a success. We eagerly anticipate the publication of the book documenting the history of our service, which has been extensively researched by Sabrina Watt and her dedicated team.

Despite a proud history spanning more than a century, Bush Nursing Centres continue to encounter challenges with recognition and understanding across healthcare services and government departments, many of which remain unaware of how essential and the breadth of services we deliver to our communities.

We embrace this challenge and are committed to advocating for and educating healthcare providers, government departments, partners and consumers about the vital contribution Balmoral Bush Nursing Centre makes. Our experienced staff continue to provide high quality care locally.



^ Megan Little and Lisa McClure providing care to patient, Colin Hole



In 2025/2026, the Centre engaged an external HR consultancy to strengthen workforce capability, ensure compliance with evolving employment legislation, and foster a positive organisational culture. The consultancy undertook a review of recruitment, onboarding, performance management, and staff wellbeing initiatives.



^ Staff Yoga class led by Michelle Hubble

Key improvements included the introduction of streamlined hiring processes, updated position descriptions, enhanced leadership training, and refreshed workplace policies with operational staff. These initiatives contribute reduction in recruitment timelines, improved staff satisfaction scores in the quartely survey, and full compliance in recent workplace audits. Building on this success, the Health Service will continue its partnership with the consultancy in 2026/2027. These changes have already delivered measurable benefits

HEALTH SERVICE MANAGER'S REPORT

We welcomed Melita Steen as the Clinical Nursing Co-Ordinator, Mel is a great asset to our team. On a sad note, we farewelled Rosie Hutchins. We will miss Rosie and the high-quality care she provided to patients.

The Aged Care sector has been through a lot of changes with the implementation of the new Aged Care Act over the last 12 months. We have been supporting clients to ensure they are registered with My Aged Care so they can access services to keep them living at home independently as long as possible.

The Balmoral Bush Nursing Centre has been actively raising money to purchase a generator to ensure the centre has power during extreme weather events and unplanned power outages.

We thank all that have donated towards this project and look forward to seeing the generator installed in the near future.



^ Leading Senior Constable Joanne Wastell, Lisa McClure and Senior Sergeant Shaun McCulloch



^ Maddison Rogers and Lisa McClure

We extend our sincere gratitude to all our donors for their generous support over the past twelve months. These contributions have enabled us to enhance areas in the BBNC, creating a more welcoming, functional, and comfortable environment.

I have been the Acting Health Service Manager for the last twelve months. It has been a privilege to work with such amazing experienced and adaptable staff.

I also thank Tom Silcock and acknowledge the dedicated board members whose leadership and commitment are instrumental in keeping the centre strong and sustainable now and into the future.

Lisa McClure

Acting Health Service Manager

FINANCIAL PERFORMANCE OVERVIEW



Firstly, I would like to acknowledge my fellow committee members Ryan Lloyd Jones, Gavin Stroud, Tom Silcock, Lisa McClure, Nicole Lease and Fiona Jagger. Ryan served as Treasurer for 10 years and resigned as a Board member and Treasurer in December 2025 and I was appointed to take over the position.

Ryan helped steer the Bush Nursing Centre through some challenging financial years. It is the task of the Effective Resource Committee to:

- Assess and monitor financial risk including policy review
- Endorse and recommend budgets, ensuring they are developed within resource capacity
- Review and monitor financial performance, risk including capital asset management and clinical governance indicators as they relate to effective resourcing
- Monitor workforce resource requirements
- Report matters of risks to the Board

We have had a busy twelve months and I would like to thank all the Effective Resource Committee for their input, their willingness to ask questions and be informed on the matters that help keep the Balmoral Bush Nursing Centre doors open.

The Centre cannot accurately budget on Post Acute Care and Respite Trips as it depends on the need for services. Our fund raising income has been phenomenal this year. Some substantial donations were received in relation to the Independent Living Unit project, this has enabled us to commence an independent feasibility study into the viability of purchasing land and proceeding to developing independent living units to support people wishing to continue to live in Balmoral. The better economic conditions for our farming communities have meant the BBNC has been the recipient of many generous donations to the Centre in general – and of course we DO wish for more of that!

We received grants for mental health presentations - WDHS “Over the Farm Gate” of $5,000 for Are You Bogged Mate, Southern Grampians Shire Council $1,500 for Old Boys and Parma Night. Iluka Lends a Hand Grant enabled us to conduct two first aid courses, Qantas Regions Grant $2,000 for Infant & Baby CPR and Live for Life Southern Grampians hosted a Youth Mental Health First Aid course.

Notable increase in costs areas include Insurance and Information Technology (IT). The increase in IT costs is primarily related to our connection to Starlink, ensuring continuous and reliable internet. Our transport costs have also increased substantially, directly as a result of the increase in fuel prices. Repairs and Maintenance have also increased substantially from last year, with leaking roof repairs and flooring damage. Our operating surplus for the year as a consequence of all this means that we have a healthy operating profit of $89,657.00

Finally, and by no means least, I would like to thank our Finance Officer, Fiona Jagger. Fiona has developed a great working relationship with our auditor McLaren Hunt to ensure the integrity of the Centre’s records and their accuracy. More importantly, Fiona continues to communicate clearly and openly with the Effective Resource Committee and myself on all things financial.

Rosey Leeming
Treasurer

FINANCIAL PERFORMANCE OVERVIEW

FINANCIAL OPERATING PERFORMANCE FOR THE YEAR ENDED 30TH JUNE 2026

Operating Revenue	$1,299,178.00
Less Operating Expenditure	$1,209,521.00
Operating Profit before capital items	$89,657.00

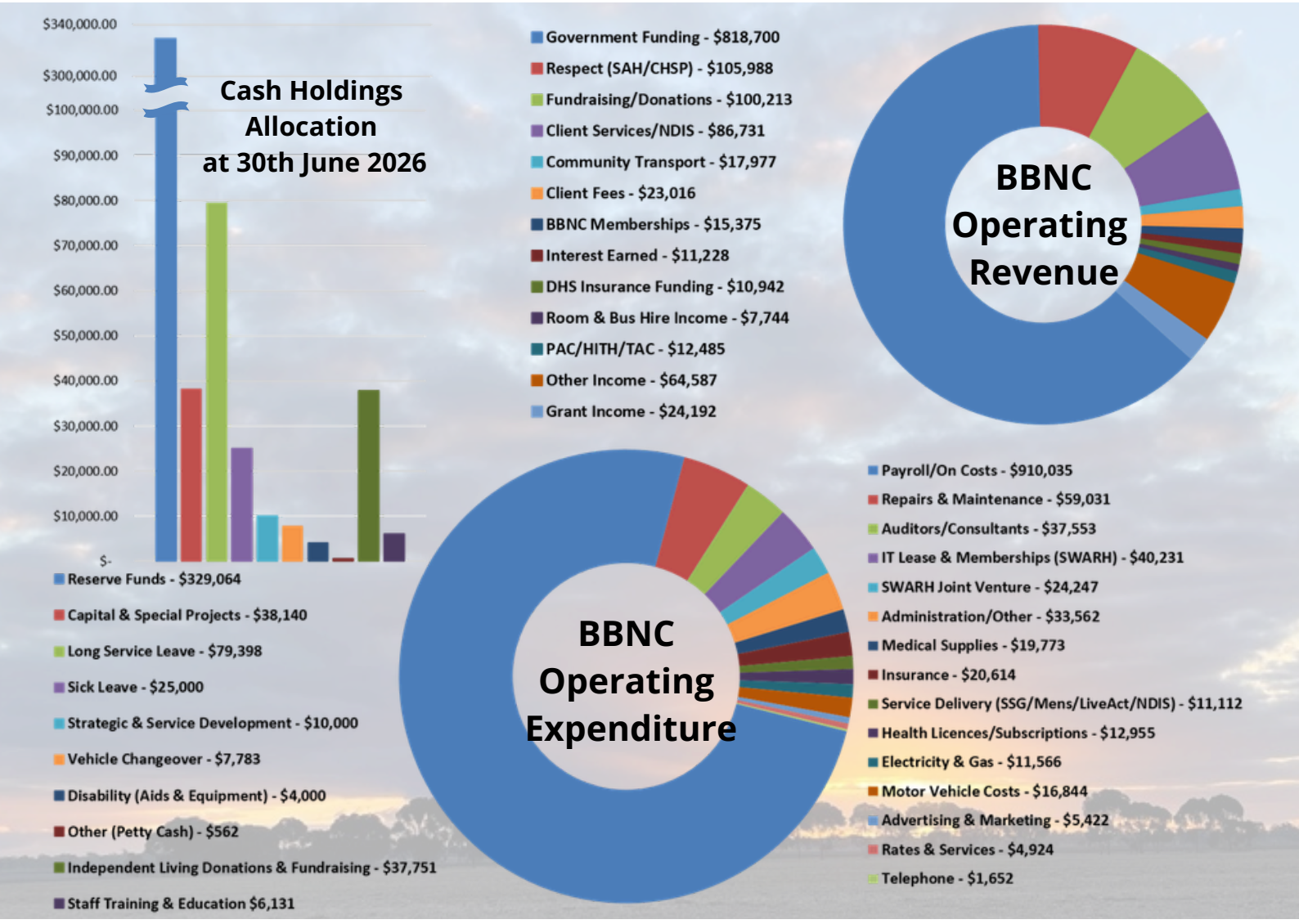
CASH AND INVESTMENTS

	2022	2023	2024	2025	2026
Total Assets	$2,315,574.00	$2,752,984.00	$2,657,186.00	$2,650,894.00	$2,641,021.00
Cash & Investments	$409,042.00	$353,191.00	$304,946.00	$390,442.00	$537,829.00

BALANCE SHEET SUMMARY

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

	2022	2023	2024	2025	2026
Current Assets	482,784.00	432,056.00	375,336.00	474,726.00	599,000.00
Fixed Assets	1,832,790.00	2,320,928.00	2,281,850.00	2,176,168.00	2,042,021.00
Current Liabilities	-337,481.00	-324,867.00	-204,021.00	-217,032.00	-239,428.00
Non-Current Liabilities	-16,750.00	-4,484.00	-9,551.00	-11,544.00	-13,657.00
Net Assets/Equity	1,961,343.00	2,423,633.00	2,443.614.00	2,422,318.00	2,387,936.00



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 ACTION







All-Weather Courtyard Enhancement: BBNC would like to thank and acknowledge the financial contributor* whose support enabled the transformation of the courtyard, including site regrading, new paving, and the construction of the gazebo. This all-weather, **wheelchair-accessible** outdoor space enhances everyday use for staff and service users, with new outdoor furniture soon to be installed.



Furniture and Privacy Blinds for Consult Rooms: We would also like to thank and acknowledge the financial contributors** whose support enabled the installation of new consult room furniture and privacy blinds, improving comfort for service users and giving each space a more modern, welcoming appearance.









** Funded by Angela Burne* ***Furniture funded by Angela Burne and Privacy Blinds funded by Balmoral Opportunity Shop*

PHILANTHROPY AND DONATIONS

IN HONOUR OF BEATRICE SMITH



Beatrice (Bea) Smith, a spirited young girl who displayed incredible courage and resilience beyond her years, tragically lost her battle with cancer on June 25, 2025, at the age of 11. In memory of Beatrice, her loving family requested that, instead of flowers, donations be made to the BBNC. In honour of Bea, the following individuals contributed in her name, and medical equipment will be purchased as a result.

Mick & Rosey Leeming
Nicole Lease & Nick Mutch
Tim & Janine Chamberlain
Jeremy & Ngairie Watt
Simon & Susannah Pern
D.Frankel & Family
Blood Family
Sarah Edwards

Dot O'Callaghan
Jann Grambeau
Granny Ladlow
Merty & John Silcock
Willers Family
Gwen Hancock
Tom & Karen Grigg
JA & PA Dunstan
Karryne Smith
James & Suzanne Smith
Diane & Denis Ballinger
Auntie Moo
Nani



Noela Frankel
Jenni Coustley
Steph & Greg Galloway
Tom & Amity Dunstan
Rebecca & Stephen Kearns
Chris & Lyn Iredell
Taylor Draper
Betty & Joe Perry
Fiona & Russell Jagger
McKenzie Ag Services
Lisa & Nick McClure
Lyndal & Mark Shewry
Richard Appleton

GENERATOR DONATIONS 2025 - 2026

In **2026**, our fundraising efforts and donations were focused on acquiring a three-phase generator and covering its installation costs. This generator will provide the security necessary for the centre to remain operational during emergencies, allowing it to function at full capacity. Addressing **the lack of a backup system is a critical priority for us.** All donations received at the centre over the past 6 months have contributed to our fundraising goal of $35,000. As of June 30, 2026, we have **successfully raised $26,375.88**.

Kevin Walsh
Taylor Motors Hamilton
Hamilton Steel
Rosey & Mick Leeming
Rural Connect Accounting
Raffle Tickets Sold by BBNC
Donation Tin at Western Hotel
Rays Recycling Cans
Balmoral Excavations
M. McKenzie
Lahtz Brothers Pty Ltd
Robert & Maria Merryfull

Luke & Karen Rees
Nicole Lease & Nick Mutch
Balmoral Oppurtunity Shop
Geoff & Aira Kemister
Len & Marg Thompson
Jillian Bennet & John Cox
Rodney Bourke
Michael & Heather Howman
John & Judy Mason
Craig & Jacinta Grant
Peter & Fay Mutch
Aileen Cantwell

Bill & Brenda Bath
Anita & Daniel Watt
Graham & Dianne Wilson
Jim & Lana Howman
Pauline Koenders
Bernard Mutch
Sue & Ray Jenner
Jodie & James Russell
Sarah & Bruce Laidlaw
Marie Rees
Chris & Lyn Iredell
Heather Falkenberg

Thank you!

INDEPENDENT LIVING UNITS

Independent Living Committee's Initiatives for 2025-2026

In 2025-2026 financial year, the Independent Living committee concentrated on gathering community and consumer feedback regarding the proposal of Independent Living units in Balmoral. The committee had organised various fundraising events throughout the year, including:

- Bunnings sausage sizzles
- "Guess the sheep weight" at the Easter Market
- Easter Sunday BBQ at Glendinning
- Sheep Drive - With thanks to John Dundon, Tim Jones, Rosey Leeming, Tom SIlcock and Barry Matthews
- Spring Bulb Sale
- “Guess how many easter eggs in the jar”

In June, funds were raised to commission a feasibility study aimed at assessing the proposal for developing Independent Living Units within the township. This study responds to concerns regarding how the project can proceed without compromising the financial viability, integrity, and services provided by the Balmoral Bush Nursing Centre. The feasibility study will be conducted by Street Ryan and Associates Pty Ltd. The study will include:

- A comprehensive needs assessment
- Site and design analysis
- Financial modeling
- Regulatory and planning framework
- Funding and operating models
- Community consultation

If the results are favorable, an implementation roadmap for successful project delivery will be developed. The study began in June, with the final report anticipated in October 2026. Thank you to the generosity of donors, contributions have been divided between the Independent Living units and a specific feasibility study.

INDEPENDENT LIVING DONATIONS 2025-2026

Velma Rogers
Vasey Fire Brigade
Bill & Brenda Bath
Peter & Fay Mutch
Balmoral Lions Club
Colin & Verna Campbell
Peter Duggan
Jillian Bennet
Amity Dunstan
John McKindlay
Anonymous

FEASIBILITY STUDY DONATIONS 2025-2026

Michael & Rosey Leeming
John, Merty, Tom & Alison Silcock
Gordon & Alexandra Dickinson
Sheep Drive - Community Members

Thank you!

PHILANTHROPY AND DONATIONS

LOOKING AHEAD, WHAT'S ON THE WISH LIST?

- **Solar System with Battery Storage:** Ensuring sustainable and reliable energy for the Centre.
- **85 kVA Generator:** A backup power source for outages, valued at approximately $35,000.
- **Wall Infills for Carport:** Enclosing the existing carport, with an estimated installation cost of $11,299.
- **Clinic Procedure Chairs:** Enhancing the clinical area with a new treatment chairs, priced at $12,000.
- **Cryopen Freezepen:** Introducing skin treatment accessibility to the Centre, costing $3,500.

DONATIONS 2025 - 2026

Eddie Brown
Aileen Cantwell
Balmoral Opportunity Shop
Cameron Penny
Jodie & James Russell
Cynthia Watt
Ramon Smith
Stephen Boustead
Tony & Lisa Hutchins
Gary Mutch
Graham & Dianne Wilson
Troy Shrive Builders
Sabrina Watt
Kai Rhone
Jillian Bennet & John Cox
Balmoral Cafe and Caravan Park
Jan Rees

Thank you!

TO DONATE

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

Or direct deposit:
Balmoral Bush Nursing Centre
BSB: 083 633
Account Number: 592 085 182

All donations over $2 are tax deductable



RUSSELL JAGGER



Each year, we highlight stories that remind us why local healthcare services matter — not just in emergencies, but in the everyday resilience of our community. This year, we sat down with a long-time Balmoral resident who generously shared his experience with the Balmoral Bush Nursing Centre. His story reflects the strength of community care, the dedication of our staff, and the quiet ways local healthcare services support communities.

"I was born and bred in Horsham, and over the years I've lived and worked all over — Victoria, NSW, the NT, Queensland and even the UK. We moved to Balmoral in 2004 with our three kids, who were then 4, 3 and 1. I already knew the area and its attractions, and the lifestyle, along with the welcoming school community, made the decision pretty easy.

We've got a small farm and a small business, and with three young kids, that's kept us more than busy. Balmoral has also been a great base for my hobbies, especially fishing and hunting.

I hadn't needed much from the BBNC until the middle of last year, when I ended up with an infection in my spine. After a stint in hospital, I was allowed to go home, but the infection was stubborn and took six months before I finally got the all-clear. During that time, I needed IV antibiotics every day. At first, I had to travel to Hamilton daily, which was tough, but thankfully the BBNC stepped in and arranged for my medication to be given locally, in Balmoral.

I'm immensely grateful to the Health Service Manager, Lisa McClure, and all the staff who made that possible. A big shout-out to the nurses — Mel, Maddie, Megan, Callie and Rosie — especially Mel and Maddie, who covered the weekend shifts.

In the end, being a typical bloke — no regular check-ups and a "she'll be right, mate" attitude — I didn't really understand how incredible this service is or how important it is to our community. The BBNC should be cherished and supported, and I now truly appreciate its value."

Stories like this remind us that local healthcare services are more than buildings — they're people, relationships, and support when it matters most. We thank Russell for sharing his experience, and we acknowledge our clinical team for their dedication to providing quality, safe care locally...

COMMUNITY ENGAGEMENT



^ Mary O'Brien, Founder of 'Are you Bogged Mate' discussing mental health in rural areas

This year offered many valuable opportunities for both the Board and staff to connect with our community. Through a range of grants, we were able to deliver:

- First Aid courses
- Baby & Child first aid and CPR
- Youth Mental Health First Aid course
- An "Old Boy and Parma Night" for men to share a meal and connect
- Community meetings and a listening post to support consumer engagement around the Independent Living Units in Balmoral

In honour of Anzac Day, staff paid tribute by laying a wreath. Another significant event was "Are You Bogged Mate?" which focused on encouraging rural men to discuss mental health and suicide while raising awareness of depression in the bush.

We also enjoyed seeing the local children trick-or-treating during Halloween, held a stall at the Balmoral Easter Market, and hosted a BBQ at Glendinning Campground.

Our strong partnership with Ambulance Victoria enabled the installation of an AED at Rocklands Reservoir, along with AED education for the Men's Shed members. We are deeply grateful for the support of Jim Falla, Tara Boyce, and Ed Crimmins, whose clinical expertise has helped build a valuable and trusted relationship.



^ Halloween Trick or Treaters



^ Community consumer engagement regarding Independent Living Units in Balmoral



^ Casey Kosch teaching first aid to community members, thanks to Iluka lends a hand grant

COMMUNITY ENGAGEMENT



^ Jim Falla from Ambulance Victoria and Men's shed member James Parker installing an AED at Rocklands boat ramp.



^ Board members Jillian Bennet, Tom Silcock and community representative Amity Dunstan at the Balmoral Easter Market



^ Instructor Kate Couchman with the Youth Mental Health First Aid course participants



^ Lizzy from Ambulance Victoria Hamilton branch came to Men's Shed to teach our members how to use an AED in the case of an emergency.



^ Lisa McClure with Balmoral K-12 Community College, Kinder Classmates of 2025

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 facility infrastucture including enhanced internet connectivity and accessible parking, enhancing service delivery, access, and community experience
- 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 community engagement initiatives, including Men's and Women's Health Sessions, First Aid training, and Centre tours, strengthening relationships within the local community
- Annual survey provided in accessible formats – online and hard copy
- Communication and health promotion through the Balmoral Bulletin and social media activity

CELEBRATING 100 YEARS OF SERVICE

On Friday, July 4th, 2025, we celebrated a remarkable milestone - 100 years of dedicated health care service to Balmoral and the surrounding district. It was a moment that filled our board, staff, and volunteers, both past and present, with immense pride as we shared this achievement with the Community.



The day was steeped in warmth and nostalgia as we strolled down memory lane, admiring the memorabilia wall display. The air was alive with community spirit, fun, laughter, and joy. Our panel was hosted by Lisa Hutchins, featuring guest speakers Carol Seymour, Dr. Brian Coulson, Lisa McClure, Lyn Iredell, and Sabrina Watt, who shared delightful memories with us.



We were fortunate to have videographer Mark Rabich create a wonderful video featuring stories from various past and community members, which brought many laughs and heartfelt moments. Attendees travelled from near and far, contributing to the day's special atmosphere.

We extend our heartfelt gratitude to everyone who participated and played a role in making this celebration truly unforgettable.



CELEBRATING 100 YEARS OF SERVICE



JULY 4th 2025



CELEBRATING 100 YEARS OF SERVICE














bbnc
connecting people
Balmoral Bush Nursing Centre


Ambulance

SERVICE PROVISION

Clinical Services

- Advocacy and Support
- Community and District Nursing
- Remote Area Nursing (RAN)
- 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
- RFDS Well-being Services
- Immunisation
- Mental Health Support Services
- Skin Checks
- General Practitioner
- Stoma Nurse

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)
- Support at Home Program Services
- Social Support Group
- Community Transport Services
- Volunteer Program
- Disability Support Services / NDIS
- Men's Shed
- Live Active Exercise/Swimming Programs
- 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. 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.

149
Appointments - 2025/26

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.

42
Appointments - 2025/26



Telehealth appointment Dr Jan Slabbert with Shirley Robertson >

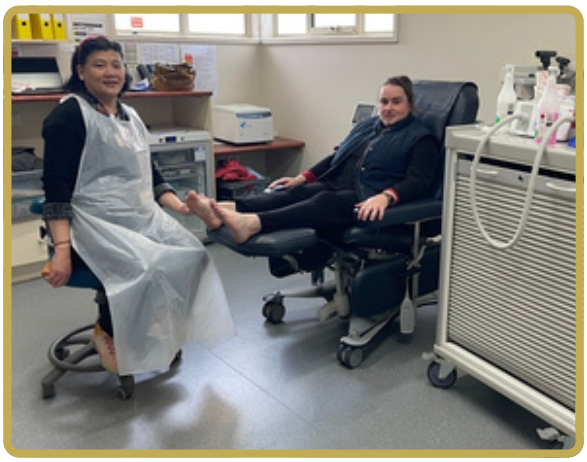
VISITING SERVICES

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 knee pain, flat feet, digital deformities (curly toes), and clubfoot

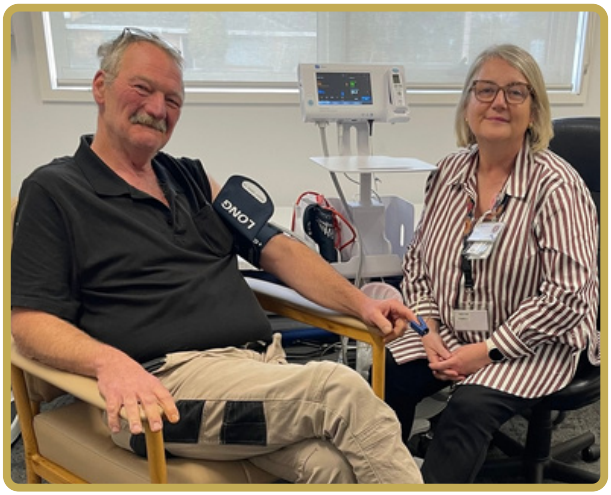


Podiatrist Phuong Huynh with Kate Eats ^

279
Appointments - 2025/26

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 James Parker

- 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

68
Appointments - 2025/26

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.
- Childhood Immunisations



M&CH Nurse Georgie Sweeney with Georgina and children, Willeka and Hilda Beaton ^

86
Appointments - 2025/26

CONTINENCE NURSE



^ Sharon Homberg



^ Linda Sanders

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

Sharon and Linda bring a wealth of experience and a compassionate approach, making them 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)

64
Appointments - 2025/26

CLINICAL NURSING REPORT

The 2025–2026 period has seen significant changes both at the BNC and in our local community. I joined the team in October as the Clinical Nursing Coordinator; some of you may remember me from my previous work here during staff shortages.

With over 30 years of experience as a Registered Nurse, I have worked both locally and internationally. Since 2020, I have been involved in the Bush Nursing sector, starting at the Walwa Bush Nursing Centre. From there, I was invited to provide relief coverage at another BNC, which led me to cover various BNCs statewide.

Additionally, I have worked as a Remote Area Nurse in other states, engaged in FIFO roles in the Oil & Gas and Mining industries, and spent winter seasons at Victorian ski resorts, working in the Medical Centre. During that time, I cared for many patients with broken bones, general injuries, common health issues and even a few major traumas.

Our nursing team has experienced a decrease in size with the departure of our beloved staff member, Rosie Hutchins. However, we are thrilled for her as she embarks on an exciting new chapter in her life and wish her all the best.

This year, five nurses successfully completed their RAN training at Mt Macedon, which is a significant accomplishment given the strict control on training numbers enforced by Ambulance Victoria. We are actively seeking to recruit additional staff, although we recognise that this challenge is common across most of the 15 BNCs in the state. Nevertheless, in my humble opinion, we are the best BNC in the state and eagerly anticipate welcoming a new team member soon.

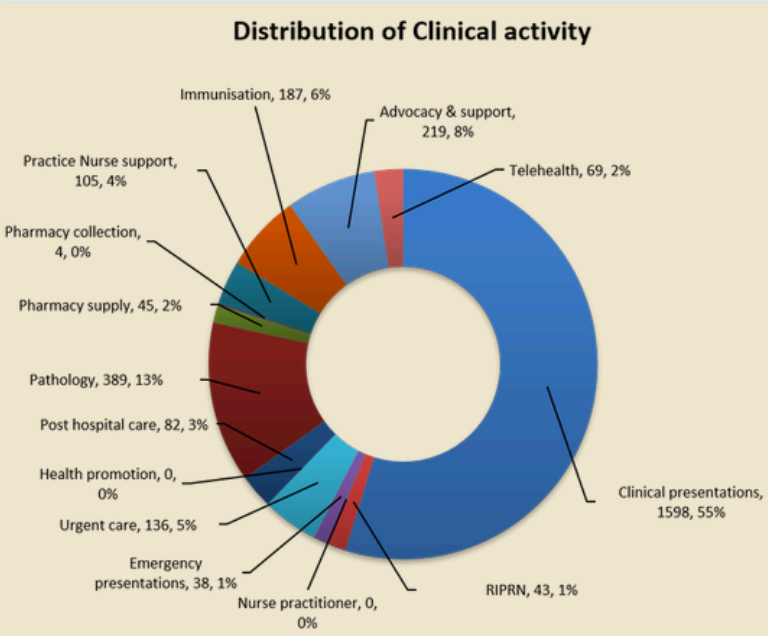
Our Bush Nursing Centre has maintained its role as a vital healthcare hub providing a range of services including emergency / urgent care, chronic disease management, preventative health programs, district nurse visits, home visits, post hospital care, health promotion, emergency response to AV call outs and community outreach for local clients.



^ Melita Steen, Stu Willder and Callie Leese

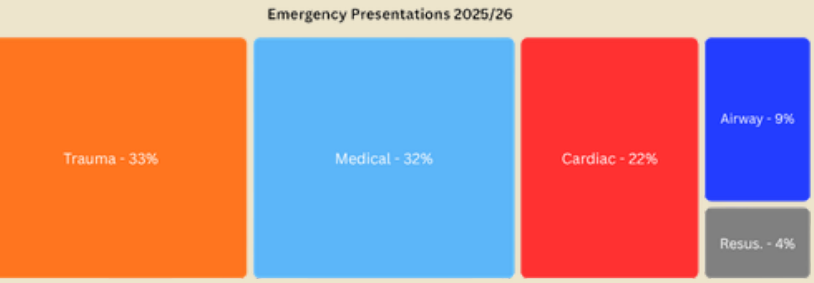
The variety of services provided at BBNC this year have included the speciality services of telehealth appointments with local GP, in-person clinic with a locum GP (not a GP replacement service), Telehealth Consultations (Virtual Emergency Department VED / Victorian Specialist Consult VSC), Maternal and Child Health Nurse, Diabetes Nurse Educator, Continence Nurse, Stomal Therapy Nurse, Podiatry, Men's Health / Dermatology Skin Checks, Wound Care Consultant, Mental Health Services, Masseur, Optometrist and Womens Health Clinic.

CLINICAL NURSING REPORT





^ Callie Leese, Lisa McClure with Ed Crimmins (Ambulance Victoria)





^ Rosie Hutchins with Balmoral Uniting Early Learning Centre Group

Challenges

- The recruitment of seasoned rural nurses continues to be a challenge, limiting flexibility in rostering.
- The new My Aged Care regulations are posing significant difficulties for the aging population. BBNC is playing a vital role in assisting local residents by providing early My Aged Care assessments, ensuring they can access essential services in a timely manner.
- Transport Issues - Ongoing limitations in public transportation are impacting patient attendance for non-urgent appointments.

Future Directions (2026–2027)

- Enhance telehealth capabilities to assist individuals in connecting with external health services.
- Upgrade equipment, including improving connectivity for cardiac monitoring systems.
- Strengthen partnerships with local schools to promote youth health and education.

CLINICAL NURSING REPORT

REMOTE AREA NURSES (RAN) TRAINING



^ Maddison Rogers

All RANs are Division One Registered Nurses who participate in annual education and re-accreditation programs focused on RAN Emergency Guidelines, which are provided by Ambulance Victoria (AV). The program offers a pre-hospital clinical framework that enhances their existing nursing skills.

RAN training consists of completing three pre-workshop workbooks, requiring a passing score of 80% for multiple-choice and short answer questions. The only exception is the medication calculation workbook, which mandates a perfect score of 100%.



^ Megan Little

After achieving the necessary grades, nurses attend a two-day face-to-face workshop where their practical competencies are evaluated. Five BBNC RANs attended a workshop in Mount Macedon during May/June 2026, thanks to Lisa McClure's commitment to advocating that all our staff complete this essential training. This training also includes the Pre-Hospital Thrombolysis module.



^ Lisa McClure



^ Melita Steen and Ed Crimmins (AV)

In addition to RAN training, all nursing staff completed annual training in CPR, advanced life support, and cultural safety.

Melita Steen

Clinical Nursing Coordinator

CLINICAL SERVICES DELIVERED



Total Clinical Presentations
2847

Advocacy
217

Vital Signs Checks
162

RIPRN
43

District Nursing
51

Pathology
389

Immunisation
52

Flu Vaccination
135



CLINICAL SERVICES DELIVERED





Post Acute Care
35

V.V.E.D.
7

Hospital in the home
47

GP Appointments
191



Wound Care
364

Urgent Care
129



Emergency Presentations
38

Ear Microsuction
20

QUALITY & RISK REPORT

2025-26 PROJECTS

This year, BBNC completed several projects focused on improving infrastructure and accessibility at the Centre.

Here's what we have achieved....

Accessible Parking Project

Guided by community feedback, BBNC partnered with the Council to establish accessible parking at the Centre, improving safety and accessibility while demonstrating its commitment to meeting community needs.



Actioned by: **Southern Grampians Shire Council**

Delivered - October 2025

☑ Installation of accessible parking

Key Project Benefits

- Improved access and safety for people with disability, providing a shorter, safer, and more direct route to the Centre's entrance
- Enhanced independence and dignity for service users, reducing the physical strain and mobility challenges associated with navigating long distances
- Strengthened accessibility compliance, ensuring the Centre continues to meet best practice standards for inclusive community facilities

Starlink Internet Upgrade Project

Financial contributors - **Western Victoria Primary Health Network & Balmoral Bush Nursing Centre**

Delivered - February 2026

☑ Installation of Starlink Internet to improve digital connectivity and service reliability

Key Project Benefits

- Enhanced digital connectivity and reliability, ensuring stable internet access for staff
- Reduced service disruption, ensuring the Centre can continue operating during peak demand, emergencies, and critical service periods — particularly important in a rural and remote location where alternative connectivity options are limited
- Expanded capacity for telehealth, remote meetings, and digital engagement

FUTURE PROJECTS

Outdoor Courtyard Furniture - *Contributor: T Shrive Builders (in-kind support)*:
Following the enhancements to the Outdoor Courtyard, the next step is to purchase suitable outdoor furniture. This will create a functional and welcoming space for programs, staff breaks, and community activities. The new furniture will enhance comfort and accessibility, making the courtyard a vibrant extension of indoor areas.

Stirling Street Residence – Back Porch Reinforcement:
The back porch of Stirling Street residence will be repaired and reinforced to enhance safety for staff. This upgrade addresses structural concerns, ensures the space is suitable for future programs, and supports long-term maintenance while reducing injury risks and further deterioration.

QUALITY & RISK REPORT

As BBNC marks 100 years of service to the community, we proudly recognise the generations of dedication, care, and commitment that have shaped our organisation. This milestone reflects a century of people working together to deliver safe, quality care, locally— and it stands as a testament to the strong foundations of quality, governance, and continuous improvement that continue to guide us today.

In October 2025, the organisation strengthened its occupational health and safety systems by supporting me to attend Health and Safety Representative (HSR) training and formally acknowledging my election as our workplace Health and Safety Representative. The HSR plays a vital role in representing staff on health and safety matters, supporting hazard identification, participating in risk assessments and contributing to the development of safer systems of work.

Our annual feedback survey continues to be an invaluable source of insight, with service users providing thoughtful suggestions that help us strengthen our services and Centre environment. This year, several community-driven ideas were put forward, including improvements to the Centre and the services and programs available, Annual surveys are distributed each year, and we encourage all community members to participate. Both paper and digital versions will be available to ensure everyone can provide feedback in the way that suits them best. We sincerely appreciate the time and honesty of all respondents and remain dedicated to using feedback to guide ongoing improvements.

In June 2026, BBNC successfully completed its interim NDIS audit, demonstrating ongoing compliance with the NDIS Practice Standards and reinforcing our commitment to delivering safe, high-quality services to individuals with disabilities. Interim audits play an important role in ensuring providers maintain strong governance, effective safeguards, and consistent service quality between full audit cycles. Completing this process confirms that BBNC continues to meet national expectations for participant safety, rights, and wellbeing.

Community members who have questions about NDIS supports or would like guidance navigating available services are welcome to contact the Centre for information and assistance

Looking ahead, BBNC is preparing for re-accreditation to the National Safety and Quality Primary and Community Healthcare Standards (NSQPCHs), scheduled for completion in September 2026. Accreditation confirms that our organisation meets nationally recognised expectations for safe, high-quality care and maintains effective systems for governance, risk management, and continuous improvement.

Our team is actively reviewing our documentation and quality systems, and ensuring alignment with the standards as we continue to enhance the safety and quality of care provided to our community.

PREVENTING AND MANAGING INFECTIONS

At BBNC, effective infection prevention and control is essential to protecting the health and safety of our staff, service users, and the broader community. Our processes are aligned with the National Safety and Quality Primary and Community Healthcare Standards (NSQPCHs), and include:

- Standard precautions such as performing hand hygiene, using personal protective equipment (PPE), applying safe injection practices and routinely cleaning, disinfecting and sterilising surfaces and equipment
- Transmission-based precautions (contact, droplet, airborne) implemented when required, including isolation of infectious service users, use of specific PPE and appropriate environmental controls
- Ongoing staff education and training to ensure our team remains up to date with current infection-prevention guidelines and best practice

QUALITY & RISK REPORT

PREVENTING AND MANAGING INFECTIONS

- Routine monitoring and surveillance of infection risks and healthcare-associated infections to support early identification and effective outbreak management.
- Community education on infection-prevention measures, vaccination, personal hygiene and health promotion.

Infection prevention and control is a continuous organisational priority. Our processes are regularly reviewed and strengthened through scheduled audits and quality-improvement activities. We also collaborate with the Infection Prevention and Control team at Western District Health Service to ensure alignment with contemporary best practice.

SERVICE USER FEEDBACK

BBNC measure our performance by the experiences our service users share, both members and non-members, via our Annual Service User Feedback Survey. We also welcome feedback at any time to help us improve our services and programs. You can contribute 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.

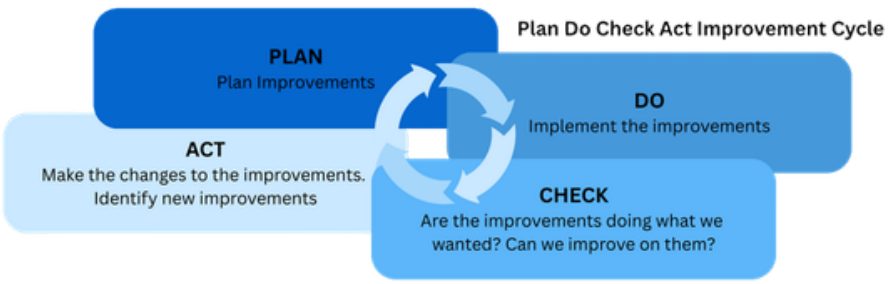
We welcome all complaints, compliments, and suggestions. Your feedback supports our commitment to continuous improvement, helps ensure that the Centre consistently delivers quality, safe care and strengthens our compliance with the NSQPCH standards, particularly Standard 1: Clinical Governance and Standard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

Service users have the right to raise concerns without affecting their access to Centre services or programs. All complaints are managed confidentially, without bias and in a transparent and timely manner, in accordance with Centre policy.

CONTINUOUS IMPROVEMENT

BBNC is committed to continuous improvement and to fostering a culture of transparency and accountability. To support this, we use an integrated online Compliance Management System, that enables efficient and effective recording and reporting health-related incidents and other compliance 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. Its reporting capabilities enable us to proactively identify areas for improvement and implement effective risk management strategies.

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

QUALITY & RISK REPORT

STAFF TRAINING

In February 2026, during our annual All Staff meeting, employees participated in emergency management training, including a Code Red fire drill, a Code Orange evacuation drill, and a Code Grey personal threat drill. These exercises ensured all staff remain confident in responding safely and effectively during emergency situations.

All non-clinical team members are required to refresh their first aid certification every three years and complete annual resuscitation training. In May 2026, we welcomed Rich River First Aid Training Organisation on-site to deliver essential resuscitation training.

Staff also completed a range of online education modules throughout the year, with each work area undertaking mandatory competencies designed to enhance skills, support best practice, and strengthen awareness and understanding of key focus areas aligned with both NSQPCH and 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 visitors to the Centre. Their commitment to maintaining the cleanliness and sustainability of the Centre and its grounds is evident in every task they undertake. The results of our 2025 Annual Service User Feedback Survey highlight this dedication, with overwhelmingly positive feedback regarding the exceptional quality of their work. These outcomes are a testament to their professionalism and the pride they take in their responsibilities.

I would like to sincerely thank our Environmental Services Officers for their ongoing hard work and dedication throughout the year. Their efforts strengthen our organisation every day and contribute directly to the wellbeing of our community. When people work with care and purpose, the impact reaches far beyond the walls of the Centre. I am proud to be part of the BBNC team and look forward to the continued success we will achieve together in the years ahead.



Samantha Cumerford
Quality & Risk Officer

COMMUNITY SERVICES

COMMUNITY SERVICES 2025 - 2026



^ Staff and participants ready for Aqua Adrift class at Hilac



^ SSG attending Pigeon Ponds Cuppa for Cancer morning tea



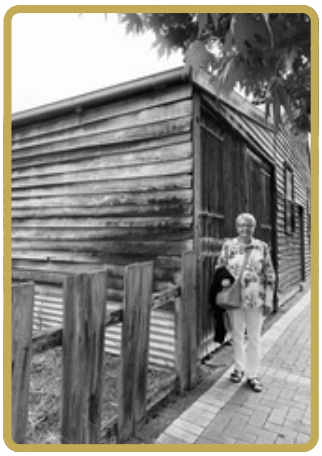
^ Ruth Toleman



^ Marie Rees



^ Nett Tinning and Angela Burne



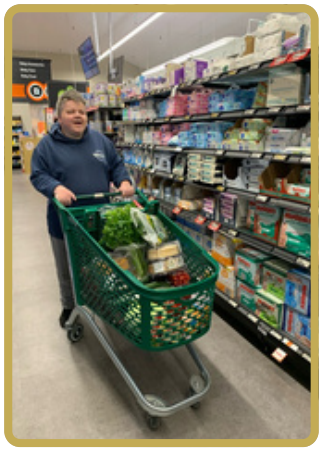
^ Lana Howman



^ SSG lunch and outing in Coleraine



^ SSG leaving for Morning Melodies at Horsham RSL



^ Matthew Carr

BALMORAL SOCIAL SUPPORT GROUP

The BBNC Social Support Group 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 in a safe and supportive environment. The core goals of a Social Support Group are to reduce isolation, providing emotional support, share practical knowledge and build community connections. There are many benefits to becoming involved with a Social Support Group including staying active, lowering anxiety, boosting confidence, staying socially connected, active and independent. BBNC offers a wide range of person-centred activities, including craft, games, puzzles, quizzes, music events, movies, exercises, guest speakers, health promotion and trips out into the wider community.

Our members also enjoy a delicious home cooked two course meal once a week at the centre. These meals are freshly prepared and provided by the local Balmoral Café to our members throughout the year. We thank the café for always going above and beyond when providing meals for our participants.



Total Participants 2025/26	259
Centre Based Activities	23
External Trips	23

SUPPORT AT HOME

Balmoral Bush Nursing Centre ceased providing Case Management in November 2025 when the new Support at Home aged care program was launched. The Australian Governments Support at Home program helps older people live independently at home by replacing the older in-home care packages with a fairer more flexible system.

BBNC is now an associate provider and can provide care, transport and respite to eligible people who have been assessed through the My Aged Care system. The service providers currently servicing the Balmoral district include but are not limited to Respect, Western District Health Services and the Harrow Bush Nursing Centre.
BBNC can provide the following services to Support at Home participants;

- Transport
- Nursing care
- Personal Care
- Social Support and Community Engagement
- Respite
- Domestic Assistance (shopping)



^ Aileen Cantwell

COMMUNITY SERVICES

DISABILITY CARE (NDIS)

The National Disability Insurance Scheme (NDIS) provides ongoing financial support for Australians with significant and permanent disability. It is designed It help participants access essential therapies, equipment and support. This funding allows participants to live more independently and pursue their individual personal goals. The Balmoral Bush Nursing Centre is a registered NDIS provider and can provide participants with:

- Assistance with travel
- Group and Centre Based Activities
- Participation in community
- Community nursing care for high needs
- Development of Daily Living and Life Skills
- Exercise Physiology and Physical Wellbeing activities
- Innovative Community Participation Outlet

To continue providing NDIS supports BBNC are required to undertake regular registration audits with our most recent audit being successfully completed in June 2026.



^ Matthew Carr

RESPITE (CHSP)

The Commonwealth Home Support Program (CHSP) is the Australian Government's entry-level aged care program. It provides subsidised support services to help older Australians 65 years or older, 50 years or older for Aboriginal and Torres Straight Islanders and people 50 years or older and homeless or at risk of being homeless. This funding helps people live safely and independently at home and stay connected to their community. CHSP funding provides limited, occasional assistance rather than intensive complex care.

To access the Commonwealth Home Support Programme (CHSP), you need to register with My Aged Care, complete an in-person assessment to get a referral code, and then choose a local service provider.

Once you have chosen a provider Balmoral Bush Nursing Centre can assist you with the relevant services that your specific codes allow such as:

- Personal care
- Social Support
- Respite care
- Transport

CHSP: Respite hours	2025/26 Target	2025/26 Delivered
Annual Total	580.00	**520.75/ 89.77%**

COMMUNITY TRANSPORT

Our transport service has been well supported this financial year with our vehicles travelling a total of **53,305kms.**

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 within the wider community.

BBNC can provide transport to various appointments including but not limited to community participation, medical, allied health, hospital admission and discharge, eye specialists, physio and shopping assistance. BBNC transport services can be accessed through government-subsidised funding for clients approved by My Aged Care under CHSP or Support at Home, or privately at the full cost for those who choose not to be assessed.

BBNC 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. With the rising cost of fuel this service has been well utilised and is vitally important in providing community members access to a larger shopping centres.



Community Bus	2025/26
Number of Trips	12
Participants	41

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 and District Swimming pool and Hamilton Indoor Leisure Centre during the colder months. These programs improve muscle strength, enhance balance and coordination, boost mood and foster community connections.

Live Active Program	2024/25	2025/26
Sessions Held	98	100
Participants	519	487



^ Nett's Water Aerobics Class at Balmoral Swimming Pool

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 are a safe place for people to meet, foster social connections, share skills and participate in the local community. The Balmoral Men's Shed is an important community hub where participants get the chance to get together, work on valuable community projects, share skills and learn new ones.

This year the Balmoral Men's Shed were successful in a grant application for $5000.00 through the Australian Men's Shed Association. This grant for equipment was used to purchase:

- Heavy Duty Wood Bandsaw $ 2,809
- Planer Jointer $1,251
- Spiral Cutter Head $485

This equipment increases productivity, improves members' safety and increases the variety of projects participants can complete at the shed.



^ Men's shed member Gavin Stroud

Men's Shed Program	2024/25	2025/26
Sessions Held	44	43
Participants	241	211

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. Volunteering has may benefits including improving mental health, building new skills and strengthening community connections.

Our wonderful volunteers provide care and friendship to our program members and make a real difference in our organisation. We are immensely grateful to our many volunteers for donating their time, skill and experience to the Balmoral Bush Nursing Centre. Your support allows us to continue providing this wonderful service to our community.

The volunteers at the Balmoral Bush Nursing Centre play an active role on the board and contribute to the following programs:

- Men's Shed Program
- Men's Swimming Program
- Social Support Program
- Monthly Bulletin Assistance



^ Volunteer Trish Gaussen with staff members Ana Hayes and Jannette Tinning

Thank you!

Volunteers Supporting Our Organisation	2024/25	2025/26
	71	55

Rebecca Kearns
Community Services Coordinator

KEY PARTNERS

Victorian Bush Nursing Association



Balmoral Bush Nursing Centre
26 Bell Street
Balmoral Vic 3407

Phone: 03 5542 6222
Fax: 03 5542 6299
www.balmoralbnc.com.au
Email: bbnc.admin@swarh.vic.gov.au

Follow: Balmoral Bush Nursing Centre Page

CONSUMER REVIEWED

Quality Innovation Performance
ACCREDITED