

Annual Report 2016



Inclusion



Collaboration



Sustainability

VISION

To provide communities with services which promote health and wellbeing

VALUES

BEST PRACTICE – promote quality services using evidence based best practice

WORKING TOGETHER – effective communication with individuals and organisations

CHOICE – providing information and options for informed decision making

PEOPLE FOCUSED – respectful and responsive services

STRATEGIC THEMES

INCLUSION – broaden our reach for meeting our community's health and wellbeing

COLLABORATION – successful collaboration with staff, members and stakeholders

SUSTAINABILITY – ensure robust business models for long term viability

STRATEGIC DIRECTIONS

Ensure inclusive and accessible services

Broaden scope for service provision

Ensure sustainability through strategic collaborations and sponsors

Create financially sustainable business model

Introduce innovative governance practices

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Board President Message

Mario Santilli

As the Board President I am very happy to be able to report that Elmhurst Bush Nursing Centre is in a strong position to continue its 100-year tradition of providing health care to its community. Throughout the past year Elmhurst Bush Nursing Centre has continued to strive to achieve its vision of providing the local community with services that promote health and wellbeing.

During the past year there has been much movement at the Commonwealth level related to alignment of funding for the type of work that the Centre does. The Board of Management was very pleased to be informed that EBNC will be aligned with and funded by the state government. This alignment has assured the Centre that we will be funded and continue to provide services without the risk of having to compete with other organisations in a tendering process.

The past year has also seen strong and engaged leadership from the Centre Manager, I would like to thank Alison for her dedication and her continued support of the community. Alison and her staff all contribute to the health and welfare of the community, the Board of Management acknowledges and thanks them for their contributions. There have also been many ever present challenges that are rapidly evolving. These challenges come from the many issues that arise in health care and this year has seen a big increase in the need for Clinical Governance monitoring, simply put this refers to the provision of safe and quality health care. We as a Board need to be continually assured that the services that EBNC provide are of a high quality and safe, and we are happy to report that this is the case.

The next few years are very exciting for EBNC as we have reviewed the Centre's strategic plan, which will see a focus on four key areas. The first strategy is that our "services are responsive to community needs" This means that we will

negotiate sustainable visiting services, where necessary re-view our clinical and non-clinical services delivery models and improve the use of technology to support service delivery.

Our second strategy is to make "EBNC an employer of choice". We will do this by implementing succession planning, having strong education and training programs and increase the role and number of volunteers.

Thirdly we need to ensure our "governance systems are efficient and accountable and allow EBNC to respond strategically". To enable the Centre to do this we need to continually look for funding from alternate sources, gain support from regional and rural health services and give the Board and its members the skills and culture to drive sound governance practices. Lastly and underpinning the work we do we will work towards our "community and stakeholders being well engaged with EBNC". We expect to deliver upon developing and Implementing partnership, communication and advocacy plans to drive our activity into the future.

I would like to take this opportunity to thank the Board members for their voluntary contributions over the past year. They give their time freely to attend many meetings and activities that help EBNC meet its requirements under law. I would like to acknowledge those Board members who have resigned over the past year Kristy Price and Amanda Harrison, their contribution has been greatly appreciated.

On behalf of the Board of Management I thank the community for using the services at the Centre and placing your trust in us.



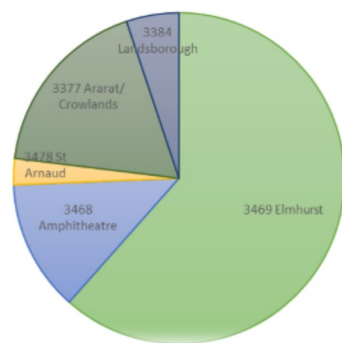


About Elmhurst Bush Nursing Centre

Elmhurst is located at the foot of the Pyrenees Ranges in the south west of Victoria. It is the centre of a diverse agricultural region; producing wool, prime lambs, beef, grains, legumes, fruit, vegetables and wine grapes.

Elmhurst Bush Nursing Centre provides health services to members spanning across three local government areas; Ararat Rural City, Pyrenees Shire and Northern Grampians Shire. It delivers nursing care both in centre and direct to people in their home. Services are provided to the Elmhurst and district community which has a population of approximately 1200 people.

Service Area



Employing nine staff and eight volunteers Elmhurst Bush Nursing Centre has a strong philosophy of working with its local community to deliver excellence in person centred care.

Elmhurst Bush Nursing Centre has long-standing relationships with health providers based at East Grampians Health Service and Ararat Medical Centre. We have strong network connections with our colleagues in the bush nursing centres state-wide and continue to develop our partnership with both Grampians Pyrenees Primary Care Partnership and Ambulance Victoria.

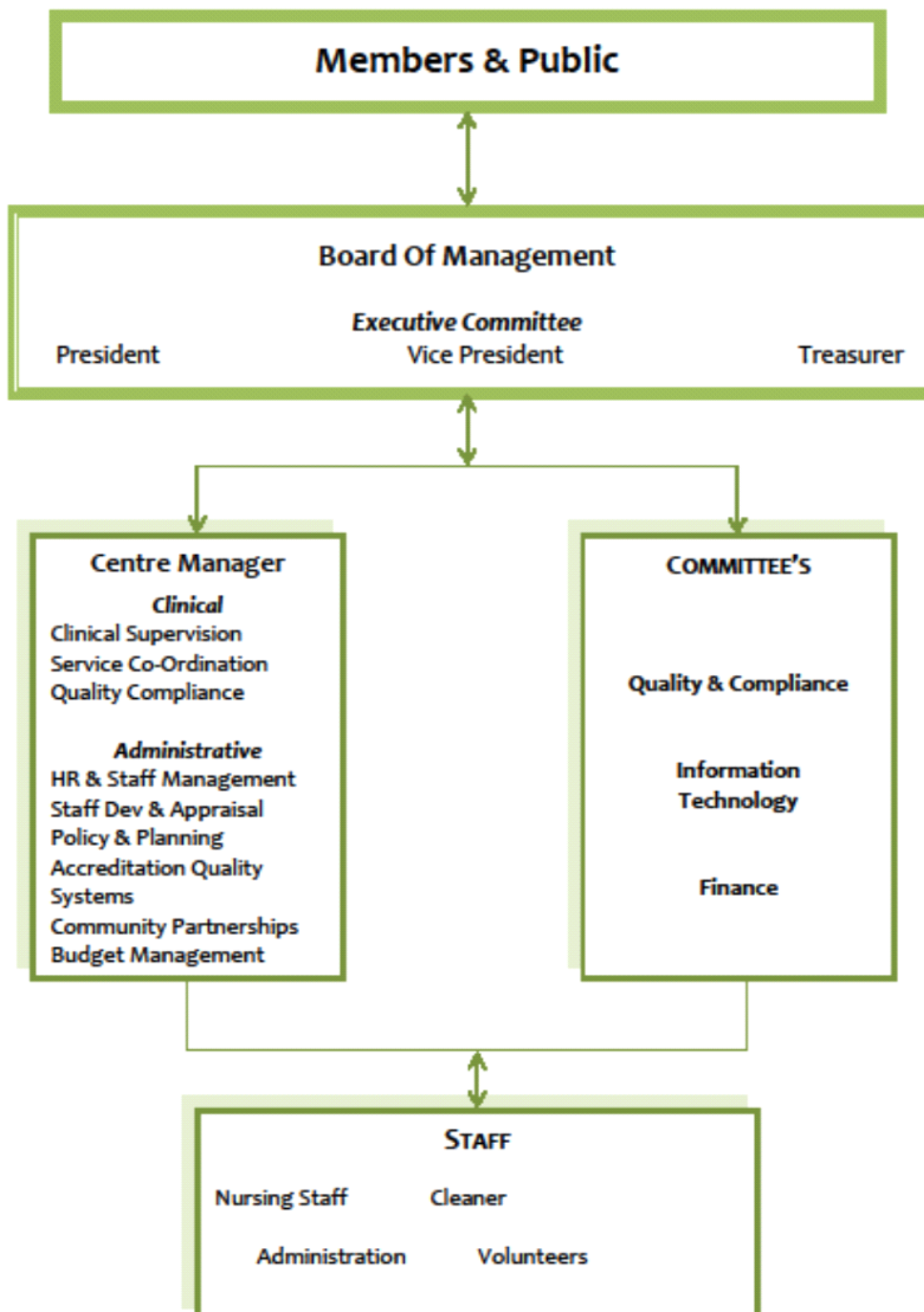
With our staff and volunteers as well as our partnerships Elmhurst Bush Nursing Centre is able to offer the community the following services:

- primary health care and assessment
- emergency/trauma stabilisation and referral
- district nursing
- palliative care support
- chronic disease management
- health promotion and education
- post hospital discharge care
- diabetes education
- immunisation clinics
- medical equipment hire
- wound assessment and management
- pathology collection
- planned activity group
- weekly GP clinic
- maternal & child health nurse
- dietician clinic
- podiatry clinic
- strength training exercise classes
- womens health nurse
- library service
- physiotherapy clinic
- hospital in the home
- playgroup
- community computer
- shared care planning and referrals
- bi-monthly newsletter
- advocacy and support

Organisational Structure



Elmhurst Bush Nursing Centre Organisational Chart



VISION

To provide communities with services which promote health and wellbeing

VALUES

BEST PRACTICE

We value and promote quality services using evidence based practice

WORKING TOGETHER

We value effective communication with all individuals and organisations

CHOICE

We value providing information and options to allow informed decision making

PEOPLE FOCUSED

We value providing services which are respectful and responsive to individuals and groups

STRATEGIC THEMES

INCLUSION

Broaden our reach for meeting our communities health and wellbeing needs

COLLABORATION

Successfully collaborate with our staff, members, stakeholders and communities

SUSTAINABILITY

Ensure robust business models for the long term viability of our service

STRATEGIC DIRECTIONS

Ensure inclusive and accessible services

Broaden scope for service provision

Ensure sustainability through strategic collaborations and sponsors

Create a financially sustainable business model

Introduce innovative governance practices



Our Community

Historically, Bush Nursing Centre's have held a unique status within the Community, with most locals being members of their association. The Elmhurst Bush Nursing Centre membership base supports the ongoing provision of services to the community and continues to remain steady.

Membership for 2015-2016 have increased from last year to now a total of 277. Members of the Centre contribute greatly to the sustainability of the services the Centre is where it is today because of their support.

Membership categories consist of Family and Single.

Life Members

Mr. John Cocking

Mr. John Greene

Volunteers

Our volunteers are appreciated by clients and our staff. It is recognized by the staff and Board of Management of EBNC that volunteers are a valued team member of the Centre. The skills and experience they bring to this role contribute greatly to the quality of life of clients of the Elmhurst Bush Nursing Centre.

Many of the programs and functions of the Centre would be impossible to maintain without the generous support of our volunteers.

Providing Elmhurst Bush Nursing Centre has looked at ways of engaging with our Community. We were fortunate to provide a space for the local Playgroup. We were able to get to know local families links with the maternal child health nurse and offer our support for their grant applications.



Ararat Rural City Council Library Service

This service is outside of the traditional health model. Ararat Rural City Council provides a weekly Library Outreach Service to Elmhurst, this is provided by the Ararat Regional Library and is available on Mondays from 10.30 am to 12.15

pm, in the meeting room.

This service coincides with the finishing times of the two strength training exercise groups run at the Centre.

All Central Highlands Library patrons, are able to use this service, and new library patrons can be registered and are always welcome.

There is range of items available to borrow for all ages including small and large print popular fiction and non-fiction books, audio books, DVDs, magazines and children's books. Library users can also order and renew items through this service, and can access the Central Highlands Libraries website to place orders to be available for collection via this service. For library patrons unfamiliar with the libraries website, instruction is available on the public computer at the centre. The Outreach Library service has proven to be a community gathering point on Monday mornings and has become a weekly social outing for many library users. It provides an environment where newcomers to Elmhurst along with long term locals have the opportunity for conversation and connection. This service has proven to be a great success.

Board of Management



Mario Santilli President

Mario is the Director of Development and Improvement at East Grampians Health Service. He has over 30 years experience in working in the health sector and has developed strategic and operational skills in Quality and Risk management.



Michael Roberts Board of Management

A local farmer and wool classer Michael has been on the Board for two years. Michael spends many hours volunteering his services for maintenance & repairs at the centre.



Peta Barrie Vice President

Peta is a Project Manager at East Grampians Health Service. A member of the BOM since 2013 her passion is ensuring that everyone, regardless of race or background, has access to healthcare.



Dr. Robyn Wood Board of Management

Robyn joined the Board in January this year. She holds a Bachelor of Science (Agriculture), Graduate Diploma of Science (Honours 1) and PhD. Robyn retired to Elmhurst 3 years ago after many years working throughout Australia in executive management roles with several large corporate companies and as Professor of Viticulture at Charles University.



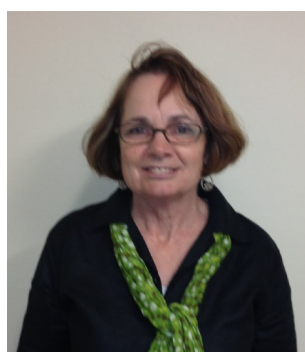
Graeme Ferguson Treasurer

Graeme has been a member of the EBNC Board of Management since November 2014, and as a Chartered Accountant for over 33 years Graeme acquired a wealth of experience in the accounting and financial industry.



Carolyn Macdonald Board of Management

Member of the local community for over 30 years. Carolyn worked as an archivist for CSIRO, and has a background in teaching and Librarianship. Carolyn is very interested in community health and in preventive measures to maintain health in a community.



Alison Greene Secretary

A Board member since 2007, Alison is a teacher currently employed with the Department of Education & Training in Early Childhood Intervention Services, working with young children with disabilities and their families.



Christine Baines Board of Management

Christine Baines has been a Board Member for 1 year. She has worked as a Secondary School teacher for many years and in the training sector. Chris is an active member of the local Community.



Finance and IT Committee

The purpose of the IT and Finance Committee is to assist with strategic implementation of identified IT and Finance goals in accordance with the Centre's Strategic Plan. EBNC, in consultation with Dulkeith Computer Solutions Pty. Ltd., will ensure that quality services are delivered, maintained and improved in accordance with EBNC policies.

The IT and Finance Committee has a commitment to increasing efficiency, flexibility, productivity and innovation.

The Information Technology and Finance Committee reports to the Board of Management meetings quarterly. Recommendations are presented to the BOM for consideration.

The biggest change for the 2015–2016 financial year has been the transition from Home and Community Care funding to Small Rural Health funding. This transition has ensured our funding remains within the State Government as well as opened up opportunities to expand our service target groups.

Commitment to Strategic Plans and organisational policies have placed EBNC in a positive financial position once again this financial year.



Safety and Quality Committee

The Safety and Quality Committee oversee Quality and Safety Policies which are in line with best practice as set out in the Centre's Strategic Plan.

Primary functions of the Safety and Quality Committee are to Monitor Centre policy, HR Management and facilitate co-operation between employer and employee. The Committee is responsible for instigating, developing and carrying out measures to ensure health and safety at work. The Safety and Quality Committee develop and implement the Centres Quality Plan, Risk Management framework and are also the responsible body for reviewing and disseminating the OHS Standards, rules and procedures for the workplace.

A major topic for 2015–2016 has been Clinical Governance and the rolls and responsibilities of the BOM to oversee that this is adhered to. Ongoing work continues on developing our safety and quality framework and the methods to report against this. The Safety and Quality Committee are committed to ensuring people accessing services from Elmhurst Bush Nursing Centre receive appropriate, timely and safe care.

The Quality and Safety Committee reports to the Board of Management meetings quarterly. Recommendations are presented to the BOM for consideration.



Centre Manager Message

Alison Oliver

During the past year Elmhurst Bush Nursing Centre has continued to evolve our strategy despite the challenges faced during our transition from Home and Community Care (HACC) to Small Rural Health. Elmhurst Bush Nursing Centre continues to lay strong foundations. We have a solid track record of providing Elmhurst and district community with a suite of health services and with our ongoing focus on inclusion, collaboration and sustainability we are well placed to positively build on our position in a dynamic health landscape.

Sustainability

The full year result for the financial year ending July 30 2016 was encouraging in a challenging year impacted by significant external factors; changing political landscape, diversifying national health programs, introduction of primary health networks, focus on electronic health records and rising industry costs. Through these challenges the Board of Management have maintained a consistent business approach and a strong financial governance framework. This has enabled the Elmhurst Bush Nursing Centre to continue to deliver services aimed at improving the health and well-being of the community.

Inclusion

Elmhurst Bush Nursing Centre continues to welcome new members. We are very fortunate to be able to work with people from diverse backgrounds with varied skills and unique experiences. We were delighted to take part in strengthening resilience in our community by working with passionate locals and the Red Cross. We were successful in gaining a grant to install audio visual equipment for the community to access and we are proud to be one of many representatives in the re-invigoration of the community development group. Special mention to Simone, Megan and Brian for hosting our successful Movie night fundraiser we are honoured that you thought of supporting the Centre.

Collaboration

Our team members; staff and volunteers continue to be our greatest strength. Their commitment and dedication is absolutely critical to our organisation, and I would like to thank our team for their continued hard work throughout the year. I would also like to thank our many community stakeholders—our strengthening partnerships and the availability of local service delivery makes an incredible difference to the care we are able to provide. We look forward to working together for years to come.

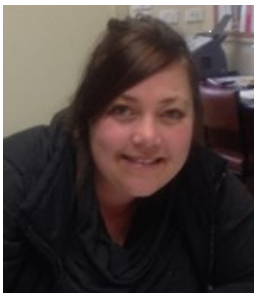
And to the Board of Management I would like to thank you for your continued support over the past year. I greatly appreciate your generosity with your time, feedback and the value you place on the centre, the team and the services we deliver.

2016 and beyond

EBNC will be celebrating our 100 years of health care in November 2016. Plans to Commemorate this significant event are underway and we look forward to sharing this with the Community who are responsible our longevity. As we move in the next financial year we begin with a new strategic plan. We see this as a time of opportunity and will continue to invest in the important areas of robust governance structures, community engagement and initiatives to improve the health and wellbeing of our community. I remain confident in the strength of Elmhurst Bush Nursing Centre, the direction from the Board of Management, the quality of the team and in our ability to capitalise on the significant opportunities ahead.



Our Staff



Alison Oliver
Centre Manager



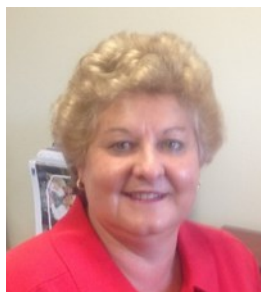
Sue Andrews
Registered Nurse



Janine Curtis
Registered Nurse



Kerry Cattanaach
Registered Nurse



Kathie Vines
PAG Co-ordinator



Wendy Harrington
Administration



Mandy Preston
Administration



Carol Murray
Environmental
Services

Our Partnerships

Elmhurst Bush Nursing Centre has fostered and expanded partnerships with other organisations to ensure the best possible outcomes for our community. We have developed and drawn on our relationships with government and non-government organisations to be able to better respond to identified community needs.

Such partnerships are aimed at providing strong robust systems using a coordinated approach that strengthens our capacity to ensure our members can remain independently in their own environment for as long as possible.

These partnerships include:

Regular visiting services from East Grampians Health Services:

Physiotherapist : Strength training classes : Dietician : Podiatrist : Hospital Admissions Risk Program Co-ordinator : Diabetic Educator
Referrals can be made to Occupational Therapist, Speech Pathologist and Social Worker.

Ararat Medical Centre

Weekly GP visits –

Dr. Michael Connellan : Dr. Pieter Pretorius

Ararat Rural City Council

Maternal & Child Health Nurse : Home & Community Care Support : Library



Dr. Michael Connellan



Dr. Pieter Pretorius



Caroline
Physiotherapist



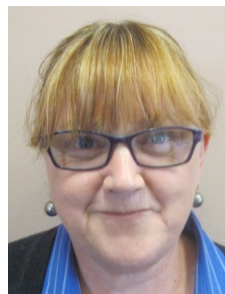
Kim
Strength Training
Co-ordinator



Jill
HARP Co-ordinator



Melanie
Podiatrist



Julie
Diabetes Educator



Therese
Maternal & Child
Health



Sarah
Library



Clinical Nursing Report

Janine Curtis

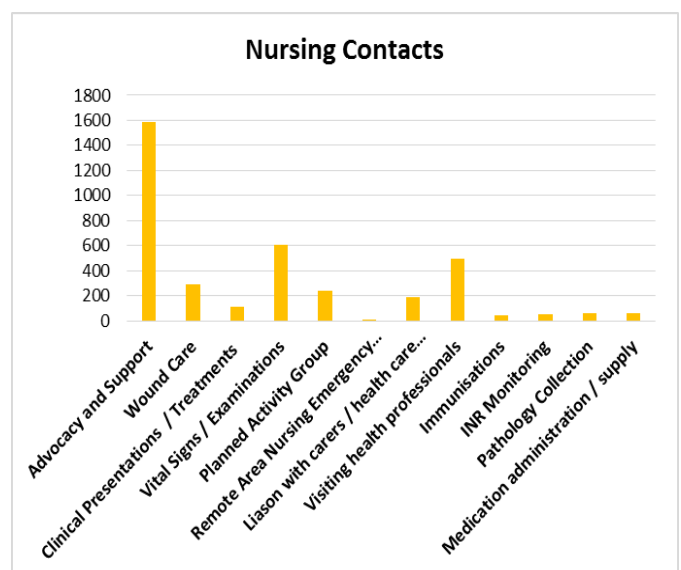
Our services are wide ranging and broad in their appeal, from the supportive and social aspects of having the visiting library service attend weekly, to the potentially lifesaving clinical expertise of the Remote Area Nurses who are able to attend to emergency situations in response to an Ambulance Victoria callout. Service provision episodes are categorised into many areas and we have highlighted a few of them to demonstrate the wide ranging scope of our practice. Advocacy and support for our community remains the intervention most often delivered, with the number of episodes of liaising with carers and health care teams also demonstrating the supportive nature of our service. Many clinical skills are also featured in the data provided with wound care, immunisation, pathology collection, medication administration and supply, vital signs/examination and clinical presentation/treatments well represented. A new addition to our repertoire of services includes our INR testing machine, which for those community members requiring a daily dose of the medication Warfarin, means a very convenient service for the weekly to monthly testing that they require.

All of the permanent nursing staff at Elmhurst Bush Nursing Centre completed their annual Remote Area Nurse training in May 2016. There have been several responses to an Ambulance Victoria page over the past year, however the valuable, skills, knowledge and assessment tools

acquired from this training are used much more frequently than that.

Another important service provision area at Elmhurst Bush Nursing Centre is the Planned Activity Group, held fortnightly both at the Centre and with several outings over the year. There is always plenty of laughter and companionship, and plenty of room for more to join in all the fun.

As we look forward over the next few months to celebrating our 100 years of operation, we can reflect on what has changed over that period, and then look forward to the challenges and joys ahead for hopefully the next 100 years. Community needs will continue to remain a focus of our operations in an inclusive, collaborative and sustainable way.





Planned Activity Group Report

Kathie Vines

Planned Activity Group clients continue to be involved in a diverse range of activities. We started the year with Chinese New Year that included a banquet style lunch. Traditional special days have also been celebrated such as Pancake Day, St Patrick's Day and Easter.

In May our volunteers were each presented with a certificate of appreciation for National Volunteers Week. All were surprised and touched to receive them. Four of our volunteers and myself attended a special Morning Tea in Ararat for the Volunteers Week, we were able to meet Federal Member Dan Tehan, and the Mayors of Ararat Rural City and Pyrenees Shire were also in attendance.

Our outings remain popular, the trip to and from the centre is always filled with laughter and singing. So far this year we have ventured to Stawell, Maryborough, Learmonth, St Arnaud and Ararat. Movie day was a particular favourite this year, with all laughing over the "Carry on Matron" film as we munched our way through choc top ice creams. The fortnightly puzzles, quizzes and trivia are eagerly approached, with many exclaiming "I didn't know that." Many of our clients bring in mementoes of special significance when we have our theme days. These items are handed around and discussed and examined. I thank the clients for bringing in some of their valued treasures for everyone else to enjoy.

We were very sad to say goodbye to some much loved members. They have either moved to a residential care or moved to another area and two of our members have passed away this year all are greatly missed.

The Wacky Wednesday group would not be as successful if not for the fantastic group of volunteers who come in each fortnight. Their willingness and cheerfulness is much appreciated by both the clients and myself. They offer more than just being a chauffeur, cook or dishwasher. They extend the hand of friendship and welcome to all who come into the centre on PAG days.

EBNC applied for and was successful in obtaining a grant to be used for training our volunteers. First Aid and Food Safety Handling are two of the ideas we have in mind for this fund allocation.

With spring on its way we will be having blue skies and sunshine for our future outings. There is always an adventure to be had when attending our PAG day! I look forward to the rest of the year and would encourage those who may not think, that day is not for me, to come along and try. You have nothing to lose, and lots of friendship and laughter to gain.

Partnerships and Alliances

Department of Health & Human Services (DHHS)
 Leading Age Service Australia (LASA)
 East Grampians Health Services (EGHS)
 Ararat Medical Centre
 Grampians Pyrenees Primary Care Partnership
 (GPPCP)
 Ararat Rural City Council
 Pyrenees Shire Offices
 Grampians Post Acute Care
 Dulkeith Computer Solutions
 Ambulance Victoria
 Australian Nursing & Midwifery Federation (ANMF)
 Service Industry Advisory Group (SIAG)
 UNITI (Information Technology)
 Country Fire Authority
 Victorian Healthcare Association
 Western District Health Service



Auditors

RSM

The Auditor of the Elmhurst Bush Nursing Centre Inc.
 for the 2015 / 2016 financial year was
 Mrs. Sandra Campbell, RSM Australia, Ballarat.



Ararat Rural City



industrial relations : human resources : employment matters : training

2015–2016

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Financial snapshot

ELMHURST BUSH NURSING CENTRE INCORPORATED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

		2016	2015
		\$	\$
Revenues from Ordinary Activities	2	325,414	356,630
Expenses from Ordinary Activities	3	(371,818)	(393,409)
Net Profit from Ordinary Activities		(45,767)	(36,779)

Information in this report has been extracted from the audited financial statements as completed by RSM Bird Cameron, 12 Anderson Street, Ballarat.

ELMHURST BUSH NURSING CENTRE INCORPORATED ASSETS AND LIABILITIES AS AT 30 JUNE 2016

		2016	2015
		\$	\$
CURRENT ASSETS			
<u>Cash and cash equivalents</u>	4	78,734	66,273
Receivables	5	2,440	1,291
Investments	6	54,175	53,347
Total Current Assets		135,349	120,911
NON-CURRENT ASSETS			
Property, Plant and Equipment		775,223	812,915
Total Non-Current Assets		775,223	812,915
Total Assets		910,572	933,826
CURRENT LIABILITIES			
Grants in Advance		11,146	11,146
Tax Liabilities		7,281	9,223
Short Term Provision		28,280	23,016
Accruals		8,744	
Total Current Liabilities		61,349	43,385
NON CURRENT LIABILITIES			
Long Term Provision		12,527	7,978
Total Non Current Liabilities		12,527	7,978
Total Liabilities		73,876	51,363
Net Assets		836,696	882,463
MEMBERS' FUNDS			
Retained Profits		836,696	882,463
Total Members' Funds		836,696	882,463

Depreciation of \$46,598 was charged during the financial year. After adding back the depreciation charge a net surplus would have existed of \$ 831.00 to the organisation.

Financial snapshot

Cashflows from Operating activities
 Receipts from Customers
 Payments to Suppliers and Employees
 Interest Received
 Cash flows provided by operating activities

Cash flows from Investing activities
 Payments for Property, Plant & Equipment

Net Increase in Cash Held

Cash held at the beginning of the year

Cash held at the end of the year

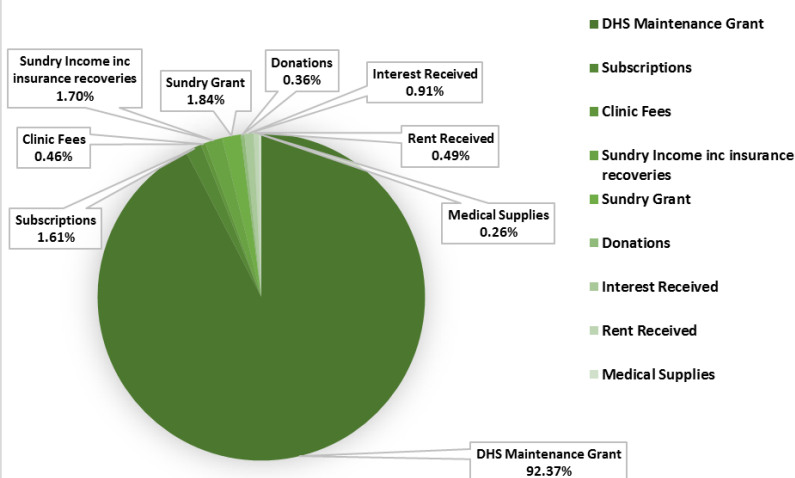
2016	2015
\$	\$
326,502	330,272
(307,254)	(386,309)
2,947	2,047
<u>22,195</u>	<u>(53,990)</u>
(8,906)	(37,802)
<u>(8,906)</u>	<u>(37,802)</u>
13,289	(91,792)
119,620	211,412
<u>132,909</u>	<u>119,620</u>

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

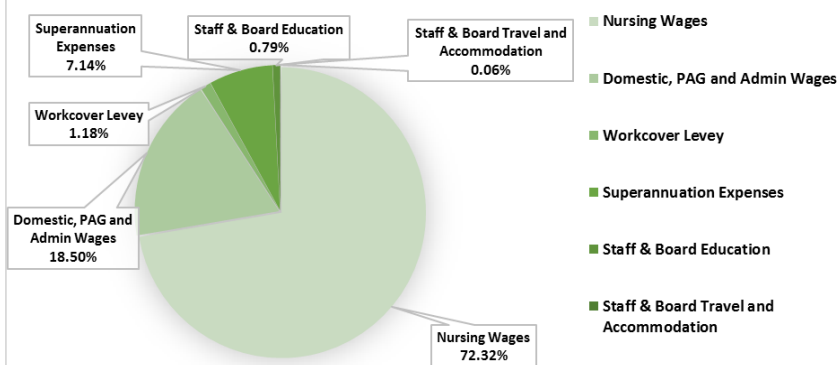
The Association has a tax exempt status.

The revenue is accounted for on an accrual basis when it is earned.

Detailed Income Statement Revenue

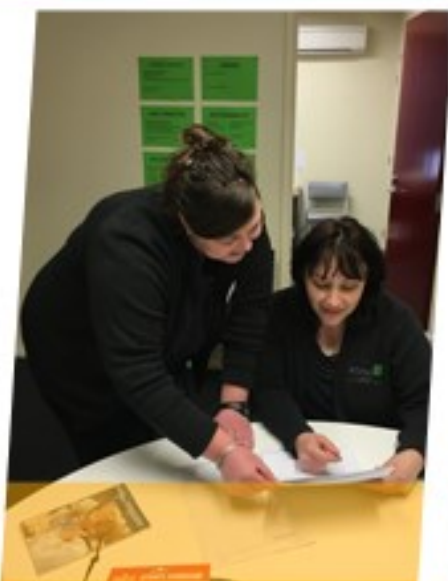


Detailed Income Statement - Expenses



Detailed copies of audited Financial Statements are available for viewing at the Elmhurst Bush Nursing Centre.





Working Together



Best Practice



People Focus



