

**BNC**  
Bush Nursing Centre

ELMHURST BUSH NURSING CENTRE INC.



Annual Report '08-09'



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# Centre Manager's Welcome

## ANNUAL REPORT 2008-2009

2008-2009 has once again been an interesting journey. The past twelve months has seen positive changes to our Governance structure, with new board members bringing with them a wealth of experience and knowledge. Our accountability and performance measures demand an exceptional amount of time out of our days, and yet the days get no longer. These pressures will continue to challenge, but measures now embedded into our organisational framework ensures that compliance remains and will continue to remain at a high standard.



A positive outcome to all this is that our volunteer base has grown, our programs go from strength to strength, the relationship we have with the community and key stakeholders is flourishing and healthy, and there are new initiatives in the wings.

We recognised at a very early stage, that the building we now have was not going to sustain our services and programs successfully into the very near future. So it was with this in mind that we submitted a funding application for a 3 stage project to be undertaken over the next 3-5 years. It was fantastic news, then, that we were given funding in late June to begin Stage 1 of this re-development. Stage 1 incorporates the extension of the front reception area and foyer whilst allowing the rest of the room where meetings and programs take place, to remain private and confidential. With this exciting project just around the corner, it will become one of our priority strategic objectives for the next 5 years.

Strategic Planning is an extremely important framework for future development and measures success of an organisation. A planning day was held on 25<sup>th</sup> July 2009 so staff and board members could work in collaboration to set the vision, core business and values to enable us to produce a working document conducive to the changing needs of the Elmhurst and district community. This in turn will ensure that the Bush Nursing Centre becomes one of the leading rural and remote health centres in the region.

Our health promotion activities over the past 12 months have remained extremely successful, and continue to grow beyond our expectations. Those who participate in our regular programs remain enthusiastic and look forward to the next outing, while our selected group programs have been encouragingly supportive.

Success can only be measured by the people who work both in front and behind the scenes, and the Elmhurst Bush Nursing Centre has both. The staff remains very committed in providing the community with a professional appropriate service delivery. The Board of Management have voluntarily governed the centre to ensure structures and standards remain at a high level, and we certainly would not be able to provide half the programs that we do at present if it wasn't for the tireless efforts of our volunteers. I hope the Centre has another successful 12 months, and once again, thank you to all who have contributed in some way.



## **ABOUT US**

Elmhurst Bush Nursing Centre is a non-profit organisation governed by a voluntary Board of Management. The management and daily organisation of the Centre is co-ordinated via a Centre Manager who reports on a monthly basis to the Board of Management. A team of nurses, administration staff, a planned activity co-ordinator, environmental staff and volunteers support the Centre Manager in delivering services to the community.

The Centre services an area of approximately 1200 people which incorporates the townships of Warrak, Amphitheatre, Landsborough, Crowlands and surrounds.

## **OUR MISSION**

To provide holistic and allied services to the people of Elmhurst and district for the maintenance of optimal health and independence.

## **OUR VALUES**

- Inclusion of all stakeholders to define service direction and development.
- Communication and transparency of policies and procedures.
- Adoption of new methods and techniques to meet the changing healthcare needs of our clients.
- Integrity, honesty and respect in all relationships.
- Environmental safety for clients, staff and volunteers.

## **OUR OBJECTIVES**

The Elmhurst Bush Nursing Centre (EBNC) will provide primary care, health promotion and community based care that:

- Provides healthcare services that are relevant and responsive to our community needs.
- Ensures the provision of high quality care through continuation of effective clinical governance systems and processes.
- Keeps the community of EBNC informed of the direction and key decisions of the Board of Management.
- Develops innovative approaches that improve productivity and efficiency to better meet emerging service delivery challenges.
- Ensures facilities and buildings remain sustainable to better deliver services into the future.
- Ensures partnerships with regional health providers remain strong and community access to regional inpatient facilities remains seamless and accessible.
- Develops a strong culture of teamwork and common purpose between staff, Board of Management and key stakeholders.



## OUR SERVICE PROFILE

The Elmhurst Bush Nursing Centre provides the following services to its catchment area

- Primary Health care and assessment
- Emergency/Trauma stabilization & referral
- District Nursing
- Palliative Care
- Monitoring of Chronic illness
- Health Promotion and education
- Post hospital discharge care
- Diabetes education
- Immunisation clinics
- Medical equipment supply
- Medications and dressings for sale
- Pathology collection
- Planned Activity Group Program
- Doctor Visit
- Maternal & Child Health Nurse
- Dietetic Service—by appointment
- Podiatry Service
- Social Worker—by appointment
- Stronger Bones group
- Ongoing community health sessions provided in centre
- “Galloping Gourmet” group
- “Cooking for one” program
- Hospital Admission Risk Program (HARP)

## LIFE MEMBERS

John Cocking

John Greene



## OUR PARTNERSHIPS AND ALLIANCES

- Department of Human Services (DHS)
- Aged and Community Care Victoria (ACCV)
- East Grampians Health Service
- Grampians Pyrenees Primary Care Partnership (GPPCP)
- Ararat Rural City and Pyrenees Shire offices
- Grampians Post Acute Care
- Quality Improvement Council (QIC)
- Ambulance Victoria
- Australian Nursing Federation (ANF)
- Service Industry Advisory Group (SIAG)
- UNITI (Information Technology)
- Ararat Medical Centre



## OUR COMMUNITY

Elmhurst is nestled at the foot of the Pyrenees Ranges in the south west of Victoria with a population of approximately 150 people. However, the Bush Nursing Centre caters for the needs of a rural community of approximately 1200 people. The farming community predominantly specialises in wool, sheep and cattle. It is a rural community that exists without the support of infrastructures such as an acute hospital, ambulance, resident medical officers and public transport.

## Our Members

Historically, Bush Nursing Centres 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 2007/2008 is 281 members.

Membership categories consist of Family, Pensioner Family, Single and Single Pensioner.

We thank all our members for their continued support of our services.

## Fees

- |                    |         |
|--------------------|---------|
| • Family           | \$60.00 |
| • Single           | \$30.00 |
| • Pensioner Family | \$25.00 |
| • Pensioner Single | \$15.00 |

## Non-Members are charged a fee per consultation:

- |                       |         |
|-----------------------|---------|
| • Centre Visit        | \$30.00 |
| • Out of Centre Visit | \$40.00 |



# Elmhurst Bush Nursing Centre Board of Management



Standing, from left:- Paul Bayley, Mary Bruce, Ken Macdonald

Seated, from left:- Andrew Smith, Wendy Harrington

Absent:- Alison Greene, Ben Baker

**Paul Bayley - President - Term on Board of Management 3 years**

*Paul is also a member of our Information Technology and Finance Committees.*

**Andrew Smith - Senior Vice President - Term on Board of Management 5 years**

*Andrew is also a member of our Risk Management/Health Safety Committee.*

**Alison Greene - Junior Vice President - Term on Board of Management 2 years**

*Alison is also a member of our Continuous Quality Improvement Committee.*

**Ken Macdonald - Treasurer - Term on Board of Management 16 years**

*Ken is also a member of our Finance Committee.*

**Mary Bruce - Term on Board of Management 3 months**

*Mary is also a member of our Continuous Quality Improvement Committee.*

**Wendy Harrington - Term on Board of Management 1 year**

*Wendy is also a member of our Risk Management/Health Safety Committee.*

**Benjamin Baker - Term on Board of Management 5 years**

*Ben is also a member of our Information Technology Committee.*



## President's Report

Over the twelve months that have passed since the Elmhurst Bush Nursing Centre AGM the Board of Management has continued to address the ongoing administrative requirements that are associated with the operations of our invaluable community health centre. In addition to the BOM sub-committees' activities in the areas of Risk Management, Occupational Health and Safety (OH&S), Information Technology (IT) and Quality Assurance, a special sub-committee was formed to assess the current Statement of Purpose for the Centre. The considerations of the group over a number of weeks provided recommendations to the Board of Management as to the changes that were needed to make the document relevant to current conditions and to ensure the Rules accurately reflect the Centre's business activities and requirements. As a result the Board have revised the Statement of Purpose and there is a Notice of Motion for the forthcoming AGM for 2009 to consider the revised document and accept it as the Statement of Purpose for the Centre.



Following the AGM of 2008, we gained two new members to the Board of Management, Wendy Harrington and Chantal Thomas. Over the last twelve months, Wendy has settled in and taken a grasp on the complexities of Health Governance and is a valued contributing member. Chantal had great promise for the Board given her established background in health services, however in January this year she accepted an exciting offer for employment as Health Promotions Officer with the Royal Flying Doctor Service of Australia, which unfortunately is based in North Queensland. Never the less, I am pleased to say we have been able to welcome Mary Bruce to the Board and Mary's extensive experience in Health enhances the Board's structure. It gives me much pleasure to be President of a Board that is so well balanced in composition. Practically half the Board membership has an experienced multi-facetted background in the health services, whilst the remaining members bring an invaluable contribution from their own backgrounds. All the members have a particular enthusiasm for the administration and advancement of the Centre which is reflected in the conduct of our regular BOM meetings.

The five year currency of the Elmhurst Bush Nursing Centre Strategic Plan will expire in 2010. Setting a strategic direction is an essential task that the Centre must do for its future development and success. Consequently initial proceedings are underway to establish the desired strategic direction for the period of 2010-2015. Last month the Board, together with the Centre Staff, got together for a half day workshop which focussed attention on what constitutes our vision for the future of the Centre, our shared values that we see as central to EBNC in the community and the development of a descriptive mission statement. The workshop proved to be an unequivocal success and the interchange of ideas and thoughts from the participants made the morning enjoyably constructive. The session, under the guidance of our facilitator Katherine Gillespie, was a useful foundation stone for the Strategic Plan for 2011.

With the strategic directions of the Centre in mind, I would like to report that over the last year architectural plans have been developed for further expansion of our building. A reproduction of the drawing showing a three stage development proposal is appended to this publication. This drawing along with supporting documentation was submitted to the DHS last year and as you are no doubt aware from the publicity the occasion received the Centre was awarded funding for the first stage of the proposal along with funds for the supply and installation of an automatic standby electrical generator. The ultimate achievement of having the facilities offered by stage three of the building program can only be attained by a sustained and concentrated effort in fund raising. Whilst the government do, from time to time, release limited funding for this type of project, it is an expectation that the Centre provides matching funding amounts. Clearly then the Board, together with support from the staff, have to target philanthropic organisations and the like over the next year or two in an attempt to make this vision for the Centre a reality.

**Paul Bayley**



## OUR STAFF

**Sue Young** - Centre Manager, RN Division 1, BN Applied Science (Post Registration), Advanced Dip. Business Management, VRAN

**Janine Curtis** - RN Division 1, BN (Post registration),  
Grad. Dip. Community Health, Dip. Management, VRAN

**Gail Maywood** - RN Division 1, RM, VRAN

**Mandy Preston** - Administration / Finance

**Carol Murray** - Cleaner



## OUR REMOTE AREA NURSING PROGRAM

The permanent nursing staff at the Elmhurst Bush Nursing Centre undergo the Remote Area Nurse (RAN) training on an annual basis to ensure the community of Elmhurst is provided with the most up to date skills.

RAN's are employed by Bush Nursing Centres to provide multiple functions and services to their community, by enabling small rural and remote individuals to access essential primary health and nursing services. Due to remoteness of their communities, RAN's may be the only available health care professional to provide first line emergency care and stabilization in the event of a medical or traumatic emergency.

To enable RAN's to continue to work independently in such environments, they must pass an annual competency based assessment on care procedures and administration of pharmacological agents in emergency situations. RAN's follow strict emergency guidelines and protocols when dealing with emergencies.

Ambulance Victoria (AV), has been contracted to undertake this training since 2005. This comprehensive program combines distance learning with a 2 day workshop focusing on practice and assessment of emergency skills. AV also provides access to ongoing education and support throughout the year, which has seen our partnership with our Rural and Regional Paramedics grow from strength to strength.

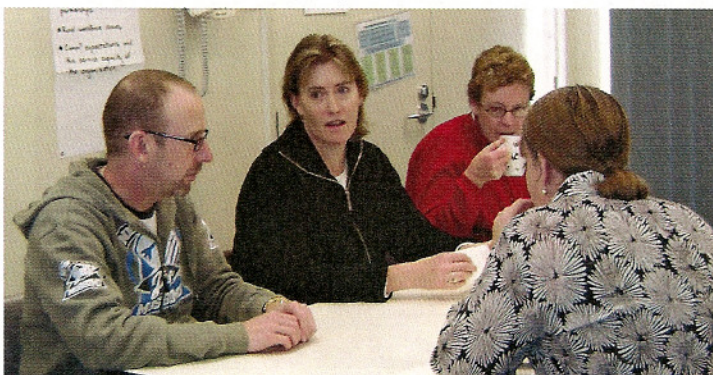
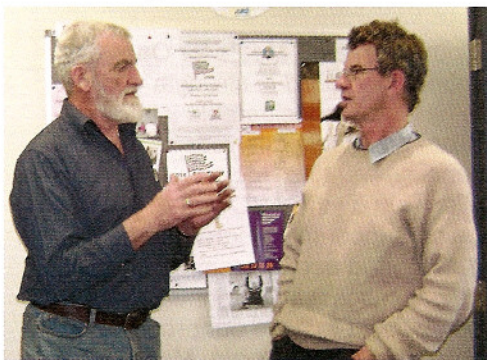




# Strategic Planning

The Board of Management and staff are committed to developing and planning new strategic directions and goals for the next 5 years. Our new strategic plan will provide us with objectives to further enhance the delivery of primary and community health services to Elmhurst and district.

Our main objective over the next 3 years will be to plan expansion of our current building to meet the strategic direction requirements of our core business delivery.





# ANNUAL HEALTH PROMOTION REPORT 2008/2009



Health Promotion is a powerful and cost effective way to maintain a healthier community as it enables people to increase control over and improve their own health. Health Promotion programs at the centre continue to endeavor to facilitate these ambitions by providing accessible, relevant and achievable programs to a diverse range of clients in the local area whilst being ever mindful of budget and staffing constraints.



During this past year we have continued to concentrate on 3 main priorities within the Health Promotion area: to encourage healthy eating, to increase physical activity and to nurture social connectedness. There has been increased focus on making the most of current partnerships and support networks as well as forging new ones in an attempt to make the programs offered diverse, sustainable, relevant and enjoyable for all parties. Consultation and collaboration with various community groups has been invaluable in delivering the type of health care that the community requires in its quest to improve health both individually and collectively.



The "Galloping Gourmets" and "Meals for One" programs are continuing to build in strength and reputation. There has been considerable interest in these programs from the media this year in particular in conjunction with the "Me-Change" competition run by the ABC and FRRR which had a focus on supporting programs which encouraged and supported healthy communities. Although we were not successful in winning this competition it was pleasing to have our program recognized as a forerunner in this area. Most importantly however is the benefit which the participants receive from these programs and the way in which they are embraced by the community with numbers continuing to grow.





# ANNUAL HEALTH PROMOTION REPORT 2008/2009 cont.



A number of other programs and events have been run throughout the year. A Men's Health evening and Women's Health Breakfast were well supported as were information sessions on "Healthy Aging", "Healthy Community Catering" and "Lovely Lingerie". Support for the younger members of the community has been offered in the showing of the DVD "Raising Boys" and participation in school activities such as "Walk to School Day". In collaboration with the Ararat Rural City Council the centre helped to coordinate a highly successful free Community Celebration at the Recreation Reserve prior to Christmas which was well attended and greatly enjoyed. Commencement of a "Stronger Bones" exercise class for a slightly younger demographic has been an outstanding success as well this year and numbers in the traditional class have also grown.



The centre is constantly searching for new and innovative ways to promote our key health messages and to utilize its limited resources in the most efficient way. It is with this in mind that the exciting concept of establishing a "Community Garden" was born and with the generous support of an Ararat Rural City Council grant is set to begin shortly. It is envisaged that the garden, to be situated on centre owned land at the corner of Byerly and Green streets, will become a central hub for the community, and will encourage participants of all ages to be physically and socially active, not to mention having local access to fresh and affordable produce.

Health promotion and health education provide the tools which our community can use to develop their own strategies and support networks to maintain their optimum quality of life. It remains the centre's role to continue to be proactive in the provision of information, education and facilities to assist with these endeavors. Our inspiration remains the unfailing support from the community both as participants and volunteers and with this we will all continue to flourish as a healthy community.

Janine Curtis

Community Health Nurse



## OUR PLANNED ACTIVITY GROUP- 'SATURDAY CENTRE'

### *"Our Year at Saturday Centre"*

Our main aim is to provide a happy social day for our clients. We share a meal, catch up on local news and lend a listening ear to each other.

We also enjoy word quizzes, puzzles, jokes and "Theme days" such as "St Andrews Day", Scotland last November. We had a very interesting discussion based on the theme "An Apple A Day" discussing the orchards and varieties of apples grown in our local area years ago. This Saturday we are having a Dutch Auction, using counters and not money.

Bingo with its lolly prizes is always enjoyed and we share a laugh and don't get too competitive.

Lyle comes every three months or so and plays his keyboard. Everyone enjoys his music especially when he plays favourite songs or old time dance tunes. We appreciate his generosity.

We were really sad to lose two clients who passed away last year, we really miss them.

We couldn't function without our wonderful volunteers who made delicious soup and organize the meals. They love to participate in some of our activities and appreciate the memories of our clients and their reminiscing of yesterday.

I would like to thank the volunteers who kept our group going when I was on sick leave last year.

Thank you to all the staff at the Bush Nursing Centre for their help and support.

I do enjoy coming up to Elmhurst.



### **Susan Mahony.**

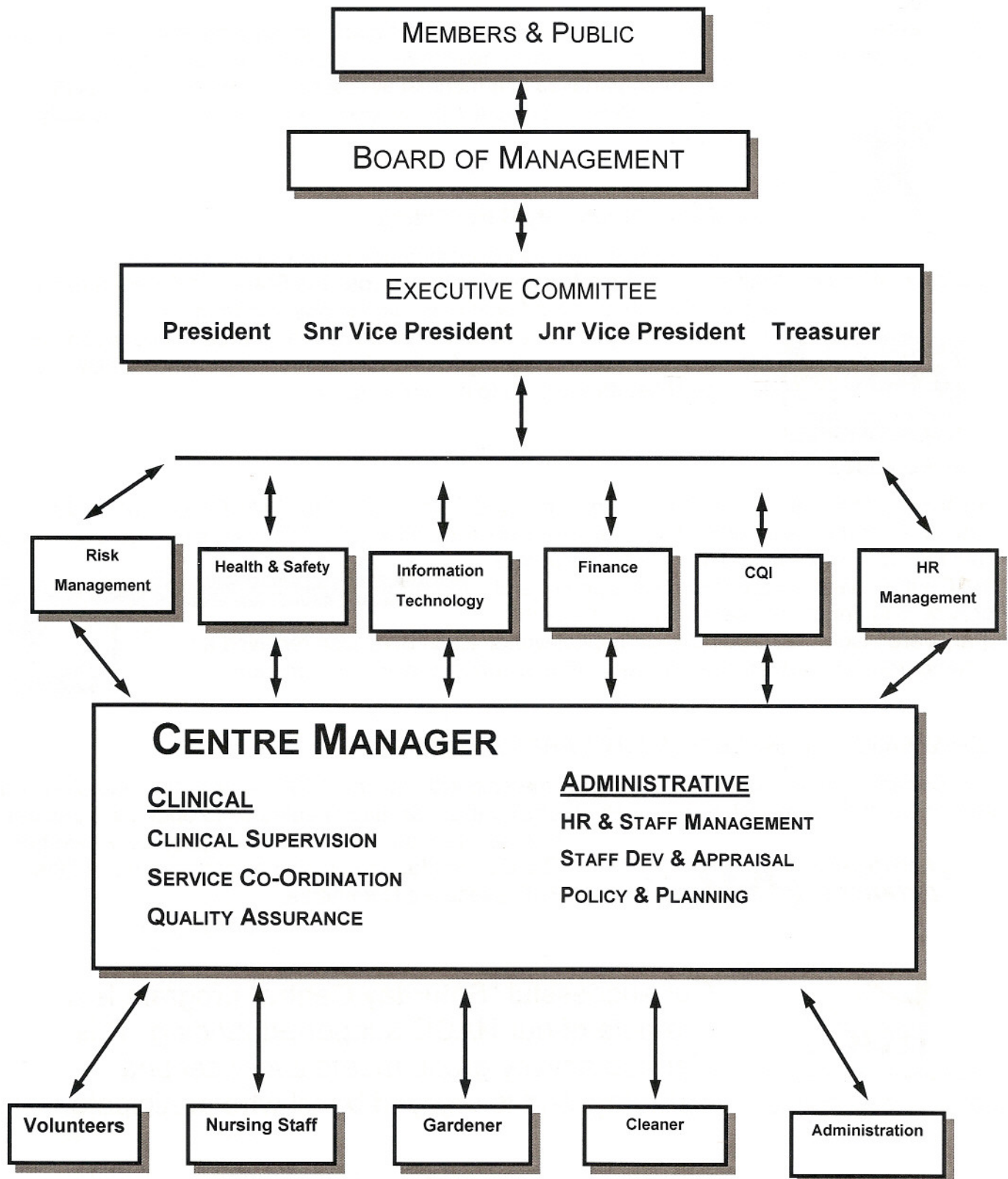


*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



**ORGANISATIONAL CHART**





## Our Auditors

The auditors of the Elmhurst Bush Nursing Centre Inc. for the 2007/2008 financial year were Sally Hinchliffe & Associates, Ararat.

## Our Accreditation

The Centre is a fully Accredited Health Care facility. Continuous Improvement is valued in our daily work practices as part of providing quality healthcare services to our consumers. The Organisation partakes in a triennial assessment process with QICSA. Annual Quality work plans are developed to ensure continuous quality improvement.



### Aged and Community Care Victoria

Our subscription to Aged & Community Care Victoria ensures representation on behalf of all 14 Bush Nursing Centres across the State. Staff members have the opportunity to attend seminars, workshops and training courses throughout the year. These meetings are a vital source of information and skill enhancement, necessary for the efficient running of the Centre and delivery of health services to our community.



## OUR FUNDING

Bush Nursing Centre's (BNC's) rely on Home and Community Care (HACC) as their funding source. Recurrent annual funding is received via a monthly grant from the Department of Human Services (DHS). This funding is used to operate the Centre, maintain and update equipment and provide ongoing health care services. One-off grants are also made available for capital works. Each BNC also receives an income from its member base through annual subscriptions and donations.

Department of Human Services



## GRAMPIANS PYRENESS PRIMARY CARE PARTNERSHIP

The Centre continues to have a strong partnership with its local PCP, having input into planning, service co ordination and activities. PCP funding this year has enabled us to obtain another car to provide essential services to our community members. The Centre Manager is also a representative of the PCP Executive Committee.



Our successful "Saturday Centre" program is an example of our HACC supported funding. This planned activity group meets every second Saturday, and is enjoyed by all who participate.



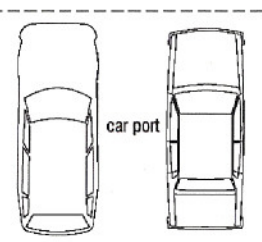
# Our Future....



## LEGEND AND NOTES :

- EXISTING STRUCTURE  
EXISTING AREA : 240 m<sup>2</sup>
- STAGE ONE STRUCTURE  
ADDITIONAL AREA : 10 m<sup>2</sup>
- STAGE TWO STRUCTURE  
ADDITIONAL AREA : 19 m<sup>2</sup>
- STAGE THREE STRUCTURE  
ADDITIONAL AREA : 154 m<sup>2</sup>

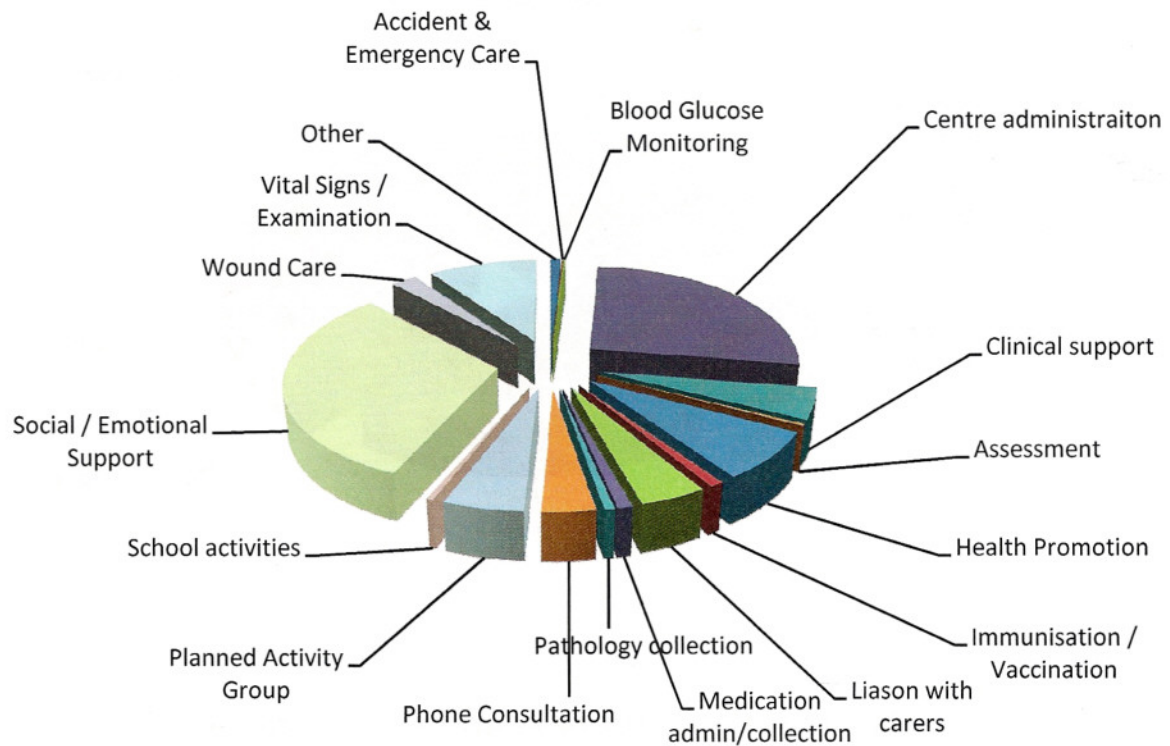
TOTAL BUILDING AREA = 423 m<sup>2</sup>



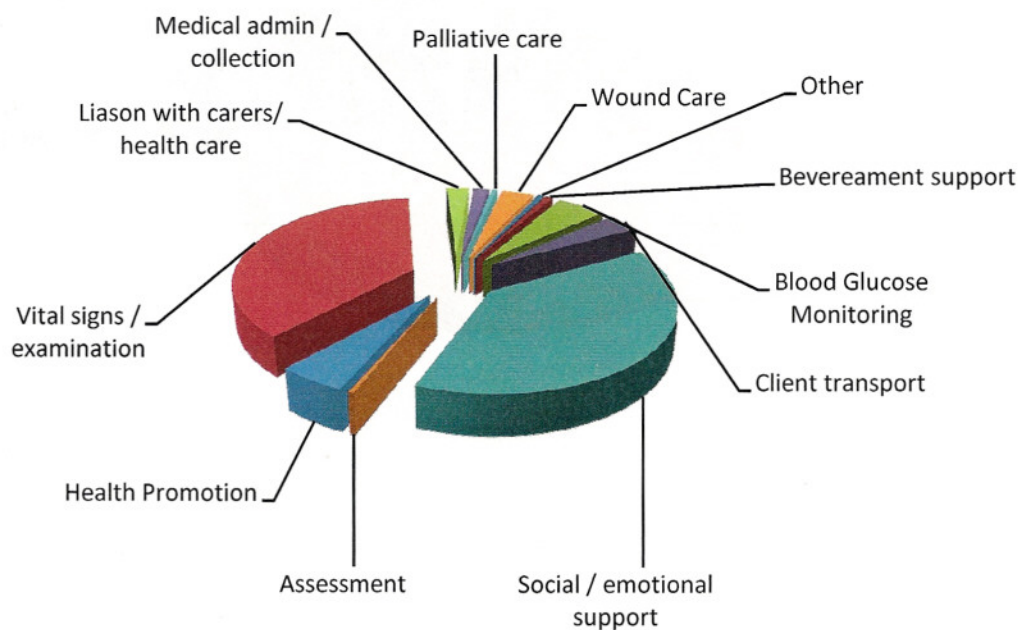
PROPOSED STAGED ALTERATIONS  
AND ADDITIONS TO THE  
ELMHURST BUSH NURSING CENTRE  
36 GREEN STREET - ELMHURST



## Top 90% of Elmhurst BNC's Primary Health Contacts July 2008 - June 2009

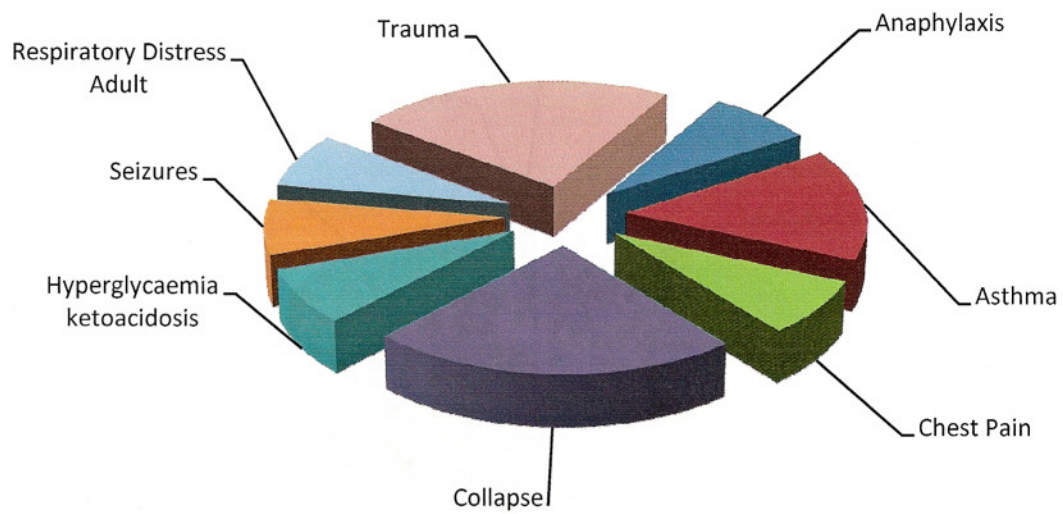


## Top 90% of Elmhurst BNC's District Nursing Contacts July 2008 - June 2009

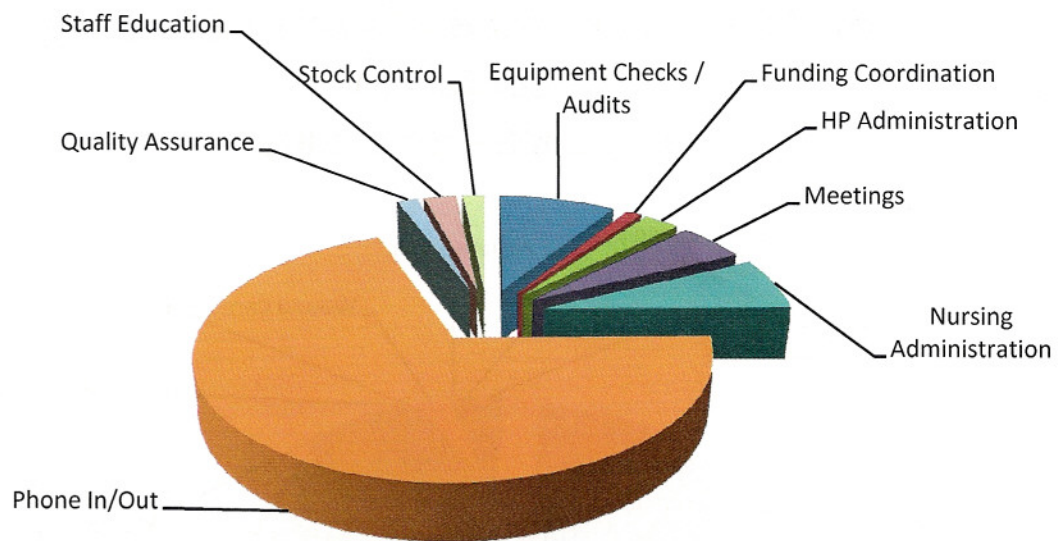




### Elmhurst Bush Nursing Centre's RANEG Contacts July 2008 - June 2009

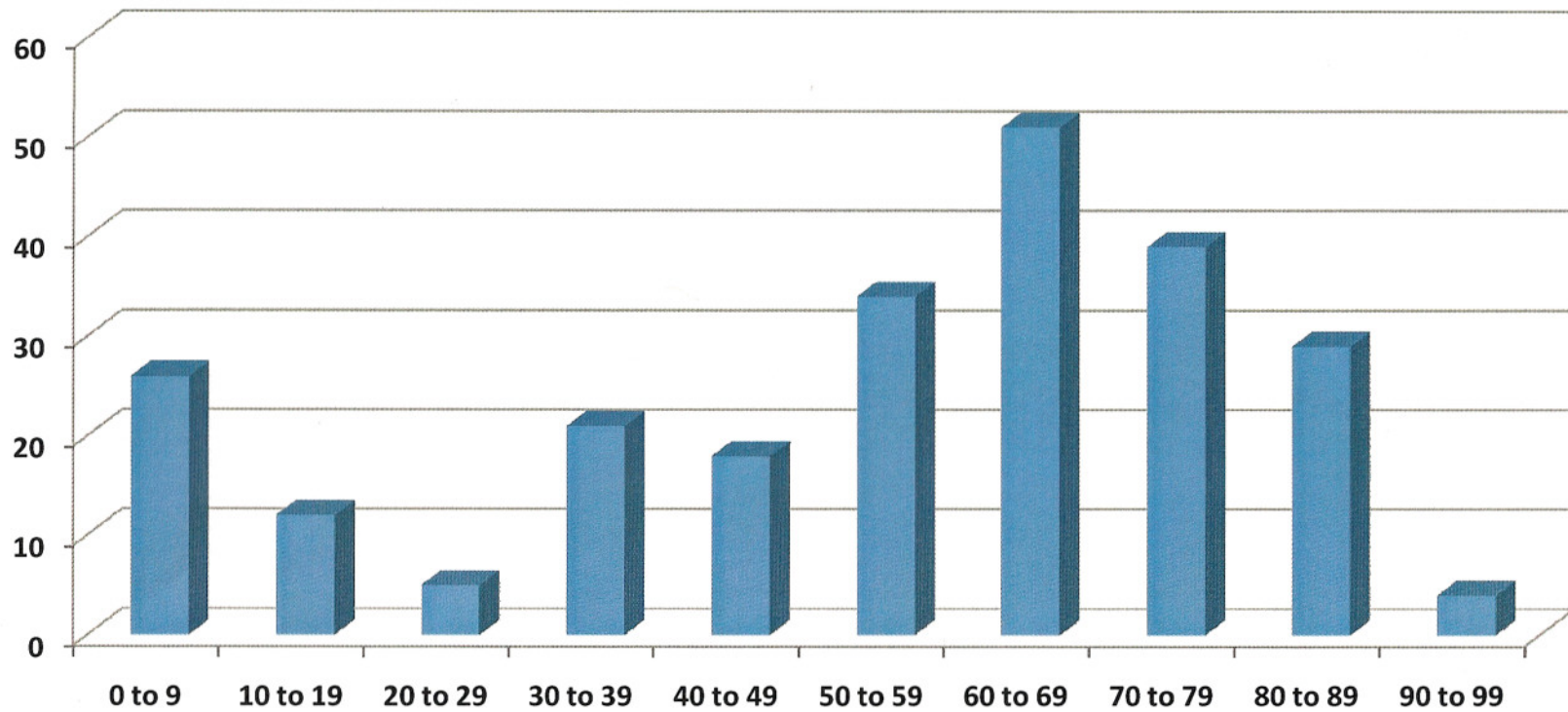


### Elmhurst Bush Nursing Centre Administration July 2008 - June 2009





**Elmhurst Bush Nursing Centre Age Breakdown 2009**





**ELMHURST BUSH NURSING CENTRE INC.  
INDEPENDENT AUDIT REPORT:****SCOPE:**

I have audited the financial statements of the **Elmhurst Bush Nursing Centre Inc.** for the year ended 30th June, 2009. The committee is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Auditing Standards so as to present a view of the Association which is consistent with my understanding of its financial position and the results of its operation and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

In my opinion, the financial statements present a true and fair view in accordance with applicable Accounting Standards the financial position of the **Elmhurst Bush Nursing Centre Inc.** as at 30th June, 2009 and the results of its operations and cash flows for the year.



**SALLY HINCHLIFFE**  
CERTIFIED PRACTISING ACCOUNTANT

Date : 6<sup>th</sup> August, 2009

SALLY HINCHLIFFE & ASSOCIATES



Liability limited by a  
scheme approved under  
Professional Standards  
Legislation

210 BARKLY STREET  
ARARAT, VICTORIA 3377

TELEPHONE: (03) 5352 5144  
FACSIMILE: (03) 5352 5151  
EMAIL: office@sharat.com.au



**Elmhurst Bush Nursing Centre Inc.**

**Profit and Loss Statement**  
**For the Year Ending 30<sup>th</sup> June, 2009**

**INCOME**

Operating Grant	241,437
Fees & Subs	6,100
Other Income	10,059
Non Operating Grants	85,000
Non Operating Capital	<u>18,307</u>

Total Income 360,903

**EXPENSES**

Salary Costs	171,712
Employee Costs	16,537
Staff / Board Development	3,350
Patient Expenses	9,736
Administration	14,331
Information Technology	5,083
Licences & Affiliations	2,544
Building & Maintenance	9,264
Vehicles	5,974
Non Operating Expenses	<u>49,081</u>

Total Expenses 287,612

NET PROFIT/(LOSS) \$73,291



# Elmhurst Bush Nursing Centre

Green Street,  
ELMHURST VIC 3469

## Balance Sheet

As of June 2009

22/07/2009

3:14:37 PM

### Assets

General Account		\$6,371.47
Gift Account		\$772.11
High Yield Investment Account		\$276,211.48
Investments		
Term Deposit - Short Term	\$42,951.35	
Debtors		
Trade Debtors		\$2,087.95
Non Current Assets		
Land & Buildings		
Land at Cost or Valuation	\$20,000.00	
Buildings at Cost or Valuation	\$631,740.07	
Buildings - Accum Deprecn	-\$140,625.00	
Plant & Equipment		
Plant & Equip Original Cost	\$120,620.74	
Plant & Equip - Accum Depn.	-\$77,821.00	
Motor Vehicles		
M.V. - Original Cost	\$29,275.00	
Vehicles - Accum Deprecn.	-\$13,012.00	
Total Assets		<u>\$898,572.17</u>

### Liabilities

Current Liabilities		
Creditors		
Total Current Liabilities		\$0.00
Other Creditors		\$3,720.10
Tax Liabilities		
GST Collected		\$17,537.13
PAYG Tax Collected		\$8,964.56
GST Paid		-\$1,246.21
Short Term Provisions		
Provision for Annual Leave	\$16,523.68	
Trusts		
Superannuation Due	-\$4,008.57	
Non Current Liabilities		
Long Term Provisions		
Provision for Long Service	\$28,550.89	
Total Liabilities		<u>\$70,041.58</u>

Net Assets \$828,530.59

### Equity

Current Year Earnings		\$11.70
Accumulated Funds		\$755,228.04
Accumulated Funds		<u>\$73,290.85</u>
Total Equity		<u>\$828,530.59</u>



**Elmhurst Bush Nursing Centre Inc.**

**Statement of Cash Flows**  
**For the year ended 30<sup>th</sup> June 2009.**

	<b>2009</b>	<b>2008</b>
	<b>\$</b>	<b>\$</b>
<b>Cash Flow From Operating Activities</b>		
Receipts from Customers	351145	273623
Interest Received	9757	11891
Payment to Suppliers & Employees	<u>(230337)</u>	<u>(231482)</u>
<b>Net Cash Provided (Used In) Operating Activities</b>	<u>130565</u>	<u>50432</u>
<b>Cash Flow From Investing Activities</b>		
Proceeds from Sale of Plant & Equipment	-	-
Payment for Plant Equipment	<u>(5530)</u>	<u>(2816)</u>
<b>Net Cash Provided (Used In) Investing Activities</b>	<u>(5530)</u>	<u>(2816)</u>
<b>Cash Flows From Financing Activities</b>		
Amounts Receivable	<u>2088</u>	<u>24</u>
<b>Net Cash Provided (Used In) Financing Activities</b>	<u>2088</u>	<u>24</u>
Net increase (decrease) in cash held	127123	47640
Cash at Beginning of Financial Year	<u>199183</u>	<u>151543</u>
<b>Cash At End Of Year</b>	<u>326306</u>	<u>199183</u>