



HARROW BUSH NURSING CENTRE

ANNUAL REPORT 2018



• 03 5588 2000



• www.hbnc.org.au

• PO Box 103, Harrow, Vic 3317



• 24 Blair St, Harrow, Vic 3317

The Harrow Bush Nursing Centre respectfully acknowledges the traditional owners of the land, the Wotojobaluk and Gunditjmara peoples, on which we work and live and recognise the continuing connection to land, water and community. We pay our respects to Elders past, present and emerging and commit to working together in the spirit of mutual understanding and respect for the benefits of the broader community.

Harrow

Harrow is nestled in the rolling hills of Victoria's Western District, on the banks of the beautiful Glenelg River. The gateway between the Wimmera and South-West regions, Harrow is an hour's drive from Horsham or Hamilton. Harrow is approx. 5 hours drive from both Melbourne and Adelaide.

A small, but dynamic and active community, Harrow has existed without the support of infrastructure such as an acute hospital, ambulance and public transport. The farming district specialises in wool, beef and cereal cropping. The Harrow township has also seen an influx of tourism over the last few years and is the home of Australia's First XI - the Aboriginal Cricket team which travelled to England in 1868.



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Business Details

Harrow Bush Nursing Centre Inc.
Incorporation No. A11299E
ABN: 92 892 565 164

ATO Endorsements:

- Deductible Gift Recipient (DGR)
- Income Tax Exemption
- GST Concessions
- FBT Exemption

Address:

24 Blair Street, Harrow, Victoria, 3317
PO Box 103, Harrow, Victoria, 3317

Contact:

Phone: (03) 5588 2000
Fax: (03) 5588 1300
Email: operationsadmin@hbnc.org.au
Web: www.hbnc.org.au
Social: Facebook "Harrow Bush Nursing Centre" page

Auditors:

The auditors for the 2017-18 financial year were Cogger Gurry Accountants, Hamilton, Victoria, 3300



Our Story



Harrow Bush Nursing Centre

The Harrow Bush Nursing Centre was first established in 1913. Following a closure in 1924, it has operated in the current capacity since it reopened in 1953. In 1994 after years of fundraising and planning, a capital redevelopment saw the Centre relocate to its current location on Blair Street.

Further major capital works during 2007 resulted in a large and modern expansion to the capacity of the centre with additional office space, consulting rooms and multipurpose facility. When the opportunity arose, the Committee of Management approved the purchase of additional land which saw the development of the Harrow Men's Shed which opened in 2012. This block also provides an opportunity for further development.

The Harrow Bush Nursing Centre has pride of place in the community of Harrow and justifiably so. Offering current medical services and facilities, it is a place of care for the newborn to the elderly. Acting also as an auspice for the Bay Riders Community Centre which was established in 2007, the organisation is not only a provider of health care but also a valued community centre for all.

Life Members

Mr JD McGennissen - 2004

Mrs P. Kelly - 2011

Trustees - 1953 to 1970

Mr H.M Ross

Mr J.M.F Chomley

Mr E. P. Kirby

Trustees - 1970 to 1986 when incorporated

Mr J.F Kirby

Mr J. M. F Chomley

Mr K.D.A Neaves

Honorary Members

Mr Geoff Handbury AO in 2014

Our Vision

Creating a healthy and connected community

Our Values

Integrity

We interact with people in a transparent, honest and empowering way.

Innovation

We are open to new ideas to improve community outcomes.

Professionalism

We strive to continually improve the quality of our services.

Collaboration

We value relationships that strengthens community connections.

Wellbeing

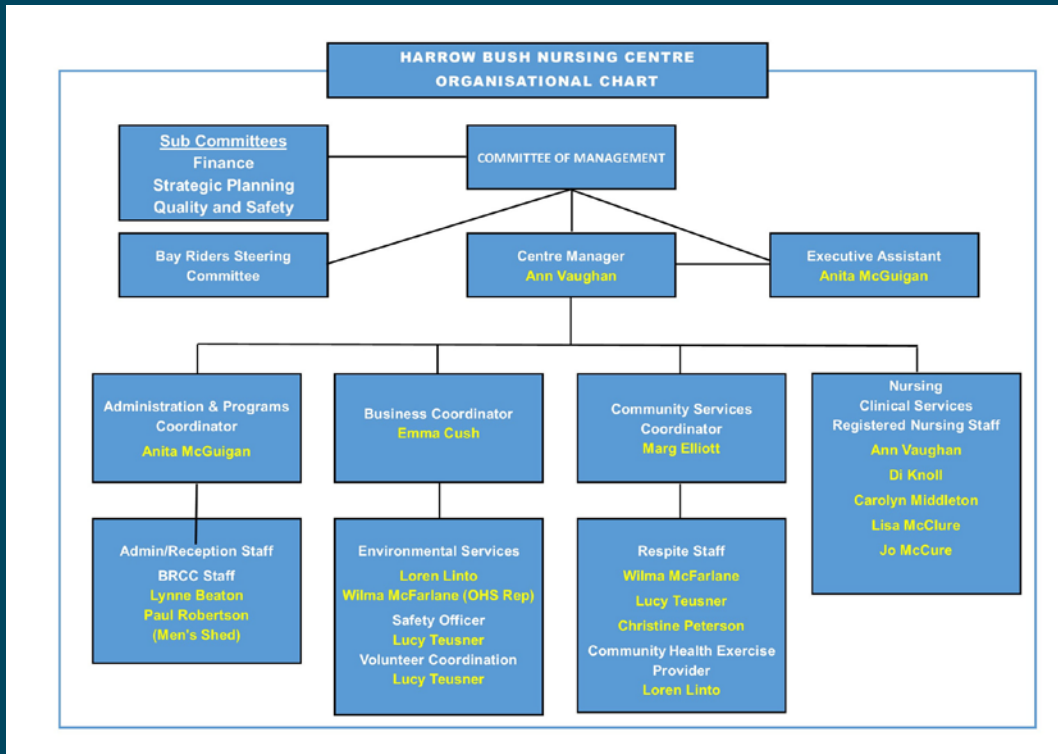
We provide a professional and supporting environment for staff and volunteers to excel.

Accountability

We will be accountable for all aspects of the organisation.



ORGANISATIONAL STRUCTURE



In 2017-18, Committee of Management meetings were held monthly (except for January).

Sub Committees for 2017-18 were:

- Finance (monthly meetings)
- Quality and Safety (bi-monthly meetings)
- Strategic Planning (quarterly meetings)

We thank the following community members for their service to the following sub committees in 2017-18:

- Chris McCall - Quality and Safety
- Rhonda Quigley - Strategic Planning
- JD McGennissen - Finance

The Bay Riders Steering Committee meetings were held quarterly throughout the year. We thank the following members for their time as BRCC Committee Members; Jessie Ferguson (Chair), Rebecca Sambell, Kate Young, Sloba Petrovic and Allan Decker.

PRESIDENT'S REPORT

I am pleased to report while 2017-18 has been another successful year for the Harrow Bush Nursing Centre [HBNC], it has also been a very busy year.

After the Duckett Enquiry of 2016 the government released the report 'Targeting Zero' supporting the Victorian health system to eliminate avoidable harm and strengthen quality care. A suite of reforms was released aimed at putting patient safety first. Safer Care Victoria was created in response to recommendations within that report. Many changes and new guidelines have been implemented as a result of those recommendations. We have been, and will continue to work with Safer Care Victoria and the Dept. of Health and Human Services in embracing the changes that affect the Harrow Bush Nursing Centre, as part of a small but extremely important and complex rural health service.

The Committee of Management [COM], by overseeing those changes and recommendations, will ensure we will always be able to deliver safe and person centered care through this organisation.

This year the COM has achieved the following:

- Development of a new strategic plan (with community consultation) which will guide HBNC to deliver quality care to the community they serve.
- Successful negotiation of a new nursing enterprise bargaining agreement to June 2020.
- Successful lobbying of the State Government for short term extra funding which will enable us to continue to provide quality and safe health care for this community.
- Introduced a software platform that monitors and helps the COM members understand and implement the many facets of governance of the centre.
- Members of the COM attended workshops, webinars and presentations to improve governance processes.
- Developed a partnership with West Wimmera Health Service for clinical governance.
- Revised the vision statement, values and logo for HBNC.
- The COM has overseen the financial matters of the centre in preparation for our upcoming audit, and accreditation in line with the National Safety and Quality Health Service Standards which is due for renewal in 2019.
- Planning for future upgrades, both internal and external to increase service needs.

Thank you to the staff for their hard work and caring which never falters, and to the many people who have volunteered their time over the last 12 months.

Thank you to all who have given generously to the centre, be it through grants, donations, bequests or through our fundraising events.

I would like to welcome our new COM member Darren Welsh and thank our retiring members Murray McInnes and Hardy Hauke for their service to the HBNC. In closing I would like to borrow some words from Western Health Service:

Everyone in the community has a role to play at this centre; patients to receive best care, nurses and staff to provide best care, management to lead best care and committee of management to govern best care.

Peter Johnson
President, Harrow Bush Nursing Centre

COMMITTEE OF MANAGEMENT

President



Mr Peter Johnson
Re-elected 2015
Meetings attended: 9
Retired Manager

Executive



Richard Edgar
Vice President
Elected 2016
Meetings attended: **11**
Grad. Dip Management
Manager of feedlot and
prime lamb enterprise



Hugh Jarvis
Treasurer
Elected 2012
Meetings attended: **10**
Ba. Ag Science Honours.
Grad. Dip. Agribusiness
Primary Producer



Bronwyn Hobbs
Secretary
Elected 2016
Meetings attended: **8**
OH&S Rep
Enrolled Nurse

Committee Members



Ron Penrose
Elected 1997
Meetings attended: **10**
Professional Artist



Leanne Dillon
Elected 2017
Meetings attended: **8**
Currently studying Early
Childhood Education
Photographer



Darren Welsh
Executive Director – Corporate
Quality Services – WWHS
Elected end June 2018
Meetings attended: 0
RN BA Nursing, Grad Dip of
Business Admin. Mgmt.
Grad Cert OHS Mgmt, Grad Dip
OHS



Jessie Ferguson
Elected 2017
Meetings attended: **8**
Master of Education
School Teacher



Hardy Hauke
Elected 2016
Meetings attended: 8
Retired Project Electrical
Engineer



Eleanor Edgar
Elected 2016
Meetings attended: 11
Ba. Social Work
Master Philosophy
Grad. Cert. Family Therapy

Outgoing COM member: Murray McInnes

CENTRE MANAGER'S REPORT

We can look back on the past year with a great sense of pride in knowing that we have achieved many improvements at Harrow Bush Nursing Centre [HBNC] in relation to the governing of quality and safe care, engaging with our consumers and improving our workplace. As we work towards accreditation under the National Safety and Quality Health Services Standards we will continue to seek feedback, evaluate and improve the way we provide care at our service.

Following significant consumer engagement and work undertaken with staff and the Committee of Management, we have recently adopted a new strategic plan to guide us into the next 3 years. From this, a new vision has been launched of *'Creating a healthy and connected community'* ensuring that we provide a service that connects with our consumers, encourages strong partnerships to improve services and strengthens the workforce to provide quality and safe services to our community.

We recognise that partnerships provide opportunity and build capacity within our organisation and help us achieve a great deal more than we can achieve alone. Recently we have developed a new partnership with West Wimmera Health Service which has provided an unique opportunity for our small service to link with a larger organisation to share expertise, resources and develop a reporting framework to meet our Clinical governance responsibilities. We continue to partner with many local health and community services to assist with providing better health outcomes for our community and I thank all organisations for their support.

Community support of our service remains very strong and there are many who have most generously given to the service by either volunteering or donating to HBNC. The Harrow Bush Nursing Centre was fortunate to receive a generous bequest in 2017-18 from Mr John 'Don' Pyers. his bequest has been honourably marked to future master planning in line with Don's vision and his pride of this centre and the service it provides to this community. The Harrow Long Lunch and Black Tie Ball are examples of events requiring generous volunteer input and donations this year and we recognise the significance of this support when running important fundraising events. Another example is the joint fundraising project held between the Variety Club, Balmoral Bush Nursing Centre and HBNC. This has been a major fundraiser in the past year, thank you to all who have donated and we thank Andrew Dufty , John Dundon and Tim Jones for all their efforts towards this very worthy fundraiser. Thank you also to the Vintage Enduro Inc. who have been long term supporters of HBNC. Many thanks to all who continue to support HBNC. Please refer to the extensive list within this Annual Report; your donations are most important for the ongoing sustainability of our service.

To all our staff your ongoing commitment and dedication to your workplace is to be highly commended. It never ceases to amaze me the new ideas and enthusiasm that the staff bring to HBNC and this energy brings much reward in terms of continually looking at how we can improve our service. Thank you to our governing body the Committee of Management, their experience and dedication will lead us into the future. Thank you again to all that support HBNC. We look forward to bringing services and programs to our community with renewed enthusiasm.

Ann Vaughan
Centre Manager

OUR STAFF



Pictured opposite left to right:

Front row: Ann Vaughan
Carolyn Middleton, Jo McCure

Second row from front: Di Knoll,
Loren Linto

Third row from front: Emma Cush,
Chris Peterson, Wilma McFarlane

Last row: Lynne Beaton,
Marg Elliott, Anita McGuigan ,

Absent but pictured below separately
from left to right: Lucy Teusner, Paul
Robertson and Lisa McClure



Centre Manager

Ann Vaughan: RN, BN, VRAN. Adv. Dip Management. Nurse Immuniser, Cert. IV Workplace Training and Asses.

Clinical Nursing Staff

Carolyn Middleton: RN, VRAN, Cert IV workplace Training & Assessment

Joanna McCure: RN, VRAN, Registered Midwife

Di Knoll: RN, BN, VRAN, Nurse Immuniser, Grad. Cert. Rural & Remote Health

Lisa McClure: RN, BN, VRAN, Grad. Dip. Crit. Care

Administration and Programs Coordinator

Anita McGuigan: BA Mgmt, Adv. Dip. Mgmt (HR), Assoc. Dip. Rural Bus. Admin.

Bay Riders Community Centre Staff

Lynne Beaton: Provide First Aid

Paul Robertson: BA Education, Cert. II Furniture Making, Cert. IV Workplace Training & Asses., Provide First Aid

Community Services Coordinator

Marg Elliott: Provide First Aid, Dip. Community Services Work, Advance Care Planning

Respite and Personal Care Workers

Marg Elliott: see above.

Chris Peterson: BA Applied Science (Disability), Provide First Aid

Wilma McFarlane: Provide first Aid, OHS for Health & Safety Representative

Business Coordinator

Emma Cush: BA Bus. Accounting, Cert. IV HR, Cert. 4 Rural Bus. Mgmt.

Quality and Safety Officers

Lucy Teusner: Cert. III Aged Care, Cert. III HACCC, Cert. III Office Skills, Provide First Aid

Wilma McFarlane: Provide first Aid, OHS course for Health and Safety Representative

Environmental Services Officers

Wilma McFarlane: see above

Loren Linto: BA Sports Science, Provide First Aid

Executive Assistant

Anita McGuigan: BA Mgmt, Adv. Dip. Mgmt & HR, Assoc. Dip. Rural Bus. Admin.

Sadly we have said good bye to three of our staff this year, Tim Baines, Marnie Baker and Tina Rogers. We thank them for their time at HBNC and wish them well in their new work pursuits. We also warmly welcomed four new staff members Paul Robertson, Loren Linto, Christine Peterson and Dianne Knoll all who bring many skills and experience to our organisation.

KEY ACHIEVEMENTS 2017-18



Governance

- The COM developed a new strategic plan to work towards for the next 3 years. This document will continue to guide all planning for the Centre into the future.
- New Vision and Values and logo endorsed after community consultation.
- The COM engaged Governance Evaluator to assess the gaps in their skills and understanding in areas of governance and education.
- Development of a partnership with West Wimmera Health Service for Clinical Governance support.
- Master Planning in progress and grant applications submitted for redevelopment of the Centre.
- Improved the scope of community consultations such as a community afternoon tea, Facebook polls, Community Consultation Feedback board, surveys and Men's shed consultations.

Workforce

- Organisational restructure adopted to ensure that all staff are well supported through a second level of management. This also provides an opportunity for staff development and improved communication channels.
- Employment of four new staff members Paul Robertson, Di Knoll, Loren Linto and Chris Peterson.

Quality and Safety

- Development of the Quality and Safety roles (through increased DHHS funding) to improve reporting processes and risk management.
- Revision of policies and procedures in working towards the National Standards.
- VHIMs incident reporting – staff now reporting all incidents, hazards and near misses through this framework.
- Development of reporting structures to the Quality and Safety Committee for clinical governance.
- Introduction of Improvement forms to allow active consumer engagement and feedback processes.
- Community education provided through newsletters, social media and consumer engagement noticeboard.

Facilities

- Grant submissions for redevelopment of storage area and social area of the Harrow & District Men's Shed.
- Couches purchased for the Multipurpose Room, allowing a relaxed area for community members and staff.
- Submissions of funding applications for technology replacements and upgrades in line with planning.
- Purchase of clinical trolleys, mobility aids and a wheelchair to improve service provision.

Fundraising and Programs

- Successfully held several fundraisers including the Harrow Long Lunch & the Black Tie Ball.
- The BRCC School Holiday programs funding secured and programs developed and well supported.
- Community education with a focus on mental health and men's health.

Education

- Mandatory staff training completed for fire and safety, First Aid and online training.
- Staff attended training including cultural awareness, contact officer training, Advanced Care Directives, legal compliance with documentation, immunisation updates and chronic disease management.
- All five nurses completed the Victorian Remote Area Nurse competency with Ambulance Victoria.

Clinical

- Adoption of new documentation for district nurse clients and clinical assessment towards the new standards.
- First aid and Community Health education provided at a number of community events.
- Partnerships developed with Ambulance Victoria for Education and support for nurses.

STRATEGIC PLANNING REPORT

I am pleased to report on our strategic planning objectives for 2017-18. This year we engaged Brooksbank Associates to help formulate our Strategic Plan for the next three years. A community survey provided an appreciation of what the community's needs are. In May, a planning meeting was held where the Committee of Management, staff and key stake holders participated in planning for the future direction of the Centre. Thorough consultation with all parties resulted in a deluge of ideas and opinions. Making sense of all of this was a daunting task, but the facilitators managed to coalesce the huge input into four main themes which then became the basis of our Strategic Plan.

The first theme was providing quality and safe services that align with community needs. We recognise that we need to be engaged with the community to ensure that we meet their ongoing requirements. Having a diversity of people on the Committee of Management and consumer representation on subcommittees assists in this process as well as continually seeking customer feedback. Developing a service delivery and communication plan to focus on needs for the future is essential for further infrastructure and service planning. As outlined last year, we will continue to improve our infrastructure to allow us to support all of our successful programs and services.

The second theme was optimising partnerships and networks to build organisational capacity. We need to be realistic about the capacity of HBNC to attract services into the future as a standalone service provider. Working with other organisations, particularly other health care services, provides a much better chance of being sustainable into the future. We currently partner with a number of health services to provide allied health such as physiotherapy, podiatry and dietetics. We recognise like many health services that there are gaps including shortages in GP and psychology services and continue to work on addressing these shortages. By partnering with services through Telehealth, we can utilise video conferencing to provide extensive specialist access and educational opportunities. We also recognise that grants, donations and bequests are important ways of strengthening our service and we continue to build capacity in this area.

The third theme to emerge was developing strong, sustainable, strategic governance systems. Building on and expanding clinical governance for our health service is a key focus in moving towards the National Standards in health service delivery. The Committee of Management recognised that between them they needed a comprehensive skill set to govern effectively. All members of our Committee are well supported to ensure that their contribution can be a life enhancing experience to provide deliver strong, sustainable governance to our organisation.

The final theme to emerge was developing a workforce that meets current and future needs. All the best planning and infrastructure are pointless if we do not have experienced and well supported staff. Most of what happens at the Centre involves personal interactions, whether it is Pilates classes or having an ear assessment our consumers need to have an enjoyable and quality experience. We will strive to make the workplace a place of choice for staff, volunteers and visiting services so that we can attract and retain staff into the future. We will ensure our staff are trained and experienced for roles appropriate to our small and isolated situation, such as emergency management provided through Remote Area Nurse training. The increasing difficulty in attracting general practitioners could see increasing roles for our nursing staff and we need to ensure that they are providing the best care.

We look forward to putting our plan into action to enact our vision of creating a healthy and connected community.

Hugh Jarvis
Chairman - Strategic Planning Subcommittee

FINANCIAL OVERVIEW

2017-18

This year Harrow Bush Nursing Centre [HBNC] reports an overall net profit after depreciation of \$14,598. The 2017-18 financial year commenced on the back of a large loss to comprehensive income from the previous financial year and hence there was a strong focus on ensuring the centre remained within its budgetary constraints whilst still achieving its objectives to deliver an effective, high quality health and community services to Harrow and the district community.

Although heavily dependent on recurrent funding through the Department of Health & Human Services that is supplemented by funding through partnerships with Primary Health Network for chronic and complex care services, this only accounted for 74% of our gross revenue. The remainder was actively recovered through a busy fundraising year, generous bequests, donations and sponsorship, grant funding for program provision and capital replacement, partnership funding for client services and client contributions to services, programs and memberships.

The Finance Committee continues to maintain financial vigilance in working towards the Centre's objectives and oversee the financial direction of the centre closely monitoring the annual budget and reporting to the governing body – the Committee of Management. The Finance Committee continuously discussed and looked for financial improvement and security in areas of resourcing, asset replacements, future planning requirements, funding security for future costs increases such as wages, cost of living etc. In 2017-2018 the governing body approved allocations of cash reserves to be set aside on the balance sheet for master planning anticipated to commence within the next 12-18 months and over \$14,000 of asset replacements and upgrades to improve safety, consumer engagement and client access and portability. These included medical equipment of a new examination couch, transfer stretcher and portable wheelchair, a portable PA system for events, new and upgraded tools for the Men's Shed, and a two piece couch for the multipurpose room.

The HBNC acknowledges the ongoing financial support of the Victorian Government through the Department of Health and Human Services (DHHS) in supporting our services to provide high quality outcomes for our community. It also continues to auspice the Bay Riders Community Centre [BRCC] and acknowledges their re-current funding support from the Victorian Government's Neighbourhood House Coordination Program (NHCP) through the DHHS.

2017-2018 was a resource tight year that resulted in a positive outcome financially for the centre but that stretched our human and physical resources in providing the services to the community. Moving into 2018-19 with new key strategies there will be a focus on ensuring quality and safe care is being provided that aligns with community needs and the optimisation of organisational partnerships to build our capacity to deliver this care. This will see financial expenditure on areas such as staffing, replacement of physical resources and expansion and upgrade to facilities.

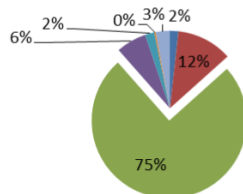
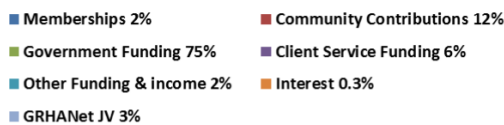
Please note that the financial summary above and below is provided for the purpose of the Annual Report of the HBNC with a full set of audited statements for the year ended 30th June 2018 available. The BRCC has a separate annual report including financial overview.

The finance summary overview for 7 years 2011-2012 to 2017-18 and combined total revenue and expenditure for 2017-18 can be viewed in the following table and graphs:

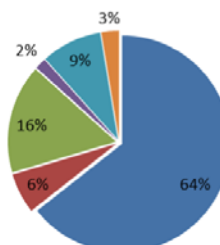
FINANCIAL OVERVIEW CONTINUED

	2018	2017	2016	2015	2014	2013	2012
	\$	\$	\$	\$	\$	\$	\$
Total Revenue	710,830	645,246	685,421	586,847	584,299	554,386	519,367
Total Expenditure	696,231	699,825	674,580	585,042	574,723	524,344	486,214
Operating Surplus (Deficit)	14,598	(54,579)	10,841	1,805	9,576	30,042	33,153
Gain on Revaluations				38,324			
Total Income attributable to members	14,598	(54,579)	10,841	40,129	9,576	30,042	33,153
Total Assets	1,158,126	964,896	984,462	999,529	938,264	932,801	890,963
Total Liabilities	421,505	245,536	210,523	238,628	217,853	222,326	210,432
Net Assets	736,621	719,360	773,939	760,901	720,411	710,475	380,531
Total Equity	736,621	719,360	773,939	760,901	720,411	710,475	680,531
Depreciation	41,976	51,158	44,821	34,225	47,421	46,027	44,780
Employee Expenses	448,331	455,776	439,511	390,342	350,813	359,069	319,172
Administration Expenses	112,927	105,184	103,843	81,468	113,241	61,854	69,665
Motor Vehicle Expenses	11,624	14,713	9,102	13,457	13,242	13,551	11,114
Other Expenses (inc GRHANet)	80,834	72,994	77,303	65,368	50,006	43,505	29,183
Loss on disposal of assets	539			182		338	3,235
GRHANet JV overall surplus/ (deficit)	2,532	4,966	8,360	(60)	467	(136)	(300)

Combined Revenue 2017-18



Combined Expenditure 2017-18



CLINICAL NURSING REPORT

The clinical staff of Harrow Bush Nursing Centre continued to provide effective healthcare enabling our community to be serviced at a high standard as can be viewed in the table below showing total visits over the year across the range of clinical services provided. This year we farewelled Tina Rogers from our team and welcomed Di Knoll in early 2018. Di brings experience and qualifications in immunisation and community health. We are very fortunate to have experienced and competent nurses who provide a diverse skill set required to deliver primary and chronic healthcare as well as emergency provision.

Our nursing staff are provided with on-going professional development in emergency care in partnership with Ambulance Victoria. Each staff member undertakes annual Victorian Remote Area Nursing [VRAN] training which provides a range of of emergency situations to develop competencies required as a first line responder in emergency care. We are committed to ongoing safety of our clinical staff in emergency response.

Primary health care can also be complex and difficult due to resource availability of service providers or equipment. Quality care is provided in areas of wound care assessment, immunisation, blood pressure clinics, pathology collection, health awareness and promotion, medication management and ear health. In 2018 nursing staff have attended professional development in areas of immunisation, pain management, sports injuries, dementia, infection control and medico-legal. There is also a wide range of online training through ReHSeN that assist staff to work safely and efficiently. We aim to minimise risk through defensive driving training, lone worker and fire and general emergency modules. All training allows the nursing team to be safe and to empower our community with knowledge that will assist them navigate their own health conditions.

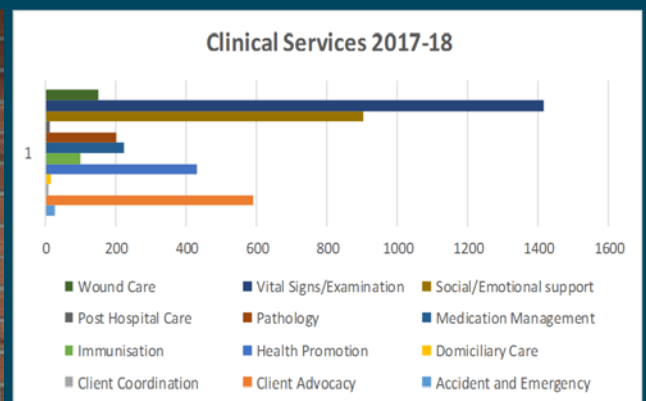
In 2017- 2018 the Harrow Bush Nursing Centre delivered a range of health programs including the Sustainable Farm families, mens health evening and nurse practitioner health clinics held several times in the year. These programs have provided an opportunity for people to gather and share experiences, to create a community of informed individuals working together to actively improve wellbeing.

We thank all key partners of whom are listed at the back of this report. It is through consult and collaboration that we achieve the best healthcare for our clients and community.

Clinical Team, Harrow Bush Nursing Centre



Pictured above from left to right:
Ann Vaughan, Di Knoll, Jo McCure and Carolyn Middleton
Absent: Lisa McClure



Graph above: number of contact visits for clinical services for 2017-18

QUALITY & SAFETY

The Victorian Clinical Governance framework developed by Safer Care Victoria 2017, outlines that all Victorians have the right to expect and receive consistently safe and quality health care. The principles of this are ensuring integrated systems, processes and an organisational culture that ensures provision of safe, effective, accountable and person centred health care. The challenge for us as a small health service is to imbue the National Safety and Quality Health Service standards into daily practice at HBNC. This is done by regularly reviewing our current policies and practices and reporting to our Quality and Safety Committee, to ensure that all care provided is:

1. Safe Care

Care and health services for our consumers are provided safely for everyone, every time.

2. Person Centred Care

We are responsive to individual needs and care is delivered as a partnership between consumers, carers and staff.

3. Effective and Appropriate Care

Care and services experienced by each person is right for them and achieves what they are designed to do.

4. Integrated Efficient and Accessible Care

Our consumers and their carers experience care and services that are coordinated, accessible and organised.

Consumer and Community Participation

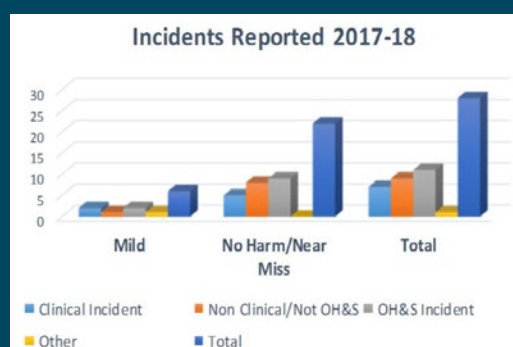
Engagement with our consumers has been a strong focus of HBNC this year and we will continue to improve the ways that we work with our community and ask them what is important and what they need from our service. Feedback from our consumers continues to assist us to stay focused and ensure that we are meeting the needs of those who matter most to us. We connect with our community through a number of means such as consumer surveys, feedback forms, newsletters, our website, social media, a consumer engagement board and consumer feedback sessions. This year we implemented an improvement form process facilitating the way consumers as well as anyone engaged with the Centre, are able to suggest ways for improvements. This has been received positively with 25 improvements being suggested from consumers, staff and service providers this year. Improvements are reviewed and actioned with results on the outcome fed back to the originator. Overall the HBNC survey results of our community showed a 100% of respondents felt that we provided accessible, safe and quality care during the year. These results assist us in planning our services to ensure that we deliver care that is of safe and high quality and meets the needs of our community

Risk Management and Safety

Minimising risk and improving safety of care requires a systems approach to safe care. HBNC uses the VHIMS online incident reporting system to ensure incidents and issues are captured and actioned appropriately. A number of staff trained in the VHIMS system and all staff have access to the reporting system to complete hazard and incident reporting. Details of incidents logged are reported to the HBNC Committee of Management through our Quality and Safety Committee and consumers are also kept informed through the avenues above. During the year 28 incidents/issues were reported as per the graph below. From this, policies and processes are updated, further education for staff made available and equipment updated/replaced to reduce risk/OHS issues.

Staff Education

HBNC supports a culture of best practice and actively promotes development of staff skills. All staff are reviewed to ensure they have the appropriate skills and knowledge required to fulfil their roles and responsibility within organisation. All staff have access to online (ReHSeN) and mandatory training within the organisation.



QUALITY & SAFETY CONTINUED

Escalation of Care

Clinical documentation has been reviewed and new documentation has been introduced to comply with the National Quality Standards in relation to Escalation of Care guidelines for consumers. The document allows for recognition of requirements of reporting and escalating care if vital signs are determined outside the parameters. This has become a document used within the centre for all presentations requiring further referrals.

Advance Care Directives

The Medical Treatment Planning and Decisions Act 2016 came into effect in March 2018. This has changed the way that terminology has been used previously. The term *advance care directive* has replaced *Advanced Care Plan* and the term *Medical Treatment Decision maker* has replaced *Substitute Decision Maker*. We have reviewed our documents around this change and work towards all consumers over seventy five years being assisted to have an Advanced Care Directive in place or have an identified medical treatment decision maker.

Operational Data

During the year, HBNC has been reviewing how it provides operational data to its governing body, the Committee of Management, and also to other services we work with. We currently have an agreement with Ambulance Victoria to have all emergency call outs reviewed and audited by Ambulance Victoria. This provides a level of clinical governance that we long have been seeking to ensure that we continually strive to improve and adapt to feedback. We have also further developed our reporting to the Committee of Management and are about to launch the Community and Women's Health Data reporting to the Department of Health and Human Services.

Service Quality and Compliance

All regulatory compliance changes are monitored and recorded through our Quality and Safety committee to reflect current legislation.

Infection Control

-Staff Influenza Vaccination Program: this year we have had 86% of staff complete the 2018 influenza vaccination program. This is an increase from previous years and above the indicated Department target.
-Hand Hygiene: staff are educated about 5 moments of hand hygiene via online learning and audited annually for compliance. An overall compliance of 89% was achieved facility wide.

Australian Safety & Quality Goals for Healthcare

Safety of care:

That people receive health care without experiencing preventable harm

Appropriateness of care:

That people receive appropriate, evidence-based care

Partnering with consumers:

That there are effective partnerships between consumers and healthcare providers and organisations at levels of healthcare provision, planning and evaluation.

COMMUNITY SERVICES REPORT

Community Services

The community services team works closely together to provide our community members opportunities to connect, learn and improve both physical and mental well-being. This is provided through a number of programs including social support groups (formally known as PAG), singing group, respite, exercise classes and community transport. We welcomed Christine Peterson to the team as respite worker this year and she took on the role of coordination of the singing group, it is great to have Chris as part of our team.

Social Support Group

Social support group throughout the year featured monthly lunches, external outings and the Singing Group. These programs have seen a strong attendance rate this year and provided many opportunities for people who are socially isolated to engage and enjoy the company of others. We continued to have Sloba Petrovic each month provide a vast variety of beautiful meals on the second Friday of each month. The luncheons provided an opportunity to have various guest speakers who provided information and education to our attendees. These included stories of overseas trips including many photographs, education on fire safety, dementia and aids in the home as well as a chance to see some gorgeous Labrador puppies. This year we provided a total of 165 individual meals to our community members. Our monthly trips included a visit to the Dimboola Nursery, shopping trips to Hamilton, Horsham and Casterton as well as some local trips around Harrow. The Singing Group continues to meet on a regular basis and provides an opportunity to share musical talents. Thank you to the volunteers who assist with these programs, the assistance they provide significantly contributes to the success of these programs.

Respite and Community Transport

Respite services are provided to assist people to remain in their own home for as long as possible and to support carers. Community transport is provided for people to medical appointments to many local places including Warrnambool. We partner with funding organisations including services Villa Maria, Wimmera Community Options and St Laurence to assist clients who have complex needs to access a variety of services.

Key Achievements

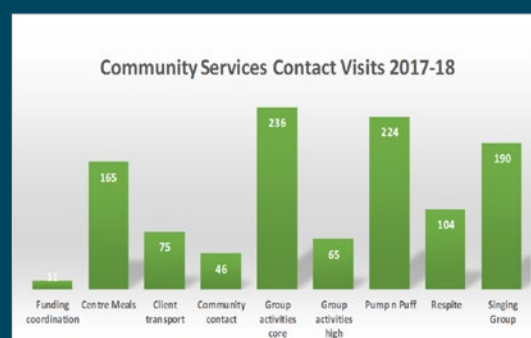
- Coordination of care packages
- Maintain relationships with funding sources
- Supporting clients to remain in their own home
- Providing social support in centre and in community
- Work in conjunction with the nursing staff in providing holistic care
- Advanced Care Directives; educating and assisting clients with completing required paperwork
- Purchase of a new wheel chair and tri-walker, providing mobility assistance for clients on outings if needed
- Wilma McFarlane is currently studying Level IV Ageing Support and Disability program.

What's Ahead...

Sustainability of the transport program continues to be reviewed, opportunities for partnerships and funding in the future continues to be explored. In the coming year we plan to provide an overnight stay in October 2018 to Port Campbell.

Marg Elliott

Coordinator Community Services



SERVICES PROVIDED

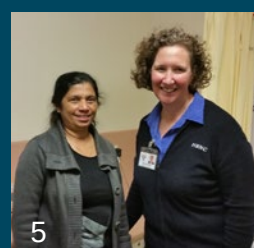
Community Health

Men's and Women's Health Nurse Practitioner
 Spot Check Clinic
 District Nursing and Domiciliary Visits
 Primary Health Assessments
 Monitoring of Chronic Illness
 Palliative Care Nursing
 Health Promotion and Education
 Maternal Child Health Nurse
 Post Hospital Care
 Community Health programs including Pump n Puff and Pilates



Clinical

GP Visits
 Emergency and Trauma Stabilisation and referral
 Wound Management
 Pathology Collection and Dispatch
 Immunisation Clinics
 Ear Health



Community Services

Respite
 Advanced Care Directives
 Service Coordination
 Social Support Group
 Personal care
 Home help
 Case management
 Delivered meals
 Home maintenance
 Equipment suppliers
 Personal alarms
 Transport Services
 Administration services eg. photocopying etc.



Pictured: 1 - Carolyn Middleton with Paramedic Jim Falla, 2 - Optometrist Glenn Howell, 3 - Jo McCure (registered Midwife at the obstetric emergencies VRAN training, 4 - Sherryn Simpson and her daughters with visiting Maternal Child Health Nurse; Nan Wilson, 5 - Dr Lalani with Ann Vaughan, 6 - Men's Health Nurse Practitioner; Stu Willder, 7 - SSG members with Respite workers Marg Elliott (4th from left and Wilma McFarlane (far right).

Allied Health

Diabetes Educator
 Dietitian
 Physiotherapist
 Occupational Therapist
 Social Worker
 Optometrist
 Podiatrist
 Audiologist
 Remedial Massage Therapist
 Continence Nurse



The graph above shows total number of visits to each visiting health professional for 2017-18.

PROGRAM PLANNING

It's been a busy year for programs at the Harrow Bush Nursing Centre. Program planning commenced early in 2018 with a planning day guided by health and wellbeing profiles developed by the West Wimmera Shire Council and the Victorian Public Health and Wellbeing Plan 2015-19. In 2017-18, we also used data from the Wimmera PCP Population Health and Wellbeing Profile 2016, to assist us with planning effectively for the required health needs of our community. Representation from Harrow Bush Nursing Centre was made at various health planning workshops allowing us to gain valuable insight and learning into how other health and community organisations plan their programs to generate positive health outcomes. This included a series of planning days in conjunction with Deakin University and Wimmera PCP as well as the West Wimmera Shire Council. Jo McCure, Marg Elliott and I also attended the Vic Health Summit in Ararat in February 2018 which focused on the importance of physical exercise, access to healthy foods and increasing the uptake of drinking water for better health outcomes. Programs from the HBNC are directed through three main areas including:

Community Health

Community Services including the Social Support Group
Bay Riders Community Centre

Community Health programs for the 2017-18 year included the following:

- **Mens Health Evening** with dinner and guest speaker Stu Willder (Men's Health Nurse Practitioner) in collaboration with the CFA Harrow Brigade and funding received from Wellways.
- **Sustainable Farming Families** which ran over 12 months with a group of farming families from the community. This program was run in a joint collaboration with the National Office for Farmer Health in Hamilton.
- **Healthy Minds Workshop** ran in December 2017 as a collaboration with Rural Minds and Rural and Remote Mental Health. This hands on workshop for the community, outlined the key components of maintaining good mental health in remote communities.
- **Walk for World Diabetic Day** led by Diabetic Educator, Megan McLeish included a community walk and lunch with diabetic friendly foods.
- **Nursing services and community health checks** at local events including the National Billy Cart Races, Tussock Jumpers B&S, Legends Concert in March and the Harrow Horsemanship Challenge in October.

The Bay Riders Community Centre [BRCC] ran a successful year of programs and activities. Activities and workshops planned for the coming year (but not limited to) are; wellbeing for youth, media and technology, physical activity, healthy cooking, arts and crafts and the continuation of the Harrow Men's Shed program and the Defensive Driving training. A full report of the BRCC for 2017-18 can be found in the BRCC Annual Report.

Anita McGuigan

Administration and Programs Coordinator



Pictured above: 1- the late Bruce Caulfield with RN Nurse; Lisa McClure at the National Bush Billy Cart Race Day. 2- Walk for World Diabetic Day with Megan McLeish. 3- Ann Vaughan and COM member Ron Penrose at the Legends Concert. 4- Sustainable Farming Families Workshop group in Harrow with staff from National Office for Farmer Health and Edenhope & Dist. Memorial Hospital (Cath McDonald 3rd from left).

VOLUNTEERS

In 2017-2018 volunteers continued to be a vital part of HBNC's Community Services. Thanks go to volunteers for providing assistance to the Social Support Group (formerly the Planned Activity Group) monthly meal by assisting with catering, serving, kitchen duties and associated activities. The tireless work and commitment of volunteers has given much pleasure to community members and helps clients stay connected with the community. We are grateful to volunteer drivers who have provided transport for outings and to take individuals to appointments. This support is greatly appreciated particularly as we are located in a rural area without public transport.

Volunteers have been generous with their time and energy at fundraising events held through the year including the Black Tie Ball, Harrow Duck Race, Harrow Long Lunch and the Pancake Day. Thank you to all involved in the preparation, the events and the clean up after each fundraiser event.

At the Harrow Bush Nursing Centre Christmas party, the input of volunteers, staff and committee members was acknowledged and the achievements celebrated. During National Volunteer Week in May, a morning tea was held to acknowledge the important contribution made by our volunteers and we thank them sincerely. Thanks also to the Centre For Participation for sponsoring this morning tea.

Lucy Teusner Volunteer Coordinator



Pictured above: Rodger Bleakley and Kevin Beaton volunteer at the Defensive Driving sausage sizzle.



Pictured above from left to right: Lynne Beaton, Rhonda Quigley and Ann Vaughan at Volunteers Morning Tea congratulate Rhonda for her service.



Pictured above: Volunteer Chris McCall serves up dessert at SSG lunch.



Pictured above: Ron Penrose volunteered for Sketch with Stretch monthly classes.



Pictured above: Steph Schall from Melbourne volunteering her culinary skills in vegan foods for a BRCC Cooking workshop.



Pictured above: Pauline Kelly being presented a certificate of appreciation by Anita McGuigan for her volunteer service to the BRCC Steering Committee.

BAY RIDERS COMMUNITY CENTRE



The Bay Riders Community Centre [BRCC] provided many opportunities for our community to participate in a wide variety of programs and activities over the past year. Across the entire range of programs for 2017-18, there was a total of 1,884 visits.

The school holiday program (with assistance from the RE Ross Trust) was very exciting with the first overnight surfing trip to Charlies Surf School in Robe which was thoroughly enjoyed by children, staff and volunteers. Junior golf lessons with Golf Victoria and the Harrow Golf Club were popular again this year as was art and craft with Katrina Lodge and print making with Ron Penrose. We held a makeup workshop for teenagers, cooking, art therapy and we encouraged participation in the WDHS school holiday program. Now in its sixth year in Harrow, the Australian Driving Institute delivered the Defensive Driving program for L and P plate drivers with many young people experiencing first hand, adverse conditions on country roads and learning controlled breaking to keep them safer on our roads. This is an invaluable course with all intentions to run the course again next year.

Throughout the year, the Yin Yoga and Pilates Plus classes were well attended and we offered contemporary dance classes for children with Anna-Lena Blinken. We acknowledge the ongoing voluntary service of Rhonda Quigley who instructed Yin Yoga classes weekly and Ron Penrose who taught sketching monthly - we thank them both for their time. The vegan and Arabic cooking evenings were booked out and some of our volunteer cooks who have been running the classes over the years came together to delight one hundred people with their expertise at the Harrow Long Lunch in March. This was a magnificent day with great food and music raising important funds for the BRCC. The book club, gun licence workshop, and *Understanding Centerlink* seminars were well attended and the use of our public access computers increased this year.

The Harrow & District Men's Shed continues to be a vibrant program of the BRCC and this year we are pleased to see an increase in attendance at the shed with a large variety of projects being requested by the community. The shed plays a very important part in providing a social outlet for all men in our community and our appreciation is extended to the Victorian Men's Shed Association and Wimmera PCP for their support of this program. I would like to acknowledge all volunteers that so generously give their time and share their many talents. Thank you to the BRCC Steering Committee, staff and management of the HBNC. We look forward to the coming year and strive to make everyone feel welcome.

Lynne Beaton
BRCC Administration and Programs Officer

1,884 visits

Pictured below: 1- Volunteer cooks of the Harrow Long Lunch. 2- Defensive Driving for L platers. 3- craft with Katrina Lodge. 4- print making activity with Ron Penrose. 5- Yoga through the WDHS School Holiday Program. 6- Yin Yoga participants. 7- Sushi making with Katrina Lodge. 8- Contemporary dancing class with Anna-Lena Blinken. 9- Arabic cooking instructor David Sharpley from Melbourne (left).



HARROW & DISTRICT MEN'S SHED



The Harrow & District Men's Shed had a very busy year with many projects and activities undertaken and a total of 466 visits throughout the year. I took over from Tim Baines in August and thank him for all his contributions during his time. Participation has increased over the year and we have all enjoyed catching up each week. We had a wide variety of project requests from community members and organisations including clothes horses, red gum coffee tables, farm signage and outdoor furniture. We produced furniture from recycled timber donated from the Brown's house demolition by Troy Shrive which we made into bench seats and picnic tables now located at venues in Harrow. In November we were donated an old school door which we made into a trestle style table for tender as a fundraiser for the shed. Regular social initiatives were held throughout the year such as footy tipping, BBQ's and our annual Christmas break up. Involvement in community activities such as the National Bush Billy Cart Races and the Wimmera Field days Expo has been an important part of the program. Thank you to nursing staff who were available to do health assessments and blood pressure checks on a Thursday for members who wanted this service.

A defibrillator was installed in the shed in May and we thank Carolyn who provided the training on how to use it. In June we viewed a Lucas Mill in operation at Ron Elliot's farm who also donated his time to cut pine logs into slabs for projects. Recently we also received funding to purchase a new table saw; thank you to VERi for their donation and a grant was received as well as donations from the Women's on Farm Gathering to purchase a planer. Finally we received the exciting news that a Men's Shed Association grant application has been approved enabling an extension to our tea room and covered outdoor space. Finally, I would like to thank all our members for their attendance and the community for their support as well as the assistance of staff and management of the HBNC throughout 2017-18.

Paul Robertson
Harrow & District Men's Shed Officer



Pictured: 1- helping children at the Wimmera Field Days. 2- farm outing. 3- wooden clothes horses. 4- installing the new Carbatech saw. 5- Jim Russell at the Wimmera Field Days. 6- members with projects. 7- Alan Offord at the Mens Shed Week BBQ. 8- working on a project. 9- Men's Shed consultation. 10- Len Cassell's with his bird feeder project.

STORY OF SERVICE

TONI NOLAN

Before moving to Harrow I did not know of Bush Nursing Centre's being that I was Melbourne based. Since moving to Harrow in January 2012, Harrow Bush Nursing Centre has been a vital part of not only my community but on a personal level, they have had a major positive impact on my life and I know I wouldn't be here writing this today without them. My first involvement with HBNC was in 2012 receiving some nursing care after having an unexpected surgery. This was when I began to understand what they offered the community on many levels.

I have utilised many programs from exercise classes, cooking classes to podiatry however the biggest role the HBNC has played has been throughout the past three years.

As many people in my community know I was involved in a severe car accident on the Harrow - Clear Lake Road; a truck had lost control and slammed into me. The first medical assistance I received was from the HBNC who basically saved my life. I was in hospital for three months in Melbourne and then started my recovery at home.

HBNC completed home visits on my return and constantly making sure I was going OK. They also helped with appointment bookings and made the availability to transport me to appointments if required through the patient transport service. I then started using Physiotherapy and counselling services with a Social Worker at the centre for some time afterwards.

Since the accident we were blessed to fall pregnant and the bush nurses have been very involved with my pregnancy from the start. I was able to access the visiting Dietitian for gestational diabetes, Mums and Bubs group, pathology collection, domiciliary home visits once our little girl was born with access to the Maternal Child Health Nurse.

We would be lost without the Harrow Bush Nurse Centre; without them we would need to travel about 100km one way for services. They are amazing people who genuinely care for our community. Thank you so much to all, looking forward to many years being able to utilise what you have to offer!

Toni Nolan
Community Member



Toni Nolan and her daughter Sadie.

FUNDRAISING

This year we concentrated on four main fundraisers as listed below. All events successfully raised funds for the continuation and provision of our vital health and community services. Smaller fundraisers during the year included sales from the Pancake Day (Shrove Tuesday), donated by Sloba Petrovic, which raised \$140, raffle of hat donated by Milliner; Neil Grigg which raised \$275, tender of trestle table made by the Harrow Men's Shed, *Pilates Come And Try Day* with Loren Linto which raised \$185 and a sausage sizzle at the Defensive Driving course which raised \$168. We aim to ensure fundraising events continue to also meet the social needs in our community.

The Great Harrow Duck Race

The Great Harrow Duck Race was held as part of the National Billy Cart Races on the long weekend in March in Harrow. Hundreds of bright, yellow, plastic ducks were "sold" to participants and released into the Genelg River. The delighted crowd watched as members of staff and volunteers caught the ducks in netting at the river crossing. Ron Penrose called the race and the Harrow CFA Brigade assisted with fire hoses to assist the ducks to move quickly down the river. Prizes were presented for placegetters including children duck owners which was sponsored by LLPT. The winner generously donated his prize back to the centre for a future event. The Great Harrow Duck Race raised \$1452.



The Harrow Long Lunch

The first Harrow Long Lunch held on 24th March, 2018 was a spectacular success. The event was scheduled to raise funds specifically for the Bay Riders Community Centre and it quickly sold out. Volunteers from the International Cooking Workshops generously donated their time to create a delicious lunch and tasting plates which were served and prepared by volunteer wait staff and kitchen assistants. We were fortunate to secure grant funding from the West Wimmera Shire Council to fund the Jazz band from James Morison Music Academy; Kalimna. Patrons were also able to access bus services to get home after the event thanks to the generosity of the TAC. The event is slated to return in 2019 due to its success. The Harrow Long Lunch raised a total of \$5397.



Black Tie Ball

The Black Tie Ball was back again this year in June 2018. Held as a biennial event, this particular event is a much anticipated function by young and old alike. We were again fortunate to receive very generous donations for auction items including a luxury trip to Sydney for two including a helicopter flight by the Beluga Foundation. The TAC once again generously provided funds to assist us in ensuring event goers were able to return home safely in a bus. The Black Tie Ball raised a total of \$13,919.



Pictured above top:
Harrow Duck Race

Pictured above middle:
Harrow Long Lunch

Pictured above: Black Tie Ball

Lamb Drive

This year, two community members; Andrew Dufty and John Dundon initiated two lamb drives to raise funds for the Harrow Bush Nursing Centre, the Balmoral Bush Nursing Centre and the Variety Club. We thank both Andrew and John as well as the community for contributing to this drive which successfully raised a total of \$5,778.

GRANTS, BEQUESTS, DONATIONS & SPONSORSHIP

We gratefully acknowledge the following grants, bequests, donations and sponsorship received in 2017-18:

Grants Received

Wellways Mental Health Grant
National Shed Development Program
Community Strengthening Grant (WW Shire Council)
RE Ross Trust

Bequests & Donations Received

Women on Farms Gathering
Harrow Discovery Centre
Rejali Park - Allan Dickerson
Vintage Enduro Inc.
Pigeon Ponds Social Club
R&E Edgar
J&A Wyld
P&J Johnson
S&J Reed
Sue Finn
Edenhope Lions Club
Pyers Estate
TAC
Hamilton Uniting Church
Calico and Candles, Harrow
Johnny Mullagh Reserve Committee
Numerous other donations \$60 and under

Sponsorship Received

Bendigo Bank - Coleraine
Ron Penrose Portraits
Turning Tables Grant Writing
Harrow Promotion & Development Group
TAC
LLPT (Loren Linto Personal Training)



Pictured above: participants of Robe Surf Camp thank the RE Ross Trust for their funding.



Pictured above: members of the Harrow Men's Shed and Jenny Miller-Ransom from Women on Farm Gatherings with new carbotech saw from donations received.



Pictured above: Harrow Men's Shed Officer and President Peter Johnson with new defibrillator for the shed made possible with funding from National Shed Development Program.

COLLABORATION

The Harrow Bush Nursing Centre integrates with the following key collaborations in achieving strategic goals:



NOTES

NOTES



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[f](#) 'Harrow Bush Nursing Centre page

a walk around Harrow...

