

# Harrow Bush Nursing Centre Annual Report 2018-19

*Creating a healthy and connected community*



## Acknowledgement of Traditional Custodians

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The Harrow Bush Nursing Centre respectfully acknowledges the traditional custodians of the land on which we meet, the Wotojobaluk and Gunditjmara peoples and pay respect to their Elders past, present and emerging.



*Pictured left:* flags in waiting room. *Above:* Australian, Aboriginal and Torres Strait Islander flags.

## The Community of Harrow...

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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 and approximately 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 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.



*Front cover photo depicts the Harrow Bush Nursing Centre entrance on Blair Street.  
Pictured above: Glenelg River at the Johnny Mullagh Reserve river crossing in Harrow.*

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## BUSINESS DETAILS

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**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, VIC, 3317  
PO Box 103, Harrow, VIC, 3317

**Contact:**

Phone: (03) 5588 2000  
Fax: (03) 5588 1300  
Email: [operationsadmin@hbnc.org.au](mailto:operationsadmin@hbnc.org.au)  
Web: [www.hbnc.org.au](http://www.hbnc.org.au)  
Social: Facebook - Harrow Bush Nursing Centre and Harrow Neighbourhood House pages

**Auditors:**

The auditors for the 2018-19 financial year were:  
CG Assurance Pty Ltd, Hamilton, VIC, 3300



# **WHO WE ARE**

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The Harrow Bush Nursing Centre [HBNC] was first established in 1913. Following a brief 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 a multipurpose room facility. When the opportunity arose, the Committee of Management approved the purchase of additional land resulting in the development of the Harrow & District Men's Shed which opened in 2012.

The Centre also oversees the valuable service of the Bay Riders Harrow Neighbourhood House [HNH] which was established in 2007 and is part of the Neighbourhood House Network and continues to focus on providing programs and services which enhance health and well being.

The Harrow Bush Nursing Centre justifiably has pride of place in the community of Harrow where it offers clinical services and facilities and is a place of care for all, from the newborn to the elderly.

## **Life Members**

Mr J.D. McGennisken - 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 - 2014

## **VISION**

**Creating a healthy and connected community**

## **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 strengthen 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



Committee of Management meetings were held monthly (except for January).

Sub Committees were:

- Finance (monthly meetings)
- Quality and Safety (bimonthly meetings)
- Strategic Planning (quarterly meetings)
- Bay Riders Steering (HNH) Committee (quarterly meetings)

We thank the following volunteers for their service and time as our Consumer Representatives on our sub committees:

- Chris McCall - Quality and Safety
- Rhonda Quigley - Strategic Planning
- J.D. McGennisken - Finance

We thank the following volunteers who have served on our Bay Riders Steering Committee (HNH) most sincerely for their time; Jessie Ferguson (Retired Chair), Peter Johnson (Chair), Kate Young, Kate Eats and Sloba Petrovic.

# PRESIDENT'S REPORT



*by Richard Edgar*

The focus of the Committee of Management [COM] throughout 2018/2019 can be summed up in one word; governance. Across all sectors that rely on government funding to operate, particularly the health sector, new legislation requires Committees and Boards of Management to adhere to a more sophisticated understanding of the concept of clinical governance.

The past has served our Committee of Management well, but formalising governance into all management processes, deliberations and decisions will ensure the Centre's sustainability and success. The principle reason for this focus on Clinical Governance is that it is a mandatory requirement necessary for our Accreditation that the Centre is seeking to attain on the 11th October. Future funding is safeguarded by the Centre meeting all requirements for accreditation under the National Safety & Quality Health Services Standards [NSQHS].

The staff have worked diligently undergoing training to understand the new standards and ensuring systems and policies are in place for the Committee of Management to endorse that comply with the rigorous requirements for clinical governance of safe and quality health care provision. Governance is important for all aspects of the Centre's operations. As it also guides the formulation, implementation and oversight of our Strategic Planning, ensures corporate governance and compliance, helps assess and manage risk, formalises the interaction between the Committee of Management and stakeholders; the staff, volunteers and particularly the consumers of the Centre's services. The Committee of Management is engaged in a process of continuous review and development, through training at seminars, webinars and through its use of online platforms such as Governance Evaluator.

This increased understanding of governance assists the Committee of Management to function effectively and to instill a culture throughout the organisation aimed at providing safe and person-centred care to maximise outcomes and meet expectations. Being prepared in this way helps the Committee of Management meet the challenges that face a small, rural health service.

One of the things identified through our strategic planning, consumer and staff feedback, is a need for infrastructure development to redesign the clinical spaces so as to provide an improved service for consumers. Some very generous grants, gifts, donations and bequests have provided sufficient funds for this re-development to proceed, the plans for the extension are complete and are available for community viewing. The Committee of Management acknowledges and is grateful to all those who have given so generously.

I would like to thank the Centre Manager, Nursing and Administration staff and all other supporting staff and volunteers for their tireless efforts and professionalism in bringing such a high standard of service to our community. I would also like to thank my fellow Committee members who have willingly given so much of their time undertaking training and reviewing and implementing the new Governance protocols. Also, I would like to acknowledge the valuable contribution from Jessie Ferguson and Hardy Hauke who retired from the Committee of Management during the last year.

The year ahead is going to be an exciting one for the Harrow Bush Nursing Centre as the new clinical governance policies are bedded in and the vision of the infrastructure development begins to be realised and starts making its presence felt on the Harrow streetscape.

Richard Edgar  
**President**

# COMMITTEE OF MANAGEMENT

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## President

**Richard Edgar**

Elected 2016

Meetings attended: 9

Grad. Dip. Management. Assoc. Dip Farm Management

Primary Producer.



## Vice President

**Mr Peter Johnson**

Re-elected 2015

Meetings attended: 9

Retired Manager



## Treasurer

**Hugh Jarvis**

Elected 2012

Meetings attended: 9

BA. Ag Science Honours. Grad. Dip. Agribusiness

Primary Producer



## Secretary

**Bronwyn Hobbs**

Elected 2016

Meetings attended: 9

OH&S Rep

Enrolled Nurse



## Committee member

**Darren Welsh**

Executive Director Quality and Safety

Elected 2018

Meetings attended: 10

RN BA Nursing, Grad Dip of Business Admin.

Mgmt. Grad Cert OHS Mgmt, Grad Dip OHS



## Committee member

**Ron Penrose**

Elected 1997

Meetings attended: 9

Professional Artist



## Committee member

**Leanne Dillon**

Elected 2017

Meetings attended: 8

Currently studying Early Childhood Education

Photographer



## Committee member

**Eleanor Edgar**

Elected 2016

Meetings attended: 9

Master Social Work, Master Philosophy

BA Social Work (Hons)

Grad. Cert. Family Therapy

Retired Social Worker

## Outgoing members:



**Hardy Hauke**

Elected 2016, Retired October 2018

Meetings attended: 2 of 3

Retired Project Electrical Engineer



**Jessie Ferguson**

Elected 2017, Retired April 2019

Meetings attended: 5 of 6

Master of Education

School Teacher

# CENTRE MANAGER'S REPORT

*by Ann Vaughan*



This past year has seen many changes and improvements at Harrow Bush Nursing Centre (HBNC) as we continue to work towards the National Safety and Quality Health Services Standards (NSQHS).

I am pleased to present this report, where we will highlight stories of our service, improvements to programs and report on the enhancement in quality and safety made over the previous 12 months. Consumer engagement and providing safe and quality care continues to be a focus of our service. We understand to improve the quality of services provided at HBNC we need to ensure that the clients are involved in all aspects of their care. Consumer feedback, shared decision making and reviewing how we communicate to our members has been our focus throughout the past 12 months. Over the past year consumer feedback has shaped a number of improvements throughout our organisation and assisted in the way we develop programs, services and plan for the future.

We continue to be most fortunate to have ongoing community support of our service and we are thankful to all that have generously donated their time through volunteering, or funds, towards the Centre. The '*Every man and his dog*' Calendar was a most successful project this year, raising funds for men's health and the Harrow & District Men's shed extension. We thank Melanie Y'lang for her most generous support of this project through her expert photography, as well as those who generously contributed their time to this project. This year we held the second Harrow Long Lunch and were delighted to host a large crowd including Sarah and Rowan Hearn representing the Collie Foundation. It was announced at the Harrow Long Lunch, the most generous pledge of \$300,000 from the Collie Foundation towards the Master Build project which will allow us to fulfill the dream of extending and refurbishing our Centre to improve disabled and ambulance access, expand clinical and administration spaces and storage. The building will commence shortly and will revitalise how we provide care within our service.

I wish to acknowledge our dedicated staff and volunteers who work tirelessly to achieve more every day with the shared goal in mind of '**creating a healthy and connected community**'. Their commitment and dedication to our organisation is unfaltering and they bring much passion and enthusiasm to our workplace. I also thank the Committee of Management for their ongoing support and dedication to our Centre. Their significant voluntary contribution to the governance of this Centre ensures that we have robust systems and processes to support this organisation into the future.

Thank you to everybody that supported our service. We look forward to working with you all in the years ahead.

**Ann Vaughan**  
**Centre Manager**

# OUR STAFF



Pictured from left to right: Paul Robertson, Emma Cush, Loren Linto, Marg Elliott, Carolyn Middleton, Christine Peterson, Ann Vaughan, Lisa McCure, Jane Sullivan, Anita McGuigan, Lucy Teusner, Cheryl Helman (Cheryl commenced her role in 2019-20). Absent from photo is: Di Knoll, Lynne Beaton, Jo McCure, Wilma McFarlane and Dale Hewson.

## Centre Manager

**Ann Vaughan:** RN, BN, VRAN. Adv. Dip Management. Nurse Immuniser, Cert. IV Workplace Training & Assessment.

## Clinical

**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

## Executive Assistant

**Anita McGuigan:** BA Applied Management, Adv. Dip. Management (HR), Assoc. Dip. Rural Bus. Admin., CPR and Anaphylaxis

## Administration and Programs Coordinator

**Anita McGuigan:** see above.

## Administration Staff & Bay Riders (HNH)

**Lynne Beaton:** Provide First Aid and CPR

**Jane Sullivan:** Provide First Aid, CPR and Anaphylaxis

## Harrow & District Men's Shed Officer

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

## Business Coordinator & Acting Quality & Safety Coordinator

**Emma Cush:** BA Bus. Accounting, Cert. IV Human Resources, Cert. IV Rural Business Management

## Quality and Safety Officers

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

**Wilma McFarlane:** Provide First Aid, OHS course for Health and Safety Representative (retired from this role)

## Environmental Services Officers

**Wilma McFarlane:** see above

**Dale Hewson:** Provide First Aid, Cert. III in Individual Support Aging and Home and Community

## Community Services Coordinator

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

## Respite and Personal Care

**Marg Elliott:** see above.

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

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

*'In 2018-19 we said goodbye to Dale Hewson. Loren Linto and Wilma McFarlane both moved into new roles during this year and we thank Wilma for an outstanding 20 plus years of service as Environmental Services Officer.'*

# ACHIEVEMENTS

## Provide quality and safe services

- Adoption of the Service Delivery Plan.
- Adoption of the Consumer and Community Engagement Plan.
- Master planning for redevelopment of the Centre in line with consumer engagement.
- Revision and implementation of quality management systems and reporting in line with National Safety and Quality Health Service standards V2.



## Optimise partnerships and networks to build organisational capacity

- Adoption of the Grants and Regional funds sourcing strategy.
- Successful application for the Regional Health Infrastructure Fund for IT upgrades.
- Collaboration with local health services to implement the palliative after hours and rural outreach program.
- Ongoing collaboration with Balmoral Bush Nursing Centre, West Wimmera Health Service and Edenhope and District Memorial Health service to improve service delivery.
- Active Staff and Committee representation on a range of local committees.



## Develop strong, sustainable, strategic governance systems

- Memorandum of Understanding in place with West Wimmera Health Service to support Clinical Governance of our service.
- Adopted Clinical Governance Framework in line with the Victorian Clinical Governance Framework.
- Implementation of the Governance Evaluator platform to evaluate and implement areas of education for the governing body.



## Develop a workforce that is positioned to meet current and future needs

- Introduced mandatory training days for all staff and revised education in line with the NSQHS V2 standards.
- Audits of staff training completed and improvements implemented.
- 100% of Registered Nurses completed Remote Area Nurse (RAN) training.
- Revision of the Quality and Safety and Environmental Services roles within the organisation.
- Addition of new role to meet the chronic disease management needs of our community.
- Addition of an Administration Officer to support the Bay Riders (HNH) programs.



# FINANCIAL REPORT 2018-2019

*by Hugh Jarvis*



The last financial year can be split into two very different parts. The first part has been our success at attracting funding for capital improvements. The highlight was the announcement of a \$300,000 grant from the Collie Foundation to be used for expansion and improvements to the main building, dubbed the "Master Planning" process. This has been added to the generous bequest from the late Don Pyers Estate that we received last year, some carryover funds from the original Bay Riders (HNH) Murray to Moyne funds and a collection of donations and fundraising money to make the expansion achievable. We also received \$15,102 to improve the Harrow & District Men's Shed from the Department of Health and Human Services, Victorian Men's Shed Association Grant and \$50,000 from the Regional Health Infrastructure Fund - Round 3 (Victorian Health and Human Services Building Authority) to upgrade our computers and other IT equipment.

The community has also been very supportive of our fund raising efforts, which included the bi-annual Black Tie Ball, the Harrow Long Lunch and the Every Man and His Dog calendar project featuring local men. We were also grateful recipients of funds from a Lamb Drive organised by John Dundon, Andrew Duffy and Tim Jones, the proceeds being shared with Balmoral BNC and the Variety Club. The Committee of Management has a strict policy of using gifts and fundraising to improve equipment or facilities at the Centre and to quarantine these funds from being used for operating costs. Thank you to all those who supported our fundraising events, they are a fantastic opportunity for social interaction that enhances well-being in an isolated community.

The second part is our ongoing struggle to get our day to day operations adequately funded. For several years now, the money we receive from the Department of Health and Human Service (DHHS) has increased by much less than the wages awarded through Enterprise Bargaining Agreements. As wages make up close to 80% of our expenses, a funding divergence is occurring, compounding for each year that it continues. We have received additional grants to help make up the shortfall but require DHHS to address this issue properly and put our funding on a sustainable basis. Leading Aged Services Australia is working closely with all Victorian Bush Nursing Centre's to look at a sustainable model for the future. We are all hoping for their success.

The Finance Committee continues to support the governance of the Centre. It is responsible for providing financial and administrative decision making through a culture that ensures the financial sustainability of HBNC is maintained and the non-clinical aspects of the National Safety and Quality Healthcare Services (NSQHS) standards are represented through HBNC's quality framework.

Fortunately, our deficit this year is slightly less than was originally budgeted. We are an isolated community and find it difficult to get casual staff when regular staff take annual, sick or long service leave. These gaps have been filled by our dedicated staff who have performed multiple roles in addition to their normal jobs. The funds allocated for some casual staff have not been used resulting in lower wage costs. Whilst the extra workload associated with quality accreditation has been made more difficult covering for absent staff, the Centre has continued to provide high quality and safe health care services. Their efforts have not gone unnoticed by the Committee of Management. The upcoming year will have its financial challenges, but through strategic and sustainable governance, we will ensure the Centre continues to deliver quality services to the Harrow community.

Hugh Jarvis  
**Treasurer**

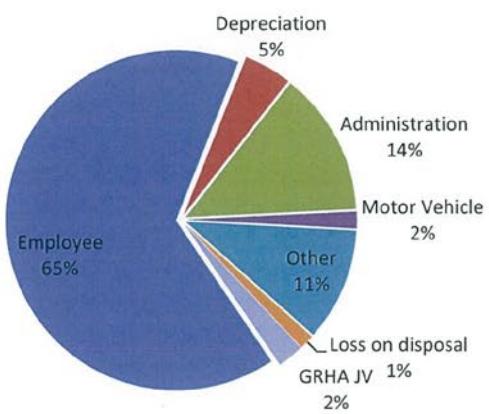
# FINANCIAL OVERVIEW

Please note that the financial summary 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 2019 available.

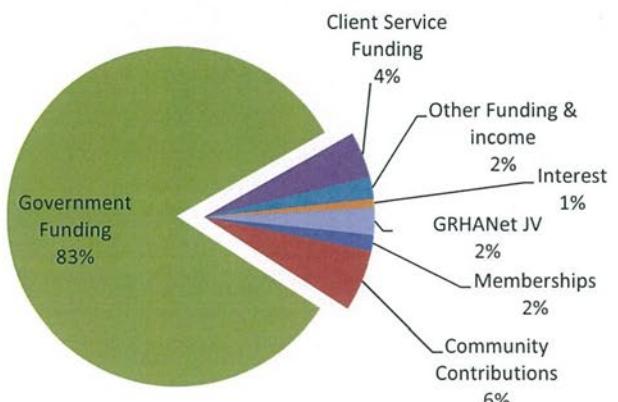
## Financial Summary – 7 years 2012-2013 to 2018-19

	2019	2018	2017	2016	2015	2014	2013
	\$	\$	\$	\$	\$	\$	\$
Total Revenue	741,879	710,830	645,246	685,421	586,847	584,299	554,386
Total Expenditure	789,464	696,231	699,825	674,580	585,042	574,723	524,344
Operating Surplus (Deficit)	(47,585)	14,598	(54,579)	10,841	1,805	9,576	30,042
Gain on Revaluations					38,324		
Capital Grants Received	26,558						
Total Income attributable to members	(21,027)	14,598	(54,579)	10,841	40,129	9,576	30,042
Total Assets	1,290,156	1,158,126	964,896	984,462	999,529	938,264	932,801
Total Liabilities	575,328	421,505	245,536	210,523	238,628	217,853	222,326
Net Assets	714,829	736,621	719,360	773,939	760,901	720,411	710,475
Total Equity	714,829	736,621	719,360	773,939	760,901	720,411	710,475
Depreciation	35,813	41,976	51,158	44,821	34,225	47,421	46,027
Employee Expenses	516,480	448,331	455,776	439,511	390,342	350,813	359,069
Administration Expenses	108,165	112,927	105,184	103,843	81,468	113,241	61,854
Motor Vehicle Expenses	12,748	11,624	14,713	9,102	13,457	13,242	13,551
Other Expenses (inc GRHANet JV)	104,996	80,834	72,994	77,303	65,368	50,006	43,505
Loss on disposal of assets	11,261	539	-	-	182	-	338
GRHANet JV overall surplus/(deficit)	(956)	2,532	4,966	8,360	(60)	467	(136)

### Combined Expenditure 2018-19



### Combined Revenue 2018-19



# CLINICAL REPORT

Harrow Bush Nursing Centre continues to provide emergency management and primary healthcare at a high standard to our community. We are very fortunate to have such experienced and competent nurses with a diverse range of skills that enable them to deliver care required in this rural environment. All nursing staff undertake on-going professional development in Remote Area Nursing (RAN) training so as to be first line responders in emergencies. This training which is in partnership with Ambulance Victoria ensures they develop competency in emergency management skills through a range of scenarios, workbook exercises and assessments.

The provision of primary health care to our community is at times challenging and complex due to limited resources and access to larger health services. One area of clinical quality care is in the provision of wound care assessment and management. In the past year there has been a significant increase in referrals from surgeons and health services for ongoing management of simple and complex wounds. In collaboration with wound consultants, doctors and specialists, we have been able to manage these wounds in our community.

We conducted a number of Influenza immunisation clinics and these were well supported to protect our community members from influenza and other preventable infections. Other areas of service delivery were blood pressure clinics, pathology collection, health promotion, medication management and ear health.

This year the clinical staff have attended professional development in areas of immunisation, Central Access Devices (PICCS and Ports), Palliative Care and Voluntary Assisted Dying. They have also completed a wide range of online training for evacuation, lone worker and violence and aggression through Grampians Learning Hub that assist staff to work safely and efficiently. Training completion in key areas: ANTT 100%, Clinical Handover 100%, RAN 100%.

We have also attended Medication Advisory, Infection Control and Clinical Governance meetings through our partnership with West Wimmera Health Service. Ann also attended the National CRANA conference in Cairns, September 2018 where she took home valuable knowledge for improving remote and rural health. These meetings and workshops ensure the nursing team are empowered with skills and knowledge that allow them to provide quality care and advocate for those that require guidance to make informed decisions about their healthcare. We continue to have partnerships with a number of health services including West Wimmera Health Service, Western District Health Service, Edenhope and District Hospital, Casterton/Coleraine Medical Clinic, Edenhope Medical clinics and the Balmoral Bush Nursing Centre. It is through consult and collaboration that we achieve the best healthcare for our clients and community.

Ann Vaughan  
Di Knoll  
Lisa McClure  
Jo McCure  
Carolyn Middleton  
**Clinical Team**



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



Pictured above: Training on IV access and radio communication with Ambulance Victoria.



Pictured above: Registered Nurse Carolyn Middleton with West Wimmera Community Support Paramedic; Jim Falla.



Pictured above: Ann Vaughan at the CRANA conference held in Cairns



Pictured above: Heidi Newly (BBNC), Kim Duffy (BBNC), Sarah Roberts (BBNC), Colleen Williams (DBNC), Jo McCure (HBNC) and Ann Vaughan (HBNC) with AV Paramedic Wayne Hewitt at RAN training 2019.

# SERVICES PROVIDED

## Allied Health

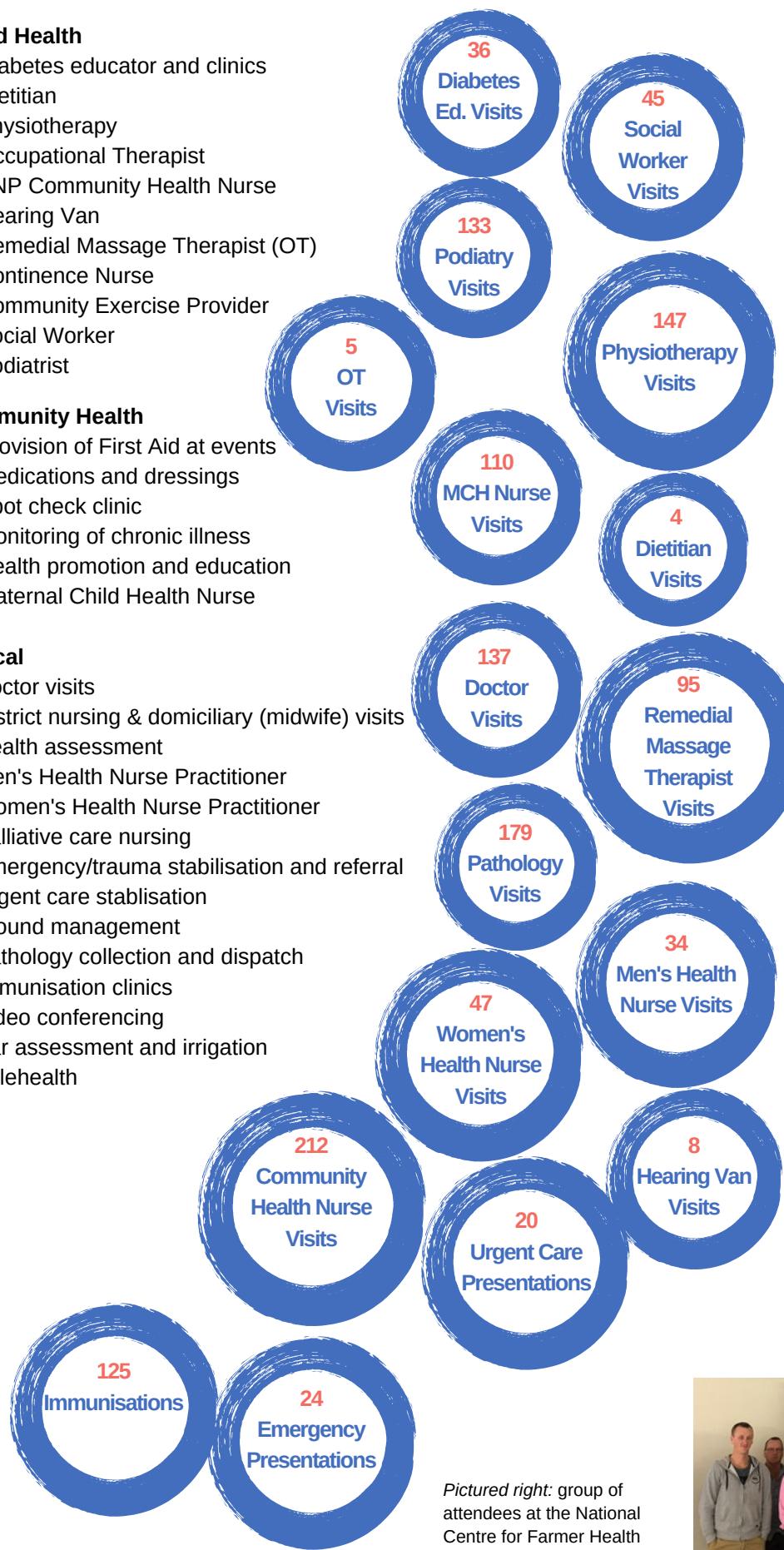
- Diabetes educator and clinics
- Dietitian
- Physiotherapy
- Occupational Therapist
- PNP Community Health Nurse
- Hearing Van
- Remedial Massage Therapist (OT)
- Continence Nurse
- Community Exercise Provider
- Social Worker
- Podiatrist

## Community Health

- Provision of First Aid at events
- Medications and dressings
- Spot check clinic
- Monitoring of chronic illness
- Health promotion and education
- Maternal Child Health Nurse

## Clinical

- Doctor visits
- District nursing & domiciliary (midwife) visits
- Health assessment
- Men's Health Nurse Practitioner
- Women's Health Nurse Practitioner
- Palliative care nursing
- Emergency/trauma stabilisation and referral
- Urgent care stabilisation
- Wound management
- Pathology collection and dispatch
- Immunisation clinics
- Video conferencing
- Ear assessment and irrigation
- Telehealth



Pictured above: Diabetes Educator Megan McLeish with client.



Pictured above: Mens Health Nurse visit BBQ.



Pictured above: Marg Elliott and Ann Vaughan with Jim Falla - Community Paramedic.



Pictured above: Jane Sullivan and Ann Vaughan say farewell to visiting Podiatrist Deanne Moyle.



Pictured right: group of attendees at the National Centre for Farmer Health Sustainable Farming Families workshop.

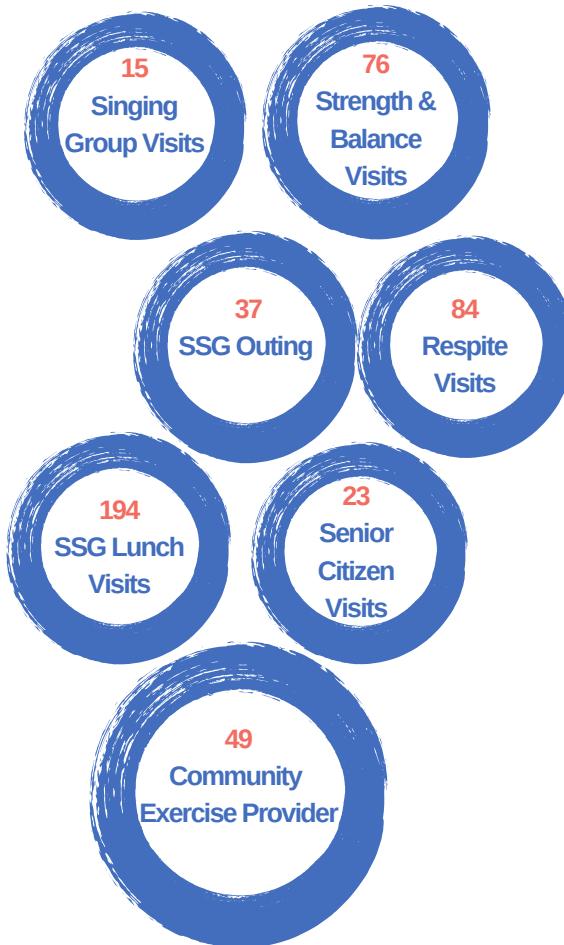
# SERVICES PROVIDED (continued)

## Community Services

- Respite care
- Social Support Group (SSG) including monthly lunch and outings
- Community bus for hire
- Fitness and exercise classes (Community Exercise Provider)
- Transport services
- Senior Citizens
- Administration services ie; photocopying

## Bay Riders (HNH)

- Public internet access
- Harrow & district Men's Shed
- Facilitated Playgroup
- Book Club
- Exercise classes
- School holiday program
- General interest workshops
- Art and craft lessons
- Adult education and tutorials
- Defensive Driving training



Pictured above top: Nurse Carolyn Middleton checks Nathan O'Brien's blood pressure. Pictured above: Strength and Balance class and below from right to left: Christine Peterson and Marg Elliott - respite workers with the respite car.



Pictured above top row from left to right: Bay Riders (HNH) activity - basket weaving, Beau Ladlow from Headspace Horsham assists a young person to use the Virtual Reality console at the Community Youth Forum in March, Katrina Sheriffs reads to children at the Facilitated Playgroup and children from a BRCC school holiday activity hold a thank you sign to The Ross Trust (Left to Right: Rian Parker, Ivy Linto, Layla Linto and Sean Parker).

Pictured above bottom row from left to right: Bay Riders (HNH) Surf Camp attendees, Rowena Plush and Jessica Sutherland at the winter comfort food cooking workshop and inside the Harrow & District Men's Shed with Paul Robertson.



by Emma Cusk



- 1 Annual Consumer Survey
- 4 Representatives on our committees
- 1 New consumer reviewed logo developed
- 4 Consumer reviewed brochures developed
- 1 New Consumer Engagement Notice Board
- 56 Consumer feedback received
- 14 Links to community networks
- 6 Facebook polls

## HBNC listened, reviewed and implemented the following:

- Feedback about our lack of signage and identification of staff on duty has resulted in a Quality Activity Project for improvement.
- HBNC purchased exercise ball holders and implemented a regular maintenance schedule to ensure the safety of our consumers.
- In the 2017/18 consumer survey there was an increase of users accessing information from the website and Facebook page. We promoted and used these services more frequently to improve consumer access to information

In the 2016 Census, 0.9% of the population of the West Wimmera Shire (LGA) identified as Aboriginal and/or Torres Strait Islander people none were in the Harrow post code. There were 59 households in the Shire where a non English language is spoken of which none were in Harrow.

In 2018-19 no consumers identified as Aboriginal or Torres Strait Islander.

No consumers used our available interpreter services



# QUALITY & SAFETY REPORT *(continued)*



All complaints, compliments and enquires are recorded on our Feedback Register and reported to staff and the Committee. Complaints and suggestions are reviewed when developing our improvement activities.



**YOU SAID:** There is a lack of programs for mums and babies



**WE DID:** Commenced a Facilitated playgroup and Pilates Plus sessions during school terms



**YOU SAID:** Our school holiday forms did not allow for medication administering in an emergency



**WE DID:** Reviewed our forms and procedures and trained our staff

Feedback can be provided in many ways:



Talk to our staff or committees



Send an email or post our Feedback Brochure to us



Go online to [www.hbnc.org.au](http://www.hbnc.org.au) and lodge through the portal



Fill in a HBNC Consumer Feedback Brochure - available in Centre



Complete our surveys



11 compliments

(9 from consumers) (8 from consumers)



13 complaints

32 enquiries 13 of which came from consumers.

*All complaints are reviewed and if necessary investigated. Feedback is provided to the complainant unless they are anonymous or there are privacy issues.*

# QUALITY & SAFETY REPORT (continued)



Accreditation involves external consultants visiting HBNC to evaluate the delivery of care against the National Safety and Quality Health Service (NSQHS) Standards. These standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

*Australian Charter of Healthcare Rights describes what you should expect, and how you should expect to be treated when receiving health care.*



The standards require health services to develop systems and ways of working that reduce harm and improve care. They strengthen the roles of consumers, carers and families as partners in their own care. This means HBNC will support you or the person you care for, to understand information about your health and treatment options, to ask questions and share decisions about your care, so that the care you receive is right for you.

## THE EIGHT STANDARDS ARE:

1. Clinical Governance
2. Partnering with Consumers
3. Preventing and Controlling Health-care associated Infection
4. Medication Safety
5. Comprehensive Care
6. Communicating for Safety
7. Blood Management (N/A for HBNC)
8. Recognising and responding to Acute Deterioration

# QUALITY & SAFETY REPORT (continued)



Pictured above: Ann Vaughan directs staff in a fire evacuation drill after having completed mandatory Fire and Emergency Evacuation training provided by Edenhope & District Memorial Hospital.

**100%** of staff agreed that there was no bullying or discrimination in the workplace and feel comfortable that their concerns are listened to.

**One** area that HBNC did *not* do well in was identified in our 2018 Staff Survey. Only **55%** of staff agreed that HBNC did a good job training new and existing staff. The data was reviewed and identified the group as the non clinical staff. Improvements were made to the orientation and review process for new staff and mandatory training days implemented for existing staff. This area is still being re-evaluated and will be improved further in 2019.

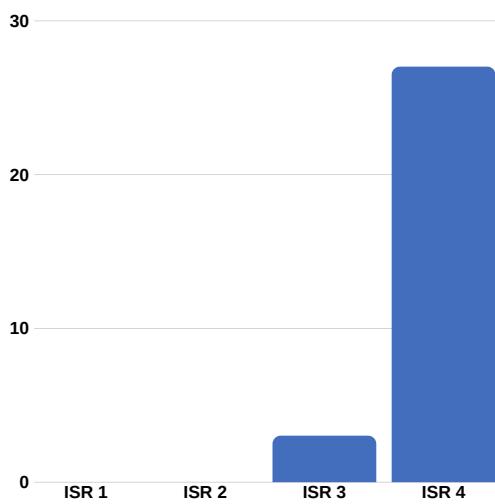
**74%** of our staff were provided with training in stress management in the workplace including ways of recognising and responding to stress and some tools for mindfulness. Improvements from this training are to provide our staff with further avenues and tools for their mental wellbeing.

In the 2018 Consumer Survey **97%** agreed that HBNC provides safe and quality care in all the services provided.

# QUALITY & SAFETY REPORT (continued)



## Clinical Incidents, Hazards & OHS events by severity 2018-19



**ISR = Incident Severity Rating**

ISR 1 - incidents that are severe or result in death

ISR 2 - incidents resulting in temporary loss of function and treatment

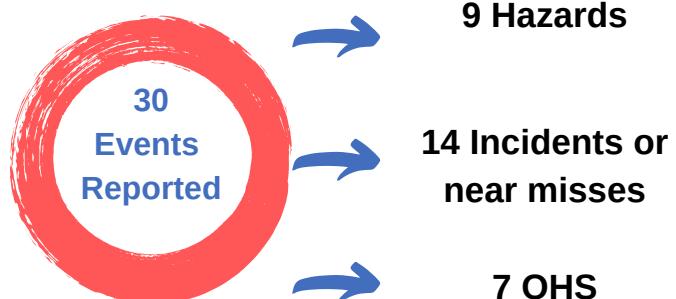
ISR 3 - incidents are minor injuries

ISR 4 - incidents did not cause harm

## Incident Reporting

VHIMS Central an incident reporting system developed in house by the Department of Health and Human Services has been implemented at HBNC in April 2019 and all staff were trained. The system captures clinical, occupational health and safety and hazard incident data.

- All ISR 1 and 2 clinical incidents must be reported to the department in line with policy guidelines.
- Adverse events are incidents which result in harm or could have resulted in harm.
- All incidents are reported, investigated and where applicable improvements implemented to reduce the risk of a similar incident reoccurring.
- The Committee of Management receives trend reports on all incidents and individual reports on serious incidents (ISR 1 or 2).



# QUALITY & SAFETY REPORT *(continued)*



## Clinical Services Visits

Grouping	Year ended June 19
Clinical presentations	1484
Emergency presentations	24
Health promotion	317
Post hospital care	30
Pathology	179
Pharmacy supply	110
Pharmacy collection	25
Practice Nurse support	60
Immunisation	125
Advocacy & support	1569
Telehealth	1
Palliative Care	35
Urgent Care	20
<b>Total occasions for the year</b>	<b>3979</b>

## Infection Control

HBNC provided a staff immunisation program with an increase in uptake from 86% in 17/18 to 93.75% in 18/19.

- Improvements to immunisation processes were shared and implemented by clinical staff following education in immunisation emergencies and revision of the Immunisation Guidelines and updates.
- Our Hand Hygiene survey of staff in April 2019, resulted in re-education of staff in the use of hand hygiene practices.

### Our Growth in 18/19

42% increase to Emergency & urgent care presentations

25% increase to Post hospital & Palliative Care occasions

24% increase in immunisations

## Environmental Cleanliness

A low compliance with our Environmental Cleanliness Audit in March this year resulted in an Environmental Services Quality Activity Project. This involved a review of our cleaning checklists, reviews from Infection Control advisers, improvements to processes, re-education of staff, improvements to orientation of Environmental Services (ES) staff and integration of a permanent part time role into our workplace within working hours.

# COMMUNITY SERVICES REPORT

by Marg Elliott



I am pleased to present a report of a busy and vibrant year for the Community Services area. Community services incorporates a range of flexible and integrated services that can assist people and their carers to live independently in their own homes. The program supports people living with a disability or chronic illness and those who are frail or older aged to maintain independence, maintain health, reduce social isolation and connect with our community. Working closely with a number of service providers the community services team aims to enable each person to work towards their personal goals whilst maintaining independence and dignity, and contribute to their physical, emotional and social wellbeing.

Social Support group provides an opportunity for our community members to become involved in a range of social connected opportunities including our luncheons and trips to local areas. Our social support group continued to enjoy a nutritious monthly meal carefully prepared by our wonderful local chef Sloba Petrovic. Sloba also presented beautiful birthday cakes for anyone of the group who celebrated a birthday for the month. These meals have built up such a positive reputation that we have visitors from neighbouring towns attend the lunches, providing further social connections. The lunches also provide a time for sharing of valuable information on upcoming events as well as proving relevant health and well-being topics of discussions.

This year we were fortunate to have a variety of speakers including Dementia Australia, Country Fire Authority, exercise and yoga instructors and Community services team also provided a number of trips to local areas this year including shopping trips, Pigeon Ponds cuppa for cancer and trips to local interest sites. We also had our first overnight trip to Port Campbell where we enjoyed the delights of the Great Ocean Road. Following the success and positive evaluation of the trip away we aim to provide further overnight trips in the coming year.

The respite services are person centred and benefit both the carer and the person being cared for by providing time and space to do things independently. Respite care provides carer and family members the opportunity to recharge, take a short break and attend to daily life, knowing that their family member is being provided with safe and professional care. Through the flexibility of funding sources, we have been able to provide in home respite, transport to medical appointments and access to allied health providers.

This year we have developed the Community Exercise Provider role to provide exercise programs specifically for our older age group. Working under the direction of our allied health service providers our Personal Trainer, Loren Linto provides aged specific individualised and group based exercise programs to our community members. This has been a most successful program with many health benefits noted and improvements to our groups strength and balance. We will continue to encourage a wide range of people to attend these classes as research shows to improve health outcomes we need to continually keep moving, socialising and exercising our minds.



Pictured above from left Frank and Lesley Braune active members of the SSG. Strength and Balance participants having a cuppa after class. Sloba Petrovic cuddles a Labrador puppy at the SSG lunch in September. Centre Manager, Ann Vaughan gives SSG attendees health information the SSG lunch in February.

# COMMUNITY SERVICES (*continued*)

Keeping abreast of the latest information impacting services for the community was a focus this year and staff attended a variety of training including My Aged Care training, an Enabling Eddie Forum at Western District Health Service and Dementia Australia training. One of our staff, Wilma McFarlane also commenced training Cert IV in aging and disability support. Staff also attended a Community Transport forum held by the Centre for Participation, highlighting the importance community transport and building on the connections with partnering organisations. We were pleased to host a very successful Memory Lane Café event in May, which provides specific support for people with memory loss. As our population ages, clients are presenting with more complex needs requiring flexible service provision. We are continually reviewing how we can improve and develop our services to meet this ongoing demand for services.

## The service provided to clients include:

- Social Support Group activities
- Respite care
- Case coordination
- Personal Care
- Meal Preparation
- Home maintenance
- Equipment supplies
- Personal Alert Alarms
- Transport services

## Partnering Service providers:

- GenU-Karingal St Laurence
- Wimmera Community Options
- West Wimmera Shire Council
- Western District Health Service
- Multiple Sclerosis Society

Marg Elliott  
Community Services Coordinator



Pictured far left: Community Services team with Loren Linto, Marg Elliott and Chris Peterson. Pictured middle row from top to bottom: Sloba Petrovic dishes out meals with a volunteer at an SSG lunch, SSG outing and members of the Edenhope Red Hat Ladies group join an SSG lunch. Pictured right row from top to bottom: Anita McGuigan and Kerry Marsden share a birthday cake at an SSG lunch and Volunteer Lola Jones cuts a birthday cake for Peter Anson.

# PROGRAM PLANNING

*by Anita McGuigan*



Programming at the Harrow Bush Nursing Centre is planned and prepared to fall in line with local health promotion plans from the Wimmera Shire Council Municipal Public Health and Wellbeing Plan 2017-2021, Victorian Public Health and Wellbeing Plan 2015-2019 and data collected by the Wimmera Primary Care Partnership who have all determined priority areas for our region to generate positive health outcomes. Priority areas of focus were directed through our 3 main functions which are Community Services, Community Health and Bay Riders (HNH). The focus areas for 2018-19 were:

- **Healthy Living**

- Increase healthy eating and water consumption
- Increase levels of sufficient physical activity

- **Reducing Harm**

- Reduce rates of domestic violence
- Improve awareness of gender inequality
- Continue the decrease in smoking rates
- Reduce alcohol consumption

- **Inclusive & Supporting Communities**

- Increase connection to culture and communities



## Programs implemented in 2018-19 through our 3 streams included:

### Community Services

- Exercise programs facilitated by Loren Linto who we welcomed to the Community Services team providing a happy atmosphere and wealth of knowledge regarding exercises and caring for our physical well being. Funding for these classes come through the PHN (Primary Health Network) and include provision for Loren as our Community Exercise Provider which is a 1 on 1 service to follow on from physiotherapy with exercises for a client to be able to continue at home, Fitness Plus - a class designed for over 50yrs and focuses on strength and weights (originally trialled for a 5-week duration and due to the popularity of this class it will be a permanent class), Strength & Balance - a program designed to improve strength and balance for over 65yrs where participants are also encouraged to stay and have a cuppa and a healthy snack. A requirement of the funding source is to evaluate the progress and improvement of mobility and strength of the individual every 6 months.
- Reintroduction of the Singing Group program led by Lee McDonald
- Outings to Penola and Narracoorte
- Overnight trip to Port Campbell
- SSG monthly healthy lunches with guest speakers from Dementia Australia, Melindari Fashions, Glenn Howell Optometry and exercise professionals
- Participation in the Cancer Council biggest morning tea at Pigeon Ponds
- Advanced Care Directives education to the community or individuals

### Community Health

- Men's Health Day BBQ and Men's breakfast with visiting Men's Health Nurse practitioner Stu Wilder
- Women's Health Day luncheon with visiting Women's Health Nurse Practitioner Sue Watt
- Sustainable Farming Families workshop in collaboration with the National Centre for Farmer Health
- Walk for World Diabetic Day and healthy morning tea with Diabetes Educator Megan McLeish
- RU OK? Day morning tea
- Flu Vaccination clinic
- First Aid provision and health checks at community events including the National Billy Cart Races, Tussock Jumper's B&S Ball and the Harrow Horsemanship Challenge
- Reconciliation walk along the Glenelg River for Reconciliation Week in partnership with the Harrow Discovery Centre and Wimmera PCP

# PROGRAM PLANNING *(continued)*

## Bay Riders (HNH)

The Bay Riders (HNH) continued to provide a well rounded program for our community. With the aim to connect and inspire people with a sense of belonging, our program is carefully thought out and planned taking into consideration the varied interests and needs in our community. We are supported by the West Wimmera Grampians Neighbourhood House Network and acknowledge the coordinator of this network, Christine Zubrinich, for her expertise and support throughout the year. The defensive driving training is a valued element of the Bay Riders (HNH) program. The provision of this training has enabled over 100 people both young and senior to receive valuable and potentially life saving driving skills since it commenced in 2013.

The school holiday program is now in its 9th year of providing a varied program for all school aged children. The Ross Trust grant funding was successfully received for the 2nd year of a 3 year commitment by The Ross Trust to ensure school age children can have access to activities which are not otherwise readily accessible. The Community Youth Forum was held in March this year and facilitated by Headspace Horsham in Harrow. Attendees at the forum who came from schools in Edenhope, Balmoral and Hamilton provided valuable feedback to us about what they felt was needed and/or lacking for young people in Harrow. From this forum, we were able to plan effectively to implement some new activities and services especially through the school holiday program. Once again the Pilates and Yin Yoga classes have been well attended and Facilitated Playgroup has seen a fantastic attendance rate which is pleasing to see. Playgroup also coincides with the Maternal Child Health Nurse visit providing crucial support for young families at this stage in their lives. We thank the West Wimmera Shire Council and Katrina Shireffs for her facilitation of this program.

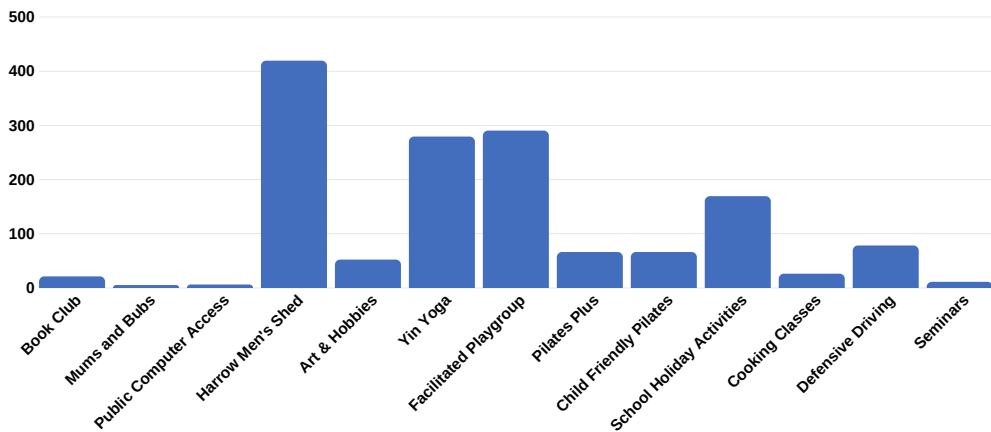
## Activities offered through the Bay Riders (HNH) program included the following:

- Book Club
- Mums and Bubs
- Public Computer access
- Men's Shed
- Art and Hobbies
- Yin Yoga
- Playgroup facilitated by West Wimmera Shire Council
- Pilates Plus & Child Friendly Pilates
- School holiday activities
- Cooking classes
- Defensive Driving
- Seminars

We look forward to another busy year of programs at the Centre with a focus on healthy living, mental health and resilience.

Anita McGuigan  
**Administration & Programs Coordinator**

**Number of visits to BRCC programs 2018-19**



*by Peter Johnson*

I have only been Chair of this hard working committee for a short time and I would firstly like to thank the outgoing Chair, Jessie Ferguson, for her dedication and expertise in leading the Bay Riders (HNH) Steering Committee. Also many thanks must go to the other hardworking members and volunteers who have been instrumental in organising and presenting the many programs run by this centre.

Thanks also to Anita McGuigan, Lynne Beaton, Jane Sullivan and HBNC staff who have provided administrative backup and support for the programs and events held over the past 12 months. Some of the highlights of note in the past year have been:

- Ongoing participation at the Harrow & District Men's Shed.
- Successful completion of the 2nd year of the RE Ross Trust funded school holiday program.
- Completion of the build for the extension of the Harrow & District Men's Shed to increase the social space and storage area, all of which was funded by a DHHS grant.
- Representation at the Neighbourhood House, Victoria State Conference.
- Another sold out and successful "Harrow Long Lunch" fundraiser for the Bay Riders (HNH).
- Launch of the first Community Youth Forum, giving young people a chance to say what they want from their local Neighbourhood house.
- Collaboration with West Wimmera Shire Council, to host facilitated play group in Harrow on a weekly basis.
- Introduction of Child Friendly Pilates for parents to feel comfortable in bringing along their small children.
- The many other programs and events too numerous to mention, organised and run by the Bay Riders (HNH).

It was highlighted at the Neighbourhood House Victorian State Conference, that data collected proves a direct correlation Neighbourhood Houses play in combating loneliness in communities, which in turn has a direct impact on improving overall physical and mental health in our communities. This is just another reason why our local Neighbourhood House in Harrow is so vitally important and why we are so passionate about this service.

We are all looking forward to another exciting year as we move towards an organisational change which will bring the Bay Riders (HNH) under the direct governance of the Harrow Bush Nursing Centre along with the planned formal transition of the program to be known as the 'Harrow Neighbourhood House'.

**Peter Johnson**  
Chair - Bay Riders Steering Committee



*Pictured left: Anita McGuigan, Christine Zubrinich (West Wimmera Grampians Neighbourhood House Network Coordinator) and Lynne Beaton at the Neighbourhood House Victorian State Conference in May.*

# HARROW & DISTRICT MEN'S SHED REPORT

*by Paul Robertson*

The Harrow & District Men's Shed has had another busy year and there have been many improvements made to our facilities during this time. It has been great to see our members who have turned up each week and we have been involved in a wide variety of projects and activities for community members and organisations. These have included making red gum signs, cabinets and bench tops, as well as furniture repairs. We also continued to make the clothes horses which were popular through the winter months. During last November we purchased a new Pedestal drill and would like to extend many thanks to the Harrow RSL for their generous donation. During early December we once again had our Christmas BBQ and many thanks goes to all who attended and made it a very enjoyable day. The shed was closed over the Christmas period and reopened in early January where members continued to work on a range of projects from recycled timber and furniture repairs. We replaced the front fence with pickets and many thanks goes to Sloba Petrovic who donated the pickets. We also produced a new sign for the shed at the Swanston Street entrance thanks to Peter Johnson for his work on this. During March our footy tipping competition commenced again which continued to create a lot of interest for our members throughout the winter months.

A large red gum sign in memory of Barry McClure was made and erected opposite Johnny Mullagh Park which was part of a community tree planting project. In May, the construction of our new facilities began which created a lot of excitement among our members. We have been very fortunate to have the extension to our facilities completed in June and many thanks must go to Troy Shrive and his team for their great work. The new extensions have included a large storage area for our projects and timber which has been put to good use and it has given members extra space in the workshop. The extension to the kitchen/dining area has made a significant difference for our members allowing for extra space to move around. To compliment the larger area, the men made a large table from recycled materials, which allows for all our members to sit together for lunch. We celebrated Men's Health Week 2019 and the opening of the new facilities with a BBQ lunch which was enjoyed by a very good crowd of regular members and visitors. The men were also pleased to catch up with Ray Pyers who dropped in for a catch up. During the opening, we were fortunate to receive a very informative talk from Murray McInnes and Mal Coutts (Rural Outreach Workers) about the services provided through the Rural Outreach Program that is available.

Recently we installed an overhead dust extraction system which made work space cleaner for our members in the shed. This system collects the shavings and dust from the larger machines during material preparation and cutting operations. Finally, we had a very exciting finish to our 2019 footy tipping competition with several members just missing out on a place. The men's shed has had a successful year and thanks to all those members for their involvement and mateship which is what the men's shed ethos is all about. We are always open to suggestions for projects for our members and looking for any materials which can be recycled to use for new projects. New members are always welcome and we are looking forward to another successful year in our upgraded facilities which is greatly appreciated by all our members.

**Paul Robertson**  
Harrow and District Men's Shed Officer



Pictured above: Paul Robertson



Pictured above top: Nick Nolan repairs a chair. Middle: Alan Offord cooks a BBQ for members. Bottom left to right: repairs made to bring a vintage sewing cabinet back to life and the entrance to shed with donated picket fencing panels.

# DEFENSIVE DRIVING PROGRAM

*by Lynne Beaton*



The Australian Driving Institute has again delivered an outstanding program here in Harrow in 2019, run through the Bay Riders (HNH) for the seventh year since the first program was first delivered here in 2013.

The program saw 55 people from the district undertake the training this year. Corporate and staff of the HBNC and Bay Riders (HNH) also are able to complete this highly recognised program which is delivered by the Australian Driving Institute [ADI] both Australia wide and internationally.

The ADI trainers deliver training to State and Federal government bodies and are experienced in Anti-Terrorist, Convoy and Driving Pursuit. They are winners of 8 National Rally Championships, winners of 9 State National Rally titles and are holders of the world's best record for 3 celebrities Grand Prix Races. Given our remoteness and challenging road conditions we are so very fortunate to have this program delivered in our local area on roads that many of us travel every day and such is the popularity of the program we have had many people travel from Ballarat, Horsham, Melbourne and Adelaide to complete the course.

The course content includes basic car dynamics and control skills, emergency breaking, when two wheels are off the bitumen, safe steering and wildlife dangers as well as understanding the common and new technology in cars such as ABS.

In 2019, thanks to the The Ross Trust funding, we were able to subsidise the cost of the course for the school student L and P plate drivers. With some funding from the profits of our very successful Harrow Long Lunch in 2019, we offered the same subsidy to the probationary drivers who partook in the course. This year six of our volunteers were able to complete the corporate course known as AustDrive 2 with the funding from the DHHS Volunteers Grant. We look forward to our ongoing association with the Australian Driving Institute and the delivery of their programs which in turn keep us all safer on our roads.

We do hope that many more will take this unique opportunity to participate in this world class training delivered here on our back door.

Lynne Beaton  
**Bay Riders (HNH) Administration & Programs Officer**



Pictured above top left to right: ADI trainers; Cameron Wearing, Jai Raymond and Shane Wade with Lynne Beaton, Cameron instructs local student Hugh Wettenhall, group photo from Ausdrive 1. Pictured below: ADI instructor looks on as students for AustDrive 1 practice steering control and far right: drivers waiting for instruction.

# VOLUNTEERS REPORT

*by Lucy Teusner*

Volunteers continue to play an integral part in the ongoing role of Harrow Bush Nursing Centre and the Bay Riders Community Centre. We have 27 registered volunteers who offer their services to the organisation in a variety of ways including assisting with the BRCC programs such as leading the Yin Yoga classes (Rhonda Quigley) and sketching workshops (Ron Penrose), school holiday activities and cooking workshops, driving the community bus, serving at the SSG monthly lunches and sausage sizzles. All our volunteers receive their appropriate checks and are also trained and inducted upon registration.



## Training for Volunteers

Volunteers are offered training such as:

- First Aid
- Emergency and Fire Evacuation
- Hand Hygiene on line course
- Do Food Safely on line course

This year we received a grant through DHHS to provide our volunteers with further support. As a result, 6 volunteers were able to undertake the AustDrive 2 training through the Defensive Driving program



Pictured above: Volunteers (Kate Eats, Gurjit Sondhu and Kate Young undertake AusDrive 2 training using centre vehicle.

## Volunteer Survey

In May 2019 during National Volunteers Week, we invited our volunteers to complete the Annual Volunteer Survey to ensure the needs of our volunteers are met. The results were pleasing indicating the following as a summary:

- ✓ 100% of respondents rated their overall experience of volunteering for the Harrow Bush Nursing Centre as Excellent or Good.
- ✓ 100% of respondents felt that they were treated properly and with respect when volunteering for the Harrow Bush Nursing Centre.
- ✓ 100% of respondents enjoyed working with other volunteers of the Harrow Bush Nursing Centre.

This is a very pleasing result and we will continue to seek feedback from all our volunteers to ensure they enjoy their volunteering experience.

## Volunteers Week Morning Tea

During National Volunteers Week in May, volunteers gathered to celebrate volunteering at a morning tea held in the Centre. Ann Vaughan thanked all volunteers for their valuable contributions to the Centre and Neighbourhood House programs, activities and fund-raising events. Special acknowledgments this year went to Marlene Hair and Chris McCall for their outstanding contributions and dedicated service.



Pictured above right to left: Marlene Hair and Chris McCall received gifts and certificates of appreciation for their considerable service to the centre as volunteers.

The Centre for Participation, Horsham was also thanked for its support throughout the year. Feedback from volunteers was also encouraged and many of those in attendance took the opportunity to complete the Annual Volunteer Survey. Our thanks go to all our volunteers, we really appreciate your generosity, efforts, time, expertise and your good company.

**Lucy Teusner  
Volunteer Coordinator**

## STORY OF SERVICE

One of the sacrifices we're expected to make in regional Victoria is access to services, especially on a farm that's almost 100km from the nearest Woolworths. Our family doesn't suffer that sacrifice, largely because of the Harrow Bush Nursing Centre. Every week I do a 'mums and bubs' Pilates class, with my two-year-old daughter and six-month-old son in tow. More than an opportunity to exercise, instructor Loren Linto has taught me about the effects of pregnancy/labour and the best way to rebuild my strength and fitness. I was also part of Loren's 'Active April' group, in which she provided inspiration and advice on how to incorporate exercise into my weekly routine. The Pilates class merges into a weekly facilitated playgroup, where Katrina Shirrefs engages my toddler in activities, story-time, dancing and play; she also brings healthy snacks and so much enthusiasm, even the mums end up dancing to The Wiggles!

While my children learn and interact with their peers, I too am afforded the chance to enjoy a coffee and connect with other local mothers – it's a powerful reminder that I'm not alone, especially when life on the farm starts to feel a bit isolating. And on the same day, maternal health nurse Monica Feder is at the centre for vaccinations and regular check-ups – I often leave one child in playgroup while the other has an appointment. A five-minute drive for Pilates, playgroup, vaccinations and health checks – it's access that my Melbourne friends envy!

My husband bought his Harrow property, 5km out of town, about 10 years ago; I joined him on-farm five years ago. Before my children were born I was a bit hesitant to even enter the centre; I didn't expect the tiny town of Harrow to provide any services and therefore thought it was some kind of drop-in centre for the 'true locals'. It was when I brought my first baby home (in March 2017) that I was ushered through the doors to find an endless supply of care and support. Monica's maternal health home visit was complemented by a home check-up, with nurse and midwife, Jo McCure. The pair quickly erased all fears and confusion that came with the first weeks of motherhood. It's support that hasn't waned in the two years since – every time I visit the centre, friendly and professional staff quietly check in and offer welcome advice. Monica and Jo encourage me to phone with any concerns and have saved me many trips to the doctor by alleviating minor worries. I also receive phone calls from centre staff, inviting me to an ever-evolving list of events and workshops. In the same room as those Pilates and playgroup sessions, I've made a fabulous fascinator under the guidance of milliner Neil Grigg. I've created a rather appalling dot painting, despite the expertise and patience of artist Ron Penrose. I've sat through a targeted women's health clinic run by Sue Watt (which provided the impetus I needed to book in another pap smear). The struggle to get my husband into the centre for a men's health clinic continues!

I have also thoroughly enjoyed participating in centre fundraisers – namely the James Penrose/Neil Grigg fashion show in 2013 and the renowned Pathways to Harrow initiative. For a little centre in a town the size of Harrow, it's astounding how much value it has brought to our lives. We even hired the centre bus (for a ridiculously low fee) for our wedding in Harrow last year. As if all of the above isn't enough, I'm regularly asked about service gaps and the kind of programs that would improve my family's quality of life. In all honesty I've found it overwhelming – what have I done to earn or deserve such support and consideration? It makes me want to immerse myself in the community and give back in my own way. This offers some insight into the generosity and passion that flows through the wider Harrow district; the momentum created by the centre is contagious and fosters pride and resilience in the community. But the most invaluable gift the centre has given me is peace of mind. Nothing could completely quash my parental paranoia, but I know that in the case of a snake bite, allergic reaction or farm accident, there are experienced professionals nearby. On the most basic level, the centre has saved our family a huge amount of time, money and travel. But the things I'm most grateful for are harder to measure. I feel safe. I feel supported. I feel welcomed. I feel connected. I feel inspired. It's impossible to imagine our lives without it.

**Danielle Irving**  
**Member of the Harrow Bush Nursing Centre**



Pictured above: Danielle, Toby and their children Wilbur and Marley.

# STRENGTH IN PARTNERSHIPS

## Rural Outreach Program

Harrow Bush Nursing has been part of the development and ongoing support of the Rural Outreach Program, a regional collaborative model that was lead by Edenhope and District Memorial Hospital, serving Yarriambiack, West Wimmera, Horsham and Hindmarsh Local Government Areas. It is recognised that mental health issues cause enormous distress to individuals, families, workplaces and communities and the focus must be on its prevention and at worst, intervene before a crisis eventuates. The Rural Outreach Program assists individuals with psychological distress, worsening symptoms of an existing mental illness and early signs of compounding mental health issues, in addition to those either directly or indirectly impacted by the specific circumstances. The main objective of the program are to overcome barriers in access to services, including lengthy travel distances, long wait times, limited service delivery hours as well as the financial and time burden. The strength of the program and its delivery is rapid response times, a non-clinical and informal approach provided by local non-stigmatising workers to people struggling during difficult and challenging times. Community members may access the Rural Outreach Program after-hours, in the privacy of their own homes, at no cost. The Rural Outreach Worker also provides community education sessions on Mental Health First Aid. Harrow Bush Nursing Centre is pleased to provide support of this valuable mental health initiative and will continue to work in collaboration with all partners to work towards ongoing funding.



Pictured above left to right: Peter Johnson, Mal Coutts & Murray McInnes (Rural Outreach Workers) with Ron Penrose at the opening of the Harrow & Dist. Men's Shed new extension during Men's Health Week 2019.

## After Hours Palliative Care Support

Harrow Bush Nursing Centre was part of a project group in partnership between Wimmera Primary Care Partnership, Wimmera Hospice Care and local healthcare services to develop a model to provide after-hours palliative care support in the region. Although designated community palliative care services are funded to provide after-hours phone support and home visits when needed, due to a number of factors, this however does not always happen in rural areas. It is recognised that home visits can allow the patient to stay home and reduce unnecessary presentation to hospitals. Providing medical and other assistance in the home after hours can help to relieve pain and other symptoms and ease anxiety for the patients, their carer and family. The project model was designed to manage after-hours calls from patients and their carers, to dispatch available local health service providers when needed, and guide and support the clinician through the visits to the palliative patient. This allowed the patient and carer to receive supportive and safe face-to-face care, reduce symptoms and potentially avoid unnecessary presentation to the emergency department. External evaluation support was provided through Swinburne University incorporating digital stories and surveys of all parties involved. We were very pleased to be part of this project, which was instrumental in assisting palliative clients in our community. We are currently involved in the assessment and evaluation of this project and hope that through this process funding can be secured to support an ongoing after-hours palliative care model to support our rural communities into the future.



# DONATIONS, GRANTS & SPONSORSHIP

We gratefully acknowledge the following grants, bequests, donations and sponsorship received in 2018-19:

## Donations over \$100

Vintage Enduro  
Bush Billycarts Committee  
John Knowles & Robyn Allen  
Pigeon Ponds Sports and Social Club  
Calico & Candles craft shop, Harrow  
Community and anonymous donations  
Mareeta Cox  
Sue Finn  
Lucy Teusner  
Sloba Petrovic

## Grants

Collie Foundation - capital project  
Edenhope Bendigo Bank – donation for the Harrow Long Lunch gazebos  
Over the Farm Gate Funding for The Harrow Long Lunch  
Dept of Social Services -Volunteer Grant 2018  
DHHS – Men's Shed Grant - refurbishment

## Sponsorship

Ron Penrose Portraits - Harrow Long Lunch  
Gordon Dickinson - Every Man and His Dog calendar  
Harrow Promotion & Development Group - Harrow Long Lunch & Every Man & His Dog calendar  
Harrow RSL - tools for the Harrow & District Men's Shed



Pictured above top: participants of the Surf Camp activity thank The Ross Trust. Above: Sarah Hearn announces the successful Collie Foundation grant application with President Richard Edgar at the Harrow Long Lunch in 2019

## The Ross Trust

Towards the end of 2017, we were fortunate to receive a grant through the Ross Trust (formerly known as R.E Ross Trust) to assist with costs associated with running a quality School Holiday Program through the Bay Riders Community Centre. This funding supports this program for 3 years with 2018-19 being the 2nd year of which has been very successful. The Ross Trust is a perpetual charitable trust with a vision to create positive social and environmental change so Victorians can thrive. We are grateful to The Ross Trust for their generous funding. The School Holiday Program has been very successful due to this grant.

## The Collie Foundation

The Collie Foundation has been a supporter of the Harrow Bush Nursing Centre since 2006, assisting us with costs associated with vehicles, the community bus and the refurbishment of the centre in 2006. We were thrilled when at the Harrow Long Lunch in March 2019, Trustee; Sarah Hearn announced the extremely generous grant of \$300,000 for the extension to the centre. The Collie Foundation is a general, perpetual, charitable trust giving the Trustees wide discretion in supporting charitable organisations. The trust favours grants to organisations in rural Victoria.

# FUNDRAISING

## The Harrow Long Lunch

The second Harrow Long Lunch was held in March. Unfortunately due to the weather being inclement, the event was moved into the Harrow Hall instead of outside on the lawns near the Glenelg River. However this did not deter from the event's success thanks to our volunteer cooks and chefs who once again generously donated their time to prepare a delicious menu featuring tasting plates, mains and dessert. We were also supported by funding from the Bendigo Bank Edenhope, local sponsorship and an Over the Farm Gate grant. The event was a complete sell out and patrons enjoyed the Jazz band Kalimna and took advantage of the bus service. Funds raised from this event supported programs through the Bay Riders Community Centre.



Pictured above: scene of dining at the Harrow Long Lunch 2019

## Vintage Enduro

We were very fortunate to be one of the several community recipients of funds raised by the Vintage Enduro event (VERi committee) which is held annually in Harrow.



Pictured above: VERi presenting the cheque to community group representatives with Ann Vaughan 5th from left.

## Every Man and His Dog Calendar

Lynne Beaton and local photographer, Melanie Y'lang set about producing a calendar for 2019 featuring local men and their dogs. We thank the generous donation of time and skills by Lynne and Melanie as well as the men in our community who took part (as well as their beloved dogs). The calendars all sold out and funds were raised specifically for a men's wellbeing project. Melanie volunteered her specialised photography skills for this project of which we are most grateful.



Pictured above: front cover of the calendar featuring local man, Hamish Ellis.

## Lamb Drive

We were once again very fortunate to receive valuable funds raised by John Dundan, Andrew Dufty and Tim Jones from a lamb drive. Funds raised went to Harrow Bush Nursing Centre, Balmoral Bush Nursing Centre and the Variety Club. We thank John, Andrew and Tim for their continued support and community members who gave generously to this effort.

## Fathers Day Raffle

In September 2018, we held a Father's Day Raffle with the prize being a sausage making kit which was won by Craig Decker. Funds raised were directed to the Harrow Bush Nursing Centre.



Pictured above: Sloba Petrovic with John Shrive at Pancake Day 2019

## Pancake Day - Shrove Tuesday

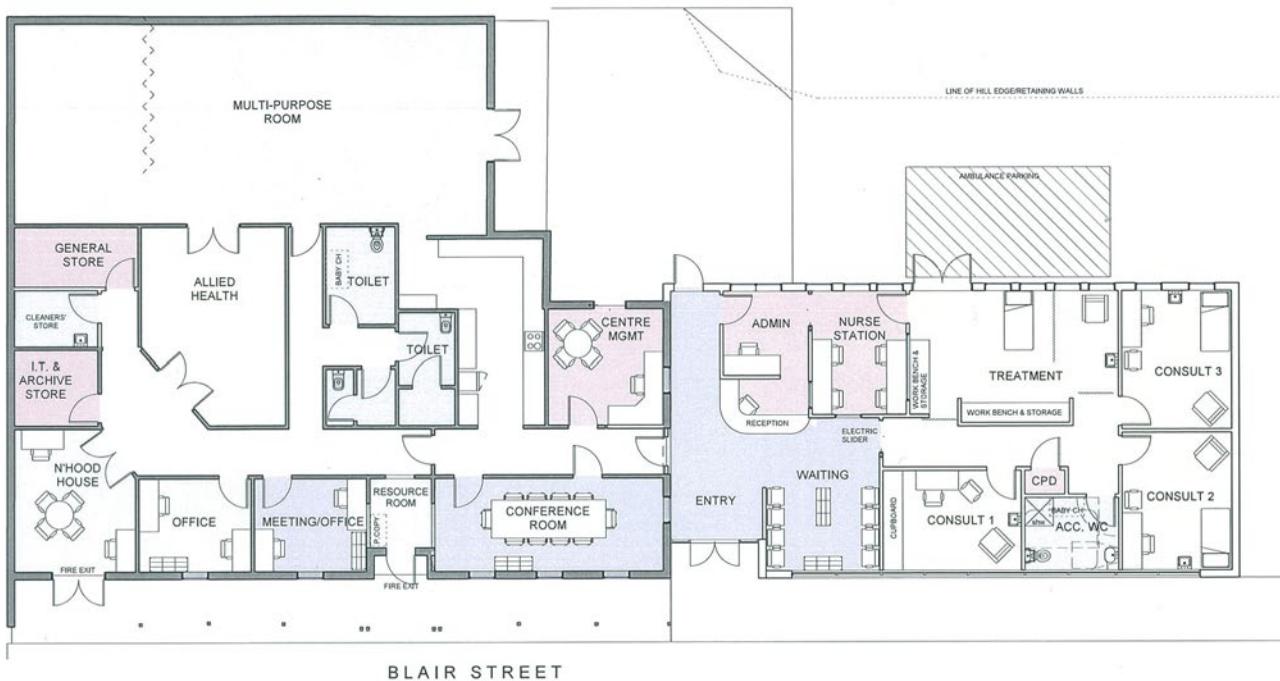
Once again, Sloba Petrovic kindly volunteered her time to cook delicious pancakes for the community on Shrove Tuesday 2019. This is a popular event and community members look forward to these pancakes which include both sweet and savoury. Sloba donated the funds raised to the Harrow Bush Nursing Centre and we thank Sloba for her continued support.

# INVESTING IN OUR FUTURE

## Capital Project

### Extension and refurbishment to current building

This project has been made possible with generous funding from the Collie Foundation grant, other funds raised, donations and a bequest. Master planning commenced this year alongside community consultation and professional advice and services provided by Jakob Kelly architect. The plan below shows current building floor plan with refurbishments on the left and the proposed extension on the right side which will primarily be used for clinical purposes. This project will increase space for staff and clients, improve disability and ambulance access and client privacy as well as being able to better accommodate programs through the Neighbourhood House funding. This project directly follows our Strategic Plan for providing quality and safe services and providing for current and future needs. The long term sustainability of appropriately servicing the health needs in our community will be improved with the completion of this project which is slated to commence building in early 2020.



Harrow Bush Nursing Centre currently operates from a single storey 330m<sup>2</sup> building. This building contains a treatment room, two consulting spaces, patient waiting room, office spaces, public toilets, commercial kitchen and 100m<sup>2</sup> multipurpose room that was added to the original building in the 1990s to allow the facility to cater to the growing community needs of the time.

In 2016 a Master Plan of the facility was undertaken to plan how the building could be modified or grown to allow for the current increase in community services. The result of this Master Plan was for a 170m<sup>2</sup> extension to the north east of the building and small modifications to the original spaces. This extension will be dedicated to a new and improved health care space, allowing the original building to be used for the variety of multi-purpose community services and additional health services such as psychologist, paediatrician and physiotherapy.

This project received funding support in 2019 and construction is expected to commence in early 2020.

#### HARROW BNC NEW WORKS

PROPOSED PLAN



— NEW  
— DEMOLISH  
— EXISTING



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# COLLABORATION



Delivering quality improvement through innovative systems and solutions.



> COMMUNITY > VOLUNTEERING > LEARNING > PARTNERSHIPS



*Troy Shrive*  
**Cabinet Maker/Builder**



**Darcy Penrose**  
Mooree Remedial Massage

## NOTES

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## NOTES

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