

Harrow Bush Nursing Centre

Annual Report 2020-21



Come on our journey..



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

Vision & 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.

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Where we are

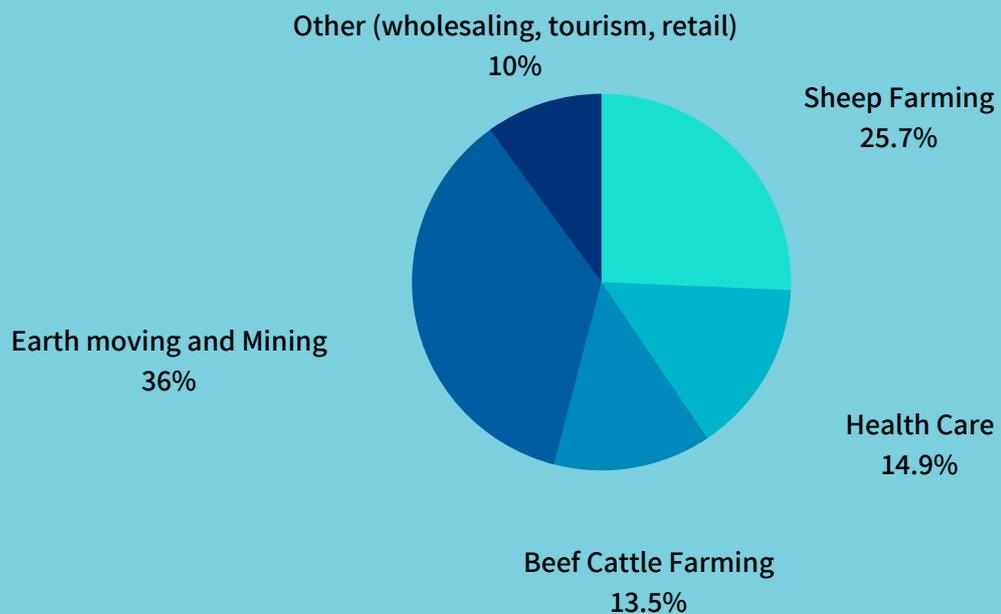
Harrow is nestled in the rolling hills of Victoria's Western District, on the banks of the beautiful Glenelg River. The gateway between the Wimmera and South West regions, Harrow is an hour's drive from Horsham or Hamilton and approximately 5 hours drive from both Melbourne and Adelaide. A small but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

Harrow is a town in the Wimmera region of Western Victoria, Australia. The town is located in the Shire of West Wimmera local government area, 391 kilometers north west of the state capital Melbourne, overlooking the Glenelg River. At the 2016 census, Harrow and the surrounding area had a population of 200.

Local Economy

Harrow relies predominantly on agriculture for local economy and employment. The Harrow Bush Nursing Centre provides local employment as well vital health care and community services.

*2016 Census data



Location of Harrow in Victoria



Who we are

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 Harrow Neighbourhood House (HNN) which was established in 2007 and is part of the West Wimmera Grampians Neighbourhood House Network and continues to focus on providing community 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.

Honour Roll

Life Members

Mr J.D. 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



< Harrow Bush Nursing Centre

Our Committee of Management



1

1. PETER JOHNSON

President
Re-elected 2015
Meetings attended: 10/11
Retired Manager

“I congratulate the committee of management members for their firm COMMITMENT to providing good GOVERNANCE during another very challenging year.”
- Peter Johnson



2



3



4



5



6



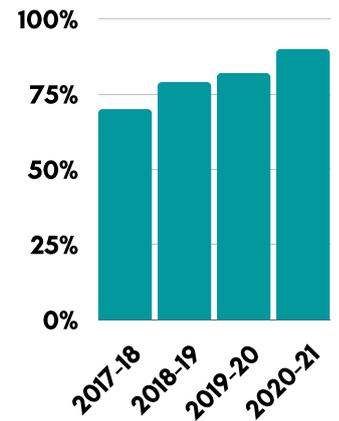
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8



9



^ Annual meeting attendance 4 year trend

2. DARREN WELSH

Vice President
Executive Director Quality & Safety
Elected 2018
Meetings attended: 9/11
RN BA Nursing
Grad Dip Bus. Admin. Mgmt.
Grad Cert OHS Mgmt.
Grad Dip OHS

3. HUGH JARVIS

Treasurer
Elected 2012
Meetings attended: 11/11
BA Ag Science Hon.
Grad. Dip Agribusiness
Primary Producer

4. BRONWYN HOBBS

Secretary
Elected 2016
Meetings attended: 10/11
OHS Rep
Enrolled Nurse

5. RON PENROSE

Committee member
Elected 1997
Meetings attended: 10/11
Professional Artist

6. FIONA TRELIVING

Committee member
Elected 2019
Meetings attended: 10/11
BSC Hons. Geology
Adv Dip Mgmt
Adv Dip Disability Work
Adv Dip Community
Welfare Work

7. RICHARD EDGAR

Committee member
Elected 2016
Meetings attended: 10/11
Grad Dip Management
Assoc Dip Farm Mgmt.
Primary Producer

8. ELEANOR EDGAR

Committee member
Elected 2016
Meetings attended: 10/11
Master Social Work,
Master Philosophy
BA Social Work (Hons)
Grad Cert Family Therapy
Retired Social Worker

9. JASON SONDHU

Committee member
Elected 2019
Meetings attended: 8/11
BA Mechanical
Engineering
Master of Engineering
Mgmt.
HACCP Accredited
Auditor

Our Financial Overview

This year, for the first time in several years, we are pleased to report a small profit for the preceding twelve months. Together with expenditure of substantial capital grants, this has brought our total comprehensive income to \$109,697 for the financial year.

Our operational profit was mainly due to the second year receipt of designated "Cash Flow Boost" federal funds, designed to boost the general economy from the negative effects of lockdowns during the Covid-19 pandemic. Without this, we would have recorded another deficit. Our Department of Health annual funding indexation fell short of covering wage increases and we are struggling to make our case whilst the department is consumed with Covid-19 management. We did however manage to hold most costs near last year's levels and within our budgetary constraints.

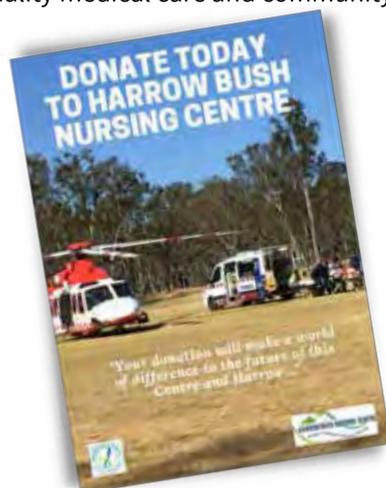
We have been successful in securing several grants to support our investment for the future. In the 2019-2020 year we received money via the Regional Health Infrastructure Fund (RHIF) Round 3 for improvements to IT equipment. At 30 June this had not been fully expended as we plan to use the remaining funds in supporting upgrades to equipment for the new facilities. We also secured funds through Round 4 and 5 of this funding that will be expended in the coming financial year to support security, lighting and sustainability upgrades. The FRRR (Foundation for Rural and Regional Renewal) grant we secured will allow us to upgrade one of our vehicles to accommodate all the first aid equipment the Remote Area Nurses use to assist Ambulance Victoria when they are first responders to an emergency. The same grant also provided funding to train clinical staff to be RIPERN (Rural and Isolated Practice Endorsed Registered Nurse) accredited, making some medical procedures more accessible when no GP is available. It is really encouraging that we are improving our technology, staff skills and facilities all at the same time; a great fit with our current strategic direction.

Looking to the future, our facilities have not been revalued for several years but we plan to do this when the capital project is complete and expect a considerable change in their value. We have also engaged Claire Edwards to undertake our next 3 year strategic planning cycle. The outcome of this has been delayed due to lockdowns stopping us from holding our final workshop.

The inability to mix socially, or the constant threat of lockdowns, has made fundraising challenging. We thank all those that supported our "lamb and dags" fundraiser, but events such as the Long Lunch and Harrow Duck Race have not been possible. Our recent donation drive in association with our annual membership renewals was particularly successful.

On behalf of the HBNC I want to thank everyone who has donated and contributed generously to the Centre over the last year in particular to the medical equipment donation drive which enabled us to purchase a clinical chair and emergency trolley. Finally I would like to thank all the members of the Finance and Administration Committee for their support, diligence and contribution to making the Harrow Bush Nursing Centre something that the local community cherishes for its quality medical care and community programs.

Hugh Jarvis
Treasurer



Our Financial Overview

Finance Summary - 3 year period to 2020-2021

The financial summary below is provided for the purpose of the HBNC Annual Report. A full set of audited statements for the year ended 30th June 2021 is available.

	FY 2021	FY 2020	FY 2019
Total Revenue *	932,555	826,385	741,879
Total Expenditure	912,970	878,774	789,464
Operating surplus (deficit)	19,585	(52,389)	(47,585)
Gain on Revaluations			
Capital Grants Used	90,381	30,007	26,558
Total comprehensive income	109,967	(22,383)	(21,027)
Total Assets	1,596,923	1,413,976	1,290,156
Total Liabilities	787,791	717,860	575,328
Total Equity	809,132	696,116	714,829
Depreciation & loss on disposal of assets	45,632	32,004	47,074
Employee Expenses	639,916	612,075	516,480
Administration Expenses	101,095	108,932	108,165
Motor Vehicle Expenses	12,348	11,836	12,748
Other Expenses *	113,978	113,927	104,996
GRHA overall surplus/(deficit)	(2,462)	(1,648)	(956)

*GRHA – Grampians Rural Health Alliance revenue and expenses are included in these totals. The GRHA overall surplus/(deficit) is included in our operating surplus (deficit)

Key Highlights

- A solid result despite the disruptions caused by the Covid-19 environment HBNC is operating within. The strength of the underlying business provides confidence for the future.
- HBNC recorded an operating surplus before capital grants of \$ 19,585. This result includes government payments for the costs associated with operating in a Covid-19 environment.
- HBNC maintained its annual budgetary constraints monitored by solid governance and leadership of the Finance & Administration Committee
- In commitment to our Grants and Regional Funds sourcing strategy, HBNC has had success in accessing over \$220,000 of grant and sponsorship funding for FY 2021 through to FY 2023. Funds used in this financial year supported new assets and equipment for the Men's Shed and provision of a successful First Aid program for new Mum's and Bubs.
- Acquittal of the final year of the Ross Trust 3 year School Holiday Program funding and our 2019 William Angliss Medical Equipment Funds
- Investment in consultants to provide our next 3 year Strategic Plan and review of leave accruals

Revenue

- Memberships remained stable and continued to provide around 1% of overall income
- Client contributions and payments for services remained stable during the COVID environment as the Centre pivoted to providing online access to and for some health and community services
- The most significant growth in revenue was for service provision or use of facilities/resources via shared resources for other bush nursing centres and provision of health services as an outreach point for regional hospitals.
- Grant income had an overall stable 2% growth

Balance Sheet

- HBNC's strong balance sheet and cash flow supported the continued investment in and optimisation of our assets, equipment and facilities to meet the continued strong demand for community and healthcare services in our community.
- Over \$114,000 invested into clinical, capital and information and communication technology to provide and deliver the best possible facilities to the community
- The balance sheet remained in a strong position with the financial flexibility to fund HBNC's Capital Project expansion
- The FY 2021 current asset ratio of 1.20 improved from 1.18 and remains a relatively stable upward trend

It is really encouraging that we are improving our technology, staff skills and facilities all at the same time: a great fit for our current strategic plan.

— “ —
— ” —
— Hugh Jarvis

Our Financial Overview

Outlook

- HBNC's FY2022 result may be impacted by the effectiveness of the ongoing response to the Covid-19 pandemic, including the success of vaccination programs. Vaccination rates will dictate the extent to which we can operate on an unrestricted capacity basis and will influence consumer comfort levels in returning to an environment for services, activities and events.
- Results may be slightly impacted by reduced activity levels flowing from the current lockdown in Victoria. Continued monitoring of our budgetary position will be maintained.
- HBNC's strong balance sheet and cashflow position the business well to deliver on its long term vision to create a healthy and connected community through the completion of the Capital Project extension to our healthcare facilities
- In looking to the future healthcare needs of our community and placing our clinical staff in the best position, our application to the Foundation for Rural and Regional Renewal (FRRR) 2020 grant to enhance country health outcomes will provide RIPERN (Rural and Isolated Practice Endorsed Registered Nurse) skills to clinical staff at HBNC allowing increased scope of practice and contribute to the purchase and customisation of a new emergency 'first responders' clinical vehicle
- As part of our commitment to sustainability, HBNC has sourced grants through the 2019-20 and the 2020-21 Regional Health Infrastructure Fund rounds to improve and upgrade lighting, install solar panels and water storage. HBNC is also investing in upgraded printing/photocopier equipment to monitor and reduce our paper footprint.
- With a focus on ensuring the safety of our staff and consumers, further success in the 2019-20 Regional Health Infrastructure Fund round will support security installation and upgrades to the extension and existing building.
- Improving access to transport options for our consumers will progress via funds successfully accessed through the 2020-21 Regional Health Infrastructure Fund Round 5.
- In line with our Neighbourhood House commitment to the youth in our community, funding opportunities are being reviewed to support a standardised ongoing School Holiday Program.

Fundraising & Donations

Shrove Tuesday (Pancake Day)

Once again, Sloba Petrovic kindly volunteered her time to cook delicious pancakes for the community on Shrove Tuesday 2021. This was a very successful day with many people calling in to purchase delicious pancakes prepared by our wonderful chef herself. It was also an important fundraising event with all funds going toward clinical equipment. Our heartfelt thanks go towards Sloba for her many hours of preparation and donation of goods towards this event and volunteer, Lola Jones for the assistance on the day.

Lamb and Dags Fundraiser

We were pleased to work with Rodwells, Australian Wool Network and TDC Livestock who became participating agents making it easy for people to donate dags or any amount of lambs or wool to HBNC. This fundraiser raised \$1957 towards investment in clinical equipment for our new facilities.

Easter Egg Count

No matter how small the fundraiser - all of it matters! Marlene Hair was the successful counter of eggs for this fundraiser!



^ Judy Johnson and Marlene Hair
(winner of the Egg Count)

Our Financial Overview

Variety SA

We were once again very fortunate to receive valuable funds raised by John Dundon, Andrew Dufty and Tim Jones from a lamb drive. Harrow Bush Nursing Centre, Balmoral Bush Nursing Centre and the Variety Club all received proceeds from this drive with \$1967 coming to HBNC. We thank John, Andrew and Tim for their continued support and community members who gave generously to this effort.

Clinical Equipment Donations Drive

This year we launched a major donations drive to attract funds for a much needed new clinic chair with a goal of raising \$8000. Using the power of social media through our Facebook page, we launched our first Facebook donations drive. When combined with a very generous donation of \$1000 from the Harrow RSL branch and a donation from Mogas of \$550, we were able to purchase an emergency medical trolley and a highback adjustable day chair for the multipurpose room.



^ Andrew Dufty and John Dundon



^ Ann Vaughan and Jo McCure with the new emergency trolley.



^ Tony Nolan (President; Harrow RSL) presenting Ann with a cheque for \$1000 donation.

Significant Donors

Thank you wholeheartedly to ALL our donors no matter the amount. Every contribution goes towards something at our Centre to improve facilities and outcomes for our community. We take this opportunity to thank some of our significant donors this past year:

- Robert Heaney Bequest
- Two anonymous donors
- The Trustee for the Clifton Roberts Trust
- Gurjit Sondhu in memory of Tari Sondhu
- Ian & Marion Wilson
- Robert & Lola Jones
- Mick & Rosey Leeming
- Anne & John Wyld
- Ellwood Pastoral



^ New clinic chair

President & Management Report

It is a privilege to present the 2021 Annual Report, which covers one of the most challenging 12 months in the history of Harrow Bush Nursing Centre and for health services nationwide. The Covid-19 pandemic has impacted significantly on all that we provide but through the dedication and skill of our staff and volunteers we have continued to provide care to those most in need. Our community is the reason that we are here, they are the focus for all that we provide.

The continuation of our services with adaptability and commitment to provide care during this period once again highlights the importance of Bush Nursing Centre's to ensure quality care to our community. The importance of not only physical but mental health needs was highlighted as our community has faced more uncertainty. Covid-19 has made us think faster to adapt so that we can continue to provide care outside of our normal settings. HBNC has risen to this challenge providing innovative ways to continue to connect with our members including Telehealth service provision, meal provision in home, exercises and new parenting support groups via video link and connection through social media. All these and many other service adaptations allowed us to continue to care for those who needed us and ensured that we continue to be a vital service within the community.

The ability of our staff to adapt to these ever changing environment and restrictions is to be commended with staff experiencing significant change in their jobs to ensure that we could continue to provide care during this time. We continued to ensure staff could work from home to keep our health service and staff safer. Keeping our staff safe in the workplace was our continued focus so that they could continue to provide care to the community. We ensured the provision of personal protective equipment (PPE), monitoring and checks for entry to building and implementation of Covid-19 safe plans and directions in line with the Department of Health. The wellbeing of our staff has been pivotal in all that we do and we implemented regular team contacts, staff walking challenges and improvements to staff education. We were also fortunate through a generous community donation to provide personal donated gifts and vouchers to support our staff. We commenced a workforce planning process with appointment of a consultant and continue to work on an action plan that will ensure that staff are supported into the future. Staff safety and wellbeing are always a focus, in the past year these have been pivotal for all.

This year we commenced a 3 year Strategic Planning process with extensive consultation with our community to see your vision for HBNC for the future. This valuable feedback is being compiled and the new Strategic Plan will be finalised and launched in the coming year. It will guide us and support all that we do in the coming years to and provide the building blocks for future development and progress.

Our Committee of Management has also been involved in an extensive funded consultation project to review governance and management structures with Balmoral and Dartmoor Bush Nursing Centres. This shared project provided an in depth analysis of current operations, governance structures, risk management and possible future directions were all considered as part of the consultation process.



^ Peter Johnson



^ Ann Vaughan

The importance of not only physical but mental health needs was highlighted as our community has faced more uncertainty.

President & Management Report

Building infrastructure for better care continues to be our direction for HBNC and we were delighted to see the commencement of the capital project in April this year. This has been a long awaited project with planning over the past 4 years to improve the clinical, waiting room, emergency and disability access points to our service. We look forward to seeing the finalisation of the project in the coming year and thank all those that have contributed in some way to this valuable improvement to our service.

Thank you to our donors and broader community. Your generosity and shared aim to support Harrow Bush Nursing Centre so it can continue to deliver vital services and programs are much appreciated. This year many of the donations contributed not only to our capital project but also to fund many vital pieces of clinical equipment for the service. We thank all who have contributed to ensure that we have equipment that will assist health service provision.



^ Peter Johnson with Ann Vaughan

Thank you to our Committee of Management members for their ongoing hard work and dedication. This year the Committee of Management members continued to provide strong support of our service ensuring that they continued to focus on the governance of the organisation and support our team to provide a focused and coordinated approach to this challenging environment.

We sadly farewelled two staff members this year. Lucy Teusner was a long standing staff member. We thank Lucy for all her many years of dedicated work to the Harrow Bush Nursing Centre. Lucy was a caring and professional member of our staff who will be sadly missed from our team but fondly remembered for all her thoughtful care. We also said goodbye to Sue Lowe, one of our valued registered nurses in early 2021. We thank Sue for her time at HBNC.

Finally, thank you to our staff in what has been a challenging period - we thank you for your resilience, determination and commitment to care, especially in these difficult times - a very sincere and heartfelt thank you.

Peter Johnson
President

Ann Vaughan
Centre Manager

Your generosity and shared aim to support Harrow Bush Nursing Centre so it can continue to deliver vital services and programs are much appreciated.



Our Strategic Delivery

Provide quality & safe services

- Continued work towards strategic delivery in line with actions within our Service Delivery and Consumer & Community Engagement plans.
- Commenced capital works for provision of quality clinical and administrative spaces.
- Implementation of quality management systems and reporting in line with NSQHS (National Safety and Quality Health Service) Standards.
- Continuation and promotion of telehealth services to improve access to specialist services.
- Continuation of virtual programs for exercise and school holiday activities
- Improvements to antenatal and postnatal care delivery.
- Introduction of an online parenting support group.
- Flexible service delivery during the pandemic to provide services to those in need.
- Work toward implementation of the RIPERN model within the service.



Top: works start on site for capital project.
^ Architect for our Capital Project, Jakob Kelly.



Develop strong, sustainable governance systems

- Memorandum of Understanding in place with West Wimmera Health Service to support clinical governance of our service.
- Ongoing work towards the Clinical Governance Framework in line with the Victorian Clinical Governance Framework.
- Continued implementation of Governance Evaluator platform to evaluate, improve and resource areas of education for the governing body.
- Engagement of a consultant and commencement of community consultation towards our new strategic plan.
- Commenced review of risk management structure in line with changes to the Victorian Government Risk Management Framework.



> Claire Edwards from TAG Health, meets with Peter Johnson (President) and community members at the local Harrow Post Cafe to gather feedback about our services. This feedback assisted us with our new Strategic Planning process.



Our Strategic Delivery

Optimise partnerships to build organisational capacity

- Improvements to engagement with our consumers through feedback systems, support of local business, publications and social media.
- Collaboration with local health services to support regional program delivery.
- Active staff and committee representation on regional health committees.
- Management and administration relief support to Eastern Network Bush Nursing Centres.
- Provision of staffing relief in both management and clinical services to Balmoral and Dartmoor Bush Nursing Centres.



^ left to right: West Wimmera Shire Council staff Amanda Munn, member for local council Tom Houlihan and Ann Vaughan coming together to recognise National Volunteers Week.



Develop a workforce that is positioned to meet current & future needs

- Consultant led workforce planning for the service in line with strategic plan to ensure that we continue to ensure staff wellbeing and work towards a workplace of choice.
- Workforce and volunteer fitness challenges and 'thank you' vouchers implemented for health and wellbeing.
- Continuation of mandatory staff training in line with NSQHS standards.
- Continuation of resourcing and support for to staff work from home during the Covid-19 pandemic.
- Regular staff attendance on network committees to ensure current best practice and engagement with opportunities for learning and improvement at HBNC.
- Ongoing evaluation of infection control measures in response to Covid-19 within the service in the interests of staff safety and wellbeing.
- Continuation of use of technology for staff communication and meetings to ensure staff are connected and fully informed.



^ clinical staff meet via Zoom to stay connected during restrictions.

“Thanks to the HBNC
for being a flexible
workplace”

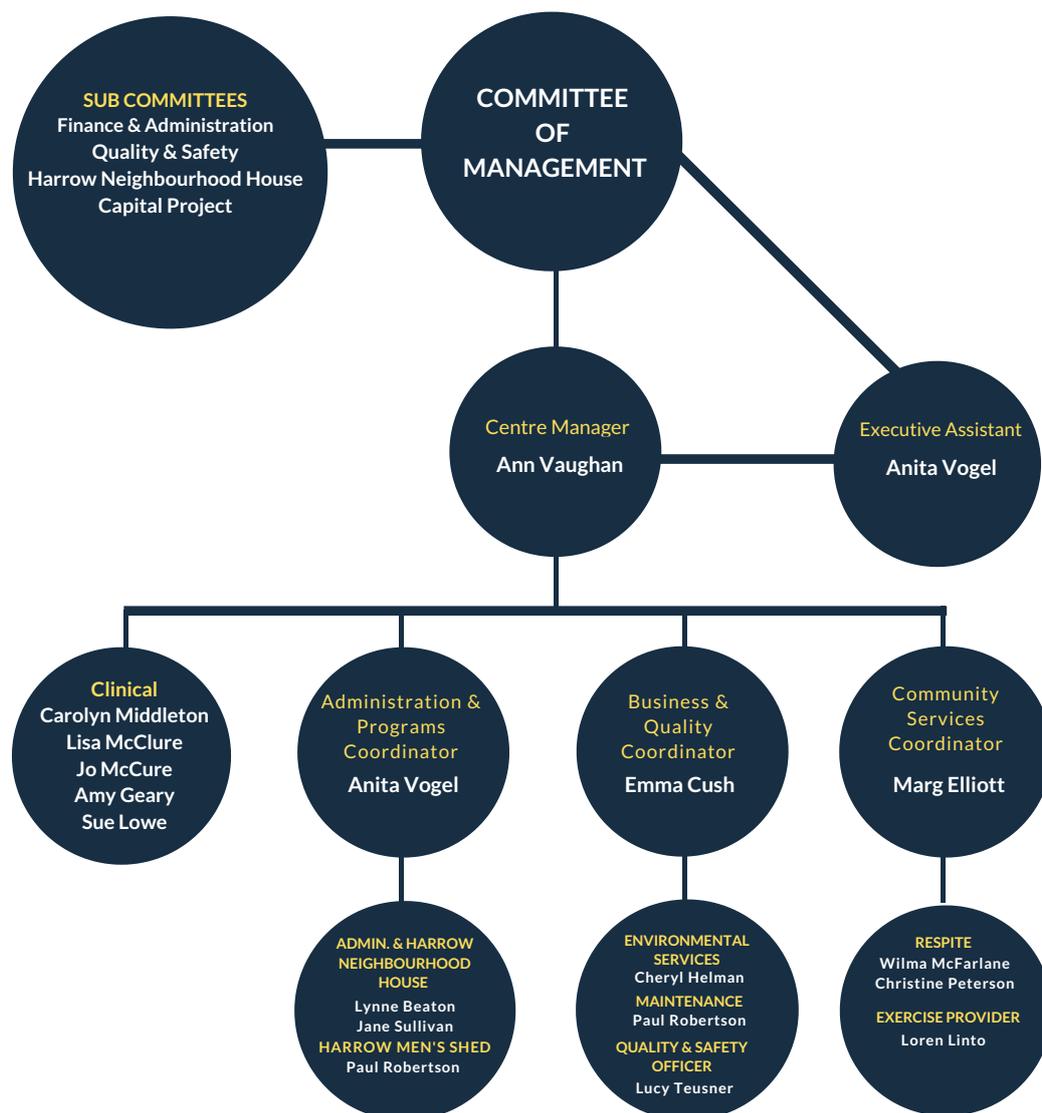
- Loren Linto

Our Workforce

Working together for you..



Pictured from left to right: Lucy Teusner, Marg Elliott, Carolyn Middleton, Lynne Beaton, Jane Sullivan, Christine Peterson, Jo McCure, Paul Robertson, Ann Vaughan, Anita Vogel, Wilma McFarlane, Emma Cush and Loren Linto. Absent: Cheryl Helman, Amy Geary, Sue Lowe and Lisa McClure



Our Workforce

Working together for you

Our workforce comprises a team that has a generational diversity spanning 30 years. This brings with it challenges however it also brings new ideas balanced by knowledge and history of the community. The depth of experience and knowledge of our workforce team helps us deliver the best services for our community with our longer serving team members supporting our new team members as they begin their journey with HBNC. It makes for a wonderful place to work.

"I began working at HBNC in 1998 in an Environmental Services role, mainly working after hours. I later transferred to Community Services where I am enjoying a lot more contact with clients and staff. It has been amazing to see over that time how the Centre has grown and adapted to accommodate the needs of the community." - Wilma McFarlane, 22 plus years



“

We employ 17 staff

12 part time and 5 casual

”



“

53% of our staff are over 50 years old and 24% of our staff have > 10 years service with HBNC

”

Farewell

We sadly said goodbye to one of our long serving team members, Lucy Teusner who retired at the end of this year after 15 years with us. Lucy has worked tirelessly for the Harrow Bush Nursing Centre in various roles including administration support, editor of The Bush Telegraph, Quality, Respite worker, Environmental Services and Volunteers Coordinator. In 2020, Lucy was awarded the Service Quality and Excellence Award. Good luck Lucy and thank you from all of us.

We also said farewell to one of our clinical team members Sue Lowe who returned back to her home in Gippsland.



“

"It has been a privilege to work for HBNC for the past 15 years. I am very lucky to have worked with such special people"

- Lucy Teusner

”

^ Lucy receiving her farewell gift from Ann and Emma

Our Workforce

Management & Coordination Team

Our team hold qualifications in:

- Bachelor of Nursing
- Bachelor of Business (Accountancy)
- Bachelor of Applied Management
- Advanced Diploma of Management
- Advanced Diploma of Management (HR)
- Diploma Community Services Work
- Grad. Dip. Women's Health
- Associate Diploma Rural Business Administration
- Cert IV in Workplace Training & Assessment
- Cert IV in Human Resources
- Cert IV In Rural Business Management



^ Ann Vaughan



^ Emma Cush



^ Marg Elliot



^ Anita Vogel

Clinical Services Team

Our team hold qualifications in:

- Graduate Diploma of Critical Care
- Graduate Diploma of Midwifery
- Bachelor of Nursing
- RIPERN (Rural and Isolated Practice Endorsed Registered Nurse)
- Victorian Remote Area Nurse
- Nurse Immuniser
- Cert IV in Workplace Training & Assessment



^ Ann Vaughan



^ Carolyn Middleton



^ Jo McCure



^ Amy Geary



^ Lisa McClure



^ Sue Lowe

Our Workforce

Harrow Neighbourhood House Team

Our team hold qualifications in:

- Bachelor Education
- Bachelor of Applied Management
- Advanced Diploma of Management (HR)
- Assoc. Dip. Rural Business Administration
- Cert IV in Workplace Training & Assessment
- Cert II in Furniture Making



^ Anita Vogel



^ Paul Robertson



^ Lynne Beaton



^ Jane Sullivan

Community Services Team

Our team hold qualifications in:

- Bachelor Applied Science (Disability)
- Bachelor Applied Science (Human Movement)
- Diploma Community Services Work
- Cert IV in Aged Care & Disability
- Cert III Home & Community Care
- Personal Trainer
- Advance Care Planning
- OHS Course for Health & Safety Representatives



^ Marg Elliot



^ Wilma McFarlane



^ Loren Linto



^ Chris Peterson

Business, Quality & Environmental Services Team

Our team hold qualifications in:

- Bachelor of Business (Accountancy)
- Cert IV in Human Resources
- Cert IV In Rural Business Management
- Cert III Aged Care
- Cert III Office Skills
- Cert III Aged Care
- Cert III Office Skills



^ Emma Cush



^ Lucy Teusner



^ Cheryl Helman



^ Paul Robertson

Our Volunteers

Supporting quality services for you..

In 2021, our wonderful volunteers contributed their assistance to the Social Support Group (SSG) meals and outings, School Holiday Program activities, the Australian Defensive Institute of Driving - Defensive Driving course and other Neighbourhood House (HNN) activities. The continuation of Covid-19 restrictions meant the ongoing challenges in terms of connecting with the community and we ensured that staff kept in contact with volunteers whilst also keeping our social distancing requirements.

Fortunately we were able to hold a morning tea recognising National Volunteer Week and would like to thank the West Wimmera Shire Council for supporting this initiative by funding the catering for the event and attendance at the event to acknowledge the significant positive impact volunteers have not only at HBNC but also across the numerous community committees in Harrow.



"She was very good connecting with the kids and being supervisory"

- feedback received from a parent.

^ Kate Young receiving her award from Ann Vaughan

We were pleased to nominate the Volunteering Service Award for HBNC this year to Kate Young who has been a tremendous support serving on the Harrow Neighbourhood House sub committee. Kate also actively assisted in the School Holiday Program in particular on the surf trips to Robe. At the morning tea, Ann Vaughan took the opportunity to not only thank the volunteers present which included many community volunteers of Harrow, but also to conduct a summary of evacuation procedures, hand hygiene and infection control. We also thank Chris McCall, Eleanor Edgar and JD McGennissen who volunteered their time to be consumer representatives on our sub-committee meetings, providing feedback on documents and processes and providing a link between the Centre and the community of Harrow and district.

"Our volunteers are definitely a great help to the staff"

- feedback from staff member

Did you know?

We have a total of **27** Volunteers!

15 Volunteers help us with governance through involvement on the COM or Sub Committee meetings.

16 Volunteers help us deliver activities to the community

3 Volunteers provide transport services to our community



^ Volunteers, Sloba Petrovic & Chris McCall

14

Volunteers attended the National Volunteer Week morning tea!

Our Volunteers

Kate Young shares about her volunteering experience..



^ Kate with Isabella & Imogen

What do you volunteer in terms of time and skills at the Harrow Bush Nursing Centre (your roles?)

I am pleased and honoured to volunteer my time as a member of the Harrow Neighbourhood House sub committee. I have been on this committee now for two years. Prior to joining the committee, I volunteered to help out at school holiday workshops. I am particularly passionate about hospitality and so with this interest, I have assisted now at several of Sloba's lunches and children's cooking workshops. I have also enjoyed assisting at the archery sessions and surf trips on the school holidays. I am happy to bring my life skills to the table.

What was your connection to the HBNC before you decided to volunteer?

I have received a lot of support from the Harrow Bush Nursing Centre over the years. My daughter Imogen was born prematurely at 24 weeks and this was actually when I had my first connection to the HBNC. I decided to move to Harrow 'specifically' because of the HBNC and the superb resources they offered us all as a family, including my newborn who was supported by the nursing staff both in home and at the Centre as she was born prematurely. Imogen continues to thrive until this day. During in my life in Harrow, I have enjoyed helping set up various activities as well as attending playgroup and making new friends as my own two daughters were attending these sessions.

Why do you volunteer at the HBNC?

I personally enjoy every aspect of volunteering for the HBNC as it brings me joy seeing others happiness whilst attending activities and I honestly just like to provide a helping hand within our community and interact and spend time with others. I love the thought of giving back to our community, either with the young, youth or elderly. They are all amazing people around our divine community.

In reflection, what have you gained out of volunteering?

Everyone has something so wonderful to offer when you volunteer from sharing a joke or recipe to simply having a chat. There's so much to learn from everyone. When I volunteer, I do not feel isolated as I am with people I know, or possibly even making new friends at an event I am assisting at. The training provided to me as a volunteer has been very beneficial to me for example the Mental Health First Aid Course, the ADI Defensive Driving training which gave me skills for life and the workshop in transgender diversity. I consider myself extremely fortunate to have been given ALL these opportunities... and more!

Has your perception changed of what volunteering means since you started at HBNC and if so, how?

Since volunteering, my perception has changed in terms of the benefits gained not only to the organisation you volunteer for but also for personal growth. I have gained a lot of things including the ability to obtain training and skills, acquire friendships and push myself further and give things a go. Volunteering means so much more to me now that I have begun. I would like to do so much more than I currently do.

What is your favourite memory from volunteering at the HBNC and why?

My favourite times have been seeing the children's eyes light up when they are together with smiles and laughter; especially when they achieve something they never thought they could for example, finally succeeding at standing up on their first wave at the surf day or hitting the balloon target in archery - those SMILES are divine! Such memorable moments for all of us. These times, moments and smiles mean the world to me and that doesn't cost a thing. That's why I volunteer.

How do you believe volunteers make a difference at the HBNC from your own experience?

Volunteering your time at HBNC is always so exceptionally rewarding for everyone with smiles and fantastic results every time.

What would you say to anyone considering volunteering?

Volunteering at the HBNC is very worthwhile considering. The HBNC staff are truly incredible, inspirational and wonderful. I know I am eternally grateful.

Our Volunteers

Supporting quality services for you..

This year, our volunteers were offered training in:

- First Aid & CPR
- Emergency and Fire Evacuation
- Hand hygiene
- Infection control
- Do Food Safely (on line)
- Governance training and education for COM members
- Webinars in topics of interest such as Transgender training.

Volunteers were also invited to take part in the Staff Fitness Challenge at no cost to them which was a fun and interactive program encouraging both volunteers to keep both fit and active.



^ Volunteers; Sloba Petrovic and Lola Jones

2020-21 Volunteer Feedback Survey



100% enjoyed working with other volunteers.



100% rated their overall volunteer experience as excellent.



100% feel HBNC their efforts are recognised and appreciated.

Feedback from our volunteers include:

“It is good to give back to such an important community organisation”



“By volunteering, I am being an active part of my community.”

“I enjoy the companionship + community connection through volunteering”

Our Volunteers

Bronwyn Hobbs shares about her volunteering experience..



^ Bronwyn Hobbs

What do you volunteer in terms of time and skills at the Harrow Bush Nursing Centre (your roles?)

I serve on the Committee of Management and I am also on other sub committees which include Finance, Harrow Neighbourhood House and Quality and Safety. These meetings are at different times and days of the month. I also assist in the Centre at functions when I am able to.

What was your connection to the HBNC before you decided to volunteer?

I have been a member off and on over the years when I was having my family so I could attend the Infant Welfare Nurse. Then I later became a regular member for many years so I could attend the evening exercise class that Pauline Kelly ran.

Why do you volunteer at the HBNC?

I find volunteering gives back to the community. And without people giving up their time, the Centre wouldn't function.

In reflection, what have you gained out of volunteering?

I have gained a lot out of volunteering. Being involved with all the committees has broadened my knowledge and understanding of how the Centre functions and what is needed to keep it running and now with having remote zoom meetings, my computer skills have grown as well.

Has your perception changed of what volunteering means since you started at HBNC and if so, how?

Since being on the Committee of Management, my perception of what volunteering means for the Centre has changed. Like most of us looking from the outside in, everything mostly runs smoothly. But it's the people behind the scenes making sure there is enough trained staff, organising the next outing or fund raiser, attending to funding and policy changes etc, that makes the organisation run properly.

What is your favourite memory from volunteering at the HBNC and why?

The favourite memory I have was before I started volunteering. It was a cold week day morning about 7am in winter. We all had just finished an exercise class at the Hall and 2 committee members approached me, they both asked if I had ever considered joining the COM. My first reaction was it's not for me. Then they said "why not come to a meet and see what's it's like". I said yes just to get home. Well I have been volunteering there ever since.

How do you believe volunteers make a difference at the HBNC from your own experience?

I really hope my involvement with the Centre does make a difference. Everyone brings different life experiences and skills. At the meetings, I draw on my Nursing, CFA, Red Cross and farming backgrounds.

What would you say to anyone considering volunteering?

If you ever have thought of volunteering maybe you could make a difference no matter how small and help the Centre continue to be a vibrant and proactive work place that brings the community together. Just put your hand up and do it. Please don't wait to be asked. It is such a rewarding experience. I enjoy every minute of it.

"I find volunteering gives back to the community. And without people giving up their time, the Centre wouldn't function."

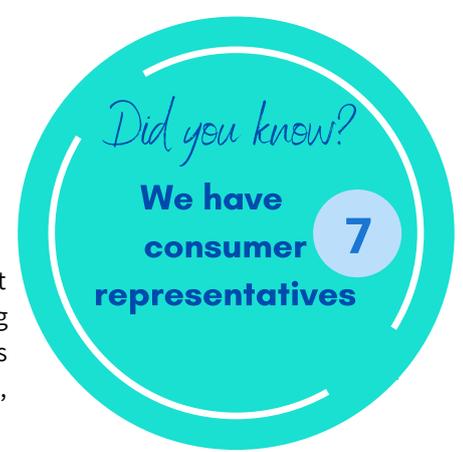
- Bronwyn Hobbs

Our Consumers

Building better services together

Our volunteer consumer representatives help the HBNC strive to provide the best possible healthcare for our consumers. They actively participate in decision making in our committees by sharing their insights and perspectives into many areas including information development and review, service and program development, resource investment, governance and consumer feedback.

They are providing the vital role in supporting consumers to be partners in their own healthcare. We have consumer representatives on our Quality and Safety Committee, Finance & Administration Committee, Harrow Neighbourhood House Committee and the Committee of Management and are in the process of forming a regular Consumer Engagement Group that will formally discuss and review improvements to the quality and safety of our services. Through their commitment, we have developed ways of partnering with our local community for the response to the Covid-19 pandemic, improved the ways and frequency of the communication with our consumers, reviewed documents, pursued options for virtual community exercises, progressed with our capital development project and reviewed the orientation process for volunteers on committees. We thank all our volunteer consumer representatives for their time and input during 2020-21 and look to the future in further developing their active participation in the decision-making of our service.



*"Thankyou for
your
wonderful
service to our
community"*

- Geoff & Cheryl Amery



Our Consumers

Building better services together

With the Covid-19 pandemic continuing to impact our community directly, the Harrow Bush Nursing Centre has responded to these challenges by revising and implementing services to ensure that we continue to connect with our community. We did this by;

- Implementation of reduced clinical hours, restrictions and checking of all entering the building in the interest of safety to our staff and community.
- Information and updates provided through letter drops, Facebook, Bush Telegraph and website to all consumers.
- Community members and volunteers of the Centre contacted regularly by phone for welfare checks by clinical and community service staff.
- In partnership with Hamilton Uniting Church, implementation of food delivery for vulnerable clients when required.
- Drop off of medications and supplies to vulnerable clients.
- Continuation of telehealth consultations through Healthdirect for specialist service delivery including GP, Diabetes Educator, Physiotherapist, Dietitian, Psychologist (RFDS) and Social Worker.
- Expansion of virtual programs through the Neighbourhood House in particular the exercise programs.
- Adaptation of the HNH School Holiday Program to ensure children were still included in our outreach.

With the safety of our most vulnerable consumers and our staff at the helm of all decisions, we have adapted and been innovative in ensuring we still are helping those in need within our community.

“ Thank you for keeping us up to date with what is happening on the ground, either through your reporting, emails or informal contact. This information helps us understand the issues. ”

- consumer feedback

“ I was surprised and pleased that one of the nursing staff could attend to my special clinical needs expertly. With Covid I could not attend my doctor interstate. ”

- consumer feedback



^ Chris and Marg make visits at Christmas to SSG clients.

Our Consumers

Q&A with consumer representative Eleanor Edgar

How are you connected to the Harrow Bush Nursing Centre?

My earliest memories of the Harrow Bush Nursing Centre (HBNC) revolve around seeking advice on caring for a new-born baby. The Centre has played a valuable role in caring for and providing services to five generations of the Edgar family and it is now my pleasure to be on the Committee of Management as a consumer representative. Forty years ago, the original HBNC was located in a house at the top of the hill with only one nurse; therefore a far cry from the HBNC of today. Now located in the middle of the town, the current Centre is very much the "hub" of Harrow both geographically and in terms of service provision, with a team of nurses and allied health professionals providing care to the community.



^ Eleanor Edgar

What is your consumer representative role?

As one of the current consumer representatives of the HBNC I attend the Committee of Management meetings on a monthly basis to hear and discuss how the service is progressing and learn how the staff and volunteers work together to achieve quality and safe care for the community. A note is made of any incidents that may have occurred during the preceding four weeks and how they have been responded to, this care is reflected in the vision statement, values and governance of the HBNC. It is important that the community at large realise there are open channels to discuss with the Centre's executive any concerns they might have in relation to service delivery and support. The past year has been a challenge to us all in relation to COVID 19 and it is comforting to know that the HBNC staff have been kept up-to-date on issues relating to self care and their service provision has also reflected this awareness. I am aware of the need for the services being offered by the HBNC to evolve over time in response to community requirements. My social work training highlights to me the importance of communities working together and the HBNC offers a perfect example of quality community healthcare in action. Moreover, the inclusion of supports such as Pilates classes, Mums and Babies sessions as well as The Neighbourhood House and The Men's Shed reflect the diversity of the care being offered.

I feel proud for Harrow that we have such a professional, multifaceted Bush Nursing Centre that supports the entire community in a caring way thus reflecting its vision statement of "Creating a Healthy and Connected Community". One final note from me. A big thank you to the Harrow Neighbourhood House team. My grandchildren came up to Harrow last year after living through months of lock down in Melbourne and had the wonderful experience of mixing with the kids in this area and doing fun activities through the school holiday program.

— “ —

"I feel proud for harrow that we have such a professional, multifaceted bush nursing centre" - Eleanor Edgar

— ” —

Our Consumers

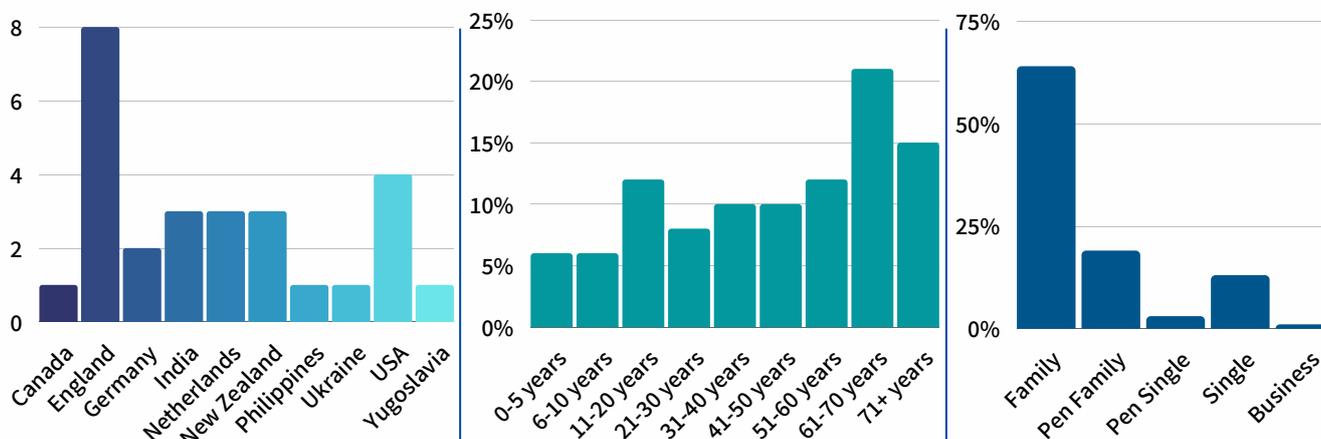
Consumer & Community Engagement Plan Deliverables

In committing to the improvement of our consumer and community engagement, HBNC continued to deliver on the key objectives within its Consumer and Community Engagement Plan. Consumers play an important role in helping shape the way our health service organisation operates to achieve mutually beneficial outcomes.

- **Integrate clinical governance and quality improvement systems to support partnering with our consumers by:**
 - providing safe & quality systems to support our clinicians in the delivery of care,
 - organisation wide risk management,
 - providing access to training for the specific needs of the clinical workforce.
- **Partner with consumers in their own care by:**
 - providing information on their healthcare rights and involving them in appropriate informed consent processes,
 - ensuring systems are in place to identify and assist those who do not have the capacity to make decisions,
 - ensuring they are involved in the decisions and planning about their current and future care.
- **Health Literacy for our consumers is:**
 - received in a way that is appropriate for them,
 - developed in partnership with them and is easy to understand and act on,
 - provided by our clinicians to our consumers to get the best health outcomes.
- **Partner with our consumers in our organisation design and governance by:**
 - identifying the diversity of our consumers who are part of our community,
 - involving consumers in the evaluation of our healthcare services delivered by the organisation,
 - providing orientation and access to training and resources for our consumers involved in the governance process,
 - partnering with local Aboriginal and Torres Strait Islander communities/organisations, ensuring our resources and programs are culturally appropriate and our organisation is a culturally safe environment,
 - training our workforce to understand healthcare from the consumers perspective and consulting regularly with consumers to seek their view and input.



We have a diverse community in both age range, household composition and ethnicity. The graphs below show the numbers of clients visiting the Centre in 2020-21 who were born outside of Australia and the age and membership categories of our members.



^ Number of members born out of Australia per country

^ Percentage of members per age range

^ Percentage of members per membership category

Our Quality & Safety of Service

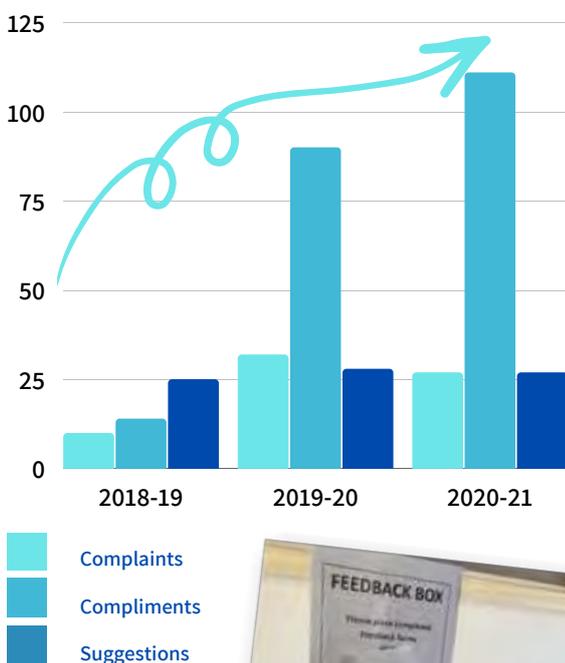
Seeking Feedback for Better Care

Feedback enables us to think about what we have been doing and reflect on what we need to do to improve. It helps us see things in new ways and gain satisfaction from that. It also helps promote the connection and communication between the Centre and its consumers. Collecting consumer feedback is key to learning how to improve programs and services we deliver at HBNC.

This year we have actively encouraged feedback submission and have improved the capture of this through our quality management systems. This has seen a huge growth for feedback received via our website portal, our feedback brochure/form, emails, surveys and evaluations, Facebook polls and via our consumer representatives. We continue to develop and improve the collection of our feedback to further improve the quality and safety of the delivery of our healthcare. Complaints and suggestions for improvement are acknowledged in a timely manner, reviewed and where necessary outcomes to improve safety and quality are identified and implemented. A response is made back to the person making the complaint or suggestion. Compliments and positive feedback are celebrated and passed on to staff and volunteers.

Feedback is also an important part of telling us what matters to our consumers and what we are doing well. We are grateful for all those that take the time to share their thoughts and words with us.

Feedback received in 2020-21



165 items of feedback received



111 Compliments



27 Complaints



27 Suggestions



Did you know?
 We had **13** staff led improvements and **15** consumer led improvements this year.

^ Our secure feedback boxes are located in the Centre. Forms for providing feedback like the one shown are available from the foyer.

Our Quality & Safety of Service

Seeking Feedback for Better Care

Area	You asked	We delivered	Response
Clinical	Support of new parents & families	Antenatal Care Program launched	Positive feedback from consumers
Harrow Neighbourhood House	Zoom exercise classes	Classes launched	Thanks for the option & grateful
Harrow Neighbourhood House	Continue the Surf camp	Surf Trip during Covid	Pleased opportunity was still available
Community Services	Monthly lunches to continue in Covid.	Conducted home delivered lunches	Appreciation for the deliveries
Governance	Easier access to documents	Hyperlinks in agendas for meetings	Happy with links. Easier to access
Donating	Make it easier	QR Codes & digital links on website & in memberships	Increased donations & positive feedback of how easy it was.
Clinical	Alternatives to our linen	Disposable linen options	Reduced costs & improved infection control
Bush Telegraph	Improve format and accessibility	A new platform and design	We love it!
Education & Training	Clinical competencies	List of clinical skills to ensure all nurses are competent in line with national standards	Clinical practice is now verified annually for safe & quality delivery to consumers.
Reporting	Consistency of and regular reporting to ensure clinical governance	Streamlined reports on a reporting cycle reviewed by sub committees.	Great work on the reports - makes it easier for staff to be informed & make decisions.

Our Quality & Safety of Service

Educating & Training our Staff

The training of our workforce is an integral component to our service delivery of care. This year staff have been directed to focus on completing training on the complex issues arising from the ongoing pandemic of Covid-19. The high priority for our workforce and Committee of Management has been in the area of Governance. The understanding of challenges facing the workplace, including safety and staff well being and execution of managing operational business were addressed on a weekly basis and these areas contributed to a significant proportion of time spent on updates and webinars. Focus also was placed on mental health and immunisation management within the workplace.

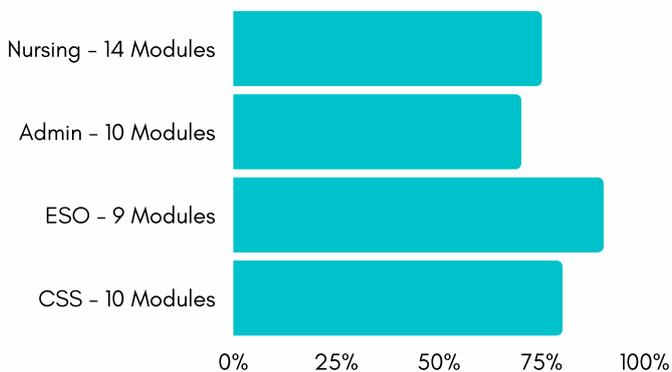
Mandatory training days attendance was 100%, however due to a small workforce, percentage of non-completed online training can be an influential factor in lowering figures.

Overall workplace completion of mandatory workforce training in 2020-21 was 79% and training schedules was 69%.

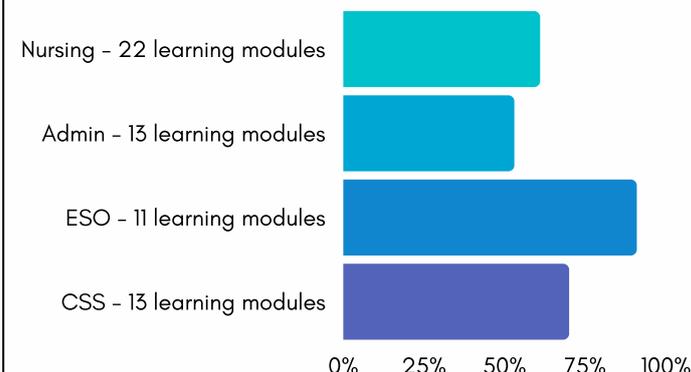


^ Demonstration of clinical skills by Jo McClure, watched by Amy Geary and supervised by AV Officer; Camilla Glasby.

Mandatory training:

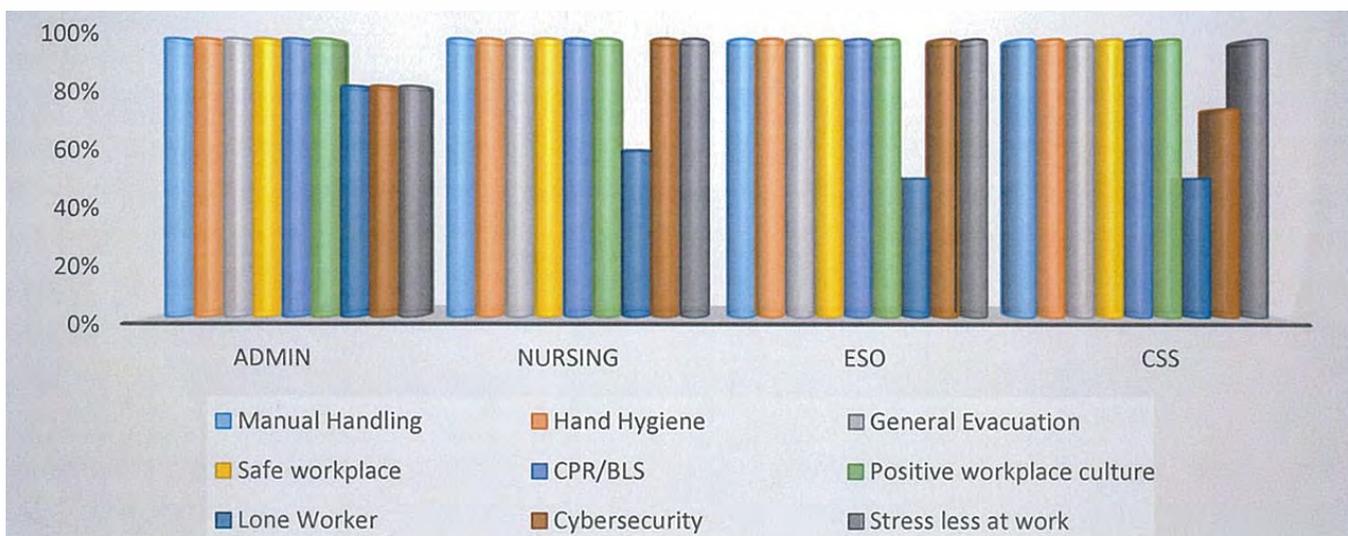


Training schedule:



Mandatory training common to all departments:

This year staff have been directed to complete training focus on Covid-19, workplace Covid safety and stress in the workplace. There has been great response to completing training in these areas:



Our Quality & Safety of Service

Educating & Training our Staff

Non scheduled training - Governance

- Governance evaluator and understanding Governance; importance of COM members to know and understand each other as a team.
- CEO Broadcast; a collaborative approach with DHS, CEOs and management staff of regional western Victoria on discussing Covid-19 issues. These include case numbers, immunisation clinics, staffing issues and review of health service guidelines.
- ECHO; Webinars with GP's and practice staff in the region.
- Covid-19 updates.
- Managing risk; compliance in the workplace.
- Western Network Bush Nursing Centre's; consultation and networking with BNCs and DHHS, LASA and Ambulance Victoria representatives in the Western Network.
- Healthcare workers wellbeing.
- Fire season update policy and procedures.
- Volunteers Connect; updates on the latest public health advice and how this affects community groups and organisations, creating a Covid-19 safe environment, returning volunteers safely to your organisation.

Non scheduled training - Clinical Skills

- Vaccine update
- Remote area Nurse Conference and mandatory training
- Eye injury management

Non scheduled training - Non Clinical Skills

- Mental health escalation of care
- Psychological first aid



^ Mannequins used for AED training



^ RAN training group 2021

"The training from Ambulance Victoria was very good and we got alot out of it. There were lots of questions and opportunity to speak about concerns. The facilitator was sensitive and knowledgeable and very supportive" - feedback from clinical staff member

Our Quality & Safety of Service

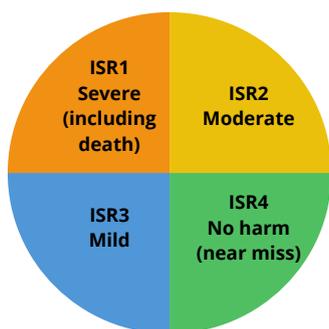
Safety & Wellbeing

Right now we are facing extraordinary times and our healthcare workforce is under more pressure than ever. The health and safety of our workforce and consumers is the responsibility of us all. At Harrow Bush Nursing Centre, we support our workforce to recognise and report incidents and our consumers to communicate concerns or incidents. We integrate our safety and quality systems within our governance processes to actively manage and improve the safety and quality for our staff and consumers. Our reporting via VHIMS (Victorian Health Incident Management System) this year has resulted in many preventative, corrective or improvement outcomes for HBNC.



96.5% closure rate by year end!

Incidents & Identified Hazards



Incidents and identified hazards related to our:

- Pathology collection resulted in an investigation leading to an identified need across the region for a centrifuge to be supplied to rural health services. This improved blood lab results after the time in transporting collected samples from rural areas was impacting the results.
- Treatment room chair resulted in the fundraising for a replacement chair.
- Emergency services led to providing first aid equipment in clinical staff personal vehicles minimising the time in attending the incident.
- Security and staff safety has led to securing funding for improved security settings and options for staff in the new building.
- Clinical area has resulted in improvements to handover notes and processes; consent procedures; checklists and documentation and partnering with regional services to improve processes and communication for discharged clients.



NIL Adverse incidents 2020-21 (ISR 1 or 2 level)



100% mild or no harm incidents



NIL long term OHS injury/incidents in 2020-21

Our Quality & Safety of Service

Safety and Wellbeing

In 2020-21 the Covid-19 environment continued to provide disruption to our 'normal' work life and many staff were working remotely from home offices to minimise staff numbers in Centre. Identified hazards around communication and access to staff were addressed through:

- provision of work mobile phones to staff on alternate telecommunications providers to their personal number ensuring their safety and wellbeing were a priority
- rostering to ensure overlaps between casual and part time staff continued, rotating between in Centre and home so staff were not 'out of the loop'
- regular formal staff memos providing updates on changes operationally in response to Covid-19 restrictions, support information and contact details, wellbeing information and general operational updates. This replaced our staff meetings during the lockdown periods but ensured communications and access to important information continued
- staff health and wellbeing needs identified and working from the office prioritised to those in need

Workplace health and safety promotes the wellness of employees - better safety equates to better health and wellbeing - employees with better health and wellbeing delivers more satisfaction and productivity. HBNC actively works towards a workplace that has staff that can respond well to normal work challenges, don't feel overwhelmed, have reduced sick leave or workplace injuries and are not burnt out. In alignment with this HBNC strategically made a commitment to its staff and consumers to be a workplace of choice.

As part of this delivery, HBNC engaged consultant Carli Lamb from SQS Safety & Quality Solutions in late June 2020 to deliver a plan for our organisational alignment and workforce development. This involved employee surveys and interviews, focus groups, mapping of our organisations documents and processes and provision of an action plan. Our workforce reported the following with regards to working at HBNC:

100% are proud to work for and recommend HBNC as a good place to work and feel part of the team at work.



100% review their learning & development needs with management at least annually & identify & set objectives & targets to develop their skills & knowledge.



95% are motivated to do their job and have a sense of achievement.



65% felt their pay adequately rewarded them for their contribution to HBNC.

95% are listened to on their views, opinions, ideas and problems by line management.



90% are able to fit their work in with family and other commitments, 30% feel they are required to work long hours and 75% report their workload is reasonable.



100% are aware of HBNC's strategic goals however only 70% were aware of their part in the achievement of these.



100% know communication channels exist allowing them to provide feedback to management.

81% are effectively informed of what the Committee of Management is delivering.



100% are kept informed about matters which affect them and their views are actively sought by HBNC.



Our Quality & Safety of Service

Safety and Wellbeing

To ensure the physical safety of the workforce remained paramount, staff completed training modules in working from home ergonomics, workplace Covid-19 Safety, stress less in the workplace and positive workplace culture. To support the mental safety of our HBNC supported and encouraged:

- Access to counselling and support services if needed.
- Celebrations and acknowledgements of special birthdays, occasions and achievements.
- Weekly catchups and a staff Christmas function.

We also are grateful for the generous donation by the Clifton Roberts Trust used to provide wellbeing vouchers for all our staff. This was very much appreciated by all the staff at HBNC.

Challenges

The Covid-19 environment has added to the pressures of life, but there is no excuse for violent or aggressive behaviour from our consumers and their families/carers to our workforce or within our workforce. This unacceptable behaviour can have significant ongoing effects on the physical and mental health of our healthcare workers. HBNC's reported incidents fortunately had no or mild harm to those involved. Improvements were made to staff security procedures, layout of and access to office spaces and staff support services, training and education were provided. Security features have been considered and funding secured to support delivery of improved security to the new facilities.

Improvements made to our safety and quality systems

- Development and delivery of quarterly Incident and Safety Summary reports to our Quality and Safety Committee for review and discussion. These have improved the timing and effectiveness of the reporting and discussions. Staff also are provided with the outcomes for their team areas to review in team meetings
- Internal processes reviewed to ensure number of open incidents remains within target ranges
- Emergency Response Portal Tool (ERPT) has been set up to collate all our emergency response management plans and information into one effective and accessible area

Where to from here?

- We need to improve the involvement of our consumers in the review of our incident management reports and seek their feedback on the delivery of their healthcare through smaller consumer groups focused on these areas.
- We need to ensure all our incidents that are reported on other clinical quality management registers are reported within VHIMS. This will improve the overall data reporting and trends within the organisation.



^ Celebrating Jane's birthday



^ Loren Linto and Jane Sullivan reviewing our quality systems information



^ Staff Christmas lunch 2020

Our Quality & Safety of Service

Safety and Wellbeing

What are we working on to improve the responses from our staff and move further towards prioritising the wellbeing of our workforce?



Alignment of KPI's within our workforce position descriptions to our strategic delivery, This will assist staff to know what they need to deliver on and how they are helping to achieve the HBNC goals.



Ensuring work life balance of staff is a priority of the service. HBNC continues to offer and support a flexible, family friendly workplace with arrangements facilitating staff to work from home when needed. In late 2021 an external consultant has been engaged to deliver workplace culture training to our staff and we will continue evaluation of the wellbeing of our staff. We will also identify, budget and plan for opportunities for staff wellbeing. To date this has included free membership and access to the annual staff fitness challenge and vouchers to encourage health, fitness and wellbeing of staff.



Our information management systems are being reviewed to ensure easier access to and sharing of resources when working remotely and to improve communication of standard reports and operational information in one space.



Communication from our Committee of Management improved through a standardised report after meetings that is distributed to staff.



Revision of our staff meeting format to a more regular team based approach to ensure current information is delivered and acted on in a timely manner.



Opportunities for staff development and skill sharing though mentoring and partnerships with other health organisations



^ Amy, her baby & staff at training



^ Loren Linto - Fitness Challenge

"It has been a privilege to work for HBNC for the past 15 years among a wonderful group of staff, volunteers, Committee members and community members. As the years have ticked by the facilities, services and activities have grown to meet the needs of the community, and I believe the community is very grateful for all the care, assistance and social opportunities provided by the Centre." - Lucy Teusner

Our Quality & Safety of Service

A massive thankyou to the team at HBNC for all the effort to get the MEH team vaccinated for influenza. Its greatly appreciated. - Kylie McClure

Preventing Harm

The prevention of harm to our workforce and consumers is part of our clinical governance focus. Our processes support and promote prevention and control of healthcare-associated infections and antimicrobial stewardship. HBNC provides an annual staff immunisation program alongside community vaccination sessions for influenza and Covid-19. Encouraging our workforce and consumers to participate ensures our staff and community and those around them remain safe and well.

We also monitor and report on any medication errors, falls and pressure injuries to consumers in our care. Clinical staff continue to review and implement polices, receive training in relevant areas and attend meetings with partnering organisations to ensure we are promoting and implementing best practice.

"Heartfelt thanks for arranging transport to the Covid-19 vaccination clinic at Hamilton Hospital. You wouldn't get better services anywhere else than HBNC and the staff member was an excellent driver and support on the day." - Consumer feedback



Staff Immunisation

94% staff flu vaccination
82% staff Covid-19 1st shot
12% staff Covid-19 2nd shot



Infection Control

100% staff trained in hand hygiene.
100% staff trained in Covid-19 safe principles



Medication Management

1 incident reported



Injuries

2 falls reported
0 pressure injuries

Did you know?

Our first Covid-19 clinic was held in July. Harrow is now 95% vaccinated.



^ HBNC staff Marg, Wilma & Ann celebrate being fully Covid-19 vaccinated



^ Lesley Braune being scanned into Influenza vaccination clinic by Jane.

Our Quality & Safety of Service

Comprehensive Care

Advanced Care Plans

HBNC strives to provide appropriate and well-planned care for all clients of the service, including those that require palliative care and/or who lack the capacity to participate in their decision making.

Safe care is delivered to our consumers based on comprehensive care plans and in partnership with clients, carers and families. Consumers with advance care plans receive care in line with their plan and the workforce also has access to support and supervision to alleviate workplace stress associated with delivering end-of-life care.

Complex Care - what do we do?

- HBNC ensures carers are accurately identified to ensure they have access to support and services to help them fulfil their role.
- Integrated screening and assessment processes are used in collaboration with clients, carers and families to develop a goal-directed comprehensive care plan for a consumer and to identify any pre-existing conditions or circumstances that may lead to harm.

"Thanks for all the care you have given to these clients. It is a pleasure to work with such a good team."

- Consumer Feedback

- Our workforce teams meet regularly to discuss client care plans and at risk clients ensuring clinical guidelines and best practice is being followed.
- We link our screening activities to clinical decision-making when clinical risks are identified and foster integrated multidisciplinary activities and access to services
- Our workforce continues to educate itself and ensure there are processes for clients, carers and families to directly communicate critical information and risks about care to clinicians
- Organisation wide systems are used to support and promote detection and recognition of acute deterioration and the response to this for our clients.
- We actively partner with our consumers and use them to involve them in their own care, meet their information needs and share the decision-making

“

It is a privilege to be able to pass on this bequest because of all you have done over the year and for the vital support you all provide. We cannot ever begin to show the depth of our gratitude for all your loving care and support.

- Heaney Family

”

HBNC during 2020-21 had an 18% increase in providing advocacy, support and complex care to our consumers.



^ Eleanor Edgar discusses her care with Physiotherapist Alice Saunders

"Having complex care options available in our community means caring, comprehensive and convenient care for me"

- Eleanor Edgar

Strength in Partnerships

Eastern Network Bush Nursing Centre's Centre Manager Relief

Following the devastating fire season in 2019-20, Harrow Bush Nursing Centre on behalf of the Bush Nursing Centre's located in Eastern Victoria, applied for funding through the Department of Health to provide support and relief to those services. It was recognised that the staff of these small isolated health services had gone above and beyond in their provision of care to their communities by providing shelter, emergency and clinical services, provision of food and resource and mental health support. This care had continued on for many months following the fire season due to the mental and social impact of the fire season in these isolated communities. It was recognised that the Bush Nursing Centre Managers had taken key responsibility for the coordination of the support of their consumers and staff during this time and this had had significant impact on their own health and well-being.

The funding was allocated to provide relief to the managers of the Eastern Network Bush Nursing Centre's to allow the Managers to have a break and seek the support that they require. The funding supported the redeployment of Managers from the Western Network of Bush Nursing Centre's to provide relief ensuring that the services continued to operate as normal and staff were supported during this time. It also provided funding to reallocate staff to continue the management of the services in the Western Network whilst this relief was provided. Harrow Bush Nursing Centre has acted as the administrator of these funds providing the support, coordination and acquittal of funds under the directive of the Department of Health. In November 2020, Harrow Bush Nursing Centre Manager, Ann Vaughan provided 2 weeks of relief to the Cann River Bush Nursing Centre, allowing their Manager to take a much deserved break from her work at this vital health service. This opportunity allowed Ann to share her knowledge and skills and support their staff but also provided her with many different experiences of working in another Bush Nursing Centre. It also provided Ann the opportunity to network further with the other Bush Nursing Centre's in the East and share resources and provide support to them. The overall response to this program has been one of gratitude for the relief and support provided to the Eastern Network. We are proud to have been able to assist in the coordination of this project that provided valuable experiences for all that were involved.



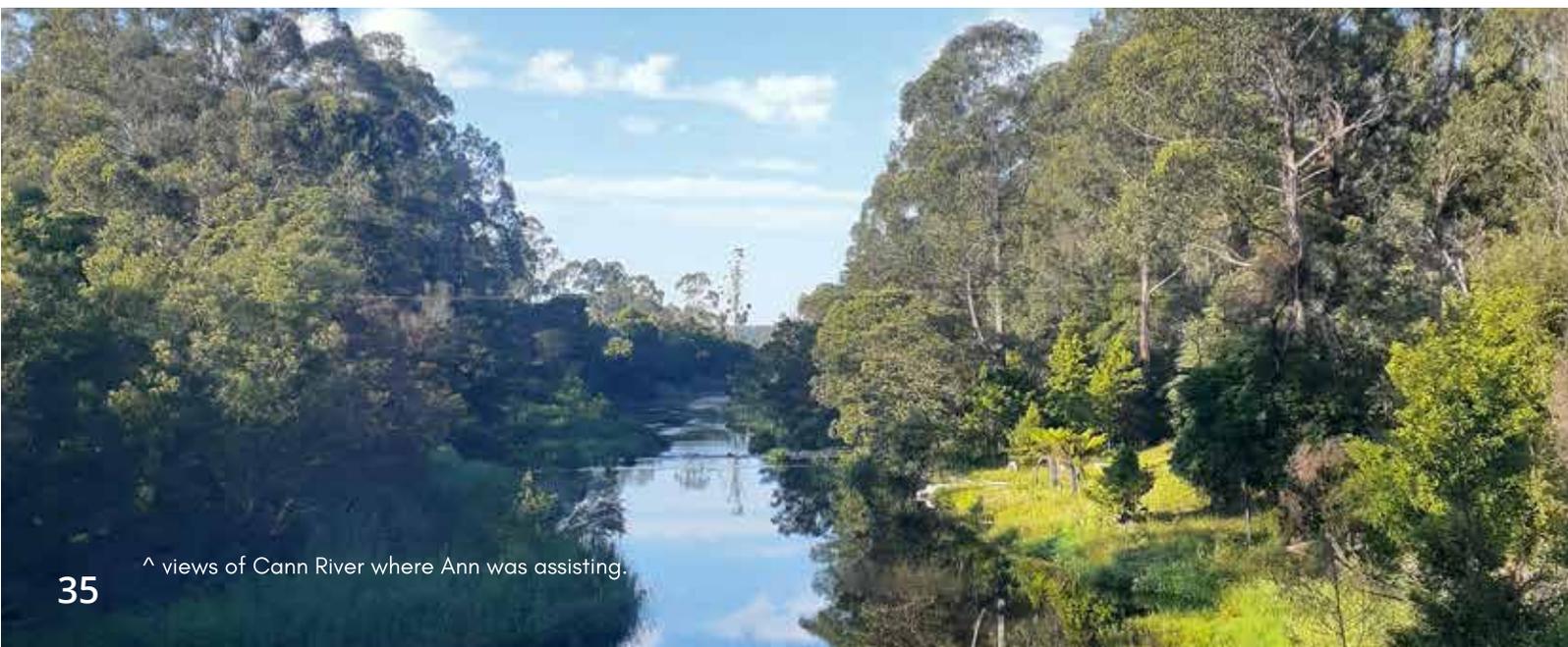
^ Ann Vaughan with RFDS Psychologist at Cann River Bush Nursing Centre



^ Ann Vaughan at Cann Valley Bush Nursing Centre



^ Ann Vaughan with Anne Brewer at Buchan Bush Nursing Centre



^ views of Cann River where Ann was assisting.

Strength in Partnerships

After Hours Palliative Care Advice Service

Over the past two years, Harrow Bush Nursing Centre staff have been part of the After Hours Palliative Care Advice Service Advisory Group. The Palliative Care Advice Service has recently been launched and is available to Victorian residents living with a life limiting illness. The service offers free, confidential advice for anyone who needs information about a life limiting illness, palliative or end-of-life care. It is a telephone advice service for everyone in Victoria in which a specialist palliative care nurse will provide evidence based information and advice.

The aim of palliative care is to improve quality of life for people and families living with life limiting illness. The service is to support people living with a life-limiting illness, or their carers to navigate the palliative care system or find more information about caring for someone. The service can also assist health professionals with symptom management, prescribing, decision-making and referral to specialist services. Harrow Bush Nursing Centre has been proud to partner with regional health services and the Department of Health to ensure the delivery of this vital new service to assist to improve the quality of life for people living with a life-limiting illness.



Edenhope and District Memorial Hospital

Harrow Bush Nursing Centre has had a long and valued partnership with Edenhope and District Memorial Hospital (EDMH) over many years. This partnership has allowed the sharing of services and resources that has ensured access to speciality allied health care at HBNC. EDMH through the support of Primary Health Care Network Funding is able to provide allied health service providers to Harrow on a regular basis. These services include a community nurse and social worker speciality care for chronic disease management. These services are highly sort after and supported by our multidisciplinary team to ensure the best outcome for our consumers. We also work closely with EDMH to seek other resources including linen supply, meals on wheels provision and sharing of vital resources that assist us greatly in all that we do. We are thankful to the ongoing support that we gain from this vital partnership within our region.



^ Cath McDonald; Community Health Nurse EDMH (right) leads a Core & Cardio Class

Balmoral and Dartmoor Bush Nursing Centre's Clinical & Management Relief

In the past 18 months we have been working in partnership with Balmoral and Dartmoor Bush Nursing Centres to provide staffing resources to ensure continued service delivery in these centres. With a long history of working together, Ann Vaughan of Harrow Bush Nursing Centre provided an interim Manager role at Dartmoor Bush Nursing Centre for a period of six months until Dartmoor appointed a new Manager. This interim role provided opportunities to share resources, education and knowledge across both organisations and assisted a vital health service in their time of need. Harrow Bush Nursing Centre also provided clinical support through the provision of nursing services to both Balmoral and Dartmoor. These arrangements not only maintained vital services to those communities but allowed our staff to further develop skills and opened networking opportunities across all three communities. The Bush Nursing Centres will continue to explore further opportunities to provide the sharing of resources to provide opportunities for our staff and ensure service delivery for our communities.



^ Megan Taylor (DBNC President) presenting Ann with her thank you gift for her time at Dartmoor.

Visiting Health Professionals

Providing Access for You



^ Judy Harrington, MCH Nurse.

This year we welcomed Judy Harrington; Maternal Child Health Nurse through the West Wimmera Shire Council who has been covering for Monica Feder (on leave) to provide care for our young children and support of our parents providing a wealth of experience and knowledge to our community. In September 2020, we were pleased to provide a fortnightly link with Dr. Brian Coulson from the Casterton Coleraine Medical Clinic through Telehealth consultation. This was a greatly welcomed addition to our services in response to an overwhelming amount of requests from the community for GP consultations to recommence. Telehealth services has become a very important way to access allied health professionals during this time and we envisage this will only continue for the future.

Harrow Bush Nursing Centre is able to provide a wide range of allied health services through a number of partnerships with local health services. Robyn Lyons; Social Worker, Cath McDonald; Community Health Nurse from Edenhope and District Memorial Health Service, Phoung Huong; Podiatrist and Megan McLeish; Diabetes Educator from the Western District Health Service have also been providing regular services to Harrow for many years. These services have been made available to us through funding from the Western Victoria Primary Health Network in partnership with Heywood Rural Health Services. These valuable services have provided improvements in health outcomes and management for people with a range of chronic diseases and conditions.



^ Alice Saunder; Physiotherapist

Cameron Watson who has provided dedicated and skilled services over many years finished with HBNC late in 2020. Alice Saunder from ACE Physiotherapy commenced work at HBNC in early 2021 and brings much experience to our service working with people affected by injury, illness or disability to help them improve the functioning of their body through movement and exercise. Alice has further qualifications in treatment of pelvic floor treatment providing education to people living with incontinence and/or pelvic floor dysfunction. Alice provides a free fortnightly service to Harrow Bush Nursing Centre through the support of Western Victoria Primary Health Care (WVPHN) funding.



^ Cameron Watson; Physiotherapist.

Visiting Health Professionals

Providing Access for You

Our Community Exercise Provider, Loren Linto also consults with Alice Saunder; Physiotherapist to assist people with exercise and fitness plans to best assist recover and improved fitness.

Glenn Howell; Optometrist, Laura Schembri; Dietician from West Wimmera Health Service, Wimmera Hearing Society Van and Darcy Penrose; Remedial Massage are other vital services provided to our community to ensure best care is provided locally.



^ Glenn Howell; Optometrist with client



^ Loren Linto; Community Exercise Provider



^ Darcy Penrose; Masseur



^ Dr Brian Coulson



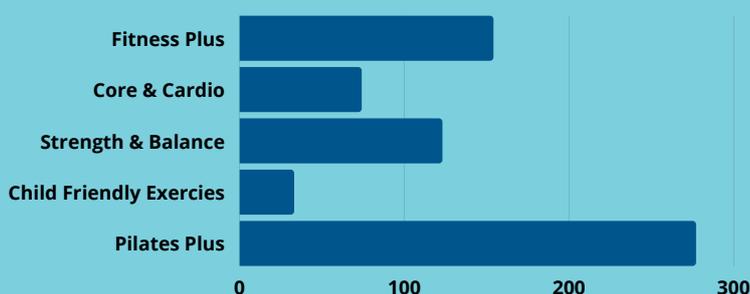
^ Megan McLeish, Diabetes Educator



^ Phuong Huong; Podiatrist

Cath McDonald from Edenhope and District Memorial Hospital continued to provide community health services to clients throughout the year when restrictions allowed through the Core and Cardio exercise group (formerly Pump n Puff).

Visits to Exercise Programs 2020-21

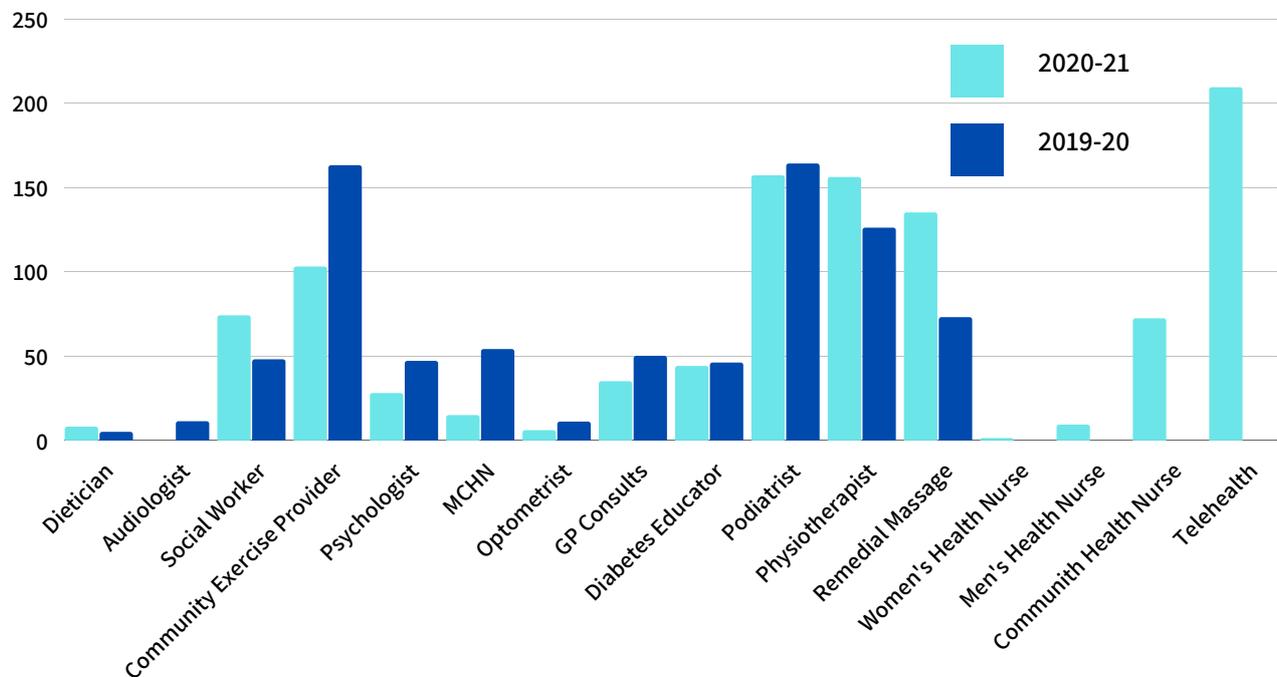


^ Cath McDonald; Community Health Nurse

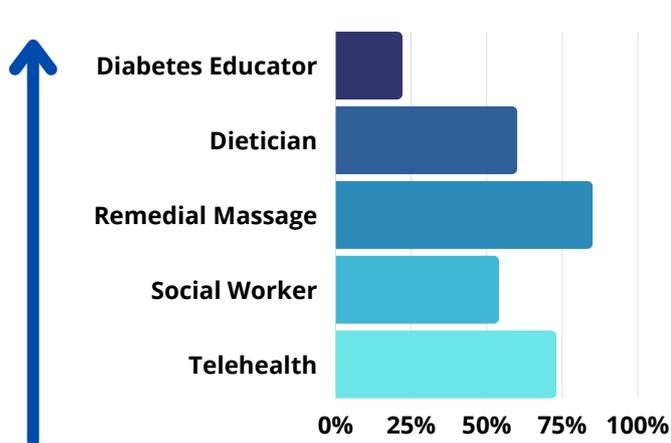
Visiting Health Professionals

Providing Access for You

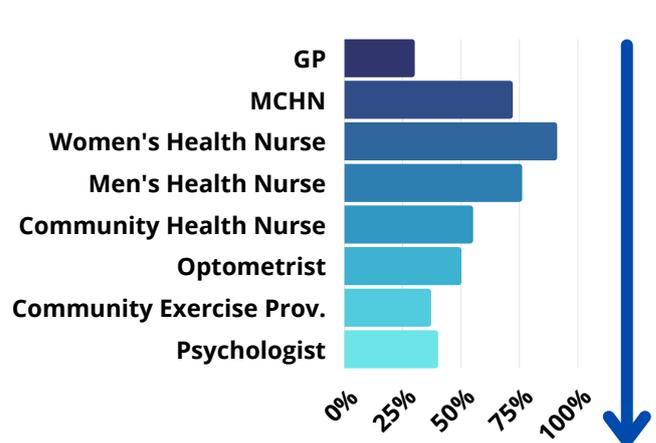
2020-21 Year at a glance



Areas of GROWTH from last year



Areas of DECLINE from last year



HBNC continues to seek and provide as many opportunities for service provision to its consumers as is possible to ensure the specific care needs of our community are met.

The ongoing issues with access to visiting services to our rural township continues to be a factor in the decline in some services at HBNC. Funding constraints, time constraints or issues filling the positions if they are vacant, leads to periods of non service.

The other more recent contributor to these declines has been lockdowns and restrictions on travel or service providers working across more than one health service together with limitations with space within the centre for our workforce.

HBNC continues to monitor these issues through data and discussion at our Quality & Safety meetings and look for other ways to pivot or provide these services to our community. As seen above Telehealth has enabled us to support many of these services in these situations and continues to be an area of growth and opportunity for Harrow.

Visiting Health Professionals

Wellbeing and Mental Health Services

At Harrow Bush Nursing Service we care for the mental health and well-being of individuals by providing a range of specialist services that can assist at person in their time of need. Mental illness is a general term for a group of illnesses that may impact on a person's thoughts, perceptions, feelings and behaviours. A mental health illness can make it difficult for someone to cope with work, relationships and other demands. We recognise getting help early can reduce the severity of symptoms and the impact on people's daily lives. The clinical staff provide confidential advice and referral to the visiting and outreach services at HBNC to assist the individual to access the help they require during their time of need.

Royal Flying Doctor Service (RFDS) provides access to FREE mental health and wellbeing services for people living in rural and remote communities. This is a confidential support service to help people through the difficult times. David Turnbull is a mental health clinician with RFDS who commenced an outreach service to Harrow in 2021 following the departure of psychologist, Tess Howell in late 2020. David is an Accredited Mental Health Social Worker and is trained in a number of therapies to assist the individual to manage their symptoms and deal with their daily lives. David currently provides a telehealth service to HBNC due to Covid-19 restrictions but will be returning to face to face appointments when restrictions ease.

The social worker service provided by Robyn Lyons from Edenhope and District Memorial Hospital aims to assist people to improve their quality of life. At some point everyone can face a distressing and life changing event in their life and for some people the assistance of a social worker can help with this time. Social workers listen non-judgmentally, being understanding and supportive of a person's needs, providing information which is useful and relevant to support their needs. Robyn provides confidential and private consultations at HBNC on a fortnightly basis generously supported through WVPHN funding.

The Rural Outreach Program is a Victorian rural mental health initiative, with local community based Rural Outreach Workers responding to the immediate needs of people living in the Wimmera Southern Mallee Shires. The program aims to improve the wellbeing of community members who are struggling with tough times and to support them with navigating services. There are currently three Rural Outreach Workers with Murray McInnes providing service to our local area. Murray can provide support to individuals who are in psychological distress and may be showing early signs of mental ill-health. They respond to a person's need for immediate support and assist them to navigate and access services quickly.



^ David Turnbull RFDS



^ Tess Howell RFDS



^ Murray McInnes; Rural Outreach worker



^ Robyn Lyons; Social Worker

Clinical Services

The past year, during the Covid-19 pandemic, has brought many challenges to the continuation of clinical service provision at Harrow Bush Nursing Centre. Though facing many barriers, our aim was to ensure the continuation of delivery of quality primary health care and emergency response to the community. Ensuring the safety of our staff and our consumers in all that we provide has been foremost in our consideration of provision of services. This has led to be more innovative in our practice, adapting our clinical practices to continue to support our community.



Total number of clinical services provided 4657

Consumer engagement continued to be the focus of our service during this time of need ensuring the community is informed and kept safe during periods of lockdown. Our staff have continued to provide advice and support to those in need through welfare checks, Telehealth services, phone calls and continuation of district and domiciliary nursing provision. They have faced many barriers to how services can be provided during restrictions but have continued to adapt services to ensure that the needs of our consumers are being met.



Immunisations

132



Telehealth Visits

209

Infection control and ensuring the safety of our staff and consumers has been a key focus of our service delivery in the past year. Monitoring all staff and consumers entering the building including temperature, symptom and contact tracing to ensure no spread of infection. Access and education on the use of Personal Protective Equipment (PPE) has ensured that we keep our staff and community safe. We have also ensured the protection of our community through education and access to PPE ensuring that they have protective mechanisms required to remain safe.



^ Amy Geary with Senior Seargent Alan Perry

	Emergency Presentations 25
	Health Promotion 186
	Post Hospital Care 143
	Urgent Care 13
	Wound Care 149



^ Sue Lowe inspects emergency equipment with Advanced Life Support Paramedic Tristan Terry.

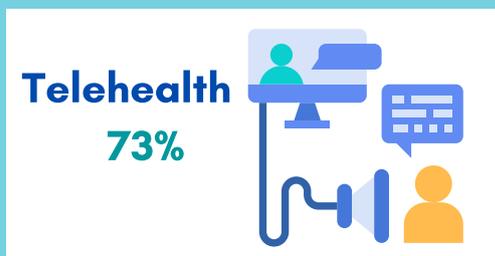
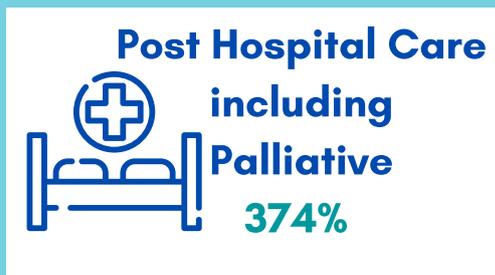
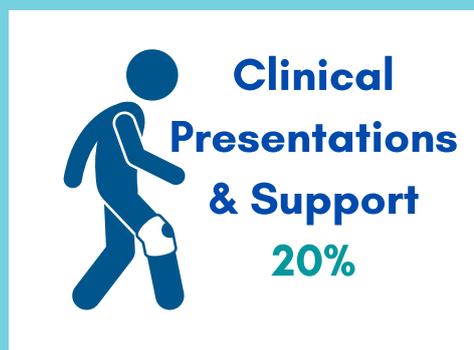
Clinical Services

This year we have continued to provide influenza vaccines through immunisation clinics with allocation of resources and increased infection control measures. We have also provided increased consumer information and advice through our newsletters, social media and community contact regarding the importance of Covid-19 vaccinations. Working closely with the Wimmera Health Care Group, Edenhope and District Memorial Hospital and Western District Health Service, we have facilitated the provision of Covid-19 vaccinations to our community members through transport provision and bookings. We are also in planning to provide Covid-19 vaccination clinics at Harrow Bush Nursing Centre early in July 2021.

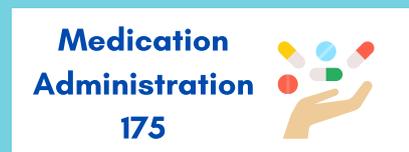
Through generous donations from our community members we were able to purchase a new clinic chair and emergency trolley which we have used extensively in provision of services. In recognition of identified needs we also purchased blood pressure and cholesterol monitoring equipment and other clinical equipment to ensure that our clinical staff can provide quality care using best practice equipment and guidelines.

We thank our community for their support and patience during these difficult times and continue to ensure that we provide the services and care in the best interest of our consumers.

Two year growth areas:



^ Carolyn with Dulcie Williams.



Alison Schedlich accessing pathology service with Amy Geary

Community Health

Community health provision 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 2019-2023 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 the Harrow Neighbourhood House.

The areas of planning for community health were reviewed in the last 12 months with participation at workshops conducted by the Wimmera PCP to contribute to the new health determinants and health promotion planning for the West Wimmera Shire. In order to understand the health needs that are particular to Harrow, we commenced more in depth planning with assistance from Dorothy McClaren from West Wimmera Health Services. We look forward to moving forward with a strategic health promotion plan for Harrow in the coming year. This year **112** community individuals received targeted health promotion information. Covid-19 impacted the number of community members we were able to reach through group events by **27%** however we engaged with **74** community members through health promotion activities. Other ways we supported the health of our community were through:

- Running community education sessions for using a Defibrillator (AED) and CPR.
- Ensuring the community defibrillator and first aid kits at the front of the Centre are always stocked and making snake bite kits available for sale.
- Running immunisation clinics for both Influenza and Covid-19 vaccines.
- Making Telehealth consultations accessible for specialist consults.
- Access to health information via our monthly newsletter; The Bush Telegraph which is posted out by mail to those members who request it, emailed to our subscribers list and made available as hard copies at local outlets.
- Health information via a dedicated newsletter from our Community Exercise Provider to members who have accessed our PHN funded services such as Physiotherapy.
- Providing a first parents group information on topics such as the pelvic floor and nutrition as well as First Aid Training.
- Information regarding various health awareness topics via our Facebook page.



^ Margaret Grigg receives vaccination from Sue Watt.



^ COM member, Ron Penrose receives a vaccination.

Did you know?

We hold 6 different exercise classes.

Antenatal Care in Harrow for Toni

Last year we featured Toni Nolan in our Annual Report who was expecting twins and was being supported by Midwife, Jo McCure.

We continue to follow the journey as Toni welcomed her very healthy twins, Ruby and Elsie. Toni was able to continue to access ongoing support through the Harrow Bush Nursing Centre in July with shared antenatal care in close consultation with midwives and obstetricians from the Warrnambool Base Hospital (South West Health Care).

Our registered nurse, Jo McCure was more than pleased to provide this support.



^ Toni Nolan with her twin babies.

“

I am very lucky to be part of their post natal journey. A wonderful opportunity for me to provide continuity of care to Toni and her family in our remote, rural setting and it helps me to maintain my midwifery skills which I love to do.

- Jo McClure

”

Community Health

A Response to Feedback..

You Said:



We need more support for first time parents.

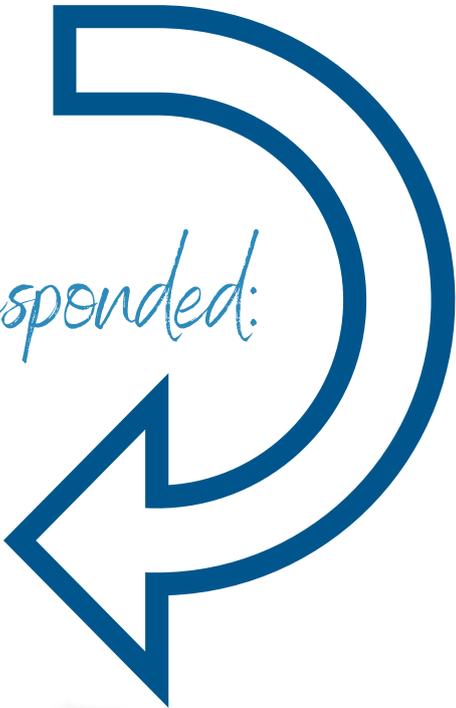
We Responded:

A program that considered the needs of first time parents with a support network, health information and reducing the impact of isolation.



Resulted in:

A new parents group started using Zoom & facilitated by Jo McCure; Midwife, offering moral and social support as well as guest speakers on topics related to parenting.



^ Paige Cameron with her baby Jasmine



^ First Parents Group take a stroll together in December 2020



^ First Parents Group get together for a play session at the Centre.

Community Services

This year has again brought our team many challenges, but fortunately, we've been able to remain flexible to continue to provide services to our community. The Covid-19 restrictions have led to many of our group activities being restricted resulting in the lunches and trips being modified or cancelled to meet these requirements. In between lockdowns, the social support group did meet for meals at the Centre and had a trip to Warrock Homestead near Casterton joining in with the Balmoral Bush Nursing Centre Social Support Group. It was great to hear stories of "we used to have one of those" and see people catching up and reminiscing. Along with the Balmoral SSG group, we had lunch at the "Pub in the scrub" then all enjoyed a scenic drive home.

In between lock downs we managed the following activities:

- Bus trip to Hamilton for the Covid-19 vaccination clinic.
- Fare-welled our valuable volunteer, Chris McCall who moved from the district.
- Participated at the Blacksmith Workshop at the Johnny Mullagh Reserve which was made possible through the HNH School Holiday Program.
- Action Aids from Horsham visited and showcased items that can assist us in the home; jar openers were a popular item
- Enjoyed soup and toasted sandwiches while watching a movie in centre.
- Meals delivered to our homes provided by the Harrow Post Café and Sloba Petrovic.

During the quieter moments, it has given us time to reflect on the way we provide services especially to those who may be isolated. To support those at home we delivered meals cooked and prepared by Sloba and the Harrow Post Café on a regular basis. These visits were welcomed by the participants and provided an opportunity to check in on people at their homes for their wellbeing and other care needs.

A survey was conducted of the participants and the feedback indicated that this was a successful activity with people enjoying their delivered meals, seeing staff at their home and being able to interact with staff especially in their gardens.

Our core groups are those living with a disability, chronic illness or frail aged who wish to continue living in their homes maintaining their independence, health, social interaction and to remain connected to the community. Services are also available to support the carer through our Respite service. This provides the carer to take a short break, knowing that their family member is being provided with safe and professional care. Also available are Home Care Packages: once assessed and deemed eligible, clients then can access a package of care. A Case Manager is allocated to the client, working with them to establish what services will assist them to remain living in their own home. Packages are flexible and designed to help with individual care needs. Services can change as the persons needs change. The aim of these services are for the purpose of the client to be able to remain in their homes with support.



^ Sloba dishes up one of her delicious SSG lunches in Centre

Several clients receiving care have commented that they would not be able to stay in their home in Harrow if it were not for the care provided through the HBNC.

Community Services

Services provided include:

- Personal care
- Meal preparation
- Meal delivery
- Transport to appointments
- Respite care
- Care coordination

The HBNC continues to have strong working relationships with funding bodies that assist in providing these services. Our key stakeholders are:

- Wimmera Community Options
- GenU- Karingal St Laurence
- Edenhope and District Memorial Hospital
- West Wimmera Shire Council

HBNC provides Case Coordination between the funding bodies and service providers, including referral to allied health providers, safety equipment and personal alarms.

The Community Exercise Provider role worked within the limitations of the Covid lockdowns to provide exercise programs specifically for our older age group or those with chronic disease. Working under the direction of our allied health service providers, our Community Exercise Provider; Loren Linto provided specific individualized and group based exercise programs to our community members. Participation was positive with many joining the group activities when restrictions allowed with the Strength and Balance group enjoying a scone and a cuppa after classes which has proved very popular. The improvements to physical strength and balance as well as the social aspects of this program are noted and extremely valued by each participant.

The Community Services Team work closely with the clinical staff, ensuring we provide holistic care to our clients with regular multidisciplinary team meetings. These meetings lead to developing a plan of care to support the client which may include provision of equipment, referrals to other allied health professionals and liaising with them regarding any issues /concerns. This contributes and supports the delivery of care provided through our service.

The obstacles and challenges the team has endured this year has been difficult for ensuring that we continue to meet our client's needs. It has been positive to receive feedback that clients have felt well cared for and appreciate the support they have received through the HBNC with phone calls, home visits, meal delivery and special treats such as a biscuit/cake with a teabag. We hope that the next year brings a further easing of restrictions and an opportunity to return to some of the activities that support our clients.



^ Roma Anson enjoys a birthday cake by Sloba.



^ Peter & Judy Johnson receive their SSG lunches at home..



^ SSG group enjoy an outing including afternoon tea.

< SSG clients attend the Blacksmith display

Community Services

2020-21 Year at a Glance



129 visits for client care service provision



1 group outing/activity



258 client meals provided



71 client transport services



322 instances of client and volunteer coordination

*We had a total
of 781
occasions of
service this year*

- Community services has experienced a **20% decrease** in services from the 19-20 year due to the impact of the Covid-19 lockdowns in regional Victoria. This has prevented the normal group outings and activities and also impacted on face to face service provision within these activity and outing settings.
- The 2020-21 year has seen an **8% increase** in transport services and a **26% increase** in meals required by our community. Over the past two years both these have experienced an upward trend.
- Meals on wheels collection, delivery and meal preparation became more important as community services pivoted from in house meals to connecting through a delivered meal service.

Fire Safety Awareness with the CFA

In September, 2020 we were approached by CFA Horsham (District 17) to work together assisting community members to safely prepare for the summer fire season through the "Leaving Early" program. As Harrow does not have a dedicated community safe place, we determined that this was an excellent opportunity to partner with the CFA to assist our community. The Community Services team assisted clients to establish a plan which included being organised in advance and sharing the plan with friends or neighbours. The process included highlighting what needs to be done in a time of crisis and lists the procedure to put in place to become fire ready. This also included a webinar open to the community conducted by CFA Horsham. Several clients were assisted by our Community Services Team in preparing their 'leaving early' plans.

The Harrow Bush Nursing Centre also maintains a Fire Danger Rating sign at the front of the Centre which is updated every morning of operation during the fire season to keep the community informed as to the daily ratings as well as Fire Danger Season Notices to the Community, checklists and client registers to ensure the safety of our community members during this time.

Community Services

A response to feedback..

You Said:

We dont want to miss out on the SSG lunches during Covid lockdowns.

We Responded

Commenced consultation and planning to continue to safely deliver nutritious meals to SSG clients monthly.

Resulted in

Home delivery of SSG meals prepared by Harrow Cafe and Sloba Petrovic, monthly resulted in a 26% increase for meal provision for the 2020/21 year.



^ Chris Peterson and Marg Elliott prepare to visit clients



^ Sloba Petrovic prepares meals for home delivery



^ Marg Elliott delivers a meal to Marlene Hair

Story of Service

Kylie McClure

The Harrow Bush Nursing Centre is an integral part of our small township and the wider community of Harrow.

I have lived in the Harrow community for over 20 years and what the Bush Nursing Centre continues to offer to our community is nothing short of amazing.

Bush Nursing Centres receive the basic funding from the Government to operate and the remaining funds that are required to run the programs offered at the centre are all raised internally via donations and fundraising, and I got to witness this firsthand as a committee member of the Centre and then as President of the Centre and also as an employee for a short time. The time and effort that goes into raising the necessary funds to run the numerous programs that the Centre offers is quite significant. The committee is made up of passionate community members who volunteer their time to support the staff at the Centre and help deliver all of the programs and services that the Centre offers.



^ Kylie McClure at home in Harrow.

For a small community of Harrow to have trained Remote Area Nursing nurses who are on call 24/7 should anything happen and who work closely with the emergency services is something that we as a family and business owners are extremely grateful for. Also being involved in the local football/netball club, the Bush Nursing Centre and the nurses are called on regularly for injuries and continually volunteer their services to keep the club and its members informed and up to date with relevant training sessions. These nurses are our friends and family but they are extremely professional when it comes to their role as a nurse at the Centre. This also is filtered down to all of the staff at the Centre who are always very professional and confidential in everything that they do.

We as a family, have used the services of the Harrow Bush Nursing Centre for a number of years with our eldest daughter turning 19 this year and as a young family, the services and support that we used at the Centre were very important to the upbringing of our children being able to socialise with other families and have services such as the maternal child health nurse, doctors, access to video links to specialist etc. Heath and I have also both used the Centre for the men's and ladies' health days/nights that the Centre provides along with the ongoing support both mentally & physically from these professionals that visit the Centre.

Owning a small business within Harrow and employing personnel, the Bush Nursing Centre offers a membership that covers us as a business and all of our employees which is very important for any incidents/injuries that we have and they also support us in the different forums that we present to our employees for example mental health information sessions, hearing checks and general health check-ups.

From all the different avenues that I have been involved in and at the Harrow Bush Nursing Centre over the years, it continues to be the hub of our small town and wider community and we as a family and business are extremely grateful for everything that it offers.

Kylie McClure

"The Bush Nursing Centre offers a membership that covers us as a business and all of our employees" - Kylie McClure

Story of Service

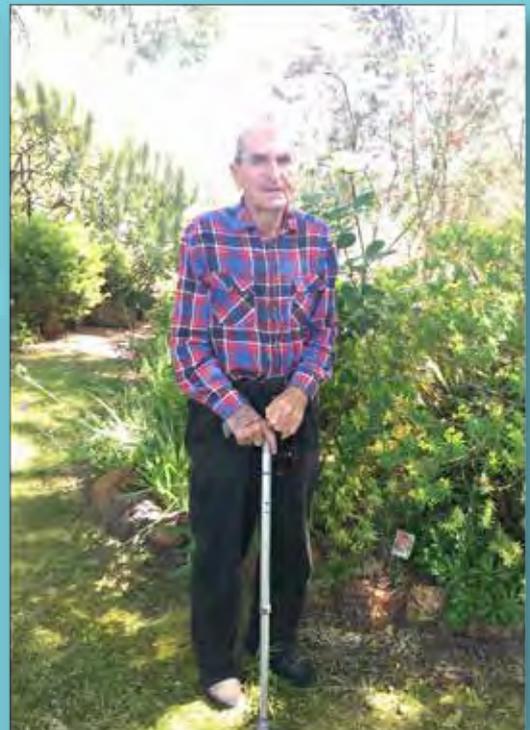
Joan & Alan Decker

Our home and garden have been part of our lives for 58 years and despite some medical difficulties, with the support of the Harrow Bush Nursing Centre, the Centre has meant a great deal to us. We couldn't have stayed in our home this long without them.

Over the years we have both been involved with the Harrow Bush Nursing Centre in some way or other. Alan was on the steering committee and then the sub committee of the Harrow Neighbourhood House since its inception and for many years afterwards and Joan particularly always enjoyed the monthly lunches. Joan was a volunteer for several years at the SSG (formerly PAG) monthly lunches. We both accessed the services often including SSG outings and programs, podiatry and GP visits. Alan and I (Joan) arrived in Harrow in 1960 to live and work at Glenferrie. Our first contact with the Centre was to take our newborn son, Craig in for his vaccinations and to be weighed. I remember pushing his pram down into Harrow, across the old bridge with our daughter Wendy who was four years old. The newborn clinic was located at a small shop next to the hall although the Centre was a little white cottage in Swanston Street run by Merle Perry. The next sister-in-charge, Corinne Keyte, would live in – meaning she was available 24x7.

Now in our senior years we have contact in some form with Centre staff every weekday. The staff help us to shower, cook meals, and provide medical care and access to telehealth appointments. The Community Exercise Provider (Loren Linto) also visits us in our home to assist with an appropriate exercise program. There are so many things, too many to mention but the Harrow Bush Nursing Centre has been absolutely fantastic for us. We are so grateful to have had the support through the Centre for most of our lives.

Joan and Alan Decker



^ Alan Decker enjoys his garden at home.
< Alan and Joan Decker and above left: views of Alan and Joan's garden.

"The Harrow Bush Nursing Centre has been absolutely fantastic for us. We are so grateful to have had the support through the Centre for most of our lives." – Joan Decker

Harrow Neighbourhood House



The Harrow Neighbourhood House (HNH) was first established in 2007 with a mission to connect, inspire and belong. A steering committee comprises of two Committee of Management members, volunteers, community representatives and staff members. The Harrow Neighbourhood House sub committee now oversees the governance of the program, meeting five times a year and reporting back to the HBNC Committee of Management. The program relies on volunteer input, donations, grants and annual funding from DHHS. The HNH plays an important role in providing activities to the township of Harrow addressing the needs of this rural community. Due to Covid-19 restrictions, the types of activities we were able to run were limited however some of them such as exercise classes were able to be conducted on Zoom. This year the following activities were held:

School Holiday Program

(This program has been supported with funds from The Ross Trust grant which finished this year).

- Surf Trip
- Cooking with Katrina Lodge and Steph Schall
- Arts and crafts with Katrina Lodge
- Blacksmithing workshop
- Horse Therapy camp
- First Aid for youth
- Financial literacy program
- Jumping castle
- Vouchers for online activities
- Cafe vouchers

Health & Wellness

- Child Friendly Exercise Class
- Pilates Plus
- Fitness Plus
- Yoga

General Interest

- Sketch with Stretch classes
- First Aid & CPR training
- Understanding Centrelink Youth Allowance
- Public internet access
- Defensive Driving training (accredited)
- Facilitated Playgroup
- Harrow & District Men's Shed

“My child genuinely loved the café vouchers during Covid and so did I! Afternoon tea out and time together!”
- Consumer feedback



^ Art from Sketch with Stretch class

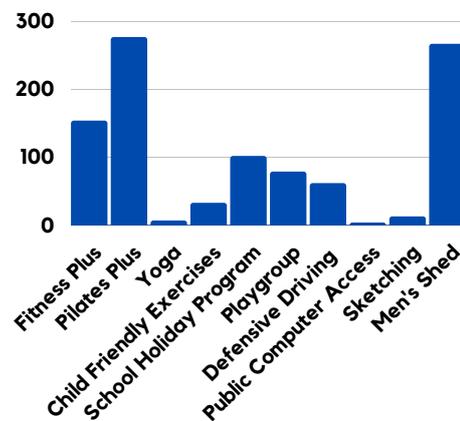


^ Surf day

Defensive Driving Program

We were pleased to be able to safely conduct the Defensive Driving Program this year with the Australian Driving Institute providing accredited trainers. The popular course is held annually and participants are able to do AustDrive 1 or AustDrive 2 (Corporate). Once again, we were able to offset the cost for school aged participants thank to the Ross Trust funding and 26 students undertook valuable training in AustDrive 1. We thank the ADI for continuing to provide this training in Harrow and the West Wimmera Shire Council for supporting the program by closing off some roads to use for the training.

HNH program visits 2020-21



^ Child Friendly Exercise participants



^ Defensive Driving participants

Harrow & District Men's Shed

“ We always looked forward to getting back to the shed. ”
- Consumer feedback

During the closures throughout the past year, the members of the Men's Shed spent long periods in their homes but fortunately most were able to keep themselves busy either with work or completing projects at home. Members kept in touch with each other but missed the social interactions and always looked forward to getting back to the shed again. With many projects to complete at the shed and thanks to all the community members for their patience and support, we were able to open again in November and it was great to see the interaction after such a long absence. A reopening time was made available in time for the Christmas BBQ in early December and everyone really enjoyed the day. After a challenging year, thanks goes to all members for their patience, attendance and perseverance to keep positive and busy. Members were able to get back in the shed in early January for the start of a new year, all be it under Covid-19 safe conditions and they were more than pleased about it. With a number of projects remaining, it was great to see them back on the tools. We were very pleased to receive a grant from the Victorian Men's Shed Association which enabled us to purchase a new fridge and install blinds in the kitchen and dining room, which has benefited all our members. We said goodbye to Alan who had been a long term member including assisting with the sausage sizzles and managing the annual football tipping competition for several years and we thank him for his contributions to the Harrow Men's Shed.

This year the men were fortunate to be able to work on a wide range of projects which included furniture repairs and making some tables and seats for the Johnny Mullagh Cricket Centre. We also would like to say thank you to the people who donated timber to the shed and this was used for many of the projects. After some deliberation, we decided to run the football tipping competition again hoping that we could get through a full season. Although we had a smaller number of participants than previous years, people were keen to give it go anyway which was great.

In May we held a working bee to repair the veranda at the old display cottage for the Harrow Historical Society followed by a BBQ lunch. The weather was really nice which allowed us to complete the job and we all enjoyed the day out. In June we were able to complete a large red gum dining table for a local community member and it was great to know that they were very pleased with the finished product. We continued to work on a wide range of smaller jobs throughout the year including items which we made available for purchase at Harrow Calico & Candles such as timber trays and our popular wooden clothes horses. Our wooden Christmas trees made out of packing pallets project was launched towards the end of June as a small fundraiser in preparation for Christmas. The Harrow & District Men's Shed remains committed to opening its doors wherever possible for local men from all walks of life to attend. The reasons for individual participation are varied and include simply needing a place to learn and apply practical skills to a place for social support and interaction.

The Harrow Bush Nursing Centre provides all the guidance and governance required in order to continue a safe Men's Shed Program through the Harrow Neighbourhood House. Sincere appreciation must also be extended to the Wimmera PCP and the Victorian Men's Shed Association for their continued support, advocacy and advice.



Pictured from top to bottom: Alan Offord and Nathan O'Brien with footy tipping results. Members finish a table and seat for the Johnny Mullagh Cricket Centre. Working bee at the old cottage and Peter Johnson and members relax at a sausage Sizzle

School Holiday Program

The Harrow Neighbourhood House (HNN) School Holiday Program continued this year with some challenges due to Covid-19 restrictions. This program has been a vital and vibrant aspect of the Harrow Neighbourhood House program for over ten years now. Towards the end of 2017, we were very fortunate to receive a three year grant through the Ross Trust (formerly known as the R.E. Ross Trust) to assist with costs associated with running an annual school holiday program from December/January school holidays to September/October school holidays each year for the local youth. Covid-19 in restrictions in 2020 meant a stop to many of the planned activities and hence an extension was granted by the trust to continue our program through until the September/October holidays in 2021. As such, this funding has now be acquitted. We thank the Ross Trust for their support and we are now planning to implement a standardised program with feedback from our consumers. Alternative funding for this program will be sourced.



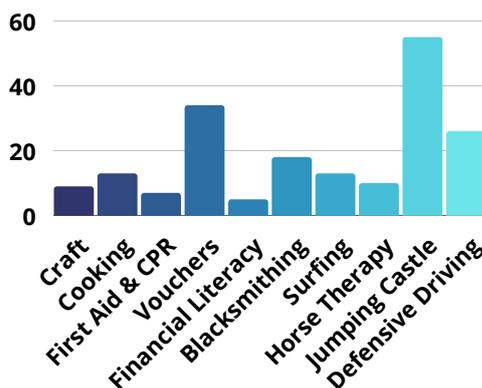
This year, we found creative ways to continue to engage with the children. We engaged with Balmoral Community College to assist senior students as a way of addressing leaving home skills which we identified as being wanted by students and assisted with their financial literacy program from CAFS Ballarat by providing the Barefoot Investor book to each participant. Whilst this was not strictly a school holiday activity, it was most certainly appreciated by the school and was noted in their school newsletter and on their social media with appreciation.

The bouncing castle we hired to coincide with a craft program was hired due to feedback that identified that children were just needing to have fun on their school holidays due to the restrictions experienced with Covid-19. We engaged Edenhope Lions Club to manage a bouncy castle on the long weekend in March where fortunately restrictions were not applied for that weekend - again whilst not strictly a school holiday period, it was a long weekend which engaged many children and we received positive feedback.

Throughout the last four years of running this funded program, we have learnt that often the simplest of activities are the most engaging such as Junior Golf which was held at the Harrow Golf Club and turned out to be one of our most popular activities for children. We realised that parents are looking for activities that will give their children a new skill such as the blacksmith workshop or cooking and crafts. The activities which required social adhesion such as the Horse Therapy camp were very beneficial as we merged students from two local secondary schools together who did not necessarily know each other. Overall it was very positive with one parent remarking this was exactly what her child needed because she had made new friends.

The community has benefited greatly from this program. It has essentially been years of children coming together from neighbouring communities and towns, building social connections and learning skills. We also thank volunteers who have also enjoyed the times; driving the bus and supervising children to assist staff. Economically on a local level, we have engaged many providers including local cooks, businesses such as the local cafe to cater, various artists, clubs such as Hamilton Archery Club and Harrow Golf Club, hiring of the local Harrow Hall, tourism businesses such as Naracoorte Caves and Charlie's Surf School all of which, this program injected a small amount of income to these local businesses. The most popular of all the programs in terms of feedback for required future need has undoubtedly been the Defensive Driving Program which has enabled to date, close to 100 L plate drivers to actively undertake an accredited program giving them skills for life in driving. Many of these students would not have been able to afford the fees for this course. The Ross Trust enabled the fees to be more accessible. We thank Lynne Beaton and the Australian Driving Institute for continuing to support deliver this annual program. Thank you to the Ross Trust for a significant input and investment into the lives of so many children and teenagers over the last three to four years. We are truly grateful.

HNN School Holiday Program visits 2020-21



— “ —
*A wonderful time at the surf trip.
 Thanks for the opportunity for my
 child to go.*
 — Consumer feedback —

“
*Thanks for looking after
 my child today - she
 had a great time at the
 Surf Day and thanks
 for all your effort.*
 — Consumer
 feedback —



^ Surf Trip



^ Horse Therapy

“
*My son loved the
 ability to learn
 blacksmithing and to
 make something of his
 own was terrific.*
 — Consumer
 feedback —

School Holiday Program



Our Investment for the Future

Capital Project

The Capital Project building extension progressed throughout 2020-21 although somewhat delayed due to lumber shortages and supply issues impacted by COVID19. The Capital Project Sub Committee worked diligently through the process guided by Project Manager; Architect Jakob Kelly. Jakob has brought considerable experience and knowledge to the project having developed a number of significant public building projects within the Western District of Victoria including health service projects.

The core aspects of the funding come from a bequest from the late John 'Don' Pyers estate and the Collie Foundation, a perpetual charitable trust. We are extremely grateful for both of these bequests as well as numerous donations and fundraising efforts that have made the total project achievable. Thank you to everyone who has donated towards this valuable project. The existing building will have some small remodeling but will remain as the Neighbourhood House and location for community health and other social activities. The new building, extending to the north, will be dedicated for reception, waiting room and clinical purposes. It will differ slightly in outside appearance from the existing building and this can already be seen with the construction of the roof taking shape. The extension will reflect the Harrow Bush Nursing Centres commitment to delivering modern and up to date health services with the design reflecting this commitment whilst still ensuring the new building fits in with the rural environment of Harrow. The outside windows will be higher allowing natural light during daylight hours whilst preserving privacy. A modified pitch to the verandah and raked ceiling has been incorporated into the design to allow for natural lighting to the building and will differ from the existing building which has the bull nosed verandah. Natural light has two valuable contributions. It considerably improves the productivity and feeling of wellbeing of people within the building as well as making a major contribution to passive temperature control.



^ February 2021



^ March 2021



< May 2021



^ Current

“ Thank you sincerely for keeping us updated on the progress of the building project. I feel very informed and reassured that any impact on my property is being monitored. ”
- Consumer feedback



^ front view



^ rear view of building with ambulance access

Our Investment for the Future

Future Sustainability Project

Harrow Bush Nursing Centre has been involved in an extensive project with Balmoral and Dartmoor Bush Nursing Centre's to review governance and management operations to explore future opportunities for growth for each Centre. This project was supported by grant funding for consultancy services through the Department of Health and included an in depth analysis of current operations and possible future directions for these services. Carli Lamb of SQSolutions was engaged to consult on this project.

The main focus areas considered were around sharing of governance and management structures, sharing of resources and administrative functions which could lead to further opportunities for growth and reduction in costs for our Centre. Options considered included opportunities for co-operation, shared management and governance structures and collaborative work with other health services.

The final report is currently in progress and it is noted that this is a longer term project, requiring further consultation and consideration involving extensive community consultation if any decisions were made for future changes to our service.



^ Carli Lamb

“ This was an extensive project with Balmoral and Dartmoor Bush Nursing Centre's to review governance and management operations. ”
- Consumer feedback



Business Details

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

Accreditation to the National Safety & Quality Health Standards V2 achieved through Quality Innovation Performance (QIP) on 19th November, 2019.

ATO Endorsements:

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

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PO Box 103, Harrow, VIC, 3317

Contact:

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

Auditors:

The auditors for the 2019-20 financial year were:
CG Assurance Pty. Ltd. (Cogger Gurry Chartered Accountants Hamilton, Vic)



