

ANNUAL REPORT 2023-2024

Swifts Creek Bush Nursing Centre

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SCBNC
SWIFTS CREEK
BUSH NURSING
CENTRE INC.

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VISION AND VALUES

Vision

Our vision is to provide a quality, accessible, twenty-four hour on-call health service encompassing a wide range of health and welfare issues relevant to the community of Swifts Creek and surrounding districts, and to encourage optimum health and maximize independence of all Community members. Implicit in this vision is that our sole Bush Nurse Manager will provide a skilled, proficient and personalised link with the broader health system given the fact that we are a geographically isolated rural community.
The nature of the service will be integrated, non-discriminatory, culturally appropriate for the rural community and responsive to the needs of the community.

Mission

The Swifts Creek Bush Nursing Centre services the holistic health and wellbeing of the local residents and transient population by providing multi-skilled professional nursing. We provide a high quality, culturally appropriate, flexible and innovative service that aims to ensure the safety and wellbeing of the community in their chosen environment.

SCBNC GOALS 2023-2024

The Swifts Creek Bush Nursing Centre services the holistic health and wellbeing of the local residents and transient population by providing multi-skilled professional nursing. We provide a high quality, culturally appropriate, flexible and innovative service that aims to ensure the safety and wellbeing of the community in their chosen environment.



PARTNERSHIPS



QUALITY HEATH & WELFARE

CONSUMER & COMMUNITY



STAFF SUPPORT & SKILLS

STRATEGIC PLAN PROGRESS 2023-2024

SERVICE FUNDING AGREEMENT

- ✓ Support to the elderly and isolated to stay in their homes
- ✓ Secure funding for ongoing maintenance
- ✓ Secure funding for maintaining 24/7 service.
- ✓ Charge appropriately for services provided
- ✓ Reduce operating costs
- ✓ Advocate the needs of community

CLINICAL & ORGANISATIONAL GOVERNANCE

- ✓ NSQHS standards maintained through strong governance.
- ✓ Succession plan & ongoing professional development of staff & COM.
- ✓ Policy & procedure review in line with NSQHS
- ✓ Support safe clinical practice by having robust & sustainable improvement systems
- ✓ Commenced the development of processes Skills audit of COM

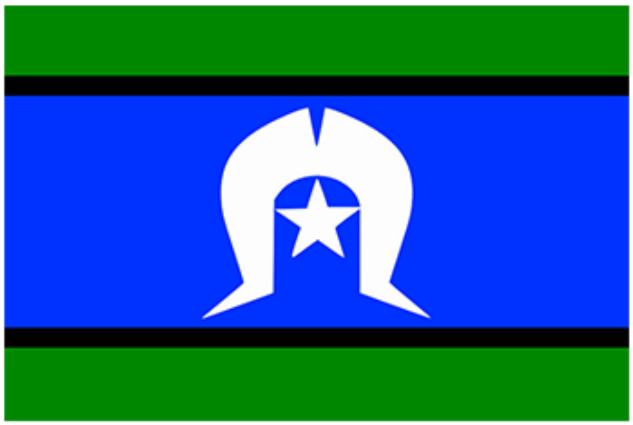
SAFETY STANDARDS

- ✓ Maintain safety for staff in the work environment (in the Centre and on callouts)
- ✓ Safe health care for consumers
- ✓ Support & encourage consumers & community to participate in their healthcare
- ✓ Strong, transparent, supportive & accessible leadership fostering culture of learning, accountability & openness

ACKNOWLEDGMENT OF COUNTRY

Swifts Creek Bush Nursing Centre acknowledges the traditional owners of the lands on which we operate.
We recognise and respect their cultural heritage, beliefs and relationship with the lands.
We pay our respects to Elders both past and present and thank them for their contribution to our health service.





PRESIDENT'S REPORT- EDDY MAUGER

President 2022-Ongoing



This being my second year as President of the Swifts Creek Bush Nursing Centre and the Committee of Management, I would like to extend my thanks to all of the staff and volunteers that keep our essential health service viable in a turbulent time for our State and the Health Care system.

Our Strategic Plan for this term is a result of what members want out of our Health Service, and what we, as a committee and staff of the Swifts Creek Bush Nursing Centre, see as the future for health care in regional Victoria. We identify the lack of state recognition of rural communities, and we will continue to advocate and show leadership in health care and support networks in our district. Our team of volunteer Committee members and staff came together to create a new strategic plan that reflects the evolution of the SCBNC and our innovative aspirations to meet the future needs of our community. We look to grow and continue our presence.

We see having continuity of care is very important and will continue to be a point of contact for those experiencing difficulty with their mental and physical health. We will continue to provide a 24/7 service and will still offer an increasing range of services that are essential to the safety and health of the community, including all visitors to the area. We will continue to provide after hours and weekend services providing emergency response in collaboration with Ambulance Victoria, in which we have a fantastic relationship with our local ACO's.

We would like to extend our thanks to our members and the various people, groups, organisations and businesses who have supported us. The community coming together in this way supports funding the work our Bush Nurses do and the scope of the services we can provide.

Finally, I would like the acknowledge the tireless contributions from our amazing team of staff and Committee of Management, particularly Sue, Marney, Pauline, Lorraine and Deb, who go above and beyond what is expected in their roles on a daily basis.

We could not have a more professional health service, and I am very proud of that.

Thank you,
Eddy Mauger

Big thankyou to Pauline for helping me pull this together.

BUSH NURSE MANAGER REPORT-
SUE CARROLL

Annual Nurses Report for 2023-24

It has been yet again another busy year for the Swifts Creek Bush Nursing Centre.

Many projects were completed and a great deal of improvements occurred for the building during this financial year.

We had been successful with a Rural Health Infrastructure Grant to change all of the existing floor coverings throughout the building. It was a massive, noisy and dusty job. The old carpet squares were pulled up and then the perished linoleum tiles and intermittent areas of concrete were ground up. The existing concrete floor surface was then ground back to make it smooth, as it should have occurred during the build in 2010. Vinyl floorboards were put down in the main walkways, Nurse's and meeting rooms. Carpet put in consulting rooms, Administration Office and Nurse's unit.








As we were unsuccessful with RHIF funding for painting, we were fortunate to receive some donation money and a small grant to allow the Centre to be fully re-painted internally. This has completely refreshed the Centre and when people enter the building for the first time, they ask if it has just been built.

After a great deal of angst trying to get the design and engineering right for the build of the disabled carport, covered walkway and handrails, we finally got there.
This is all thanks to Simon Anderson (Simon Anderson Consultants Bairnsdale) and Richard Hoxley (Crowther Sadler) for assisting with engineering and permits, to get us started.
The construction was done by Omeo Engineering with Graham Symons and David Butler doing an amazing job. This carport is being used on a regular basis and is easier access along the ramp under cover.






Removal of GP services from SCBNC

The huge loss that occurred to the SCBNC and local community, was Omeo District Health pulling the Doctor services from our Centre in September 2023, with no communication to the staff at SCBNC or the community. I along with our President Edward Mauger, tried to have meetings with ODH to discuss this situation and to bring in Ensay BNC and Benambra Neighbourhood House, but we were refused. We called a community meeting, which was held at the Junction Hotel in Swifts Creek to reassure the community that the Swifts Creek BNC would still be functioning as usual and that they could call the PHN after hours number (1300272767) to get scripts and pathology request forms free of charge, or we could assist with Victorian Virtual Emergency Department (VVED) for other issues. There was an amazing turnout to this meeting. A great deal of community members are now using this system, which is working extremely well.



Community meeting at Junction Hotel

Sleepwell clinic.

Fadia Isaac, who is a Clinical Psychologist contacted me re running a sleep clinic, as she is doing research into sleep behaviours post bushfires.
We ran the first clinic at our Friday lunch. We then advertised in the Omeo Newssheet for a second clinic which was again run via Zoom.



KidsFix

A car rally came through Swifts Creek on Thursday 14th September, who do fund raising for sick children. They donated approx. $15,000 to the SCBNC for a Vein viewer and a Syringe driver which we have acquired. We are using the vein viewer frequently to find difficult veins when taking blood for Pathology, or inserting an intravenous cannula.

Physiotherapist



McMillan Chiropractic contacted the SCBNC, as they saw a need to provide Physiotherapist services to our community. Robert Hughes is a highly trained Physiotherapist with many years of experience. He commenced his services at SCBNC in May this year and will continue with monthly appointments.

Lions Club in Bairnsdale have kindly donated $1500 to purchase a mobile ultrasound for Rob to treat the patients.

Palliative Care Week

Palliative Care week was on the 19th – 25th May this year. We celebrated this with a lunch and playing a film called “Live the Life you Please”. We were fortunate to have Erika Weinzierl (Palliative Nurse Practitioner GLCH) and Tara Crees (GLCH) join us on the day to answer any questions.



RHIF8

We had applied for Rural Health Infrastructure Funding for a changeover of the car, micro ear suction equipment and a diagnostic set, which we were successful for and have acquired.

Gentle exercises class

Renee Lancaster is doing gentle exercises classes for the elderly in the SCBNC meeting room on Wednesday afternoons. People from Ensay and Swifts Creek are attending and enjoying these sessions.

Ambulance call-outs

We have had a number of severe Ambulance cases over the past 12 month. Yet again all of the services (SES, CFA, Amulance) and most of these people are volunteers, arrive to these accidents to ensure the best outcome for the victims. Everyone works together to coordinate the extracation of the people from the vehicle. Helimed is often requested and the patients are transferred to the appropriate hospital for emergency care.







Victorian Virtual Emergency Department (VVED)

The Bush Nurses are using the VVED on a very regular basis since Omeo Hospital pulled the GP services from the Centre. Previously the Nurses would have referred the patients to the Omeo GP during the week days, but we are now using the online system which is working

extremely well. The patients are seen at the time and treatment is organised immediately, whether that be for a CT scan, X-rays, antibiotics or pathology.

Remote Area Nurses Training 2024



Sarah O'Brien and myself did the Remote Area Nurses training in May and Marney completed hers in June.

QIP Accreditation

Swifts Creek BNC underwent accreditation with QIP in January for National Safety and Quality Primary and Community Healthcare Standards (NSQPCHS) and passed with flying colours. The accreditors stated that our Policies and Procedures were the best they had read.

ADMINISTRATION OFFICER REPORT-
DEBORAH CRELLIN

Quality & Safety Report



Safety and Quality Subcommittee

SCBNC has again worked hard in 2024 to achieve positive results with delivering services and support to the Swifts Creek Community.

SCBNC had a scheduled accreditation in January with this being our first accreditation under the new Primary and Community Standards. These standards are more closely aligned with the usual business of SCBNC than the previous standards, which were more relevant to hospitals. We were excited to make the change to the new standards, happily archiving the older policies and bringing in the new, applicable policies and procedures.

SCBNC has a well-defined audit schedule to review processes and practices at the Centre, ensuring staff are working within best practice guidelines to ensure safe, quality care for all clients.

The following audits were performed in 2023-2024:

- Hand Hygiene
- Aseptic Technique
- Environmental Safety
- Medication Management
- Client Healthcare Record
- Cleaning
- Health Literacy

SCBNC actively seeks feedback from clients to allow us to have information that measures how we are performing against community expectations. We welcome feedback from the scheduled annual community survey, as well as by using a less formal feedback system that seeks feedback at the time that care is provided.

Administration Officers

The Administration Officers at Swifts Creek Bush Nursing Centre multitask across a range of responsibilities from handling payroll and accounting activities, receiving and forwarding communications, tracking legislation changes, and assisting the Executives of the Committee of Management with committee meetings and governance tasks. A comprehensive operational plan is followed by the administration officers to ensure that all compliance and reporting needs are met.

In order to ensure our clients continually receive safe, quality services, we have a huge number of checks and balances in place.

1. It is necessary to check staff are appropriately qualified to do their jobs, that they are registered and undertake the annually required training necessary for them to maintain their registration.
2. We constantly check our processes to ensure there are no gaps that may lead to mistakes. As well as this, we constantly monitor any incidents that occur, even if something only nearly happens, or it happens but doesn't cause any harm. By analyzing these incidents, we have an opportunity to develop systems to stop the same thing happening again, and thereby avoiding harm coming to one of our clients or staff.
3. Other quality and safety activities include formally auditing or checking our processes and making sure we are doing them well. These audits include checking that staff are appropriately immunized and this is documented, checking our workplace environment and manual handling practices are safe, ensuring procedure around medication or administering drugs is followed to the letter, monitoring our cleaning processes to ensure the correct process is used to reduce infection risk, ensuring our fridges are a constant temperature to keep our drugs safe, and that this temperature is checked twice a day.
4. There are a number of constant, ongoing checks in place to ensure what we do is safe. This information is then reported to the Safety and Quality Subcommittee. This committee identifies any areas that may cause a safety issue and make recommendations to the Committee of Management. The Committee of Management then signs off on these recommendations and the new processes, whatever they may be, are put into action.

   This constant loop of information sharing, and improving what we do, is the way we keep providing the safest possible care to our community.

PROJECT OFFICER REPORT-LORRAINE CRELLIN

Lorraine Crellin 2023-2024



Since my last Annual Report, my role has changed significantly and although I remain working with the team on the Oram Estate independent living units, (our project to house our older isolated community members.) My focus and primary objective now, is to concentrate on securing grants that will ensure the sustainability of our current operations, and initiate new and necessary projects. Any improvement we make to our unique and bespoke services are deeply embedded in the values and needs of our community.

There is little doubt that the grants landscape has dramatically changed in the last few years, Governments, Philanthropic bodies, and Private donors, were, and continue to be impacted by the COVID 19 pandemic. Funders and service providers alike have been aware of the growing competition between grant seekers. Added to the mix is that all levels of government are requiring more and more of local community groups to self-manage, those groups have now contributed to the competitiveness we face resulting in hundreds of applications for the same grant.

We, as a not-for-profit service provider have experienced growth in our workload with little or no extra financial assistance. When preparing for a grant application we are often disqualified at the beginning of the eligibility criteria. Mainly because our community's needs do not always, or necessarily align with the narrow and specific scope of the Grantor

Of the many challenges we have encountered this year in this weird "Grant Landscape", are the higher volumes of applications that result in increased competition for the same dollar. Added to the mix, we are seeing more often, late suspension/withdrawal of funding rounds from Grantors. Or those that remain on offer have less monetary value.

According to **Philanthropy Australia** this problem has generated a conversation in some circles calling for a review necessitating change.

The concerns include the acknowledgement that there is a need for capacity building grants, and unrestricted funding. And also highlights the need for questions on the application form to assess the organization's professional profile and its capacity to review strategic planning, business plans, accreditation, corporate and clinical governance & risk management plans.

Organizations with these credentials and ongoing practices, according to **Philanthropy Australia** will be seen as "**Fit for grant success"**

Our organisation, thanks to our Bush Nurse Manager Sue Carroll, The Committee of Management led by Eddie Mauger our amazing secretary Pauline Canfield and Deborah Crellin through the accreditation process and her conscientious attention to detail has all of that current and up to date information available on easily accessible documents.

I could not finish my report without thanking everyone on the team for their help. You have sustained me as I work from home.

To my special and certainly not imaginary E colleagues, Chris Gray, Duncan Johnston, and Tim Liston, Thank you all for your support, expert knowledge, and above all for your generosity

And last but not least thanks go to you, the community, for our relationship.

Lorraine Crellin

ORAM ESTATE INDEPENDENT LIVING UNITS PROJECT

The SCBNC Committee of Management and staff wish to raise community awareness about an exciting project we are working on the support members of our community. We are working with our Mentors to assist us develop this project from concept to fruition. Our expert Mentors include

- Chris Gray - Haystack group
- Duncan Johnston - Business Expert and CEO
- Tim Liston - Accounting Solutions.

We are so grateful for the support, wisdom and guidance the have provided us as we move forward with this project which we believe will have ongoing benefits for our community.

Oram Estate Independent living units project outline

The Swifts Creek Bush Nursing Centre cares for this local community of approximately 430 people as well as people from Ensay and the Omeo region. Over the years we have watched the older population sell-up their farms and homes, as they could no longer manage them and move away from this community to Bairnsdale, to be closer to a Hospital and other Health Services. Many of these people have stated they regretted doing this as they had better health care from the Swifts Creek BNC than they could get in Bairnsdale or elsewhere. They can't get a GP appointment for a few weeks and certainly can't ring a Nurse to come to their home to assess them when they are not feeling well. Many of these people still drive up to Swifts Creek to see the Nurse, ring for advice and make appointments with our GP's. These are our valued community members who have contributed so much to this area and therefore need to be supported as they age. And then require living assistance.

Due to this we realised that there is no transitional accommodation available from Bruthen up the Great Alpine Rd. There is only a 14 bed Nursing Home at Omeo which these people aren't ready for.

The Swifts Creek Bush Nursing Centre has purchased Pat Oram's land to make it available for this project- which will like the current service be not-for-profit. This location was selected because of the history of Pat Oram's contributions to our community and already existing infrastructure on the site eg Electricity, Water, Septic.

We propose to build on this site approximately 10, 2 bedroom units. This will also have a community vegetable/herb garden, orchard and community BBQ area.

These units will be for the elderly who are no longer able to manage in their own homes, but want to remain in the area with the support from the BNC and the local community. This is a way for our community to give back to the older generation who have for many years supporting the community through voluntary committees and sharing their wisdom about the local context with the community.







Supporting our older community members in retirement and helping them remain in the community.

SCBNC
SWIFTS CREEK
BUSH NURSING
CENTRE INC.

Oram Estate

INDEPENDENT LIVING UNIT PROJECT
10-14 FACTORY LANE SWIFTS CREEK

Project Outline

The Swifts Creek Bush Nursing Centre's present project **The Oram Estate Independent Living Units** is in direct response to the risks associated with being geographically isolated, and or living alone. Members of our Swifts Creek community who face these risks every day have been a concern to us for some time. The absence of social connectedness in older people has been well researched and documented as a cause in the decline in both their physical, mental health and general wellbeing. The importance of any strategy that we provide to reduce social isolation in our community is seen as central to our vision and part of our core service. Our current project is well on its way to help to mitigate these risks.

Active community consultation at each step of our planning has been both rigorous and affirming and echoes the importance of the project.

The ten stand alone, two -bedroom houses have been designed specifically with older person's needs in mind and are located within three kilometres of the Swifts Creek CBD and our nursing centre.

Our tenants will have ready access to all that the community offers including Meals on Wheels, the community centre, home nurse visits, bus services and most importantly social connectedness.

The Swifts Creek Bush Nursing Centre have purchased the land for the site of units from SCBNC funds.

Now we are looking for supporters to assist us to obtain the funding, resources and expertise to build the Independent Living units for our community.

It is an exciting project to be part of.

SWIFTS CREEK BUSH NURSING CENTRE INC.

is registered with the Australian Charities and Not-for-profits Commission (ACNC)

Health Promotion Charity (HPC)

SWIFTS CREEK BUSH NURSING CENTRE INC. is endorsed as a Deductible Gift Recipient (DGR) from 01 Jul 2000. It is covered by Item 1 of the table in section 30-15 of the *Income Tax Assessment Act 1997* .

How can I help?

Donations and in kind supportwelcome

EFT Details

Swifts Creek Bush Nursing Centre

BSB – 083-543

Account No – 310452926

Ref: Oram Donation

Businesses and organisations able to provide Pro Bono or Voluntary or In kind support.

For further discussion about how you can support this project please contact our Secretary Pauline Canfield

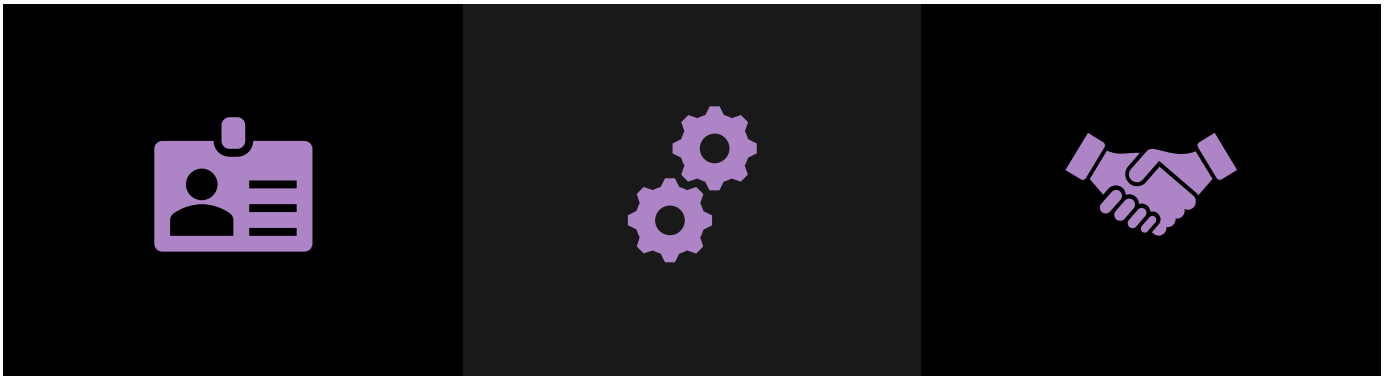
secretary.scbnc@gmail.com

THE VICTORIAN CLINICAL GOVERNANCE FRAMEWORK

Safety and Quality

The Victorian Clinical Governance framework developed by Safer Care Victoria 2017, outlines that all Victorians have the right to expect and receive consistently safe and quality health care. The principles of this are ensuring integrated systems, processes and as effective, accountable and person centred health care. The challenge for us as a small health service is to imbed the standards into our everyday operation. We do this by regularly reviewing our current policies and practices and reporting to our Safety an Quality Committee, to ensure that all care provided is:

1. **Safe Care**
   Care and health services for our consumers are provided safely for everyone, every time.
2. **Person Centered Care**
   We are responsive to individual needs and care is delivered as a partnership between consumers, carers and staff.
3. **Effective and Appropriate Care**
   Care and services experienced by each person is right for them and achieves what they are designed to do.
4. **Integrated Efficient and Accessible Care**
   Our consumers and their carers experience care and services that are coordinated, accessible and organised.



Our History



1910

Victorian Bush Nursing Association formed.

1914

Swifts Creek's founding trained nurse was Rose Carter.

1918

Swifts Creek Bush Nursing Service is established and Nurse Laurie was appointed. Boxing Day sports were held as a fundraiser – a feature for over 50 years.

John Patrick O'Brien elected President of the Committee of Management– he held this position until 1942.

1920

Nurse Laurie resigned from Swifts Creek after the Ensay Bush Nursing Centre applied to get the Swifts Creek nurse transferred to Ensay.

1939

Mollie Gibson (then Sister Tanner) was the Bush Nurse. She used two rooms at the hotel in Swifts Creek as there was no Bush Nursing cottage. One room was her office, and the other was used by the doctor from Omeo once a fortnight or the Dentist from Baimsdale once a month.

1946

Gwen Quinn (later Healey) became the Bush Nurse, having previously served in the Army. Gwen worked out of two rooms in the weatherboard house in McMillan Avenue, and later at the new Bush Nurse Cottage on the Cassilis road opposite the General store. Gwen taught health and hygiene at the Swifts Creek, Tongio West and Cassilis schools.

1949

Pat Oram worked two stints as Bush Nurse, working out of two rooms in a house in McMillan Avenue and then from two rooms in what is now the Swifts Creek Gallery. Pat would ride her bike for all home visits over a radius of 3-4 miles with her case and equipment.

1964

Dorothy Carroll starts at Swifts Creek and works as Bush Nurse for the next 25 years.

1972

A new brick building with modern consulting and treatment rooms and baby health centre was built on the current site.

1976

Betty Johnston returned to nursing and worked as Relieving Bush Nurse until 1985

1990's

Pauline Rose (later Fox) becomes Bush Nurse Sister in 1990, working until her retirement in 2012.

Nurse Darren Fitzpatrick becomes the Centre's first male nurse in 1990.

Sister Anne Walker (O'Brien) commences as Relieving Bush Nurse and Domiciliary Nurse in 1994, working until 2010.

Sister Sue Ellis (Carroll) commences as relieving Bush Nurse in 1997, transitioning to Bush Nurse Manager in 2012

2005

Kath Smith joins the Committee of Management, becoming President of the Committee in 2016 through until 2022.

2006

Rev. Alison McRae is elected President of the Committee of Management, a position she held until 2014.

2010

Refurbishment of the Bush Nursing Centre to the facilities we enjoy today.

2018

Centenary celebrations

2022

Purchase of "Oram Estate"

Feedback from our Clients

Engagement with our consumers has been a strong focus of SCBNC again this year and we will continue to improve the ways that we work with our community and ask them what is important and what they need from our service. Feedback from our consumers continues to assist us to stay focused and ensure that we are meeting the needs of those who matter most to us. We connect with our community through a number of means such as consumer surveys, feedback forms, newsletters, social media, a consumer representative and consumer feedback opportunities. This year we implemented an improvement form process facilitating the way consumers as well as anyone engaged with the Centre, are able to suggest ways for improvements. This has been received positively with improvements being suggested from consumers, staff and service providers this year. Overall the SCBNC survey results of our community showed respondents felt that we provided accessible, safe and quality care during the year. These results assist us in planning our services to ensure that we deliver care that is of safe and high quality and meets the needs of our community. There were also some helpful suggestions for improvements which we are currently investigating.

Continuous quality improvement

Improvement measures and documentation.

- ✓ Consumer feedback
- ✓ Regular staff meetings
- ✓ Sub-Committees
- ✓ Committee and Management Survey
- ✓ Member survey
- ✓ Snapshot survey



Corporate (Organisational) Governance: Committee of Management

The Swifts Creek Bush Nursing Centre COM recognises the importance of the following:

- Clinical governance is as important as financial, risk and other business governance.
- The decisions the SCBNC COM make on corporate governance can have a direct effect on the safety and quality of care, and decisions about clinical care can have a direct effect on other aspects of corporate governance, such as financial performance and risk management.
- Clinicians, managers and members of governing bodies have individual and collective responsibilities for ensuring the safety and quality of clinical care; as well as being reflected in the NSQHS Standards and VCGF, many of these responsibilities are specified in relevant professional codes of conduct;
- There is a reliance on well-designed systems that deliver, monitor and account for the safety and quality of patient care.
- The SCBNC COM cannot govern clinical services well without the deep engagement with our BNM and other skilled clinicians.
- The SCBNC COM is ultimately responsible for all governance – organisational and clinical.



Components of the SCBNC Clinical Governance Framework

Good clinical governance provides confidence to the community and everyone who works in a health service organisation that systems are in place to support the delivery of safe, high-quality health care. We refine and review our practices and procedures annually.

Clinical governance: the integrated systems, processes, leadership and culture that are at the core of providing safe, effective, accountable and person-centred healthcare underpinned by continuous improvement.

The components of the SCBNC Clinical Governance Framework are:

Governance, leadership and culture – integrated corporate and clinical governance systems are established, and used to improve the safety and quality of health care for patients;

Patient safety and quality improvement systems – safety and quality systems are integrated with governance processes to actively manage and improve the safety and quality of health care for patients;

Clinical performance and effectiveness – the workforce have the right qualifications, skills and supervision to provide safe, high-quality health care to patients;

Safe environment for the delivery of care – the environment promotes safe and high-quality health care for patients;

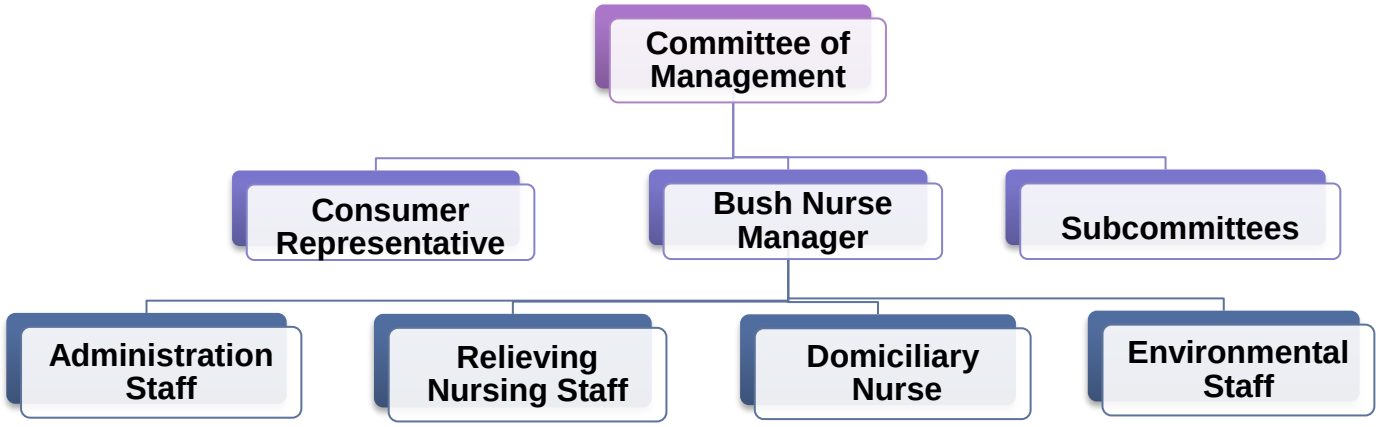
Partnering with consumers – systems are designed and used to support patients, carers, families and consumers to be partners in healthcare planning, design, measurement and evaluation.

Partnering with consumers elements.

Within a well-governed healthcare organisation, everyone, including frontline clinicians, managers and the governing body, is accountable for their contribution to the safety and quality of care delivered to patients.



ORGANISATION CHART



Committee of Management Members



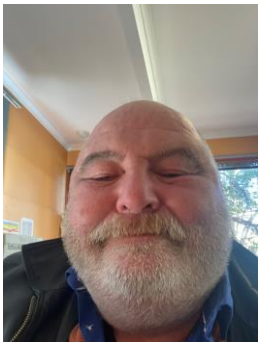
Eddie Mauger-President



Mary-Anne Sheean- Treasurer



Pauline Canfield- Secretary



Peter Brasier VP



Michael Cawley



Joanne Bradbury



Jo Brailey



Marijs Last



Kath Smith

Not pictured

Alyce Richards

Kim Thomas

Consumer Representative- Karen Weaver



In 2019 we introduced of the Consumer Representative role. The SCBNC Committee of Management appointed Karen Weaver to this new role to develop our engagement with consumers. She has continued to hold this role.

What is a consumer representative?

A consumer representative is a member of a government, professional body, industry or non-governmental organisation committee who voices consumer perspectives and takes part in the decision-making process on behalf of consumers. This person is nominated by, and is accountable to, an organisation of consumers.

What is the role of a consumer representative?

The role of a consumer representative is to provide a consumer perspective. This often differs from a bureaucratic, service provider, industry, academic or professional perspective. The role of the consumer representative involves:

- Protecting the interests of consumers, service users and potential service users
- Presenting how consumers may think and feel about certain issues
- Contributing consumer experiences
- Ensuring the committee recognises consumer concerns
- Reporting the activities of the committee to consumers
- Ensuring accountability to consumers
- Acting as a watchdog on issues affecting consumers
- Providing information about any relevant issues affecting

Operational Workforce

Remote Area Nurses

Sue Carroll *– Bush Nurse Manager*



Sue has been a mainstay at the Swifts Creek Bush Nursing Centre since the 1990s when she started as a relieving nurse. Sue manages the service with true professionalism and a passion for ensuring high quality care for our community and beyond. Her warm nature, approachability, ability to listen, expertise, confidentiality and care are acknowledged across the community. Sue performs a varied and diverse role and displays the flexibility that is essential. She demonstrates a strong ability to make critical decisions vital to best outcomes for community members in need, across a range of situations.

Sue acts as an advocate for Bush Nursing centres and health services in our community. She has helped accessed essential grant funds for a number of projects to extend services to our community.

Sue has continued providing essential healthcare services including Women's Health Service as a Cervical Screening Provider, Palliative care and Perinatal care (including antenatal and postnatal care). She is an accredited immunisation provider – ensuring childhood immunisations are up to date and providing Flu vaccinations to the community and also a Rural & Isolated Practice Endorsed Registered Nurse.

Professional Development 2023/2024

Sue Carroll (Nurse Manager)

Registered Nurse/Midwife/Nurse Immuniser/RIPERN/Women's Health Nurse/Diploma

Business Management/Cert 4 TAE

Training:

- Advanced Life Support
- Remote Area Nurse
- Cervical screening update for self-collection.
- Mandatory training
- Many webinars for:
  - Asthma
  - COPD
  - Cardiac disease
  - Women's Health

- Immunisations
- Renal failure
- Sepsis
- Colorectal cancer

Marney Neal *- Permanent-part-time*.
Marney's background is Nurse/Paramedic and has a great deal of Emergency Department experience.

Professional Development 2023/2024
Registered Nurse/Paramedic/Nurse Immuniser

Training:

- Suturing
- Remote Area Nurse
- Mandatory competencies



Sarah O'Brien *- Casual*.
Sarah's background is Nurse/Paramedic with a great deal of Emergency Department experience and also works as an Ambulance Community Officer.

Professional Development 2023/2024
Registered Nurse/Paramedic/ Nurse Immuniser

Training:

- Suturing
- Remote Area Nurse
- Mandatory competencies



Administration Team

Deborah Crellin *– Administration Officer*

Deborah works tirelessly and passionately in the role of Administration officer and ensure the efficient running of the Swifts Creek Bush Nursing Centres administration processes and finances. Deborah is meticulous in her administration duties and ensures that the operational plan and procedures timelines are efficiently met by all. Her role includes keeping the policies and procedures up to date and in line with the NSQHS standards. She also provides administration support to the SCBNC Committee of Management and Bush Nurse Manager. In this role Deborah has produced high level improvements in the documentation required for accreditation and the operational and clinical functioning of the centre. Her professionalism, dedication, friendly disposition and commitment is highly valued.

Training:
Cultural Competence
Project Management for Community Organisations
Disaster Preparedness

Environmental Staff

Cleaning and Hygiene

With the requirements for health services it is essential to have high quality cleaning processes and we have been very fortunate to have staff who adhere to this rigorous regime. Cleaning standards meet the expectations of both the public and healthcare workers that health services are delivered safely and effectively. Maintaining clean and aseptic conditions in the building and surrounds aids in the prevention of and minimisation of infection rates.

Allied Health Service Provision

The following health professionals operated out of our Centre during the year:

Doctors

Credentialed Locum Doctors were no longer scheduled on a rostered basis as arranged by Omeo District Health. The provision of this service ceased in late 2023 after a decision from ODH to no longer provide GP outreach services outside of the Omeo District Health Centre. This has impacted access of our community members to health care services within the community.

REGULATORY COMPLIANCE PROCESSES

SCBNC Strategic and Operational Plan

The Strategic Plan and Operational Plan is available to all members for viewing at the Centre. The Operational Plan Timetable continues to be an effective tool for managing the operations of the Centre. It is fine-tuned annually so that it is an accessible and user-friendly tool. It provides clear expectations and timelines to staff and Committee of Management on operational matters. The Administration Officer manages the timetable to ensure its effectiveness.

Accreditation

The Department of Health Victoria endorsed all Victorian bush Nursing Centre to transition from NSQHS Standards to Primary and Community Healthcare Standards from 1 July, 2023.

Accreditation Process:

We successfully achieved full accreditation in 2024 following the audit visit by Quality Innovation Performance (QIP) health professionals.

The SCBNC:

- ✓ established a partnership with a public rural health service or hospital to form a Clinical Governance Committee
- ✓ enrolled in an accreditation program with an agency approved by the Commission well before the full assessment process
- ✓ Revised all policies, procedures and processes in preparation for accreditation and to comply with the standards.
- ✓ Completed the comprehensive accreditation process meeting all requirements.

The accreditation process took time and effort and, as according to QIP, is something that SCBNC should be extremely proud of.



Policies, Procedures and other Legislation

The Committee of Management continued to review Policies and Procedures at each committee meeting on an annual rotational basis as defined by a timetable. New policies have been created as the need arises to keep the Centre up-to-date with additional operational and clinical compliance requirements. The Department of Health and Human Services (DHHS) provided ongoing information about legislative and compliance requirements.

Risk Management and Safety

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

Data Collection

The Centre continues to utilise UNITI Client Management System Software for all client data entry and required reporting to the Department of Health and Human Services.

FINANCE – TREASURER'S REPORT

The contribution of the community to the running of the Centre through memberships, fees, fund raising, bequests and donations accounts for a portion of our total revenue. Without this financial contribution from the community and funds received from successful grant applications the Centre would not be able to offer the full 24/7 service enjoyed for more than 100 years. The Committee of Management acknowledges all those who have kindly supported the Centre during the last year. We look forward to providing a high quality service that ensures the continuation of this level of support from our local community. The Committee of Management elected to use Daniel Dalton from Gippsaudit to audit and prepare our financial statements for the 2023-2024 financial year. Whites Accounting will be preparing the financial statements with Daniel preparing the audit report.
We have included our audited statements for your information. The Committee of Management is committed to ensuring transparency in the use of funds and to ensure they are used efficiently.

Swifts Creek Bush Nursing Centre Treasurer's Summary

Although heavily dependent on recurrent funding through the Department of Health, this only accounts for 65% of our gross revenue. The remainder was actively recovered through donations, grant funding for program provision and capital replacement and client contributions to services, programs and memberships. Despite this, SCBNC saw a 25% drop in income from 2022-2023.

The Governance and Finance Subcommittee (GAFSUB) continues to maintain financial vigilance in working towards the Centre's objectives and oversee the financial direction of the centre, closely monitoring the annual budget and reporting to the governing body – the Committee of Management. The GAFSUB continuously discussed and looked for financial improvement and security in areas of resourcing, asset replacements, future planning requirements, funding security for future cost increases in wages, cost of living etc.

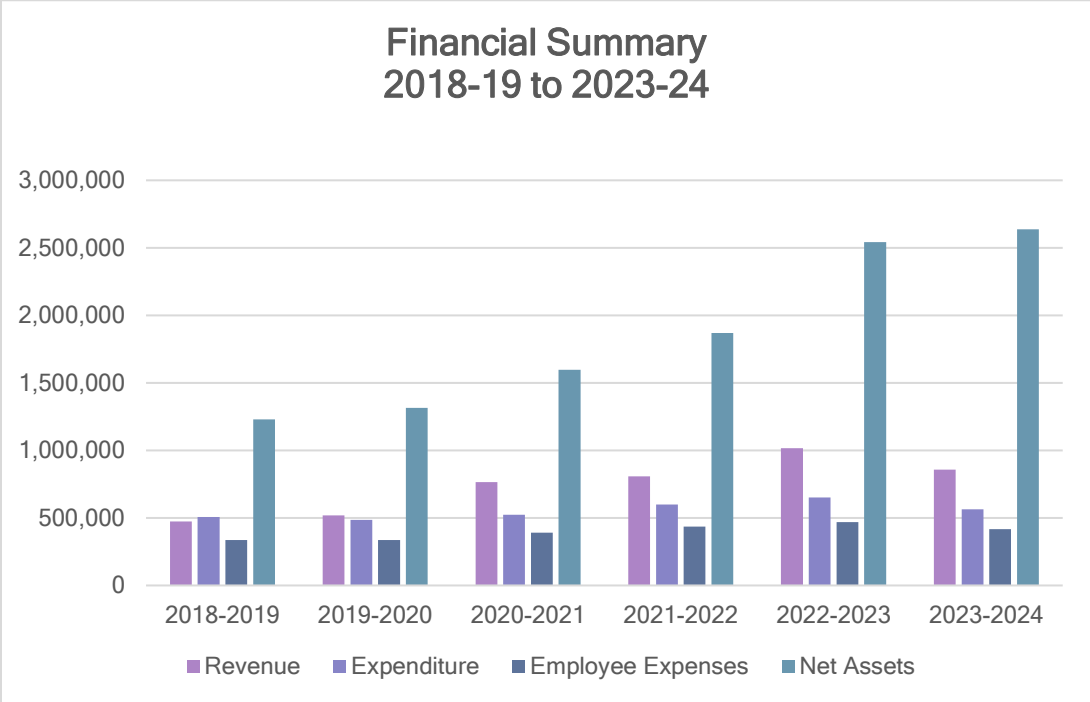
2023-2024 was a resource tight year that resulted in a positive outcome financially for the centre but that stretched our human and physical resources in providing the services to the community. Moving into 2024-2025 with new key strategies, there will be focus on ensuring quality and safe care is being provided that aligns with increasing community needs and the

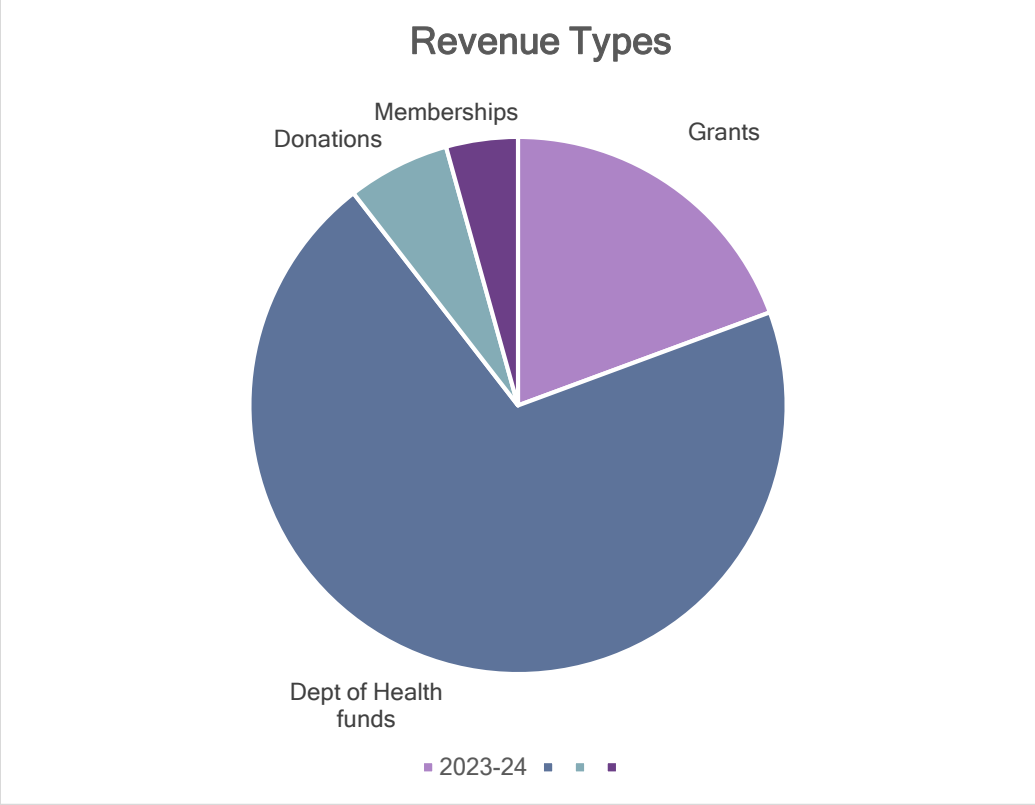
optimisation of organisational partnerships to build our capacity to deliver this care. This will see financial expenditure on areas such as staffing, replacement of physical resources and expansion and upgrade to the Centre's assets.

Finance Summary overview for 6 years – 2018-19 to 2023-24

	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19
Total Revenue	857,463	1,016,899	807,853	765,087	518,613	472,687
Grants	154,524	190,695	192,899	185,434	35,750	38,897
Dept of Health funds	559,664	549,460	539,780	531,399	421,376	378,837
Donations	49,280	238,082	22,030	9,452	21,259	12,126
Centre memberships	34,466	31,856	31,305	30,599	31,883	28,656
Total Expenditure	563,843	650,472	600,420	522,528	486,784	506,803
Operating Surplus	324,609	366,427	207,433	265,542	31,828	- 34,116
Profit Ratio	39%	36%	26%	35%	6%	-7%
Total Assets	2,842,738	2,542,286	1,869,944	1,844,721	1,491,200	1,390,201
Total Liabilities	205,706	234,308	236,984	247,496	176,965	159,298
Net Assets	2,637,032	2,307,978	1,869,944	1,597,225	1,314,234	1,230,903
Employee Expenses	417,551	470,119	436,926	390,574	336,923	337,372
Admin. Expenses	24,922	40,428	33,617	31,452	44,349	29,347
Building/Maintenance	28,173	10,306	9,319	11,909	10,417	35,490
Depreciation	* 65,000	65,412	65,286	52,076	45,451	48,346
Medical Expenses	10,065	7,826	9,993	9,572	7,807	9,730
MV Expenses	5,027	8,900	6,353	3,888	20,581	12,687
Other Expenses	78,105	47,481	38,926	23,057	21,256	33,831

- Estimated figure, TBC.



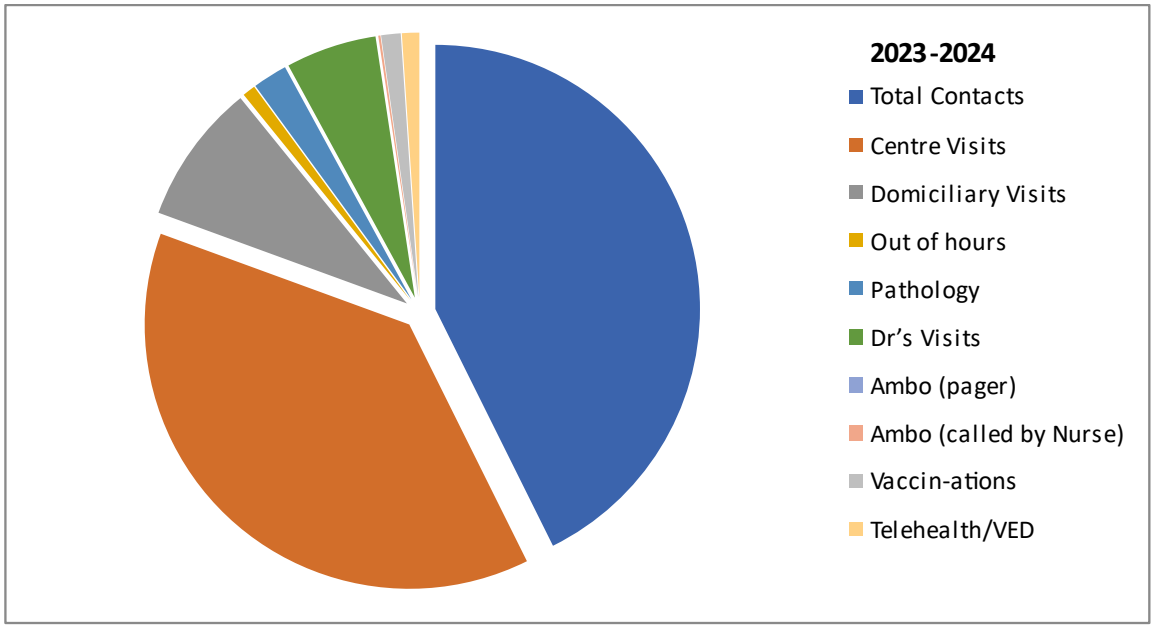

Revenue Types
Memberships
Donations
Grants
Dept of Health
funds
2023-24

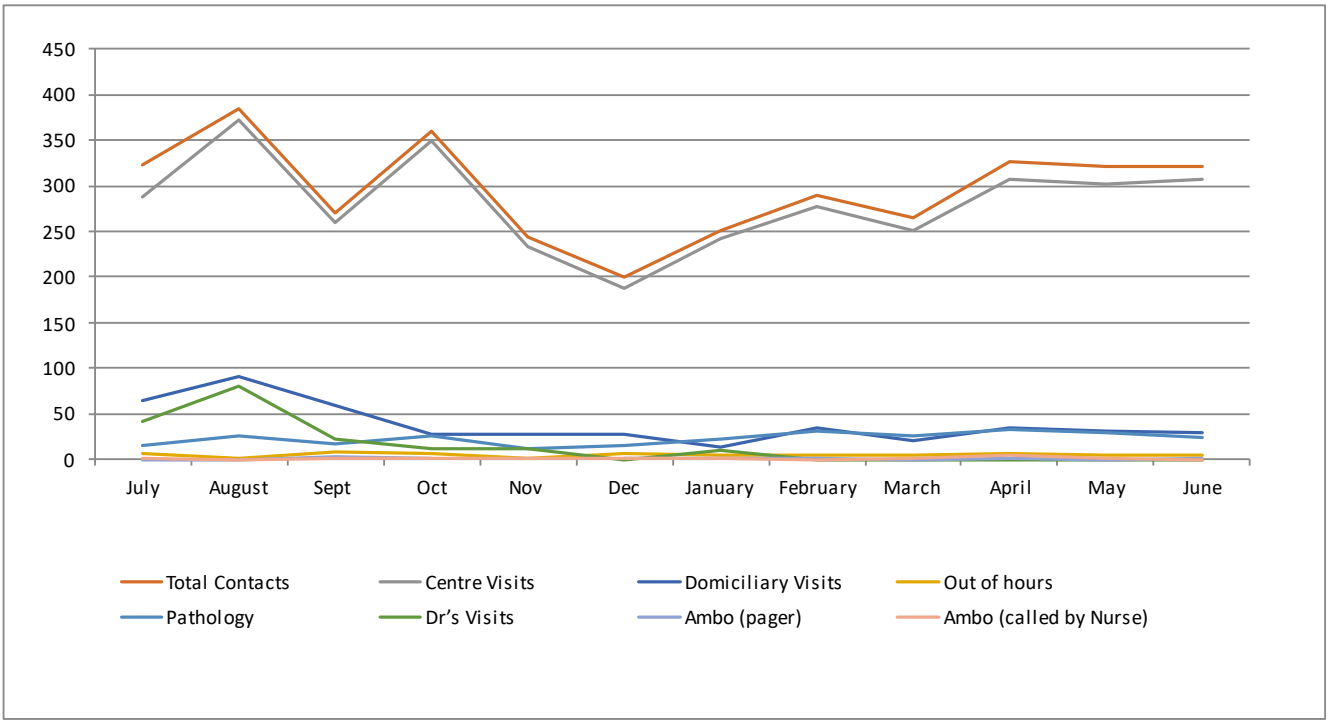
NURSING REPORT TRENDS 2023/2024

We are very proud of our achievements in providing increased and appropriate health services for our community.

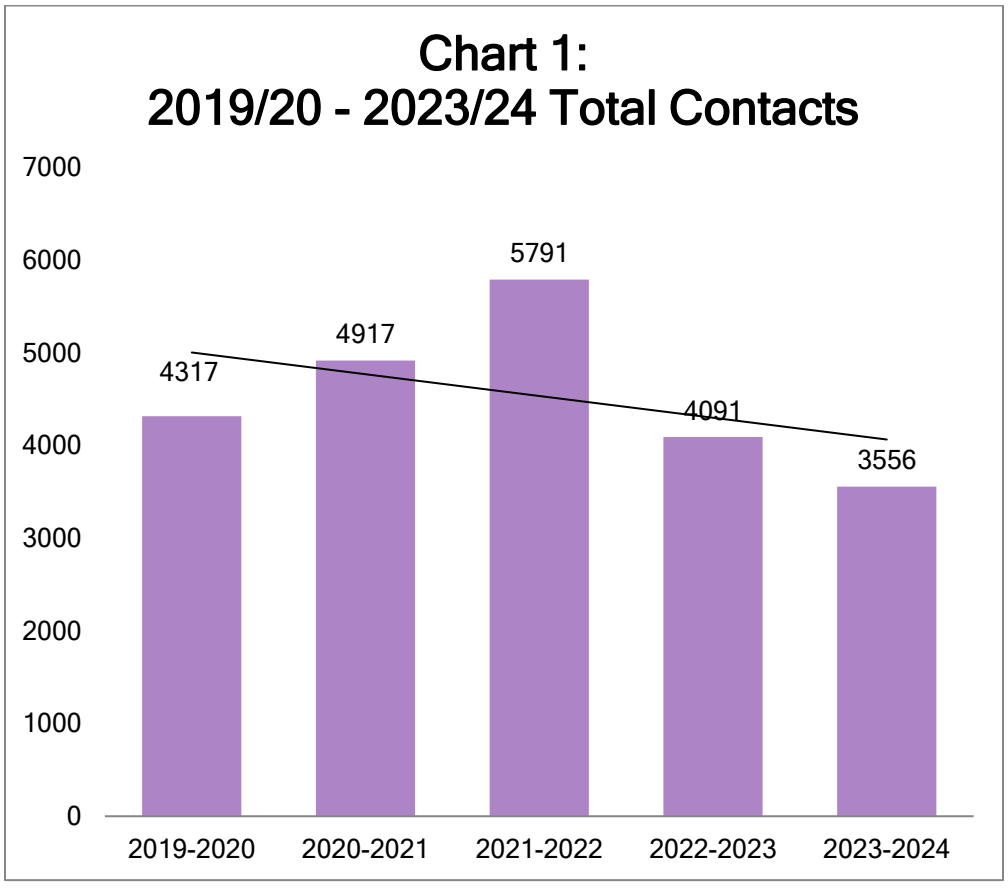
Nursing Trends Report 2023/2024

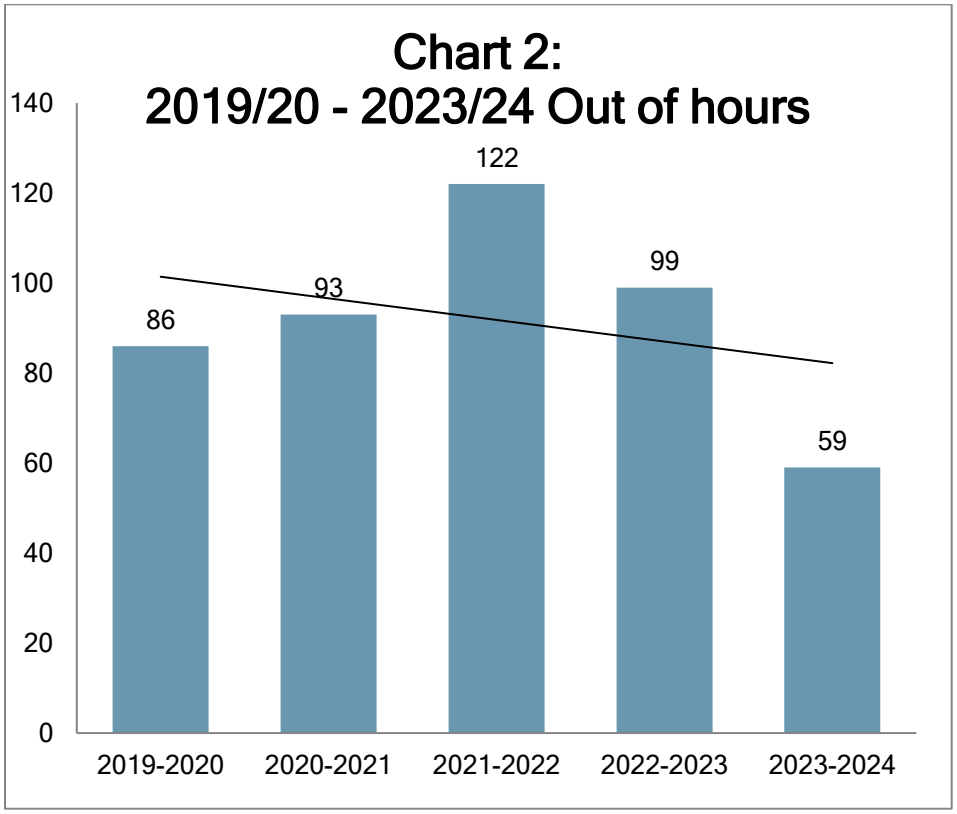
2023/2024 Month	Total Contacts	Centre Visits	Domiciliary Visits	Out of hours	Pathology	Dr's Visits	Ambo (pager)	Ambo (called by Nurse)	Vaccin-ations	Telehealth/ VED
July	323	287	65	6	16	42		1	9	8
August	384	372	90	2	26	81	0	0	4	2
Sept	270	260	60	8	17	22	3	1	4	2
Oct	359	350	28	7	26	11	1	2	3	11
Nov	244	234	27	1	12	11		1	1	4
Dec	200	187	27	6	15	0	2	1	0	0
January	250	242	13	5	23	10	1	1	3	0
February	290	278	34	5	31	0	1	0	3	7
March	265	251	20	4	25	0	0	1	3	4
April	327	308	34	6	33	0	1	4	37	7
May	322	301	31	5	29	0	0	2	31	2
June	322	307	30	4	24	0	2	0	24	0
Totals:	3556	3377	459	59	277	177	11	14	122	47
Month Avg.	296	281	38	5	23	15	1	1	10	4

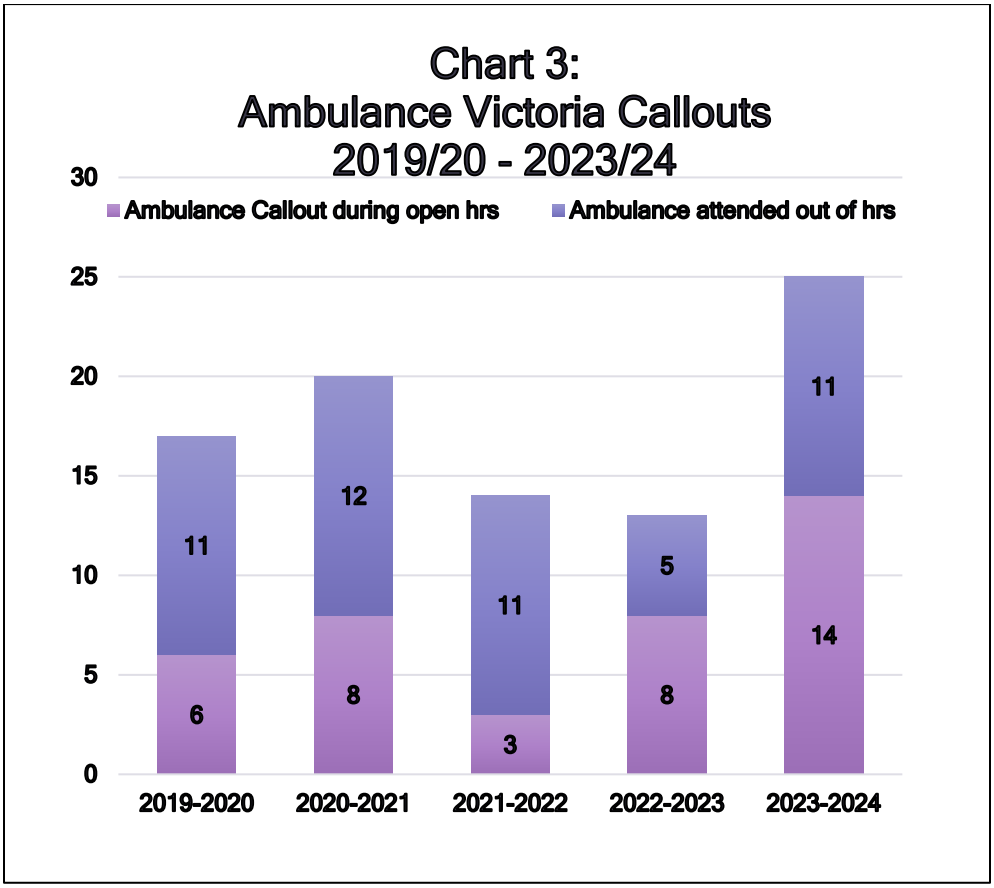


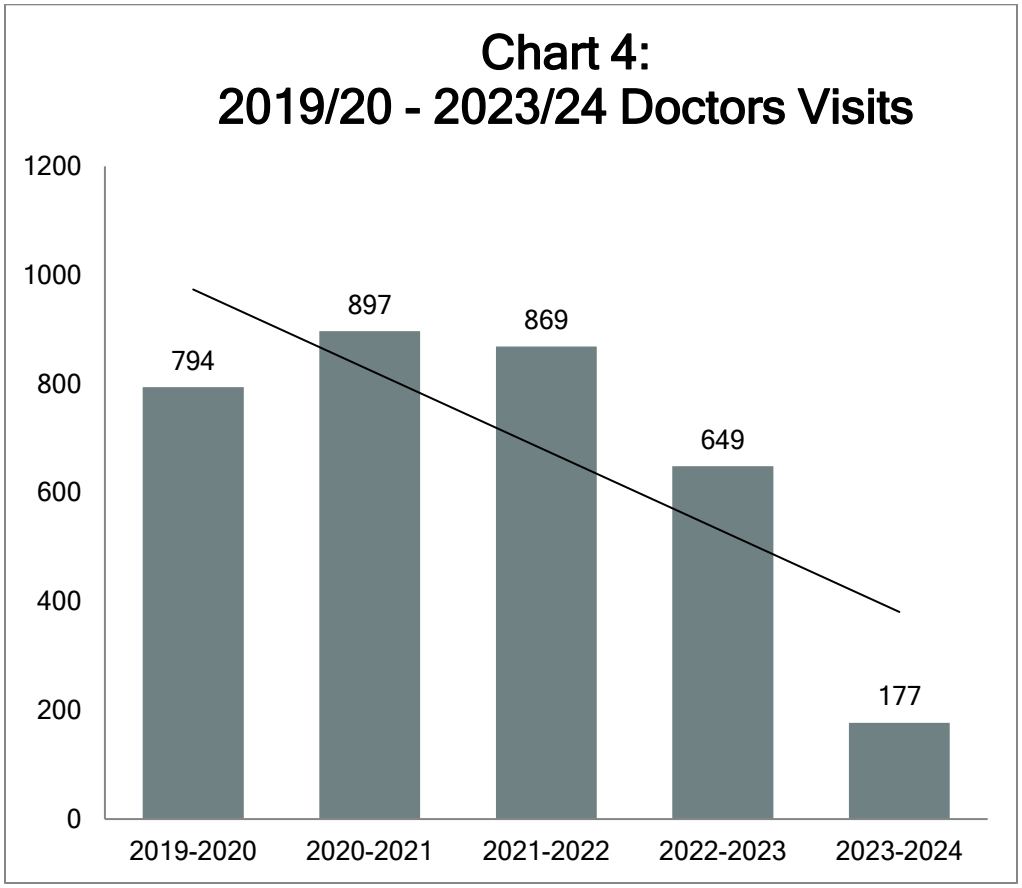


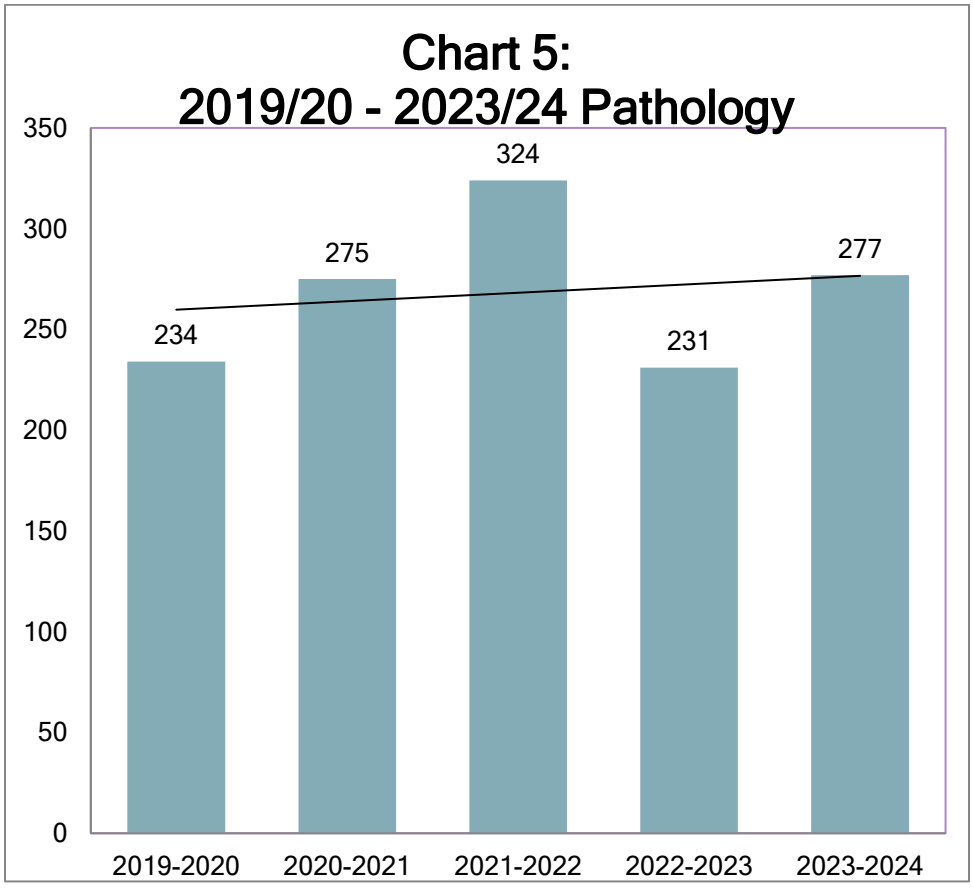
This graph shows that after the Doctors stopped coming to SCBNC, the Total Contacts and Centre Visits has continued at around 300 - 350 per month.

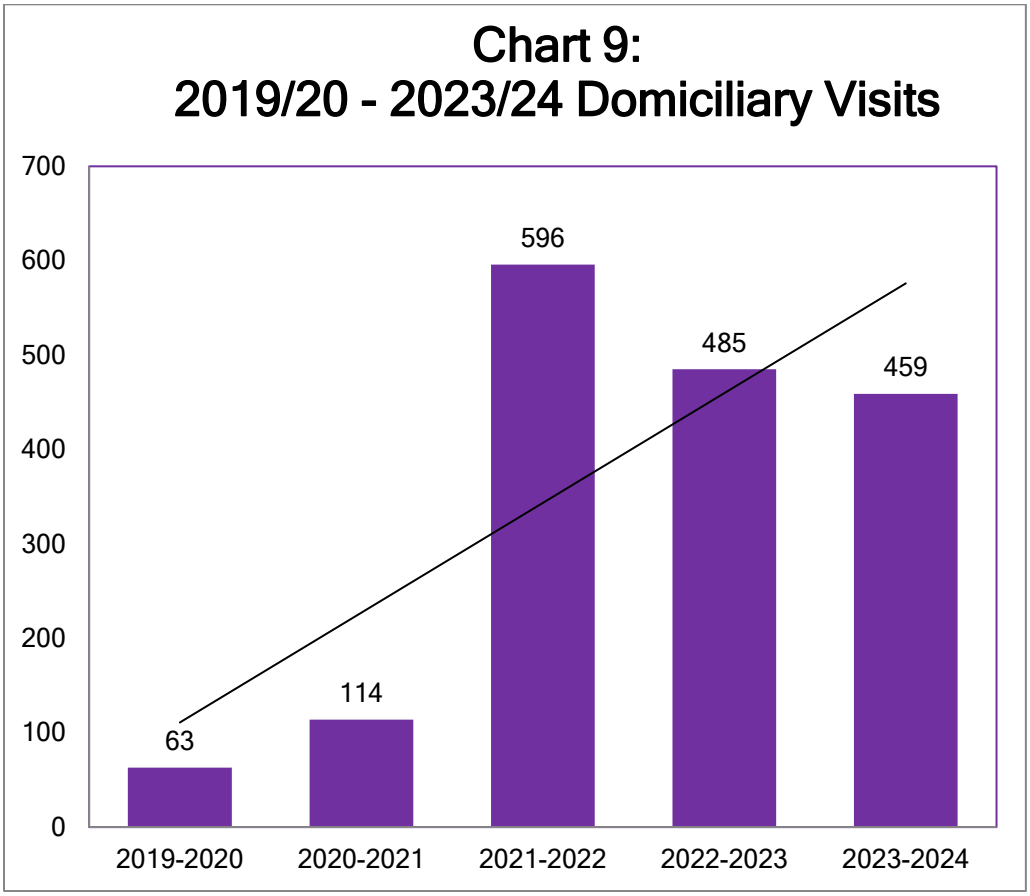



Chart 2:
2019/20 - 2023/24 Out of hours
140
120
100
80
60
40
20
0
86
93
122
99
59
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024


Chart 3:
Ambulance Victoria Callouts
2019/20 - 2023/24
Ambulance Callout during open hrs
Ambulance attended out of hrs
30
25
20
15
10
5
0
11
6
12
8
11
3
5
8
11
14
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024


Chart 4:
2019/20 - 2023/24 Doctors Visits
1200
1000
800
600
400
200
0
794
897
869
649
177
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024


Chart 5:
2019/20 - 2023/24 Pathology
350
300
250
200
150
100
50
0
234
275
324
231
277
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024


Chart 9:
2019/20 - 2023/24 Domiciliary Visits
700
600
500
400
300
200
100
0
63
114
596
485
459
2019-2020
2020-2021
2021-2022
2022-2023
2023-2024