



ANNUAL REPORT 2021-2022

Swifts Creek Bush Nursing Centre

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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 2021-2022

In the face of new risks and challenges presented by the Covid-19 pandemic, Swifts Creek Bush Nursing Centre staff and volunteers have worked hard to ensure business continuity throughout the Centre. Our goals for 2021-2022, as recorded in our Strategic Plan, include

- Ongoing negotiations for funding for all aspects of nursing services
- Actively promoting financial supporters
- Reducing operating costs
- Ensuring there is timely and adequate provision for professional training for staff and COM
- Maintaining safety for staff in the work environment (in the Centre as well as on callouts)
- Succession planning
- Ongoing professional development of the COM
- Actively promoting health issues
- Charging appropriately for services provided.



PARTNERSHIPS



QUALITY HEALTH & WELFARE
CONSUMER & COMMUNITY



STAFF SUPPORT &
SKILLS

STRATEGIC PLAN PROGRESS 2021-2022

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- KATH SMITH



President 2016 – Present.

2021-2022

In my last 12 months as President and within the Executive of the Committee of Management of the Swifts Creek Bush Nursing Centre, I have been humbled with our community and your support to supporting the SCBNC in providing health services to you during these really difficult

times, throughout COVID-19 and now over 2 years since Black Summer.

Sue and I started this financial year with a presentation to East Gippsland Shire Council Councilors and General Managers to highlight the importance of the preventative and emergency health care our Bush Nurses Provide. What was our action to council?

1. Council to realise and advocate to Government, other health agencies and businesses, the role the Swifts Creek Bush Nursing Centre plays in our rural and remote community. To promote what the Swifts Creek Bush Nursing Centre does in preventative health, women's health, palliative care, healthcare in the home, pathology, immunisations, men's health and first responders that would otherwise put increased pressure on BRHS, AV etc with acute patient presentation without our Bush Nurse. People wouldn't present until it was too late due to distance and appointment issues with travel to Bairnsdale or beyond.
2. How do we work together to ensure we both understand our roles in advocacy and support for increased health outcomes for our community?
3. Council to actively engage with the President and the Bush Nurse Manager. Especially where Council is putting Bush Nursing Centres into Council documents - example recovery plans - as a supporting agency. What is Councils expectation? Swifts Creek Bush Nursing Centre drives community health outcomes for our residents.

Helen Shiel, as the EGSC Place Manager, has been great in supporting our Centre since this presentation, other than a follow up email to and from Council, we have yet to meet further with Council Managers to discuss more strategic outcomes.

During the year we have had some letters of complaint and also had to write letters to some clients in regard to their behaviour. I understand that everyone has been through a lot in the

last few years. I believe we all need to pause before we react, understanding that each individual has their own stresses. My priority is the staff of the SCBNC to ensure we provide a safe work environment. They manage the day to day operation of the Centre and make decisions based on the best outcomes for our clients, and sometimes difficult decisions are made based on that confidential understanding of clients. As President I am not privy to confidential client information and nor should or would I be. I have the utmost confidence in our Bush Nurses and their decisions. I implore our community to work with us through these difficult times, understand decision making, be respectful and civil and keep utilising our amazing health service as needed.

In September we were successful in a grant with the Federal Governments Entrepreneurs' Program - Strengthening Business - Recovery & Resilience Service. We aimed to understand how we manage the SCBNC before, during and after times of extreme disasters in a rural and isolated community. We want to ensure that the SCBNC services and supports our community for another 100 years and help us to continue to realise our vision. Dr Nicola Watts was assigned to us as our facilitator and has helped us draw up a roadmap for the future. The roadmap outlines key future focus requirements for the SCBNC and ensuring a sustainable business model for delivering a high-quality service in accordance with community needs. The Roadmap highlights actions for now, next and later that will ensure our partnerships with stakeholders are sound, our governance and structure are robust and build on our evidence-based approach with the Department of Health to further enhance our Service Agreement with them.

The following highlights the opportunities and challenges identified through the Roadmap process with Nicola for the SCBNC.



Opportunities

What do these findings mean? Where are the opportunities?

- The SCBNC has a strong performance record and reputation.
- There are strong capabilities in the organisation at both the operations and governance level.
- There are opportunities to connect with professional volunteer networks and undertake performance improvement initiatives to optimise available resources.
- There are opportunities to strengthen partnerships to build clarity of roles and mutual obligations in relation to service delivery – to support both quality and efficiency outcomes.
- There are opportunities to access grant funding.



Challenges

What may need to be addressed to achieve the desired aspiration?

- The Bush Nursing Manager is a multi-faceted role, encompassing a complex range of nursing duties combined with business management - which also includes a strong focus on fund-raising and advocacy.
- There is significant risk to the centre if it were to lose the current Bush Nursing Manager and/or key members of the Committee of Management.
- Tackling the systemic complexity of the health sector is a challenge, so for a small organisation there is a need to be strategic in navigating the local health system to ensure that key stakeholder/ partnership arrangements are optimised and clearly articulated.
- There is a need to continuously be alert, and respond, to grant funding opportunities.
- The centre is a small but quite complicated organisation. Working 'on the business' places an additional significant workload on paid staff who are primarily engaged in working 'in the business' and a volunteer governing 'Committee of Management'. There is however a need to ensure a focus on ensuring the centre is functioning as effectively and efficiently as it can.
- Ensuring the legal structure is fit-for-purpose and sustainable into the future needs to be considered. Being realistic about what can be achieved.

I have been working with Danielle Griffin from FRRR to build a case to the FRRR Committee of Management for the Building Capacity grant. This is an invitation only grant opportunity and Danielle's approach is very hands on in trying to assist organisations to identify how the opportunity could support them with development and sustainability. I provided the Roadmap to Danielle and she saw from this that the SCBNC "demonstrates great aspiration and potentially this may be the opportunity that can support you to realising some goals". The grant funding applied for was for a part time Project Officer to support the COM and staff in the Roadmap and for training and consultants as required to a value of \$55,000 per year for 2 years. We expect to hear the outcome early in the new financial year.

Sue and I also took part in a Omeo Region Business and Tourism Association and Omeo District Health Initiative through funding from East Gippsland Community Foundation for an "Omeo Region Health Preparedness Report". There were a number of strategic recommendations that as described by Mercuri Health "*the overarching principle informing these recommendations is the implementation of a more integrated health service delivery model across the District. The stakeholder engagement process highlighted that AV, ODH, Swifts Creek and Ensay Bush Nursing Centre's and Benambra Neighbourhood House are all keen to support a more integrated, collective community approach to planning and delivery of health services. Development of a framework and mechanism to start this discussion is a priority enabler for any strategic response and could draw on the learnings from the Health*

Service Partnership approach currently being implemented across Victoria.” The information may assist in future grants applications.

We have also been working with Australian Business Volunteers for a number of opportunities to assist staff and COM with identified needs and Roadmap outcomes. To date we have had support to Deb in Quicken chart of accounts and management, and in the new financial year we will have a Website Developer (first website for SCBNC!), Independent Living Units Business Plan, and assistance in updating MOUs. This will all work in well with the FRRR grant above to see some great outcomes for the SCBNC governance into the future.

We had one meeting with the Department of Health in April this year. It was informal and with no outcomes. I had earlier in the year continued advocating with John Worters and Emmy Fekete to better understand our Service Agreement. Renee Giblin is taking over from John Worters.

Thanks to Sue, Deb, Karin, Pauline and Ann for all your support. Our staff’s tireless commitment to the operational management of the Centre is amazing, Sue has great insight into our community and her and her supporting Bush Nurses have shown that they can find gaps and meet needs through innovative and appropriate health care. Deb also ensures that we are meeting all our paperwork side of accreditation through policies and procedures and sub-committee meetings. Pauline and I have made a great team over recent years and I thank Pauline for working so hard while remote from our town as Secretary. She is so efficient and meticulous that she inspires us all. And Ann I thank you for taking up the Treasurer job. It has been great having you in the executive and I know Deb has greatly appreciated your support and input!

Thanks for having me as your President of the Swifts Creek Bush Nursing Centre over the last few years, I look forward to supporting the next President in our amazing health care centre.

BUSH NURSE MANAGER REPORT- SUE CARROLL

Annual Nurses Report for 2021-22

It has been another very busy year at our Centre. COVID has greatly increased our workload, as we continued doing COVID swabbing and COVID vaccinations. LRH and RFDS helped out with the vaccination clinics at Swifts Creek BNC. We would just get one age group completed and then the Government would bring in the next guidelines for the next age group to have their dose. We completed the 4th dose for the over 65's at the end of May. There was an extremely good uptake of these vaccinations in our community.

We received funding from AgVic/DHS to perform Farmer Health checks for the hard to reach farmers in our community. I travelled out to the farmers to perform an assessment in their own environment and also did opportunistic assessments when they would present to the Centre for another reason. This has been well received in our community and we have had great outcomes from this. Many of the farmers have had skin checks with Dr Jenny Schlager and Dr Katrina White, with skin lesions detected and removed. We have also diagnosed hypertension with our 24hr BP monitor and referred the patients on to the GP for treatment.



After a great deal of discussion with the Gippsland Primary Health Network, we were able to secure funding for the Elderly/Isolated visits and Friday lunches at our Centre for 2021-2022. All of the BNC's in the Gippsland region received the same amount of funding, even if the community population was only 30.

We have been able to continue with our Friday lunches for the over 65's. We have had great success with the older community attending the lunches. It is a very social occasion with lots of stories shared about the history of the local community and many funny anecdotes. We put on a special Christmas luncheon that was catered by Katy Phillips.

We have again been successful in securing ongoing funding for the next 3 years for the Elderly/Isolated Nurse visits and Friday lunches from a Bush Fire Recovery Grant.



SCBNC purchased our new vehicle and Zoll defibrillator from the Bendigo Bank Bushfire Recovery Grant. This vehicle is for the Elderly/Isolated home visits, Farmer Health visits, driving to meetings, etc. and as a back-up vehicle when the emergency vehicle is in for a service etc.



We were successful for the last Rural Health Infrastructure Funding to have an air filtration/ducted heating cooling system installed in the Centre. This will be particularly important when there is thick smoke from bush fires, as the Centre will be free of smoke and a safe place for the community to come to be able to breath in clean air at these times.

Pauline Canfield had nominated the SCBNC for the East Gippsland Business Awards and we were a finalist, so I was able to attend the Finalist Awards breakfast in Lakes Entrance on the 11th November and then a small group of COM and myself went to the Awards finals night on the 26th November.



I was nominated in the HESTA Awards and was a Finalist in the Individual Impact Award. This is Nation-wide and there were 3 finalists in my category. Due to COVID the Awards night

that was to occur in Sydney was cancelled and it was done over Zoom on the evening of the 23rd February. I did not win this Award, but felt extremely privileged to be nominated and to get to that stage. The winner was an incredible woman who is a Parkinson's Disease warrior and had created an amazing program that is used world-wide to assist those with Parkinson's Disease to lead an active life.



Sue Carroll

Swifts Creek Bush Nursing Centre

Swifts Creek VIC

Area of impact: Improved health outcomes/improved patient wellbeing

Sue Carroll is recognised for her leadership and for going above and beyond to deliver the best health outcomes in regional Victoria through her work with the Swifts Creek Bush Nursing Centre.

As the centre's sole Bush Nurse Manager, Sue has been integral to supporting the local community's physical and mental health. Following the impact of COVID-19 and the 2019 bushfires, Sue created a 24/7 integrated service at the centre to respond to the community's health needs. Despite significant challenges, she demonstrated incredible leadership and provided digital health consultations, COVID-19 testing, bushfire relief packs, home visits and mental health support – all while running the centre's day-to-day operations.

Sue plans to further develop the team's skills, leadership and resilience in serving the community.



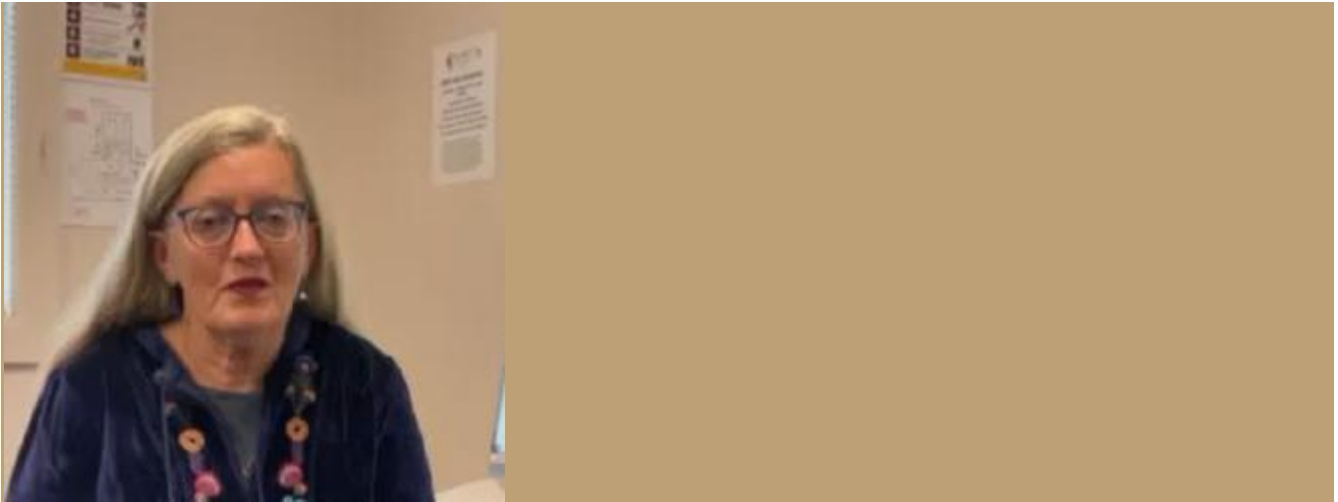
HESTA
awards

We applied for an East Gippsland Shire grant to build a covered carport and walkway over the disable carpark and hand rails along the ramp to assist with safety. We have been successful

with this grant and Jamie Symons will complete this project when he is able, but due to his workload, this may take some time.

There have been some staff Nursing changes this year with Jenny Chatterton leaving us and Kim Burke joining our team.

I nominated Jacinta MacCormack for a Victorian Rural Health Award and she won the category for:



OUTSTANDING CONTRIBUTION TO RURAL OUTREACH PROVISION

CONGRATULATIONS TO JACINTA, IT IS SO DESERVED FOR ALL SHE DOES FOR OUR COMMUNITY.

ADMINISTRATION OFFICER REPORT-

DEBORAH CRELLIN

Quality Report

Safety and Quality Subcommittee

The Safety and Quality Subcommittee provides a layer of governance. This subcommittee is a formally appointed committee of the Committee of Management, and it is responsible to this Committee. The Subcommittee reports to the Committee and provides recommendations on matters in order to facilitate decision making by the Committee of Management in relation to the discharge of its responsibilities.

The role of the Safety and Quality Subcommittee is to:

- Oversee the development, implementation, monitoring and evaluation of the Swifts Creek Bush Nursing Centre Clinical Governance and Risk Management Framework.
- Oversee the development, implementation, monitoring and evaluation of the Swifts Creek Bush Nursing Centre Continuous Quality Improvement focus.
- Oversee and report against performance and improvement activities relating to the achievement of relevant quality and accreditation standards across Swifts Creek Bush Nursing Centre.
- Oversee major Swifts Creek Bush Nursing Centre quality improvement projects.
- Oversee implementation of the Swifts Creek Bush Nursing Centre infection control plan.

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.

Deborah is able to focus on updating policies and procedures while Karin, a wonderful addition to the staff at SCBNC, can concentrate on administration tasks.

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 not 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. We have multiple audits to check our practices protect confidentiality and all of our records, as well as checking all the appropriate data necessary to make good clinical decisions is contained in each patient's file.
5. These are only a small number of the 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 makes 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.

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 National Safety and Quality Health Service standards into daily practice at SCBNC. This is done by regularly reviewing our current policies and practices and reporting to our Quality and Safety Committee, to ensure that all care provided is:

1. Safe Care

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

2. Person 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.



Consumer and Community Participation

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 is ultimately responsible for all governance - organisational and clinical.

- The SCBNC COM cannot govern clinical services well without the deep engagement with our BNM and other skilled clinicians.



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 has 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;

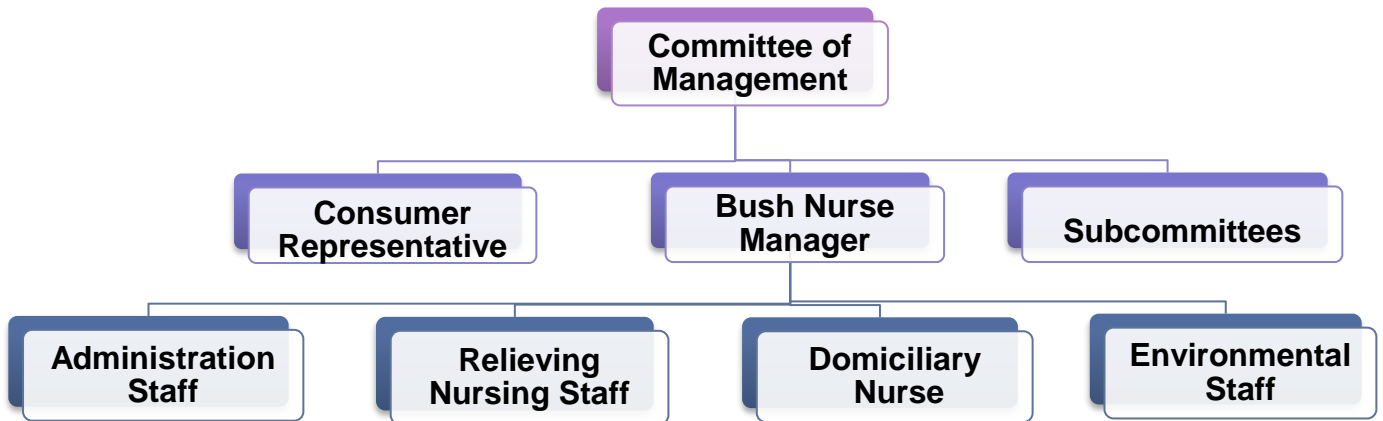
Partnering with consumers - systems are designed and used to support patients, carers, families and consumers to be partners in healthcare planning, design, measurement and evaluation.

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



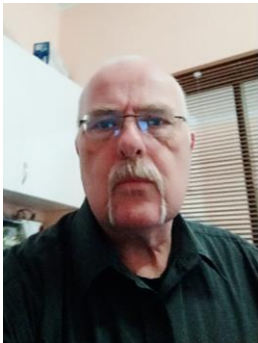
Kath Smith-President



Ann Batt- Treasurer



Pauline Canfield- Secretary



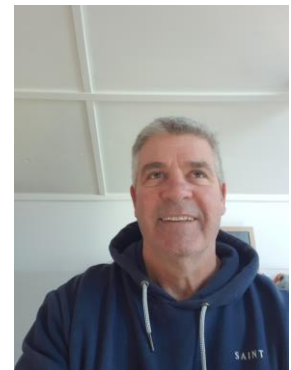
Murray Kibble



Martina Valentine



Peter Brasier



Michael Cawley



Peter Brick



Marijs Last



Joanne Bradbury

Not Photo

Eddie Mauger

Laura Macdonald

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.

Sue was a finalist in the HESTA awards the 2022.



Professional Development 2021/2022

1. RAN Certificate of Competency
2. Falls in Healthcare
3. GPHN Immunization update
4. Module 4 Pfizer Paediatric Covid-19 vaccine
5. Nurse Cervical Screening Provider
6. Open Disclosure and Management of Adverse Events
7. MARAM - Sensitive practice module

Jacinta MacCormack – Permanent Part Time Bush Nurse

Jacinta has been employed at the Swifts Creek BNC for over 6 years and has brought so much to our Centre and our community with her background in Oncology and Palliative Care. Jacinta ran the COVID vaccination clinic at SCBNC as well as at the other Eastern Victorian BNC's. These clinics ran very smoothly due to Jacinta's expertise.

Jacinta has completed her Remote Area Nurses course again this year and has proven her emergencies skills over the years.

The Elderly/Isolated home visits continue and comprehensive care plans are written for and with these clients. Aged Care Assessments are requested when these people require further assistance at home.

Jacinta was nominated for a Victorian Rural Workforce Award and was the winner in her category of

OUTSTANDING CONTRIBUTION TO RURAL OUTREACH PROVISION



This award was greatly deserved for all Jacinta continues to do for our community.

Jacinta also continues to keep our gardens looking beautiful.

Professional Development 2021/2022

1. RAN Certificate of Competency
2. Achieve Conversation training
3. Achieve online learning program
4. Covid-19 Vaccination training - Module 3 Moderna vaccine
5. Digital Self-Defence Cyber Security

Warren Howden – *Casual Relief Bush Nurse*

Warren has been employed by the SCBNC for over 2 years and assists us regularly with casual relief Nursing. He also assisted us with the COVID vaccination clinics.

Warren completed his RAN course again this year.

Professional Development 2021/2022

1. RAN Certificate of Competency
2. Adult and Paediatric Advanced Life Support
3. Aseptic Technique
4. Assist Clients with Medication
5. Basic Life Support
6. Bullying and Harassment for Employees
7. Clinical Handover
8. Covid-19 Coronavirus Prevention
9. Covid-19 Safe Workplace
10. Dealing with Workplace Conflict
11. Driver Safety
12. Duty of Care for Workers
13. Falls in Healthcare
14. Fire Awareness and Extinguisher Training
15. General Evacuation Training
16. Hand Hygiene for Healthcare Workers
17. Infection Prevention and Control

Kim Burke – *Casual Relief Bush Nurse*

Kim joined our team earlier this year. She brings with her many skills and a great deal of experience and has fitted in well at our Centre.

Kim is a Registered Nurse, Midwife, Women's Health Nurse and Nurse Immuniser.

Kim has taken on the role for Elderly/Isolated home visits alongside Jacinta.

Kim completed her RAN training for the first time this year.

Professional Development 2021/2022

1. RAN Certificate of Competency
2. Advanced Life Support
3. Hand Hygiene Nursery-Midwifery

Jenny Chatterton – Casual Relief Bush Nurse

Jenny provided relief Nursing for our Centre over the past 3 years, but resigned from her casual position in April this year.

Administration Team

Deborah Crellin – Administration Officer

Deborah works tirelessly and passionately in the role of Administration officer and ensures the efficient running of the Swifts Creek Bush Nursing Centre's 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, Bush Nurse Manager and Administration Officer. 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.

Professional Development 2021/2022

1. Governance Diploma
2. Hand Hygiene Online learning
3. Cybersecurity Training for Health Services
4. Duty of Care for Workers
5. General Evacuation Training

Karin Harvey– Administration Officer

Karin works tirelessly and passionately in the role of Administration officer and ensure the efficient running of the Swifts Creek Bush Nursing Centre's administration processes and finances. She also provides administration support to the SCBNC Committee of Management, Bush Nurse Manager and Administration Officer. She provides administrative support to a number of our Sub Committees. In this role Karin has fast become an integral part of our team. Her professionalism, dedication, friendly disposition and commitment is highly valued. Karin has added value in ensuring the timely meeting of operational administration outcomes.

Professional Development 2021/2022

1. Hand Hygiene Online learning

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.

Koral Cusack – Part time Cleaner

Koral Cusack commenced work at SCBNC at the end of March 2021. Koral works as a Part-time Cleaner, and currently works all the cleaning shifts required. Koral have adapted very well to the updated cleaning requirements due to COVID-19.

Professional development

- Hand Hygiene Australia -Work Safe and Clean

Karin Harvey – Casual Cleaner

Karin has done an exceptional job as cleaner throughout the year. This was specially the case during the demands of the bushfire emergency last summer. Karin has shown much generosity in helping when others were not available. She helps our whenever Koral is unable to clean, or when she is on leave.

Allied Health Service Provision

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

Janine St John - Maternal and Child Health Service

Ankush Madam - Podiatrist

Nina McDonough-Monahan - RFDS counsellor

Doctors

Credentialed Locum Doctors were scheduled on a rostered basis as arranged by Omeo District Health.

Doctors were in attendance at the Centre on Tuesday from 1:30 - 4:30 pm and Thursday 2:00 - 4:30 pm.

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 and Human Services (DHHS), in conjunction with Safer Care Victoria, have informed all Bush Nursing Centres and Hospitals that they are to be accredited against the National Safety Quality Health Standards (NSQHS) Version 2. As part of the preparation for the accreditation review, the Eastern Victorian Bush Nursing Centres finalised a Memorandum of Understanding with Bairnsdale Regional Health Service as the major health provider of clinical governance mentorship. This alliance is called Gippsland Bush Nurses Clinical Governance Partnership (GBNCGP).

Accreditation Process:

We successfully achieved full accreditation in 2019 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
- ✓ submitted an application via Safer Care Victoria to an approved accrediting agency for exemptions from standards and actions that are not considered applicable by the Victorian Bush Nursing Centres

- ✓ utilised a project manager with expertise in putting policies and systems in place to implement applicable actions
- ✓ engaged an accrediting agency to perform mock assessment in 2018 as preparation for full accreditation in 2019
- ✓ Revised all policies, procedures and processes in preparation for accreditation and to comply with the NSQHS standards.
- ✓ Completed the comprehensive accreditation process meeting all requirements.

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 Auditor the Committee of Management elected to use is Daniel Dalton from Gippsaudit to audit and prepare our financial statements for the 2021-2022 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 projected an operating profit of \$136k for the 2021-22 financial year.

The overall net result was a positive result of \$300k. This \$300k is made up of the following deferred income:

- Black Summer Bushfire Recovery funds, for wages for the Elderly/Isolated visits - \$69,575.00
- Community Infrastructure Grant, for disabled carport, covered walkway and handrails from carpark - \$35,965.00. SCBNC needs to contribute another \$8000 to this project.
- RHIF 5, for an air filtration air-conditioning system for the Centre - \$14,809.00. SCBNC needs to contribute another \$28,358.00 to this project.

The surplus is also made up of:

- Donations - \$22,000
- Digital Care at Home - \$29,000 (trial program)
- Unspent Farmer Health grant money - \$20,000
- Unspent Bushfire Recovery funds from 2020-21 - \$30,000
- Lower Actual expenses compared to Budgeted expenses - \$70,620
- Unspent Eastern Network Relief Funds (bushfire fund) - \$2,500

Summary of financial performance for year ended 30 June 2022	Actual \$	Budget \$
Total income	810,856	717,679
Total expenses	511,069	581,689
Surplus for the Reporting Period	299,788	135,990

NURSING REPORT TRENDS 2021/2022

Due to increased funding from both PHN for Outreach services and AgVic for Farmer Health Checks, we were able to increase our staffing hours.

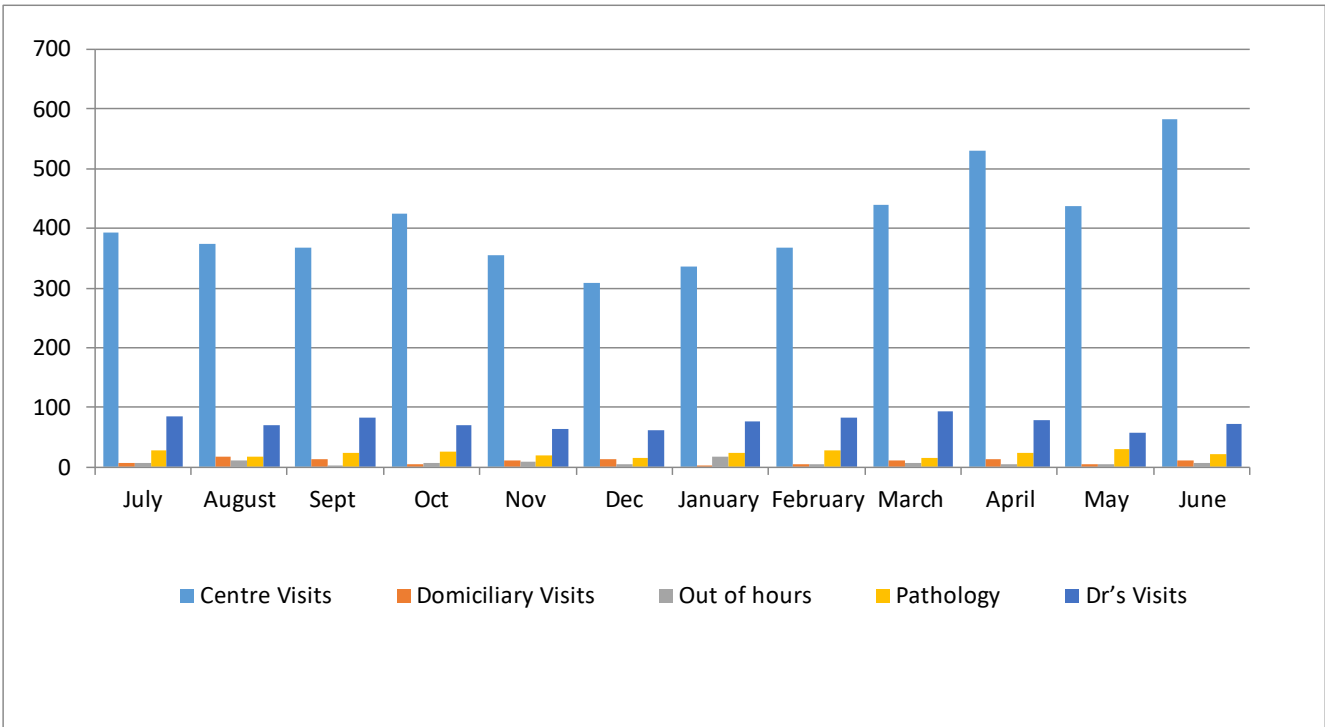
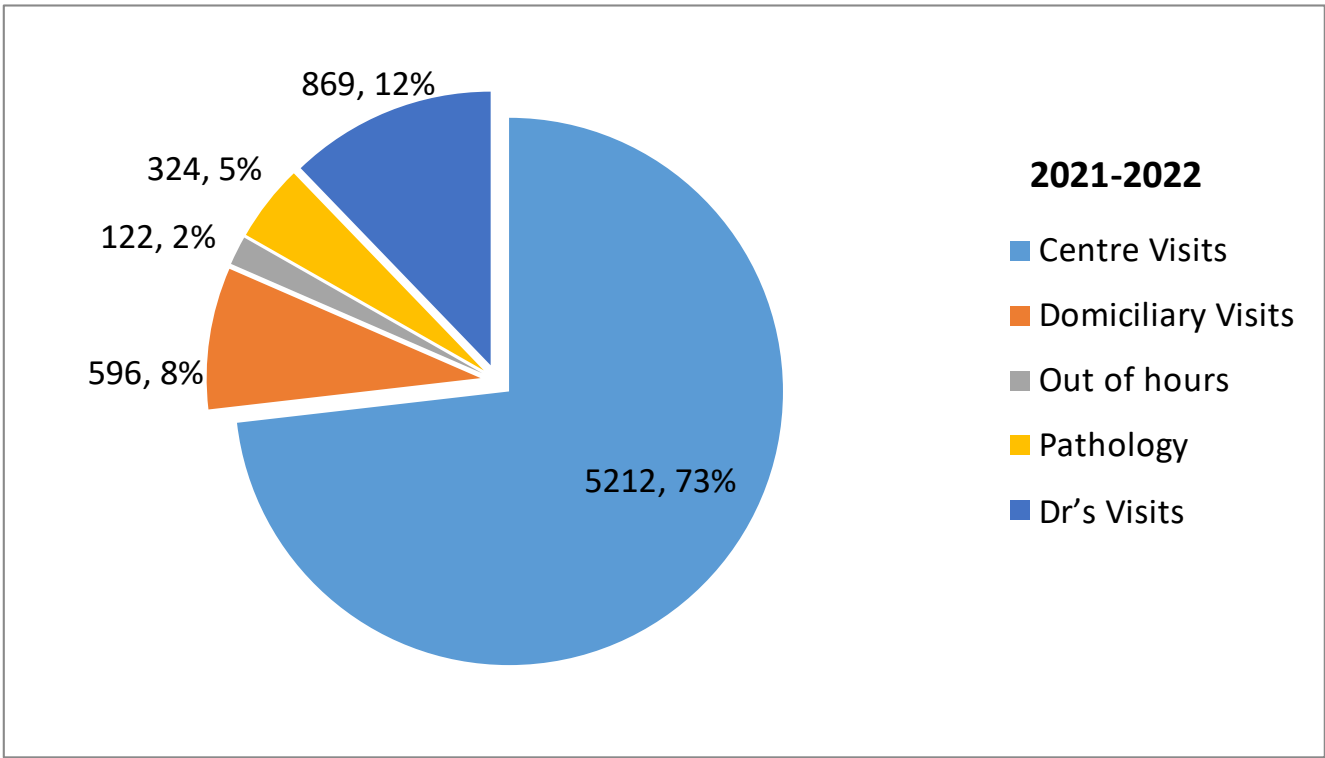
There were a lot more Elderly/Isolated home visits, phone contacts for welfare checks and the Friday lunches for the over 65's.

We increased our health checks by driving out to the farms to do assessments. Many of these people were then booked in to a Doctor for skin checks and further follow-up with other health professionals who visit our Centre.

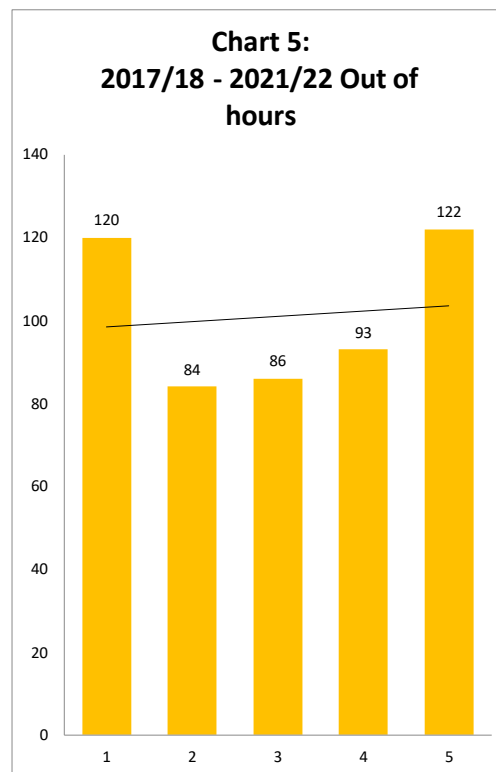
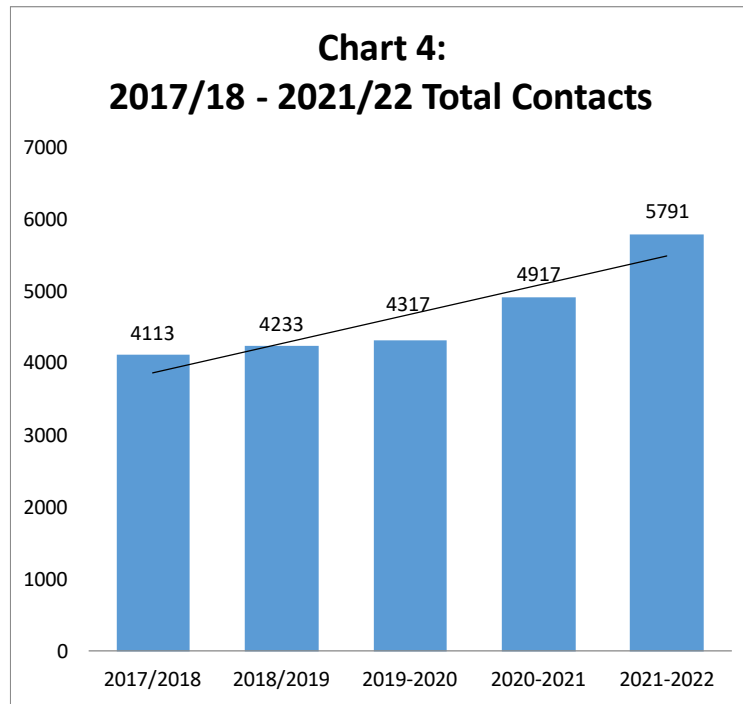
We also ran COVID vaccination clinics for our local community, which had a huge uptake. There is an ever-increasing need and expectation on our staff at our Centre.

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

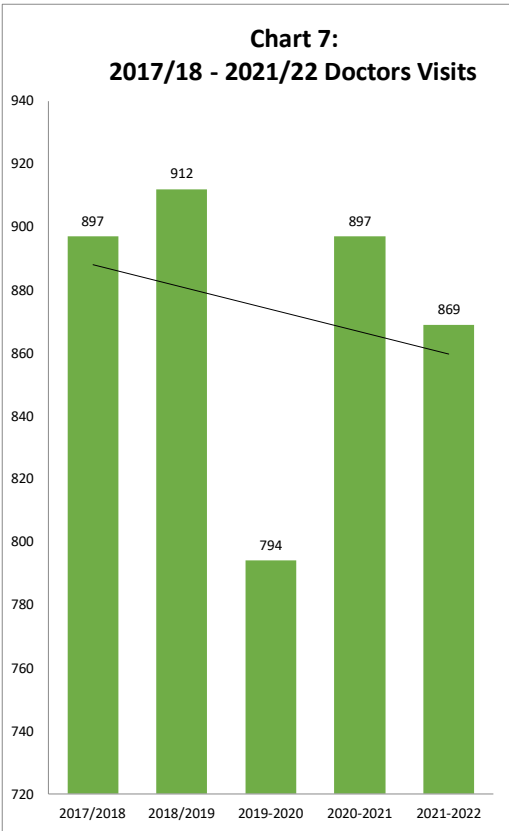
2021/2022 Month	Centre Visits	Domiciliary Visits	Out of hours	Pathology	Dr's Visits	Ambo (pager)	Ambo (called by Nurse)
July	416	1	5	30	60	2	0
August	405	4	9	32	92	0	0
Sept	533	14	11	26	104	0	0
Oct	452	42	18	28	45	1	0
Nov	495	23	5	30	88	0	1
Dec	431	81	19	22	50	0	0
January	667	87	25	30	74	3	0
February	376	42	9	28	75	2	2
March	417	60	2	24	106	0	0
April	355	63	4	32	62	2	0
May	289	72	7	20	45	0	0
June	376	107	8	22	68	1	0
Totals:	5212	596	122	324	869	11	3
Month Avg.	434	50	10	27	72	1	0



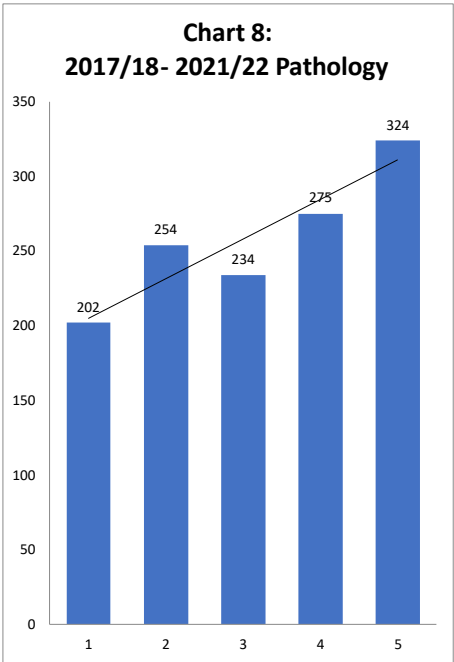
Total Contacts 2021/2022 have shown a significant increase. Demonstrating the increased demands for the services provided by the Swifts Creek Bush Nursing Centre.



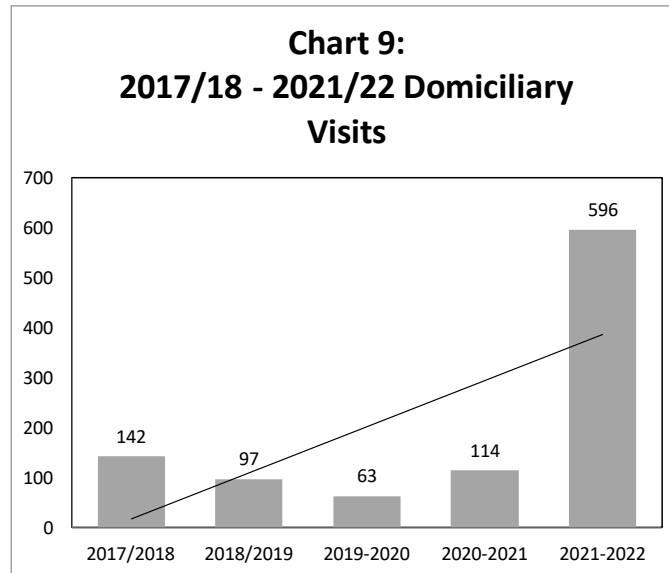
Out of Hours visits provided by the SCBNC significantly increased compared to the previous 3 financial years to be the highest level over a 5-year period.



Doctors' visits have decreased. This may be explained by the unavailability of doctors during this time.



Pathology has significantly increased during the 2021/2022 year. The SCBNC provided essential healthcare to the community during the Covid Pandemic including Vaccinations and PCR testing.



Our outreach into the community through home visits has increased substantially. Supported by accessing grant funding for an additional nurse part time until 2024. It's terrific to see the needs of the community being met through Domiciliary visits. This is having such a positive impact for many isolated and vulnerable community members.

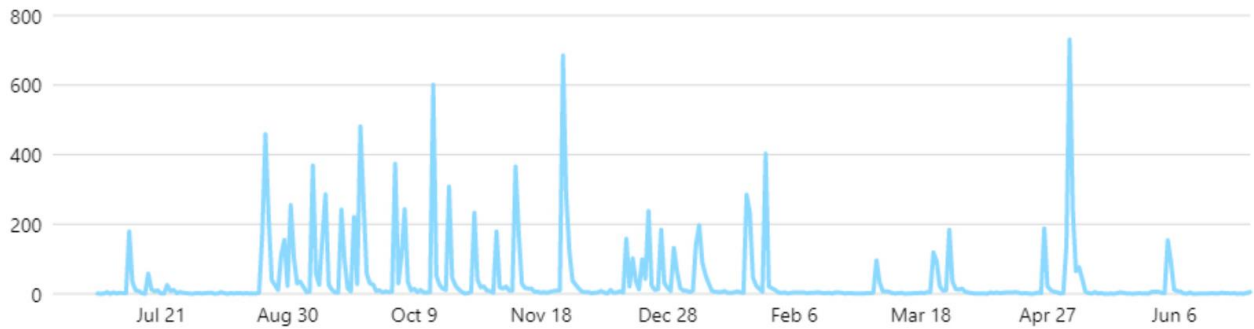
FACEBOOK POSTS AND TRENDS

We have posted 40 times on Facebook over the last 12 months with our reach and our page visits greatly increased.

Results

Facebook Page reach ⓘ

4,275 ↑ 245.9%



Facebook Page visits ⓘ

909 ↑ 61.5%



Our top posts on Covid and flu vaccinations:

Over 65's Flu Vaccinations have arrived at the SCBNC.

...
22 March at 21:52
Posted by Kath Smith

[VIEW POST >](#)

Is your 3 months up from your 2nd Covid Vaccination on or before the 3rd Feb?...

24 January at 08:45
Posted by Kath Smith

[VIEW POST >](#)

273
People Reached

26
Engagements

232
People Reached

11
Engagements

Engagement

Reactions	8 >
Comments	4 >
Shares	0
Other Clicks	14

Negative Feedback

Hide Post	2
-----------	---

Engagement

Reactions	7 >
Comments	0
Shares	1
Other Clicks	3

Negative Feedback

Hide Post	1
-----------	---

**Booster Shots for 18+
1st dose 5-11 year olds ...**
7 January at 15:52
Posted by Kath Smith

[VIEW POST >](#)

**Did you know that on Thursday 13th and Friday 14th
Sue, Jacinta and Warren supported by Deb Covid boos...**
23 January at 12:20
Posted by Kath Smith

[VIEW POST >](#)

555
People Reached

59
Engagements

479
People Reached

121
Engagements

Engagement

Reactions	12 >
Comments	2 >
Shares	4
Other Clicks	41

Negative Feedback

Hide Post	1
Hide all Posts	1

Engagement

Reactions	64 >
Comments	6 >
Shares	1
Other Clicks	50

Negative Feedback

Hide Post	1
Hide all Posts	1



Contact us 51594210 to make a booking!
28 October at 21:06
Posted by Kath Smith

[VIEW POST >](#)

192
People Reached

6
Engagements

**Over 120 people received a COVID-19 vaccination over
the last 3 days at the SCBNC! ...**
11 September at 14:43
Posted by Kath Smith

[VIEW POST >](#)

Engagement

Reactions	5 >
Comments	0
Shares	0
Other Clicks	1

Negative Feedback

Hide Post	1
-----------	---

507
People Reached

188
Engagements

Engagement

Reactions	101 >
Comments	9 >
Shares	0
Other Clicks	78

Important messages had huge engagement:



This month we want to highlight the importance of respecting our Bush Nurse...

3 October at 19:31

Posted by Kath Smith

[VIEW POST >](#)

441

People Reached

118

Engagements

Engagement

Reactions 61 >

Comments 2 >

Shares 0

Photo Views 2

Other Clicks 53

Negative Feedback

Hide Post 1

This month we want to highlight the importance of respecting our Bush Nurses. We understand that there are a lot of stresses on people in the community. Our Bush Nurses are here to help you and your health in your time of need, that is their number one goal. Our goal as the Swifts Creek Bush Nursing Centre Committee of Management is to ensure the safety of our staff. Without them, you will have no one to help you. So please respect our Bush Nurses and our Bush Nursing Centre. Everything we do is with your health as our priority.



Our top posts on Centre Achievements and Nominations:



Look at your Swifts Creek Bush Nursing Centre at the East Gippsland Business Aw...
 25 November at 19:25
 Posted by Kath Smith

[VIEW POST >](#)



This morning Sue attended the East Gippsland Business Awards 2021 finalist ...
 11 November at 09:32
 Posted by Kath Smith

[VIEW POST >](#)

939
 People Reached

273
 Engagements

Engagement

- Reactions 👍❤️ 129 >
- Comments 14 >
- Shares 1
- Photo Views 19
- Other Clicks 110

Negative Feedback

- Hide Post 2

628
 People Reached

269
 Engagements

Engagement

- Reactions 👍❤️😮 152 >
- Comments 26 >
- Shares 2
- Photo Views 12
- Other Clicks 77



On #LinkedIn and #Twitter today. Great recognition of our Bush Nurse Sue ...
 15 October at 20:08
 Posted by Kath Smith

[VIEW POST >](#)



Congratulations to our very own Sue Carroll on being a finalist in the HESTA A...
 28 January at 21:06
 Posted by Peter Brick

[VIEW POST >](#)

471
 People Reached

239
 Engagements

Engagement

- Reactions 👍❤️ 101 >
- Comments 16 >
- Shares 0
- Link Clicks 41
- Other Clicks 81

[Learn about updates to link clicks >](#)

707
 People Reached

227
 Engagements

Engagement

- Reactions 👍❤️ 88 >
- Comments 28 >
- Shares 2
- Photo Views 27
- Other Clicks 82

Negative Feedback

- Hide Post 1
- Hide all Posts 1



Swifts Creek Bush Nursing Centre

15 Oct 2021 · 🌐



On [#LinkedIn](#) and [#Twitter](#) today.
Great recognition of our Bush Nurse Sue Carroll.
Thankyou Sue for everything you do for our
community!
Well deserved to be recognised for [#UNWomen](#)
[#InternationalDayofRuralWomen](#)



Andrew Crisp · 1st

Emergency Management Commissioner at Emergency Management Victoria
5h · 🌐

Today is the [UN Women](#) International Day of Rural Women.

There are so many dedicated and skilled rural women across emergency services and today I want to highlight one of the unsung heroes of our sector.

Sue Carroll (centre of photo) is a Bush Nurse at the Swifts Creek Bush Nursing Centre. Bush Nurses provide a critical emergency service for their communities. They are on-call 24/7 and are first responders for Ambulance calls. Sue is a respected and trusted health care provider and has been involved with Bush Nursing for 24 years.

"The things I love most about Bush Nursing are working in such a beautiful area surrounded by mountains, and constantly improving the Centre and the healthcare services we provide to the community."

Please join me in thanking Sue, and all our Bush Nurses across Victoria, for the incredible job they do. To find out more about Sue and her colleagues at the Swifts Creek Bush Nursing Centre visit their Facebook page: <https://lnkd.in/gRJhk3MG>

Take Care.

