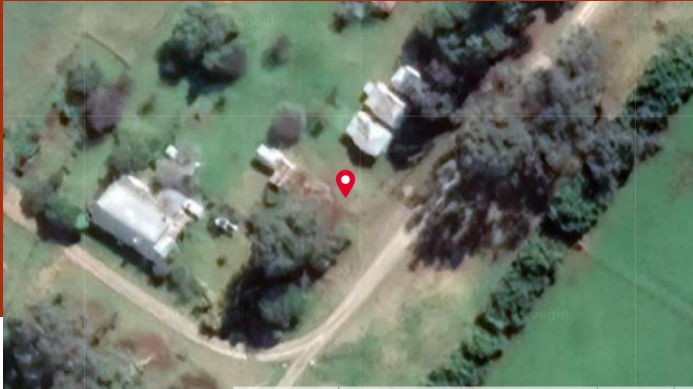




*Supporting our older  
community members in  
retirement and helping  
them remain in the  
community.*



# ANNUAL REPORT 2022-2023

## Swifts Creek Bush Nursing Centre

17 McMillan Street  
PO Box 212  
Phone: (03) 5150 2430  
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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 2022-2023

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 2022-2023

### 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- EDWARD MAUGER

President 2022-Ongoing

## 2022-2023



As a start to my president's report I would like to thank everyone on the committee of management for their support and hard work during the year. As someone who came into the committee in a major role, I could not have had better people around me. The centre has excellent governance and business modelling, instilled by our brilliant Nurse manager Susan Carroll and the bush nursing committee, past and present.

This year has been fantastic for growth within the Centre. We have worked hard to ensure that the financial position of the Centre remains strong and has a positive outlook for the future. As loved staff members left, in Warren Howden, Kim Burke, Karin Harvey and Jacinta MacCormack, we managed to employ three new highly qualified and respected Nurses in Marney Neil, Sarah O'Brien and Jacob Ellis. All of whom come with unique skill sets and qualifications that only can add to our already fantastic services. Our

permanent part timer, Marney, has had glowing feedback. We feel as a committee and community, very lucky to have her as our bush nurse. Your level of care and compassion, even beyond work hours, has been noted and appreciated.

It was also my pleasure to sit on a panel for an interview for the position of project manager. Lorraine Crellin was the successful candidate and it has been a real pleasure working alongside someone with such experience and expertise.

Our major project, The Oram Estate has made great progress. With the sub committee's dedication and commitment, we have made a dream come to fruition. We acquired "project mentors" in Chris Gray, Duncan Johnston and Tim Liston. They, along with many other businesses from various project perspectives, helped achieve where we are today with Oram Estate. All steps in development are progressing quickly and will be project ready by 2024.

Lastly to my committee and staff members I have the pleasure of working with the most; Pauline Canfield, Peter Brasier, Ann Batt, Deb Crellin, Lorraine Crellin and Susan Carroll, your amazing extra work and professionalism is inspiring.

Thankyou everyone, Eddy

# BUSH NURSE MANAGER REPORT- SUE CARROLL

## Annual Nurses Report for 2022-23



Well yet again it has been a busy 12 months. A COVID clinic was run for our community in July 2022 and again in May 2023 with a good uptake. The Swifts Creek BNC purchased 5 acres of land in Factory Lane, now known as ORAM Estate with the plan of building at least 10 Independent Living Units to support the elderly in our community. Many older people have sold their farms and homes and left the community, as they could no longer manage their large properties and then would contact us stating they wished they had never left the area, as they have lost their community connectedness, couldn't get the immediate health care requirements where they

had moved to and felt quite isolated and disconnected. The Oram subcommittee has been working tirelessly towards a Planning Permit and have great support from people outside our organization.

I received a letter of support and congratulations on our project from Darren Chester. He stated he is happy to write a letter of support for any applications we lodge and will inform us of any funding streams that he becomes aware of.

Unfortunately, we had a number of staff resignations in the 2022-23 year.

- Warren Howden left in October 2022 due to ill health
- Jacinta MacCormack resigned and finished her employment in June
- Kim Burke resigned in May
- Karen Harvey resigned in March

On the bright side, we advertised for Nursing staff and were very successful with employing 3 Registered Nurses with high qualifications.

The ducted heating/cooling/air filtration system has been completed and the old recycled air conditioning units were removed. We were able to sell some of these units to the community. Tom Darby came and plastered over the holes in the walls.

Medical Director, which is an Electronic Medical Record has been installed and all patients notes etc. are recorded into this system.

We have been extremely lucky to acquire a Holter Monitor. This is a small device that records the heart rate and rhythm over 24hrs. The recording is emailed immediately to the Cardiologist who emails back the report within 24hrs. There is no cost involved to the Centre and the Clients will be 100% Bulk Billed.

We have now been using Victorian Virtual Emergency Department for patients on weekends and during the week if there are no GP appointments. This system is working very well, as the patient can receive an E-script and x-ray request forms etc. which are sent to their phone.

We have purchased a new fan forced stove for the Nurse's flat, to be able to continue to cook the Friday lunches without burning the bottom of the food.



Friday lunches for the over 65's are still continuing. The same group arrive each week to enjoy the social banter and company of each other. We have had guest speakers attend such as Di Scott Social Worker and ran a Sleep Clinic with a Clinical Psychologist.

The Secondary school students came along and introduced themselves and prepared 2 lunches. We had a farewell lunch for Jacinta.



# ADMINISTRATION OFFICER REPORT-

## DEBORAH CRELLIN

### Quality & Safety Report

#### Preventing Harm

The prevention of harm to our workforce and consumers is part of our clinical governance focus. Processes at SCBNC support and promote prevention and control of healthcare-associated infections and antimicrobial stewardship. SCBNC provides an annual staff immunization program alongside community vaccination sessions for influenza and Covid-19. Encouraging the workforce and consumers to participate ensures staff at SCBNC and the community remain safe and well.

SCBNC also monitors and reports on any medication errors, falls and pressure injuries to consumers in the Centre's care. Clinical staff continue to review and implement policies and procedures, receive training in relevant areas and attend meetings with partnering organisations to ensure staff are promoting and implementing best practice.

#### 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.

Administrative processes are undertaken that support legislative and regulatory compliance.

The following audits were performed in 2022-2023:

- Medication safety
- Partnering with Consumers
- Safe environment
- Client Healthcare Record
- Fire and Chemical Safety
- Health Literacy
- Infection Control
- Communicating for Safety
- Vaccine Storage
- Cleaning Checklist
- Risk Management
- Hand Hygiene

## Innovations

With the assistance of Australian Business Volunteers and Martina Valentin, the Swifts Creek Bush Nursing Centre was able to develop a website containing all relevant and updated information for the public to access.

<https://www.swiftscreekbushnursingcentre.com>



The screenshot shows the homepage of the Swifts Creek Bush Nursing Centre website. At the top, there is a blue navigation bar with icons for email, social media, and search. Below this is the SCBNC logo, which features a stylized leaf and the text "SCBNC SWIFTS CREEK BUSH NURSING CENTRE INC.". To the right of the logo is a horizontal menu with links: "About Us", "History", "Our Services", "Volunteers", and "Contact".

The main content area features a large, scenic photograph of a valley with rolling green hills and mountains in the background under a cloudy sky. Below the photograph is a row of five service cards, each with an icon and text:

- Emergency? Call 000**: Is your life or property being threatened? Have you just witnessed a serious accident or crime? Is someone seriously injured or in need of urgent medical help? If you ...
- Contact us**: Phone: 03 5150 2430; Fax: 03 5150 2439; Mail: swiftsnurse@gha.net.au
- Opening hours**: Monday – Friday: 9am – 5pm; Saturdays & Sundays: 9am – 11am; Public Holidays: 9am – 11am
- Goals**: The Swifts Creek Bush Nursing Centre services the holistic health and wellbeing of the local residents and transient population by providing multi-skilled professional...
- Vacant Position**: There are no vacant positions at the moment.

Below the service cards is a section titled "About us" with a blue background. The text reads: "The Swifts Creek Bush Nursing Centre [SCBNC] is a not-for profit health provider servicing the Swifts Creek and surrounding district. The SCBNC is managed by a volunteer committee of management. The COM employs a full time Bush Nurse Manager and a number of other casual or part time employees. SCBNC has a membership of 519 [...]". A "Read more" button is located below the text.

To the right of the "About us" section is a photograph of the Swifts Creek Bush Nursing Centre building, a modern structure with a red and white facade, surrounded by trees and landscaping.

# PROJECT OFFICER REPORT-LORRAINE CRELLIN

Lorraine Crellin 2023-2024



As newly appointed to the position of project officer (part time) with SCBNC, and rejoining the workforce after a period of retirement, I have found it a rewarding experience to be working again. Coming from a busy background of nursing, from clinical situations to community work, project management, then on to working with first nations people in both urban situations and in Arnhem land. I now enjoy new beginnings working remotely on a part time basis.

While working from home has its many benefits, (for instance no -one steals my yoghurt from the fridge) there are also some unexpected challenges that I have found that comes with the territory of being a remote and sole worker. Getting to know the geography, and the personnel in and around Swifts Creek certainly has taken some time to master. From the very beginning I was, and still am, in awe of the both the Committee of Management (COM) and the Nurse Manager's (Operations) commitment their special areas of governance. This surely is a winning recipe for any organisation.

Through the magic of technology, I am able to "e meet" many of the stakeholders who are of significant importance to our mutually collaborative relationships. Collaboration as we know is most important, as no one can work successfully in a vacuum. My work with the Oram project has been a great example of partnership, generosity, and team work. Many thanks must also go to the community members who have rolled up their sleeves to offer assistance.

In a serendipitous moment In March this year our COM President Eddy Mauger suggested that I make contact with Tim Liston, an accountant, and a (Swift's Creek "old boy") who he thought might be able assist, or recommend someone else suitable to work with us on our project. Without hesitation Tim offered to come on to our Oram Board, then went on to recommend Christopher Grey of Haystack Consulting as a possible mentor. I phoned him and he also offered to become part of our team. From then on Christopher recommended Duncan Johnston (Also a Swifts Creek "old boy") who has enthusiastically joined us a mentor/consultant. All three mentors have brought to the table reams of information and advice from their own executive levels of experience. They have generously offered to work with us Pro bono. Whilst at the same time through their wide and varied networks continue to source other valuable recommendations to share with our team.

Moving away from major projects there is a need to be continuously prepared for funding opportunities to maintain the operational status quo. Smaller grants are offered from a variety of sources and are a lot of work for little reward. Whilst the larger ones are more elusive because the competition is greater. With all that Mother Nature has thrown at us in recent times, covid, bushfires, and floods, our health care centre has never faltered and is to be congratulated for its ongoing commitment to the community.

On my radar at the moment are two grant applications waiting to be assessed. It's really a fingers crossed wait until the successful applicants are announced.

On my desk I am currently (a) exploring a list of potential sponsors, philanthropic trusts, /funding partners and collaborators etc. (b) gathering research documents to validate the premise our Oram estate project in readiness for grant application.

And last but not least, I would especially like to acknowledge the COM, Sue and her staff, volunteers, and those of you in the community who have made me feel welcome and have helped me find my wobbly feet as a newbie in Swifts Creek.

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 to 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 they 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

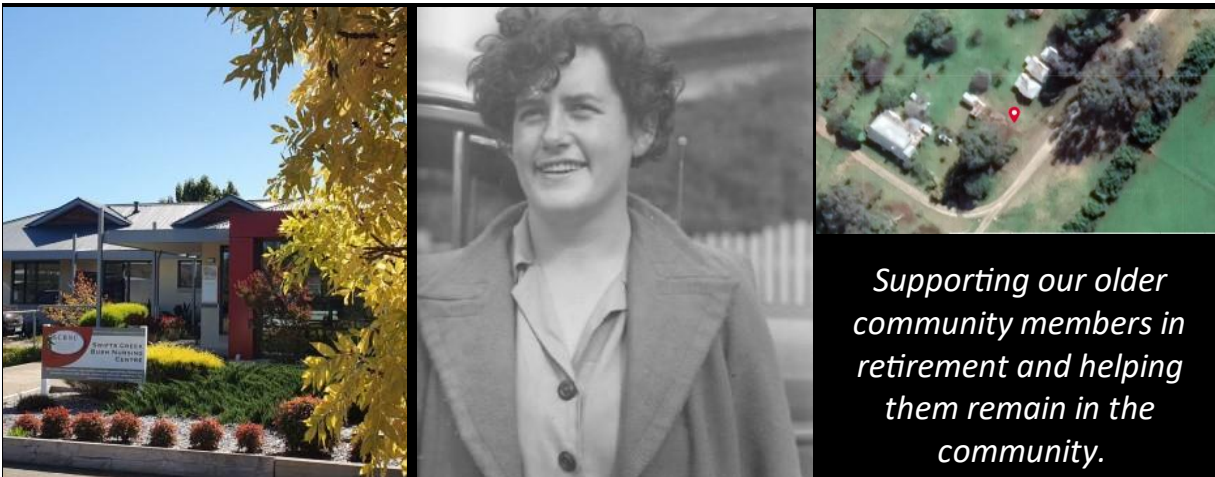
The Swifts Creek Bush Nursing Centre cares for this local community of approximately 430 people as well as people from Ensay and the Omeo region. Over the years we have watched the older population sell-up their farms and homes, as they could no longer manage them and move away from this community to 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 supported 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.*



## 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 support welcome

#### 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](mailto:secretary.scbnc@gmail.com)

# THE VICTORIAN CLINICAL GOVERNANCE FRAMEWORK

*This will be replaced by a different framework next year 2023-2024*

## 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

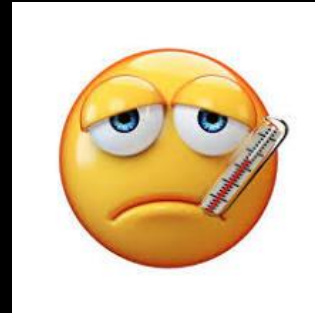
### Our Community Demographics



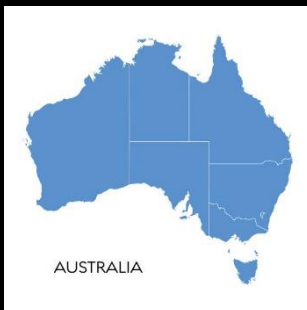
Median weekly income is \$1412. Below Victoria's \$1759



3.1% of our population speak a language other than English at home



49.6% of our population has at least 1 long term health condition



5.9% of our population do not identify as non-indigenous compared with 5.5% for Victoria.



53.5% of our population are Male, with 46.5% of the population Female.



12.9% of our population provide unpaid Assistance to a person with a disability, health condition or due to old age compared with Victoria at 11.6%

11.9% of our population is aged 70 years and over, 37.2% aged between 50 and 70 years, and 15.6% aged between 25 and 50



## Feedback from our Clients

I really like all the photos and pictures on the walls around the Centre. It makes the place feel warm and welcoming.

The waiting room looks so much more spacious with the rearrangement of furniture. The walk-way is now clear.

Have always had a wonderful experience. Staff are fantastic and caring.

The Bush Nurse does a wonderful job. I have lived in England and other Victorian towns and have never had a service to equal the Swifts Creek Bush Nurse.

I appreciate the professionalism that was provided at the Centre for the Covid vaccinations.

Thankyou for your help. Always friendly!!

Thank you so much for looking after my wife and myself when we came to Swifts Creek from Queensland, and required Covid-19 testing. You made it so simple for us.

Weekly lunches are very beneficial for social gatherings of elderly people as well as giving excellent food. The independent living units is a very worthy project as it will provide accommodation locally.

The signage at the front of the Centre is much clearer.

Very clean and well-presneted centre with experienced and competent staff.

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

There are several ways consumers can share their experiences:

- Feedback box in the waiting room
- Via annual and quick surveys
- Talking to a staff member or to a member of the Committee of Management
- Joining the Committee of Management or become a Consumer Representative
- Connect with SCBNC via the website

## 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;

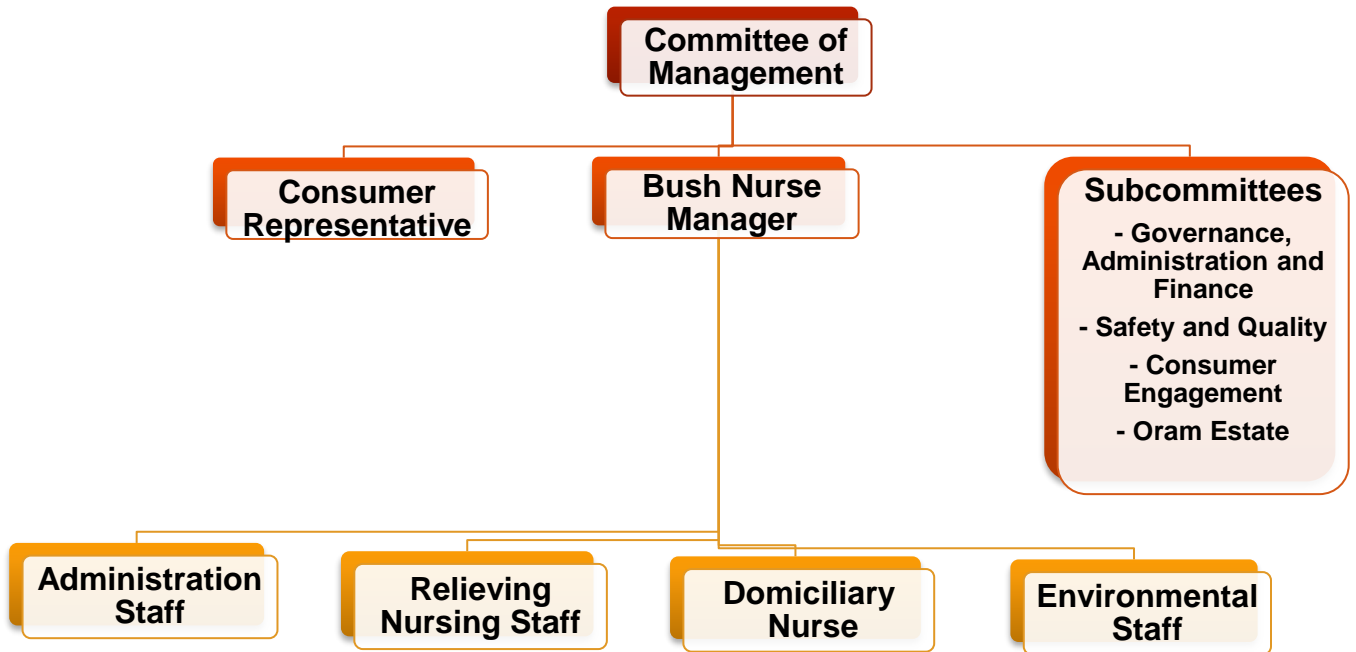
**Partnering with consumers** - systems are designed and used to support patients, carers, families and consumers to be partners in healthcare planning, design, measurement and evaluation.

### 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



Eddie Mauger-President



Ann Batt- Treasurer



Pauline Canfield- Secretary



Peter Brasier



Michael Cawley



Joanne Bradbury



Marijs Last



Kath Smith

## 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 2022/2023

1. RAN Certificate of Competency
2. Adult & Paediatric Advanced Life Support
3. COVID Immunisation training
4. Micro suction Ear Wax Removal
5. Cardiovascular Disease Risk
6. Occupational Violence and Aggression training
7. Cyber Security Training



**Jacinta MacCormack** – *Permanent Part Time Bush Nurse*



Jacinta has been employed at the Swifts Creek BNC for over 7 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.

Professional Development 2022/2023

1. RAN Certificate of Competency
2. COVID immunization training

**Marney Neal** - *Permanent-part-time at 2 days per week.*

Marney's background is Nurse/Paramedic and has a great deal of Emergency Department experience.

Professional Development 2022/2023

- RAN training

**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 2022/2023

- RAN training

## 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 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. Professional Development 2022/2023

1. Hand Hygiene
2. Partnering with Consumers
3. Work Health and Safety Fundamentals
4. Cybersecurity Training for Health Services

### **Karin Harvey**– Administration Officer

Karin worked 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. She also provided administration support to the SCBNC Committee of Management, Bush Nurse Manager and Administration Officer. She provided administrative support to a number of our Sub Committees. Karin's professionalism, dedication, friendly disposition and commitment was highly valued. Karin added value in ensuring the timely meeting of operational administration outcomes. Karin completed her employment at SCBNC in 2023.

Professional Development 2022/2023

1. Infection Control Training
2. Hand Hygiene
3. Governance Standards 1 - 6

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 adapted very well to the updated cleaning requirements due to COVID-19.

### ***Shannon Harvey – Casual Cleaner***

Shannon commenced work at SCBNC in July 2022. Shannon has shown much generosity in helping when others were not available. She helps out whenever Koral is unable to clean, or when she is on leave.

## **Professional development**

Infection Control Training COVID-19

## **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

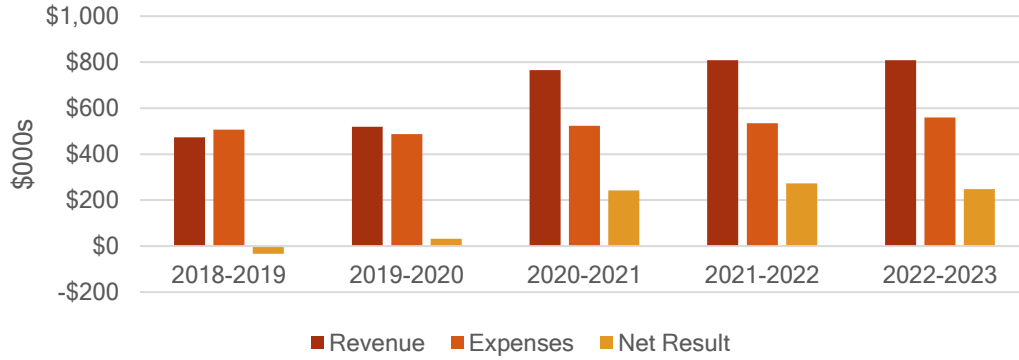
support from our local community. The Committee of Management elected to use is Daniel Dalton from Gippsaudit to audit and prepare our financial statements for the 2022-2023 financial year. Whites Accounting will be preparing the financial statements with Daniel preparing the audit report.

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.

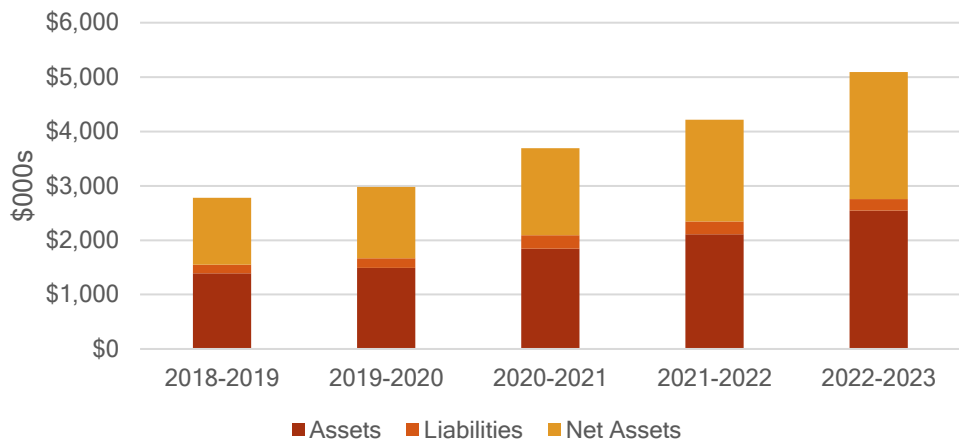
## Swifts Creek Bush Nursing Centre Treasurer’s Summary

- On the 9<sup>th</sup> June, 2023 SCBNC received the 2<sup>nd</sup> payment from the RHIF7 for the new flooring .
- Lauren Kew, Assistant Regional Manager, Forest Fire Planning DEECA, with her team, ran the *Heartbreak to Hope* book project. The successful project resulted in a cheque to be donated to the East Gippsland Bush Nurses for \$51,000. A deposit of \$8125.86 was received by SCBNC.
- SCBNC continues to receive funds from the Black Summer Bushfire Recovery Grant to cover wages for a Domiciliary Nurse.
- The Centre continues to see increases in prices across the different areas of expenditure required to maintain the 24/7 service. The Centre is always grateful to receive donations from its clients to help with these increasing costs.

### Summary of Financial Results



### Summary of Balance Sheet



# NURSING REPORT TRENDS 2022/2023

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

We ran 2 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.

2022/2023 Month	Total Contacts	Centre Visits	Domiciliary Visits	Out of hours	Pathology	Dr's Visits	Ambo (pager)	Ambo (called by Nurse)	Vaccinations	Telehealth
July	366	362	53	22	11	66	1	1	47	
August	274	257	41	13	10	28	2	2	4	
Sept	250	243	16	6	12	62	1	0	2	
Oct	339	308	50	7	13	54	1	1	2	
Nov	251	242	28	9	14	42	1	1	3	
Dec	359	349	24	6	17	29	0	1	2	
January	345	333	26	8	21	68	0	0	6	
February	314	274	33	5	28	38	2	0	4	15
March	430	338	88	3	33	85	1	0	6	1
April	336	322	25	10	18	45	2	0	20	11
May	414	404	29	5	26	54	1	2	77	30
June	413	380	72	5	28	78	0	0	0	20
Totals:	4091	3812	485	99	231	649	12	8	173	77
Month Avg.	341	318	40	8	19	54	1	1	14	6

As you can see from the data above the Swifts Creek Bush Nursing Centre has been very busy again this year with 4091 contacts with consumers over the year and an average of 341 a month which is a massive number of people. Most of these visits were centre visits to see the bush nurse with a total of 3812 over the year. 485 Domiciliary Visits. 99 Out of hours visits. 649 Doctors visits and 231 for Domiciliary. This year we saw 173 vaccinations.



