

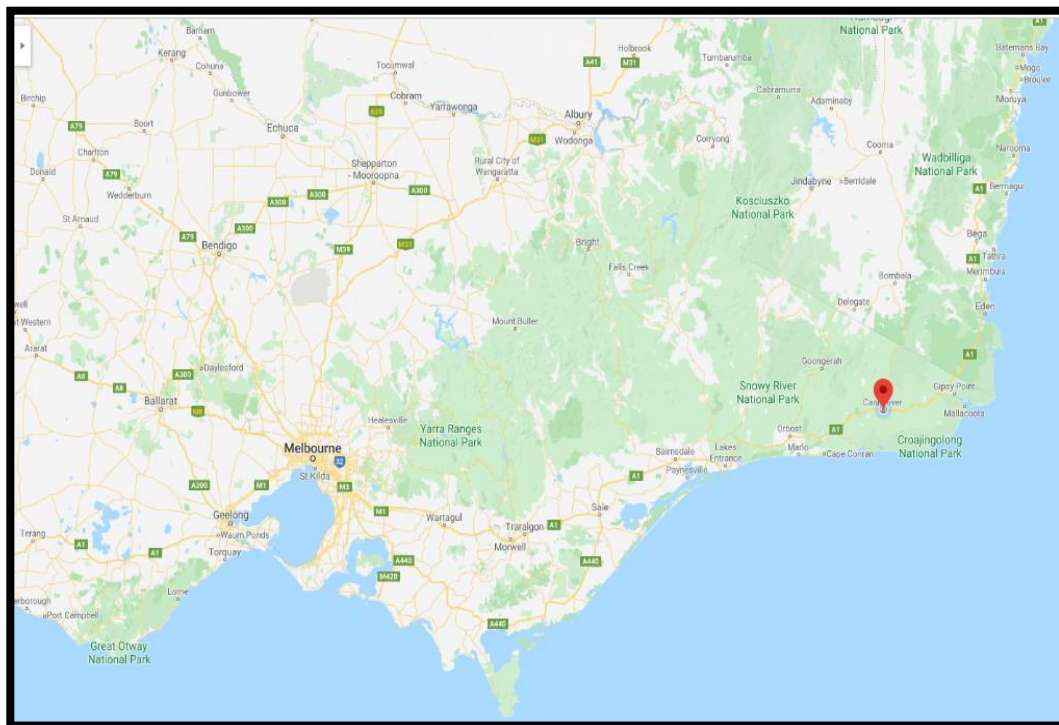


Cann Valley Bush Nursing Centre Inc.

ANNUAL REPORT 2019 - 2020

CANN RIVER

Located in Far East Gippsland between the Lind National Park and Alfred National Park on the Sydney to Melbourne coast road. Cann River is your crossroad to adventure for Croajingolong and the stunning rainforests of the far east. Cann River has a population of approximately 194 people. (ABS Census 2016) However, the Bush Nursing Centre caters for the needs of a rural community of approximately 500 people and a number of tourists and motorists passing through the region.



The Cann Valley Bush Nursing Centre respectfully acknowledges the traditional owners of the land on which we work and live and recognise the continuing connection to the land, water and community.

We pay our respects to Elders past, present and emerging.



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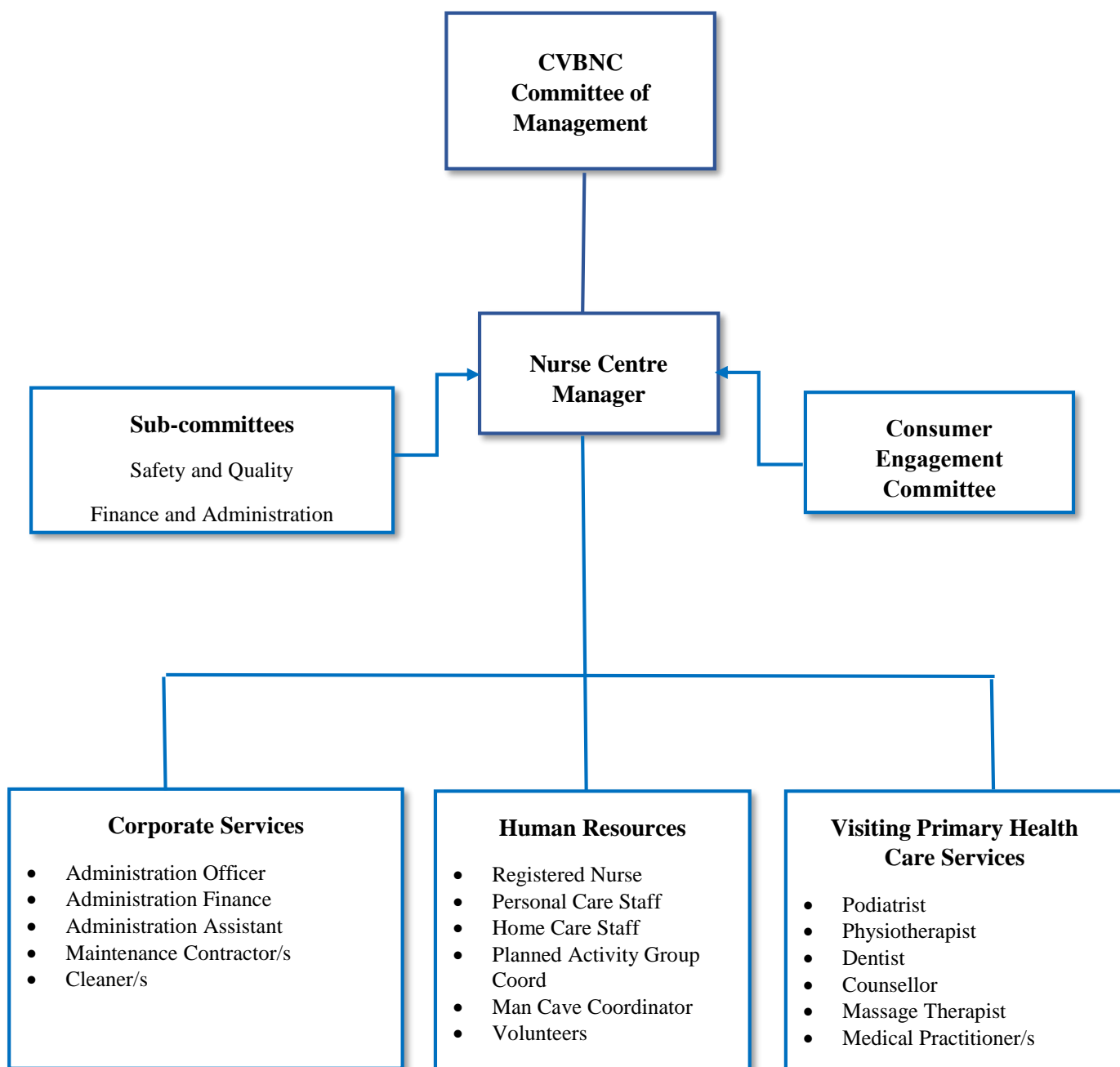
CVBNC Vision

To assist the community to reach their full potential in health, wellbeing and independence, whilst acknowledging ever-changing demographics in terms of age and socio-economic status

CVBNC Role

- ✓ *Engage with CVBNC community and respond to community needs*
- ✓ *Educate the community to live healthier and more fulfilling lives*
- ✓ *Care for the community and provide the best service access*
- ✓ *Collaborate with external organisations to enhance the health outcomes and health access of the community*
- ✓ *Ensure we are adaptable and flexible to meet the changing community health and demographic demands*
- ✓ *Strive to deliver innovative, creative, evidence based services to the community*

Organisational Structure



In 2019-20, Committee of Management meetings were held monthly (except for January).

Sub Committees for 2019-20 were:

Finance (Monthly Meetings)

Safety & Quality (Bi-Monthly Meetings)

Consumer Engagement (Quarterly Meetings)

Occupational Health & Safety (Quarterly Meetings)

We thank the following community members for their service to the following sub committees in 2019-20.

Ms. Sandra Tozer (Safety & Quality)

Ms. Robyn Korn (Consumer Engagement)

Ms. Kim Summerell (Consumer Engagement)

Ms. Valmae Quick (Consumer Engagement)

Committee of Management

President

Mr. Michael O'Brien
Elected: 2013
Dip. Furniture Design, Grad Dip. Technology Education, Cert IV Training & Assessment

Executive

Mr. Ron Luhrs
Vice President
Elected: 2013
Solicitor Office of Public Prosecutions, Lecturer & Manager of Continuing Legal Education Program

Ms. Val Quick
Treasurer
Elected: 2014
CVBNC Volunteer Driver, Member CVBNC Consumer Engagement Committee

Committee Members

Mr. Ian Quick
Elected: 1972
CVBNC Committee member for 47yrs, Member various other town committees

Ms. Alison Rainey
Elected: 2018
Local Business Owner
Member various other town committees

Ms. Celia Wallace
Elected: 2018
Grad Dip. Aged Care Services, Cert III Comm Services, Cert IV Workplace Trainer & Assessment Manager/CEO Mallacoota District Health & Support Services – 16yrs

Ms. Irene Birt
Elected: 2019
ICT Programmer Public Service, Ambulance Community Officer
Cann River

Cann Valley Bush Nursing Centre Life Members:

- Gus McKinnon
- Judy McKinnon
- Ian Quick,

CVBNC Sub-Committees

Finance and Administration Sub-Committee

Mr. Michael O'Brien (President CVBNC)
Ms. Valerie Quick (Treasurer CVBNC)
Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Irene Birt (Committee of Management)
Ms. Celia Wallace (Committee of Management)
Ms Zoe Meade (Administration Finance)

Safety and Quality Sub-Committee

Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Celia Wallace (Committee of Management)
Ms. Sandra Tozer (Paramedic Community Support Coordinator)
Ms Zoe Meade (Administration Finance)

Occupational Health and Safety Sub-Committee

Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Chrystal Hall (OH&S Representative)
Ms. Jennifer McShane (Administration Officer)
Mr. Adrian Nation (Property Maintenance Contractor)

Consumer Engagement Committee

Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Robyn Korn (Community Representative)
Ms. Kim Summerell (Community Representative)
Ms Valmae Quick (Community Representative)

CVBNC Staff & Contractors

Nurse Centre Manager:	Ms. Marija Mrsic (RN, BN, RAN, Post Grad Dip. Emergency Care, Cert Advance Practice Rural Remote)
Nursing Staff:	Mr. Warren Howden (RN, VRAN, B. Applied Science Nursing) Ms. Therese Burke (RN, RM, BHSc Nursing Cert. A&E Cert. Stomal Therapy, Grad. Cert rural & Remote (Ad. Nursing Practice), Grad. Cert. Health Admin, Grad. Dip. Business Management) Ms. Jacinta Mac Cormack (RN, BN, VRAN) Ms. Jennifer Chatterton (RN, RAN)
Administration:	Ms. Jennifer McShane (Administration Officer) Ms. Zoe Meade (Administration Finance) Ms. Sarah Nation (Administration Assistant)
Home Care Workers:	Ms. Kirstein Davies Ms. Linda Laffy Ms. Carole Morcomb Ms. Maria Gregory
Planned Activity Group:	Ms. Barbara Matthison Ms. Linda Laffy Ms. Carole Morcomb
Property Maintenance:	Mr. Adrian Nation Mr. Iain Godsman
Man-Cave Coordinator:	Mr. Max Kalz (Resigned)
Environmental Officer:	Ms. Maria Taylor
Volunteers:	Ms. Irene Birt Mr. Max Kalz Ms. Barbara Matthison Ms. Val Quick Mr. Greg Robinson Ms. Deb Taylor

Visiting Health Services

General Practitioners:	Dr. Nadira Anis Dr. Sara Renwick-Lau	Drug & Alcohol:	Mr. Bryn Jones
Dentist:	Dr. Peter Favaloro	Diabetes Educator:	Ms. Katie Radic
Physiotherapist:	Ms. Madelaine Rosen		
Community Mental Health:	Mr. Trevor Jennings		
Podiatry:	Ms. Nerida Manning		

President's Report

By Michael O'Brien 

The 2019 – 2020 financial year presented Cann Valley Bush Nursing Centre (CVBNC) with more than a fair share of challenges ranging from re-accreditation, bushfires and a world-wide pandemic, COVID-19.

CVBNC was successful in attaining re-accreditation through the National Safety and Quality Health Service Standards for the next three years. Whilst this was an extremely challenging time for everyone, it was also rewarding, and the contributions of staff, volunteers, and Committee of Management members, are to be commended. Thankyou everyone.

Shortly after achieving Accreditation, we were hit with a complete loss of internet access and emails for 6 weeks, due to a hacking event at a South Gippsland Hospital. This created another huge challenge for our staff to overcome, and I would like to thank Gus McKinnon from Mc Kinnon Earth Constructions in Cann River for providing CVBNC finance staff with access to the internet to undertake the day-to-day financial management of the organisation.

By the end of December, Cann Valley was ringed by the Black Summer Bushfires, which included a mass evacuation of residents. CVBNC's main room became an accommodation centre for CFA firefighters. Yet, despite these challenges, Marija Mrsic Nurse Centre Manager managed to remain on site and on duty to provide not only medical care, but also assisted in looking after the welfare of those who stayed behind. Essentially, the valley was isolated for the entire month of January, as the town was encircled by over 2,500,000 hectares of fires. I commend Marija for her bravery and dedication to both her role and to the community.

The Committee of Management Risk Management processes and forward Planning in the last financial year, and the installation of external sprinkler systems and fire defences, certainly contributed to the successful functioning of the organisation throughout the period of the fires.

By the end of March, COVID-19 had hit, and the Cann Valley community was in lockdown once again. CVBNC re-evaluated the delivery of programs and activities in reference to this new threat. Visitors to the centre were temperature checked, and quizzed as to their health before being admitted, and a policy drawn up as to how we would treat suspected patients. Once again, Marija rose to the occasion, and charted a safe passage through these challenges. By the end of the year, we had zero local cases.

During the year, Chrystal Hall and Kelly Edebohls resigned from the Committee of Management. On behalf of the CVBNC Committee of Management, I would like to thank Chrystal and Kelly for their contributions. Maintaining Committee of Management numbers continues to be a challenge, but the members we do have bring a wide variety of skills and experience to the table and continue to contribute in a multitude of ways. Sourcing of appropriate training for Committee members continues to be a challenge, as the training provided by the program called "Governance Evaluator" was found to be inappropriate for our needs.

CVBNC has completed the 2019-2020 financial year under budget, and has continued to build a strong buffer against hard times by being able to add to our investment account. We were successful in obtaining a grant to install solar panels from the East Gippsland Shire, and this should reduce our power bills by about \$13,000 per year, again strengthening our financial position into the future.

We continue to receive a fortnightly Doctor service from Orbost Health Service and Mallacoota Medical practice, which has succeeded in improving access to doctors for the local community.

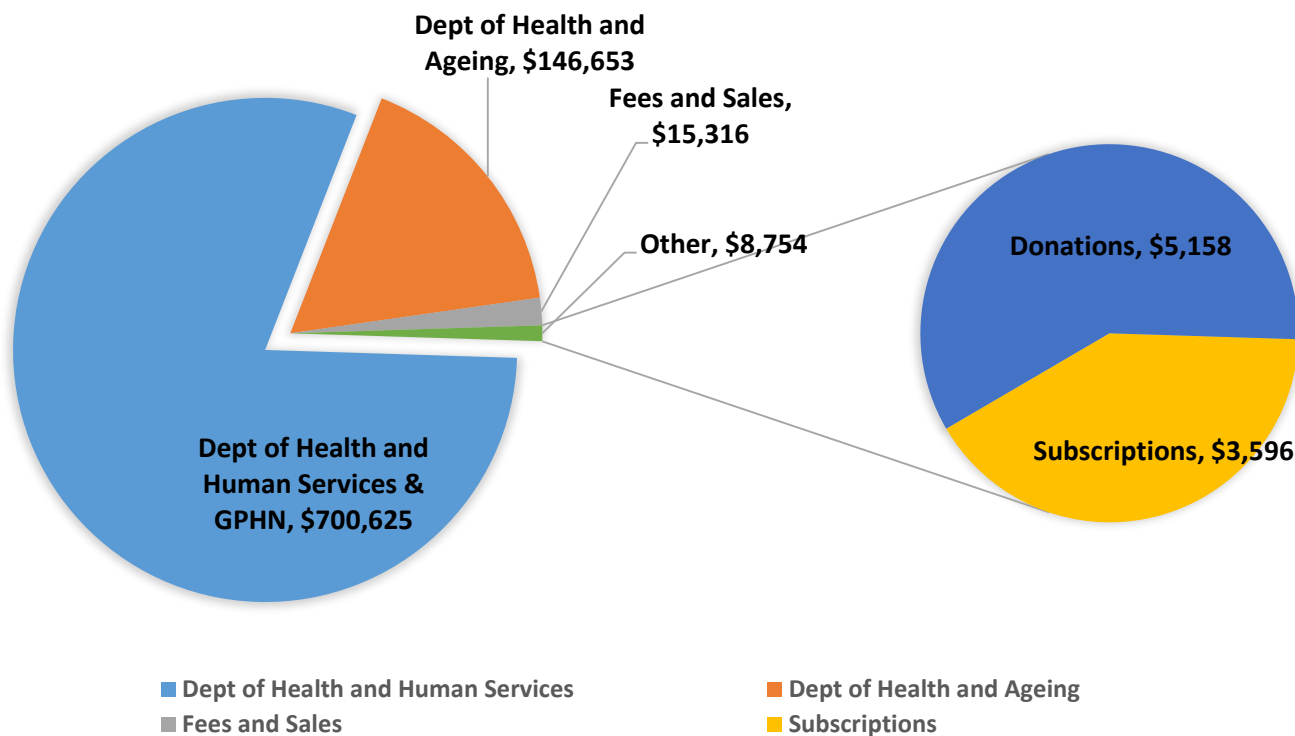
RIPERN has been approved by the Victorian Government Health Minister and by the time we are accredited for the RIPERN Model, and we have 2 RIPERN qualified nurses licensed to operate at CVBNC, enhancing and improving the quality and range of care offered to the local community.

The organisation is financially strong and has met every challenge that 2019-2020 has thrown at us whilst maintaining services in what has been an incredibly challenging year. All in all, another successful year for CVBNC in particularly challenging times.

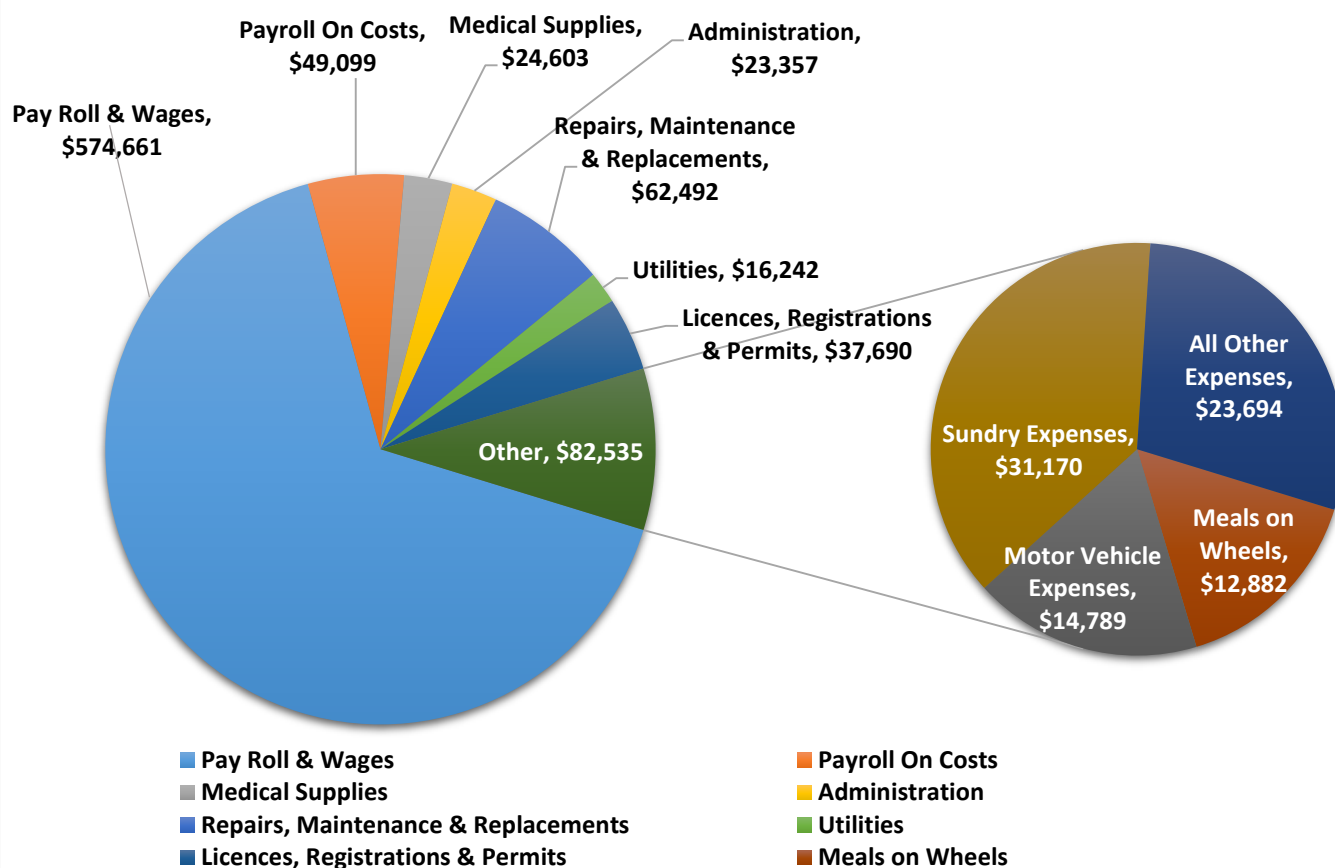
Michael O'Brien
President Committee of Management CVBNC

Finance Report

TOTAL REVENUE



TOTAL EXPENDITURE



By Marija Mrsic



Nurse Centre Manager's Report

I am pleased to present the 2020 Nurse Centre Manager's report and highlight the achievements and improvements over the past twelve months. Cann Valley Bush Nursing Centre has once again overcome many obstacles, and I am pleased to report positive outcomes.

A major achievement for the year concerns re-accreditation. CVBNC is pleased to report that on 30th September 2019, we successfully achieved re-accreditation against National Safety and Quality Health Standards Version 2: the same standards that all publicly funded hospitals and health services in Victoria must meet. The audit involved external consultants from QIP attending CVBNC for the purpose of ensuring that the level of care and compliance is demonstrated and adhered to. Particular highlights include compliments by the accreditation panel regarding the function and organisation of the clinical area of CVBNC, including the clean environment, and supportive and involved professional staff. The months of preparation, dedication, hard work and resource input were significant. The CVBNC team welcomed the task and carried out an exceptional amount of work. Once again, thank you to all concerned.

No more than 24 hours after completion of re-accreditation, CVBNC was faced with a complete Information Communications Technology system crash. This was a state-wide problem, that affected a several large and small services, and left staff with weeks of having to use external internet sources. Fortunately, many of our systems still paper-based, thus enabling the centre to function well in providing continuity of client care.

The unprecedented events of the severe Bushfires, followed closely by the COVID-19 pandemic, demonstrated the need for better capacity building and improved networking. The hours of clinical service were increased including opportunity for innovative care, to enhance chronic disease management, regular welfare and social support.

Due to COVID-19, CVBNC changed a number of ways it operated in order to provide a safe service access for the community, comply with guidelines, and preserve the only health organisation in town. Many services were suspended to ensure safety and compliance. I understand that this has caused some inconveniences and difficulties, staff are working daily to make sure that we can assist the community, in the safest and best way. CVBNC provided support and volunteer transport for all clients that required to seek medical care. We have worked hard to develop a robust Covid-19 Safe Plan and endeavour to provide the best care for the community.

Despite the challenges in the past twelve months, CVBNC prioritised service delivery, continuity of care, and secured regular medical and allied health services. I would like to acknowledge the 24/7 clinical support and assistance provided by Orbest Regional Health to CVBNC remote area nurses. Dr. Anis from Orbest visits on a regular basis. I would also like to acknowledge Dr. Renwick-Lau who provides a once a fortnight visit.

CVBNC provided social support and welfare to the community during the bushfires, followed by CVBNC successfully negotiating a continual fresh produce supply into Cann River, supplied by Second Bite, and funded by government grants. This undertaking was welcomed by a number of community members who were not only affected by bushfires but also impacted by COVID-19 and movement restrictions.

CVBNC recognises that partnerships with other organisations build capacity in order to achieve more than what we could achieve alone. I would like to extend a personal thank you to so many individuals, who worked around the clock, in the front lines, in the background, and directly with the community, providing support to myself and CVBNC staff.

Bush Nursing Centres were added to the Victorian Government Gazette dated 20th February 2020 and have been approved to employ Rural Isolated Practice Endorsed Registered Nurse (RIPERN). CVBNC is planning to implement the RIPERN model from the 1st September 2020. Under the new model, client care will be enhanced, and more scope will be enabled for our already skilled and experienced Nursing Staff, who practice as Advance Practice Nurses in remote/rural settings.

I would like to take this opportunity to thank the staff, Committee of Management, volunteers, and the community, all of whom worked hard during re-accreditation, bushfires, and COVID-19. We look forward to working with you all in the years ahead.

Marija Mrsic
Nurse Centre Manager

2019/20 Cann River Bushfires



The 2020 bushfire season has been one of the most devastating bush fire seasons that affected our area in a long time. December 30th marked the beginning of what seemed endless days and weeks of smoky, red skies, blocked roads and anxious feelings. We were aware of the reality of being isolated, with a number of people being advised to evacuate and leave their home, and in some cases leave family members behind.

With skeleton staff, CVBNC worked hard to support whoever was left in Cann Valley district. The devastation that impacted areas of Club Terrace, Combienbar, Chandlers Creek were significant. The tireless effort of many individuals to support, defend, and provide food for the town, was astounding. Many slept little as they were determined to fight the fires, defend and support others.

CVBNC opened their doors to a number of community members that stayed on site, who could not sleep at the relief centre due to health reasons. We also welcomed over 20 fire fighters from across the state that came to assist in efforts to fight the fires, housing them in the multi-purpose room. Community support to CVBNC has been strong and the number of dedicated individuals or organisations who generously contributed to the service by either volunteering or donating to CVBNC is greatly appreciated.

I would like to extend a personal thank you to so many individuals, who worked around the clock, in the front lines, in the background, and directly with the community, providing support and care.

The dedication, generosity and commitment of many during the 2020 bushfires, was much appreciated. Special thanks to McKinnon Construction Contractors, DEWLP Staff, Victoria Police, CFA, SES, and Ambulance Victoria.

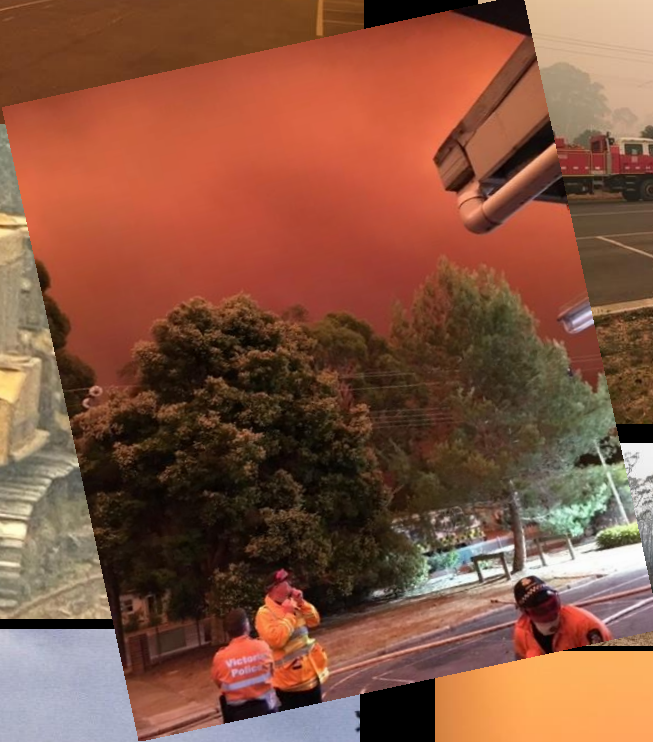
Personal Account of the Bushfires by Alison Rainey:

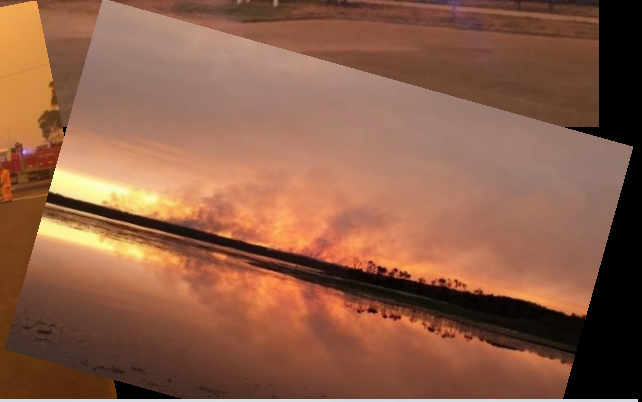
The fire events earlier this year have been well-documented but the day-to-day experiences of life in Cann River during that time form a different perspective.

Having been through significant bushfires previously I had experience of what it is like; the days of being on high alert, the lack of sleep, the perpetual twilight created by smoke, fine ash covering everything and the surreal feelings that accompany the disruption of daily life. There were moments of dread when we heard the latest rumours of people missing and of homes lost, possibly our own, followed by the relief when we learnt the facts.

Our isolation was most keenly felt when the final convoy left Cann River, with all Victoria Police personnel. I was happy that friends were moving to safety but in the following days I became aware of our vulnerability without people in authority. I was grateful that William wasn't at home but I have never missed him so much.

But in these times there are always things to be grateful for; caring family, friends and neighbours, the incredible firefighters, the agencies who came to our aid in the aftermath and our tough little community, which will recover and continue to thrive.





Clinical Nursing Report

Cann Valley Bush Nursing Centre clinical staff continue to provide high level quality care and services to the community amid the challenges that we all faced this year. Staff have diverse clinical skills and backgrounds, including remote and isolated practice nursing, primary health, community and district nursing, intensive care, emergency care, midwifery, surgical and theatre.

We would like to welcome Jennifer Chatterton, who joined the nursing team in November 2019. Jennifer has worked in primary health clinic areas in Tasmania and is also working at Bairnsdale Regional Health Service. She is dedicated and has an understanding of the demands of remote nursing position.

Cann Valley BNC have successfully completed the accreditation against National Safety and Quality Health Standards Version 2.

All nursing staff have successfully completed the Remote Area Nurse (Victoria) Emergency Care program via an online program, approved by Ambulance Victoria.

RIPERN model gazetted for Bush Nursing Centre was approved by the Minister for Health opening the way for BNC's to implement a RIPERN model of care. We have two RIPERN qualified nurses and two that are undertaking the course. CVBNC is committed to the ongoing safety and quality of care delivery across all nursing areas.

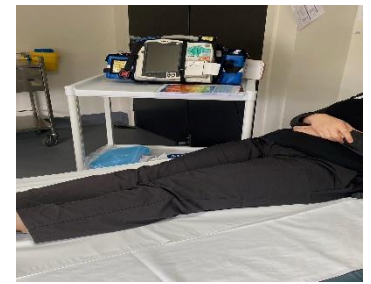
Over the past twelve months, CVBNC nurses responded to 43 Ambulance Victoria calls, and a number of direct acute presentations at the Bush Nursing Centre.

CVBNC staff case-managed a number of Home Care Packages, that enabled our community members to remain at home as long as possible rather than enter into support care accommodation.

In the past year, nursing staff have attained competencies and professional development in the number of areas relevant to nursing practice.

Health promotion sessions prepared for the community have been very different this year, restricted due to bush fires, road closures and mainly focused on Covid 19 as well as the best way to keep the community safe and service running. Learning and embracing new clinical pathways as recommended by DHHS due to pandemic have challenged our resources, however we have continued to support the community with meeting the governmental Covid 19 guidelines and changes including the Covid 19 testing.

Thank you to all clinical staff for maintaining high standard of infection control during the Covid 19 outbreak.



Quality and Safety Report

Quality Consumer Care

This year CVBNC continues to focus on Quality and Safety to further develop existing organisational reporting processes. Achieving the accreditation against National Safety and Quality Standards, the focus on developing access to high quality and safe care as well as continuing to engage the community to have a say about our services has been.

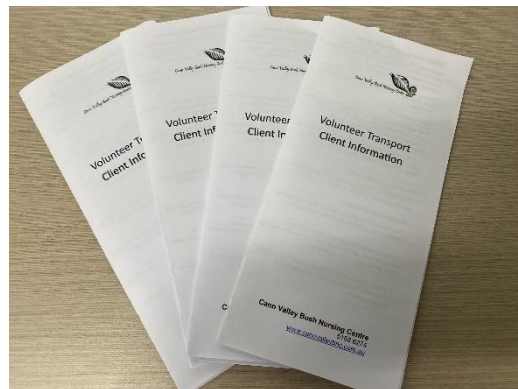
Consumer participation has been encouraged and VBNC engages consumers in a variety of ways

- Annual consumer survey
- Representatives on our committees
- Consumer approved logo developed
- Consumer feedback
- Service brochures for consumers
- Volunteer service brochure

The Community has benefited from continuity of care by visiting Allied Health professionals with regular visits from a Podiatrist, Physiotherapist, Drug & Alcohol Counsellor, Doctor, Dentist, Maternal Child Health Nurse, Diabetes Educator, Mental Health Support Worker and Massage Therapist.

CVBNC has well qualified and appropriately allocated workforce, and supportive Home Care staff, who focus upon person-centred program delivery. Service delivery to the community is supported by website updates, and promotion of services and programs, community engagement through local advertising and 24-hour accident, emergency and palliative care nursing.

Regular clinical governance meetings, organisational culture, safety and quality systems and processes, that ensures provision of safe, person centered health care. The Victorian Clinical Governance framework outlines that all Victorians have right to receive high quality and safe health care.



Quality and Safety Report (Continued)

Improvements

CVBNC completed the following achievements/improvements throughout the 2019/2020 financial year: -

- ✓ Formed new sub-committees including;
 - Safety & Quality Sub-Committee
 - Finance Sub-Committee
 - Consumer Engagement Sub-Committee
 - OH&S Sub-Committee
- ✓ On the 30th September 2019 CVBNC Achieved Accreditation against NSQH Standards
- ✓ Completed renovations to both the Sterilisation and Dental Rooms
- ✓ Updated Memorandums of Understanding Agreements with: -
 - Gippsland Lakes Community Health
 - Podiatrist
 - Royal Flying Doctor Service
 - Dr. Sara Renwick-Lau
 - BRHS Post-Acute Care (Funding & Service Agreement)
- ✓ Regular Clinical Governance meetings with Bairnsdale Regional Health Service
- ✓ Assisted with the funding of TAFE courses in partnership with CIC
- ✓ Successfully completed the following Audits: -
 - Environmental Safety Audit
 - HR Audit
 - Client Health Record Audit
 - Infection Control Audit
 - Audit of Equipment
 - Quality Improvement Register Audit
 - Feedback Register Audit
 - Medication Audit
 - Incident Register Audit
 - Legal Compliance Audit
 - Care Plan Audit
 - Risk register Audit
 - Staff Appraisals
 - Training Register Audit
 - Ethical Dilemma Audit
 - Full Pharmaceutical Audit
- ✓ Conducted ongoing staff training
- ✓ Remote Area Nurse Training with Ambulance Victoria
- ✓ Completed a Covid-19 Safe Plan
- ✓ Conducted a Staff Survey
- ✓ Undertook a Solar Panels Project
- ✓ Added extra sprinkler systems on sheds
- ✓ Introduction of new medications not usually stocked
- ✓ Reviewed & Updated the Risk Management Plan, Business Management Plan and developed proactive risk management procedures to ensure safe quality services.



Quality and Safety Report (*Continued*)

Feedback & Complaints

In the 2019-2020 Financial year, CVBNC received 83 compliments and 2 complaints. Both compliments and complaints were recorded and reported to COM. Compliments, suggestions and complaints are reviewed in view to improve systems and processes, complaints are reported to COM and if necessary investigated. Feedback is provided, unless complainant is anonymous or concerns regarding privacy issues are raised.

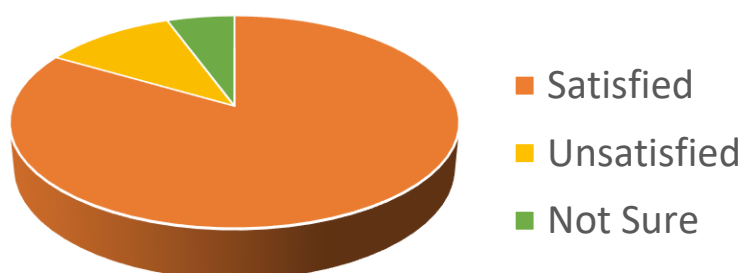
An annual client survey consisting of 18 questions was designed to seek opinion regarding areas relating to service delivery, as follows;

- Quality of Staff
- Clinical Care and Care Plans
- Rights, Responsibilities and Complaints
- Service Delivery Consistent with CVBNC Vision
- Service Outcomes and Quality and Impact on Health
- Cann Valley Bush Nursing Service as an Organisation





Questions were structured as eighteen different statements about various aspects of CVBNC to which responders were requested to respond as either “Yes”, “No” or “Not Sure”. Participants were also invited to make “any additional comments” with space provided.

A total of **53** clients returned the survey giving a response rate of 24.90%, which is a low response rate for a survey of this nature.

CLIENT SURVEY RESPONSES



Feedback can be provided in many ways:

-  **Talk to our staff or committees**
-  **Send an email**
-  **Fill in a CVBNC Feedback card available in Centre**
-  **Complete our surveys**

Quality and Safety Report (Continued)

Accreditation

In September 2019, CVBNC underwent the process of gaining Accreditation.

An external agency, QIP (Quality Innovation Performance) was enlisted to assist with the process to ensure CVBNC was compliant with the new NSQHS Standards.

These Standards include: -

1. Clinical Governance
2. Partnering with Consumers
3. Preventing and Controlling Health-Care Associated Infection
4. Medication Safety
5. Comprehensive Care
6. Communicating for Safety
7. Blood Management, and
8. Recognising and Responding to Acute Deterioration

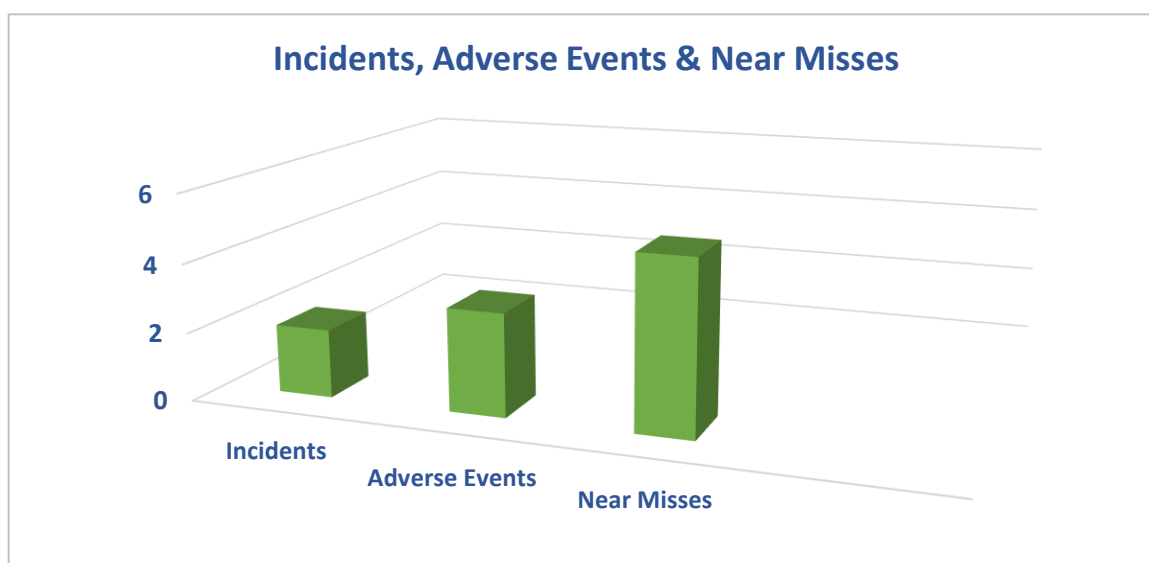


We are pleased to announce that we successfully passed and gained Accreditation. Valid from 17/12/2019 – 17/12/2022.

Quality and Safety Report (Continued)

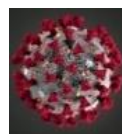
Incident Management

Incidents are reported to the relevant committees and staff to provide ongoing training and improve work practices. VHIMS – an incident reporting system and incident register are used for reporting of hazards, incidents, near misses and work safe issues. The Committee of Management receives all reports relating to incidents and risks.



Incident Management (*Continued*)

Pandemic - Coronavirus (COVID-19)



In 2020, the Coronavirus or COVID-19 impacted Australia and a second wave more predominately impacting Victoria. It changed the ways in which people and businesses operate and therefore various procedures and hygiene standards were put in place to help slow the spread of the virus.

CVBNC implemented the following: -

COMMUNICATION:

- Offering consumers information concerning COVID-19
- Commencing fortnightly newsletter to keep consumers informed

HYGIENE PRACTICES:

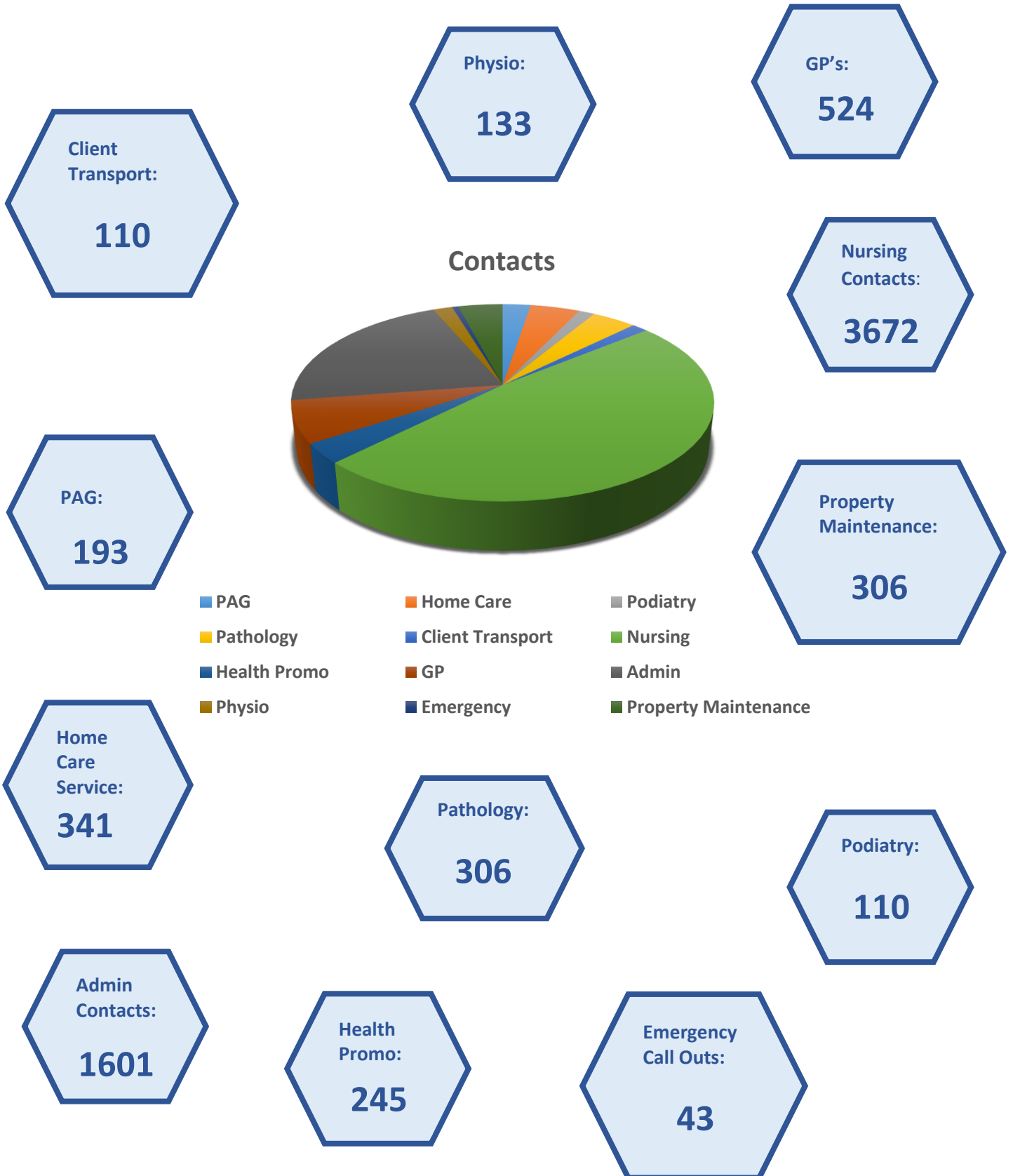
- Hand Hygiene Practices for Consumers
- Hand Hygiene Practices for Staff
- Increased Cleaning of Waiting Area, Offices and other areas of use
- Wearing of Masks by Staff and Consumers
- Consumers contacting CVBNC to speak with Nurse before entering centre if feeling unwell or showing symptoms

INFECTION CONTROL

- Screening of consumers entering the centre
- Screening of staff before work
- Closing reception door to consumers
- COVID-19 Screening Tests
- Social distancing in waiting areas as well as removal of all unnecessary items
- Closing Administration window to the public
- Suspension of regular services: - (service provided to urgent cases only)
 - Dental
 - Podiatry
 - Physio
 - PAG
 - Free Bus to Bairnsdale
 - Home Care
- Counselling and medical appointments via telephone
- All internal/external meetings and training via Zoom
- Staff distancing of 1 person per work area

Program Service Contacts

The following number of contacts for providing a service to the community over the past year is listed below.



Community Services

Planned Activity Group

PAG Report – By Barbara Matthison PAG Co-ordinator

Our PAG Group has had a hard year, particularly in this year 2020. The bushfires and COVID-19 has made it difficult to meet and run our regular program. This is unfortunate as we have a very loyal and happy group of participants who are very keen to attend the program.

In July, we met up with 2 other PAG groups on our bus trips. We had a trip to Orbost where we met with the Buchan PAG group for lunch and in August we went to Mallacoota and lunched with the local PAG group. These occasions worked well and plans were made to meet again.

In between trips, lunches, craft activities, conversations and occasionally movies were had at CVBNC.

August saw a bus trip to Eden where we visited the Killer Whale Museum and September we headed to Newmerella beach where we followed the Snowy River and lunched in Orbost.

October we saw Lonnie Lee (a Rock N Roll Singer) in Bairnsdale and had lunch after the show. In November we had initially planned a trip to Point Hicks, but due to a road washout, we headed to Mallacoota instead.

December was the Christmas Party at CVBNC with food from Relics Café. The Christmas shopping trip was to Bairnsdale including lunch. We had hoped to meet with Buchan PAG, but due to bushfires their trip was cancelled.

January bushfires stopped our program, however a trip to Bairnsdale in February started the program once again. Later in the month, lunch and activities at CVBNC.

March we saw the bushfire concert in Bairnsdale and had Chinese for lunch, which was an extra trip for our group. We also tripped to Pambula for oysters and lunch at Eden Fishermen's Recreation Club.

COVID-19 struck and all activities were then cancelled. I have weekly phone calls and text messages to everyone to keep in touch with everyone during lockdowns until we can travel again.

COVID-19 and bushfires has shown us how important this group is.

I would like to thank Linda and Carole for their help, work and assistance so the program and activities run smoothly.

Barbara Matthison – PAG Co-ordinator



Community Services (*Continued*)

Volunteers

Cann Valley Bush Nursing Centre would like to take this opportunity to thank our volunteers who play an integral part in the services delivered.

Starting from our dedicated COM members as well as other Sub-Committee members to our volunteer drivers, this service could not continue without your efforts and we very much appreciate your time and commitment.

Thank You once again.

Home Care Packages

Cann Valley Bush Nursing Centre offers Home Care Package services that are practical, flexible and designed to support people to maintain independence and quality of life while living in their home. We aim to assist clients to achieve their goals in all aspects of their life, including; social, physical, psychological and cultural.

Nursing and allied health services, home care services, property maintenance, respite care, transport and meals are services provided to clients to meet their needs.

Cultural Engagement

Cann Valley Bush Nursing Centre would like to thank Aileen Mongta for accepting the invitation to be a guest speaker at our 2019 AGM. Her contribution was both insightful and informative and we appreciate her time in speaking to us.

Cann Valley Bush Nursing Centre has been given the opportunity to display an Aboriginal Art piece by local artist Maureen Mongta. We wish to thank Maureen for providing the artwork for display within the Centre.

Cultural afternoon tea was scheduled for October 2019, unfortunately due to commitments, bushfires and COVID-19, this event had to be postponed, however we endeavour to set a new date in the near future.



CVBNC Programs & Activities

Clinical Services

- District Nursing
- Community Nursing
- Accident & Emergency Nursing
- Palliative Care
- Post-Acute Care
- Pathology Specimen Collection
- Medications & Pharmacy Services
- Wound Care Management
- Care Coordination
- Referral Services
- General Practitioner
- Physiotherapy
- Podiatry
- Counselling

Allied Health Services

- Dentist
- Dietician
- Occupational Therapy
- Drug & Alcohol Support
- Family & Child Health
- Maternal Child Health Nurse
- Optometrist (RFDS)
- Mental Health
- Hearing Australia
- Telehealth
- Massage Therapist
- Respite Care
- Planned Activity Group
- Support Groups

Community Services

- Domestic Assistance
- Personal Care
- Personal alarms
- Property Maintenance
- Volunteer Program
- Man Cave
- Volunteer Transport
- Health Promotion
- Exercise Program
- Men's Health
- Client Equipment Hire



Donations



Donations: Mary Bracken, Ted Tutty and Braddley Young.
CVBNC would like to sincerely thank these people for their donation.

Partnerships & Alliances



Royal Flying Doctor Service



BRHS



CANN RIVER P-12 COLLEGE



Mallacoota Medical Centre



Notes: