

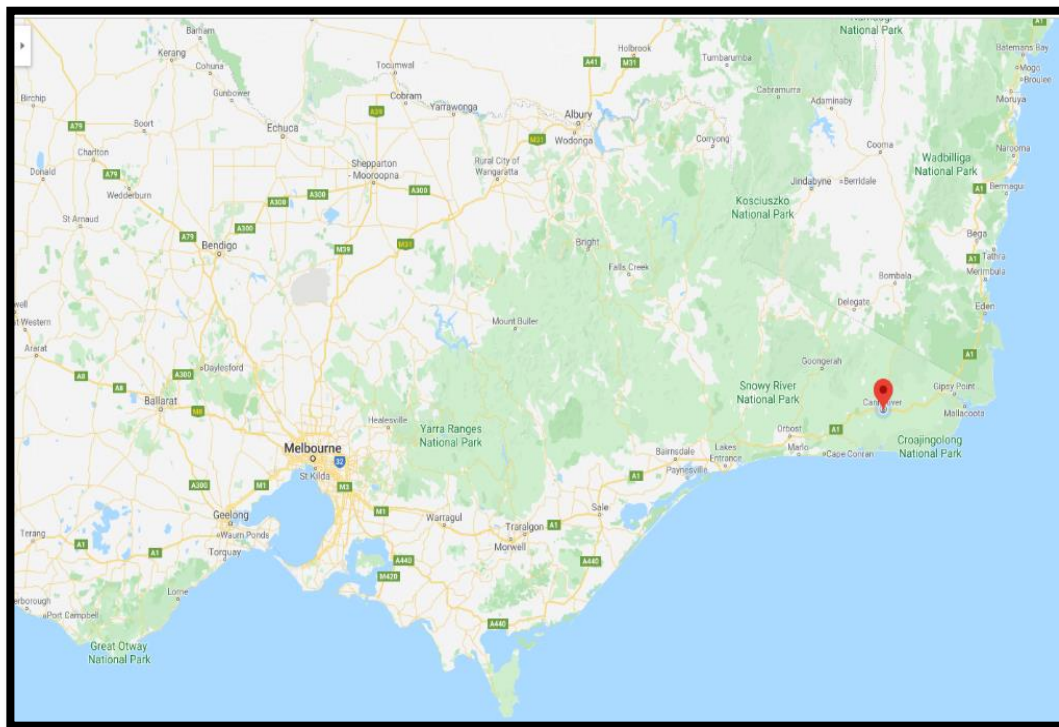
# **CANN VALLEY BUSH NURSING CENTRE INC.**

## **ANNUAL REPORT 2020 - 2021**



# 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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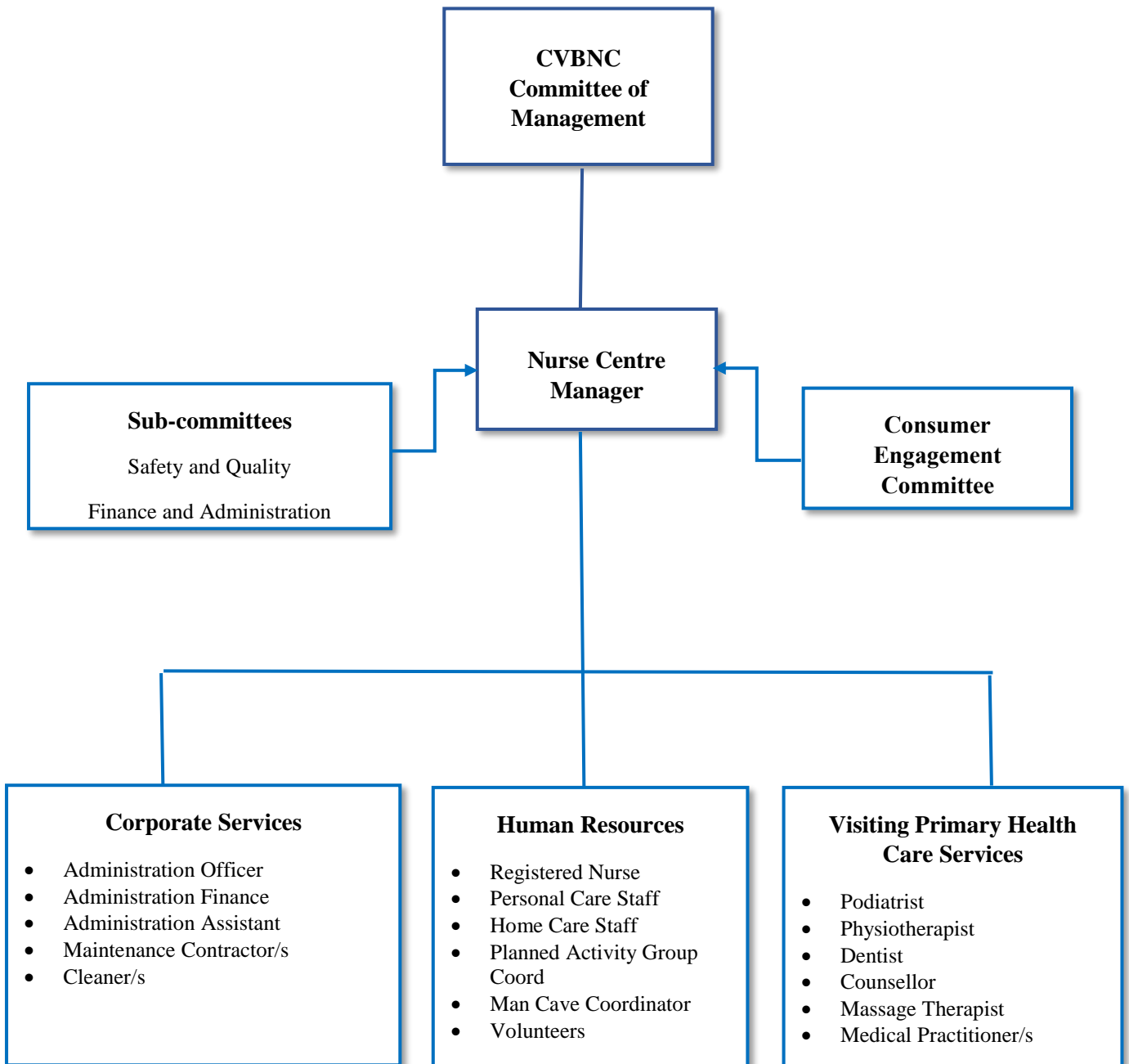
## *CVBNC Vision*

*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 2020-21, Committee of Management meetings were to be held monthly (except for January), except due to COVID-19 no Consumer Engagement Committee Meetings or Safety and Quality meetings were conducted.

Sub Committees for 2020-21 were:

Finance (Monthly Meetings)

Safety & Quality (Bi-Monthly Meetings)

Consumer Engagement (Quarterly Meetings)

Occupational Health & Safety (Quarterly Meetings)

## Did You Know?

Our wonderful Volunteer Drivers completed **71** volunteer drives in the 20/21 financial year.

# *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 Mitchell  
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
- Tony Stephenson





# CVBNC Sub-Committees

## Finance and Administration Sub-Committee

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



## Safety and Quality Sub-Committee

Ms. Marija Mrsic (Nurse Centre Manager)  
Ms. Celia Wallace (Committee of Management)  
Ms. Zoe Meade (Administration Finance)

## Occupational Health and Safety Sub-Committee

Ms. Marija Mrsic (Nurse Centre Manager)  
Mr. Adrian Nation (Property Maintenance Contractor & OHS Representative)

## Consumer Engagement Committee

Ms. Marija Mrsic (Nurse Centre Manager)  
Ms. Robyn Korn (Community Representative)  
Ms. Kim Summerell (Community Representative)  
Ms Valmae Mitchell (Community Representative)

Due to COVID-19 no Consumer Engagement Committee Meetings were conducted.



**Did You Know?**

CVBNC delivered **392** meals this year.

# 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, RAN, 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. Isobelle Slater** (RN, RAN)  
**Ms. Jennifer Chatterton** (RN, RAN)

**Administration:**  
**Mrs. Chrystal Hall** (Administration)  
**Ms. Zoe Meade** (Administration Finance)  
**Ms. Tammy Stephenson** (Administration Finance)  
**Ms. Bianca Findlay** (Administration)

**Home Care Coordinator:** **Mrs. Jennifer Griffiths** (Cert IV Service Coordination, Cert III Home Care Services)

**Home Care Workers:**  
**Ms. Kirstein Davies**  
**Ms. Linda Laffy**  
**Ms. Rebecca Renaut**  
**Ms. Maria Taylor**  
**Ms. Jessica Shipton**

**Planned Activity Group:**  
**Ms. Jessica Shipton**  
**Ms. Rebecca Renaut**

**Property Maintenance:**  
**Mr. Adrian Nation**  
**Mr. Iain Godsman**

**Man-Cave Coordinator:** **Mr. Mike Amos** (Bushfire Recovery Hub)

**Environmental Officer:** **Ms. Maria Taylor**

**Volunteers:**  
**Ms. Irene Birt**  
**Ms. Deb Taylor**

## Visiting Health Services

**General Practitioners:** **Dr. Nadira Anis**  
**Dr. Sara Renwick-Lau**

**Dentist:** **Dr. Peter Favaloro**

**Diabetes Educator:** **Ms. Katie Radic**

**Physiotherapist:**  
**Ms. Madelaine Rosen**  
**Ms. Carla Zijlstra-Evans**

**Community Mental Health:** **Orbost Mental Health Service**

**Podiatry:** **Ms. Nerida Manning**







As President of Cann Valley Bush Nursing Centre Inc., Committee of Management, I am pleased to present the Presidents Report to the Annual General Meeting 2021. The 20/21 financial year has been exceptional due to the aftermath of the bushfires and the COVID-19 Pandemic.

RIPERN (Rural and Isolated Practice Endorsed Registered Nurses) has been endorsed by the DHHS (Department of Health & Human Services), and implemented at the CVBNC (Cann Valley Bush Nursing Centre). We have four RIPERN qualified Nurses at CVBNC. RIPERN Nurses are qualified with a Scheduled Medicines Endorsement which qualifies them to carry out special rural based nursing practices. These further enhance the quality and range of care offered to our community.

The Committee of Management operated under the new CVBNC Rules passed at last year's Annual General Meeting. Maintaining numbers sufficient for a functioning CoM remains a challenge, having just 6 members for the 20-21 financial year.

The Committee of Management acknowledges the services of members standing down: Vice President Mr Ron Luhrs and Treasurer Ms Valmae Mitchell, members since 2014, and Ms Celia Wallace, a member since 2018. We acknowledge the special service given to the Committee by these three members. Three members whose term of office has ended are standing for re-election, and one committee member continuing their term of office.

The Committee engaged in Governance training this year, as well as conducting the annual committee self-evaluation. The CVBNC Strategic Plan for 2019-2024 is on track to meeting the specified targets. In particular, the review and improvements to Financial Audit Systems, improvements to the Risk Management Plan and the Operational Plan, to name a few.

The Audited Financial Statements 2020-2021 reflect another positive year for CVBNC. All funded program reporting requirements have been met. However, there were many challenges in meeting KPI's (Key Performance Indicators) due to COVID-19 restrictions impacting on the delivery of some services.

Through a difficult year of lockdowns and closures, the Nurse Centre Manager should be commended on her successful grant submission writing to both State and Federal Government funding bodies as follows:

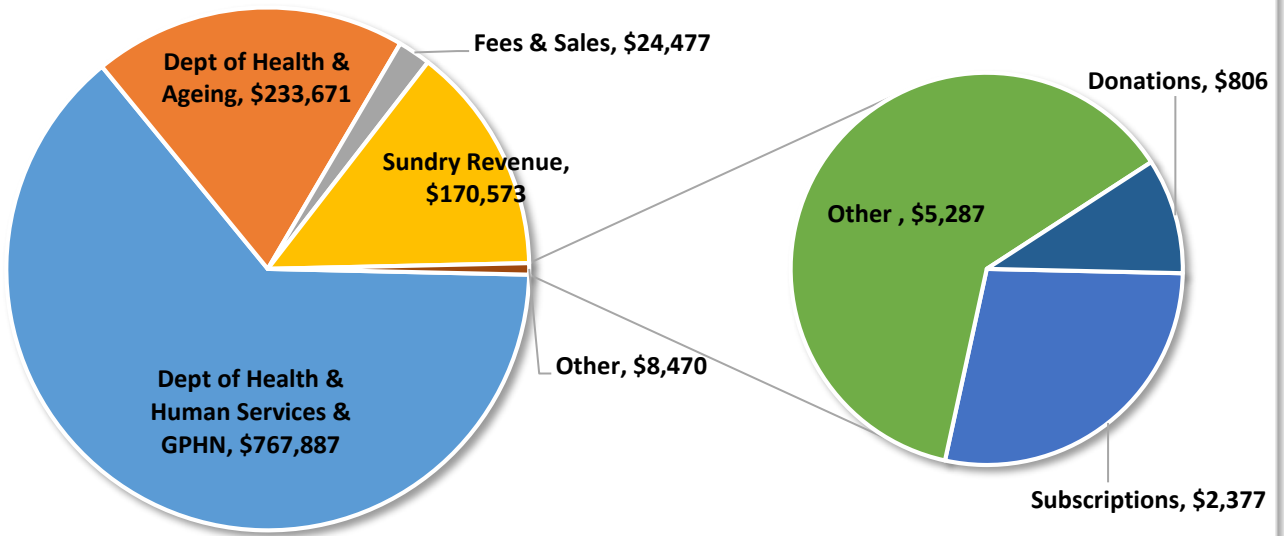
- Victorian Government Regional Health Infrastructure Fund Round 4 - Completion of the CVBNC driveway, refurbishment of the dental clinic, and the sterilisation room
- Victorian and Federal Governments - COVID-19 supplement grants to retain and support staff
- Australian Government Department of Health - Home Care Package Grant to support the transition process in funds payment schedule
- Australian Men's Shed Association through the Australian Government Department of Health - grant to support social determinants of health for men in the community.

The committee ensured appropriate Risk Management responsibilities through compliance of Infection Control, approved and enacted a COVID Safe Management Plan. We also conducted extensive community engagement in establishing the *Cann Do, Grow, Swap and Share* program, which was opened on the first business day of the new financial year 2021.

All in all, we have done pretty well considering the challenges. We remain a well-respected and trusted organisation that is a cornerstone institution to our small, remote and isolated community. We are financially secure, and have the resources we need to be successful in achieving our stated mission of "Promoting Good Health, Well-Being & Independence". This reflects the hard work and professionalism of our Nurse Centre Manager Ms Marija Mrsic, The CoM (Committee of Management), the staff and our volunteers for their work in making Cann Valley Bush Nursing Centre a highly successful organisation. All of whom I wish to thank for their efforts.

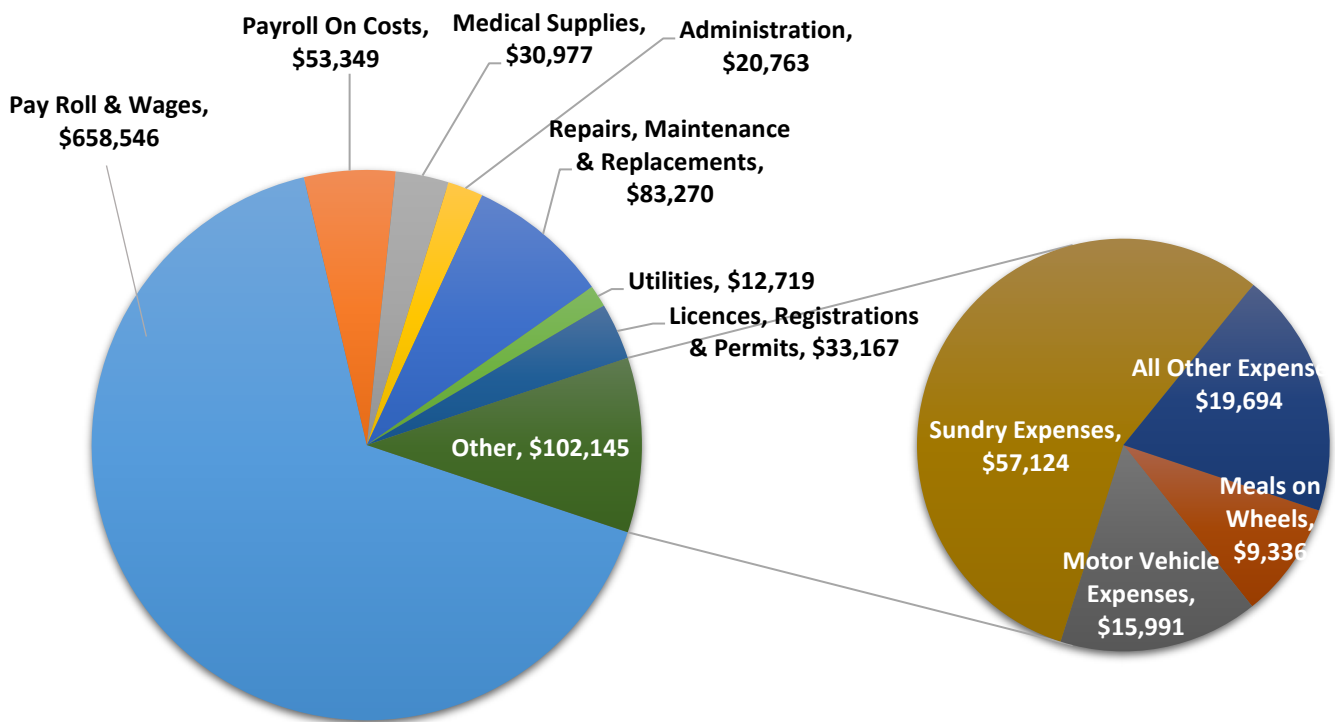
# Finance Report

## REVENUE



- Dept of Health & Human Services & GPHN
- Dept of Health & Ageing
- Fees & Sales
- Sundry Revenue
- Subscriptions
- Other
- Donations

## TOTAL EXPENDITURE



- Pay Roll & Wages
- Payroll On Costs
- Medical Supplies
- Administration
- Repairs, Maintenance & Replacements
- Utilities
- Licences, Registrations & Permits
- Meals on Wheels

# Nurse Centre Manager's Report

By Marija Mrsic



I am pleased to present the Cann Valley Bush Nursing Centre (CVBNC) Manager's Report for the 2020 – 2021 financial year and to reflect on a year of achievements, obstacles and challenges faced.

Looking back on a challenging year, we are grateful for the support of CVBNC clients, the community, local organisations, staff, and volunteers, and we are pleased to focus on multiple achievements reached during a year dominated by the COVID-19 Pandemic.

COVID-19 presented challenges for the community of Cann River and district, coping with both social isolation and transport difficulties, rescheduling appointments, and advocating for clients in need of urgent medical care. The community response to the vaccination program has been highly commendable achieving an advantageous vaccination rate that results in better health outcomes, in particular, for the aged population.

Despite logistical and cross-border challenges, we have successfully increased physiotherapy services, maintained General Practitioner services, podiatry, and urgent transport, and maintained services during multiple lockdowns, therefore providing vital health services to our community.

Following on from last year, I am pleased to report that we have implemented the Rural and Isolated Practice Endorsed Registered Nurses (RIPERN) Model and, clinical staff have successfully practiced under the Primary Clinical Care Manual since the 1st of November 2020.

Partnerships are vital to a small community. CVBNC has in place productive Memorandums of Understanding with Ambulance Victoria, Orbost Regional Health Service and Bairnsdale Regional Health Service, as well as liaisons with local and external community organisations. Partnerships build capacity in order to help us achieve more and, the provision of a Nurse Clinic to the Bemm River Community on a monthly basis has been successful. As well, CVBNC pledged \$10K to the Tamboon Peach Tree Association to assist in the provision of medical supplies for the *Emergency Response Shed* in Tamboon.

I would like to take the opportunity to acknowledge grants received from both State and Federal funding bodies to improve service delivery, service access and comply with the standards required of a health service. The Victorian Department of Agriculture - Farmer Health Assessments grant allowed CVBNC to commence a program focusing on the health and well-being of local farmers. As well, the Victorian Government Rural Health Infrastructure Fund Round 5 – provided for the installation of an internal and external security system at CVBNC.

In April 2021, Cann Valley Bush Nursing Centre and the Cann River community were honoured by a visit of the Governor-General of the Commonwealth of Australia, [His Excellency General the Honourable David Hurley](#) and Her Excellency Mrs Linda Hurley, who commended the efforts of the community members during the bushfires, and extended their gratitude for the services provided to the community by CVBNC.

The CVBNC team represents an organisation with a vision to support the community and the health needs of the local population. The vision is well established within the organisations 2019-2024 Strategic Plan.

I would like to thank all staff for their amazing dedication and care that they continue to bring to the service.

Marija Mrsic  
Nurse Centre Manager

# Clinical Services Report

During the past 12 months, Cann Valley Bush Nursing Centre (CVBNC) has faced unprecedented challenges while continuing to deliver quality nursing care to our community. The care included primary health, emergency care response, health promotions, community nursing, mental health support, palliative care.

Informing the community on the various aspects of Covid-19, its impacts on health and potential outcomes has been at the forefront of our mind. Regularly informing the community concerning COVID-19 safety during lockdowns, through information in our regular monthly newsletter, clinic notice board and our Facebook page. This was demonstrated conducting welfare checks, phone calls and improvements to telehealth services to minimise travel and exposure.

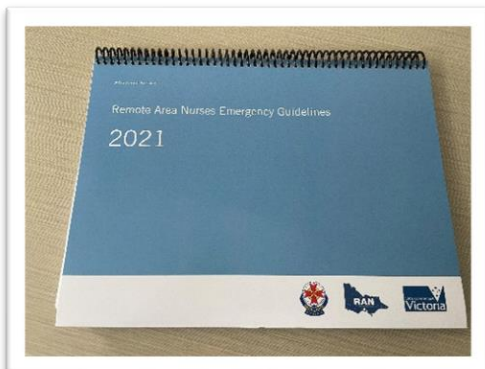
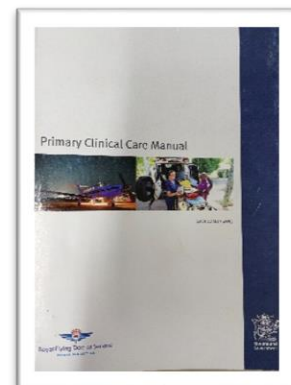
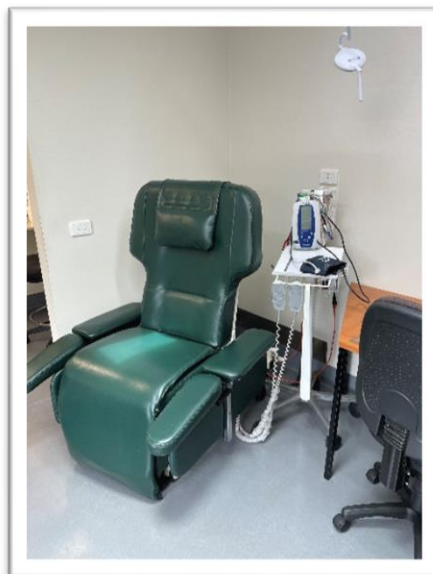
The focus of the Clinic on Influenza and COVID-19 vaccines has been successful, resulting in a significant increase in Influenza vaccines administered to all ages of clients in the community. The COVID-19 vaccine bookings were a great success and the community response positive.

Infection control measures and the booking system changes have been implemented in line with the COVID Safe Plan to increase safety for clients and staff. The CVBNC was chosen as a designated sub-hub with a vaccination support team from the Public Health Unit providing immunisations on a regular basis.

With diverse clinical skills and backgrounds, we continued to provide the care needed to the population in the catchment area. All Nursing staff are qualified Remote Area Nurses (RAN's) and obtained qualifications to become Rural and Isolated Practice Endorsed Registered Nurses (RIPERN).

Over the last 12 months, the Nursing team has responded to a number of emergency calls, as well as multiple acute presentations at the CVBNC in keeping with COVID-19 infection control guidelines.

Thank you to all clinical staff who put an effort in maintaining the high standard of clinical services delivered.



# Clinical Services – Continued

Snapshot of some of the services provided



289

Mental Health Support Presentations

254

Wound Care Presentations

192

After Hours Nurse Support



298

Immunisations

125

Clinical Support



83

Medication Administrations

706

Medication Collections



44

Advocacy

51

Palliative Care



32

Emergency Presentations

# Quality and Safety Report

## Quality Consumer Care

CVBNC continues to 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.

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

- Annual consumer survey
- Representatives on our committees
- 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 and a Mental Health Support Worker.

Service delivery to the community is supported by social media updates, and promotion of services and programs through local advertising.



*“ A much needed outlet in a remote*

- Consumer Feedback

### 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)

## Improvements

CVBNC completed the following achievements/improvements throughout the 2020/2021 financial year: -

- ✓ Installed new shade to nurse/visitor unit to allow staff to sit outside in the shade on sunny days and improve comfort.
- ✓ Installed safety catch on screen door of nurses/visitors unit to allow for sliding door to remain open on hot days whilst still being secure.
- ✓ Installed new bathroom sink and vanity in nurse/visitor unit for better staff comfort and safety.
- ✓ New "Internal Referral" form created for staff to use to simplify the referral processes.
- ✓ Better organised the Assessment Bag, Medications Bag and Zoll/Monitor Bags in the Clinic/Car to allow nurses easier access for more efficient use.
- ✓ Updated/new Memorandums of Understanding Agreements
- ✓ Vinyl floor sealing work completed throughout CVBNC
- ✓ Renovations to the kitchen in the multi-purpose room
- ✓ Purchased new physiotherapy equipment
- ✓ Refurbishment to sterilisation and dental rooms
- ✓ Updated the COVID-19 Plan to comply with all current health advice.
- ✓ Vehicle access area concreted on the side of the building
- ✓ 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
- ✓ Created a home visit list/schedule in clinic area for nurses for the follow up of clients in the community.
- ✓ Dual screens installed for admin staff to increase productivity and to be more time efficient
- ✓ New streamlined consent form for patients consent to store medications at CVBNC to held in patient files.
- ✓ Expanded the storage space/archives area
- ✓ Grow/Swap/Share program developed and supported by CVBNC
- ✓ Monthly visits to Bemm River Community by a registered nurse



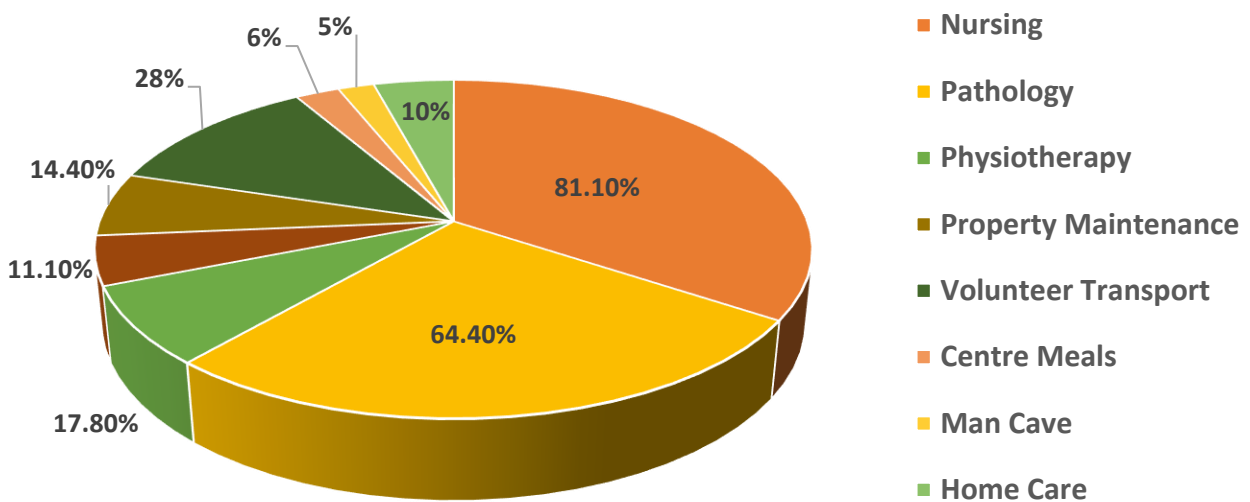
# Quality and Safety Report (Continued)

## Feedback & Complaints

In the 2020-2021 Financial year all compliments, suggestions and complaints are reviewed in view to improve systems and processes, complaints are reported to COM and if necessary investigated. Due to the pandemic restrictions, most of our feedback has been verbal.

An annual client survey was mailed to 287 clients and we have received a total of 90 responses. The response rate is 31.3%

### Client Service Access



**Client Satisfaction Rates:**  
Quality of CVBNC Staff over 95%  
Quality of CVBNC Services over 95%  
Rights & Responsibilities over 90%

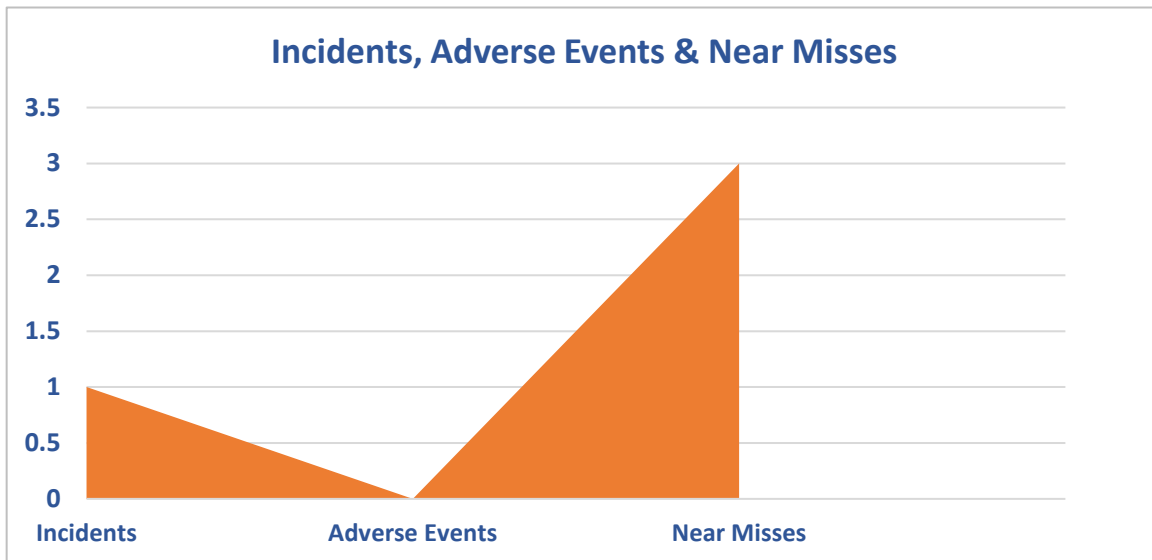
**“ Friendly & Helpful Staff ”**

- Consumer feedback

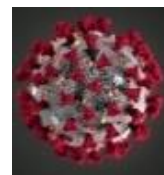
# Quality and Safety Report (Continued)

## 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.



## 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.

**“ Fantastic nursing and staff. Could not find a better place ”**

- Consumer feedback

# Our Strategic Delivery

## Governance - Ongoing Proactive Risk Management procedures to control identified risk and ensure safe quality service

- We regularly review and monitor our financial audit systems and reporting processes
- CVBNC regularly reviews risk management plan
- We have updated our business contingency management plan

## Leadership - Committee and staff training and succession planning

- Staff and committee training has been completed
- We have maintained all continual professional development hours for clinical staff
- Our committee is pleased to report that they have attended annual governance training
- We have an adequate succession plan for the committee of management and staff
- induction process for the new committee of management members has been improved

## Management - Effective and transparent reporting systems

- We have improved reporting systems across CVBNC to ensure accuracy
- We have conducted staff surveys and implemented the recommendations
- We encourage staff involvement and feedback

## Plan for technology improvements that supports all ages of consumers and meets demands

- We have proactively accessed technology that supports and engages consumers of all ages
- We have successfully utilised telehealth for better healthcare access
- We have increased our presence on social media
- We have changed our appointment system and implement a client appointment reminder system



# Our Strategic Delivery - Continued

## Service Delivery - Consumer engagement

- CVBNC conducted an annual consumer survey and implemented the recommendations
- We encourage feedback from consumers and promote the involvement in their care
- CVBNC provides up to date information on social media, web page and local newsletter

## Health Promotion Support - Prevention, education, connection

- Due to COVID-19 restrictions health promotions are now available through Facebook, town notice boards, local newsletter, CVBNC web site and face to face nursing care
- CVBNC aims to work with other organisations to provide health promotions during COVID-19
- We aim to include isolated/minority population groups when planning

## Sustainable and Consistent Services – for the community

- Amid the difficulties during the pandemic, we have continued to provide consistent health services throughout the community
- Employed a home care coordinator to continue to support and provide aged care and disability services in our community

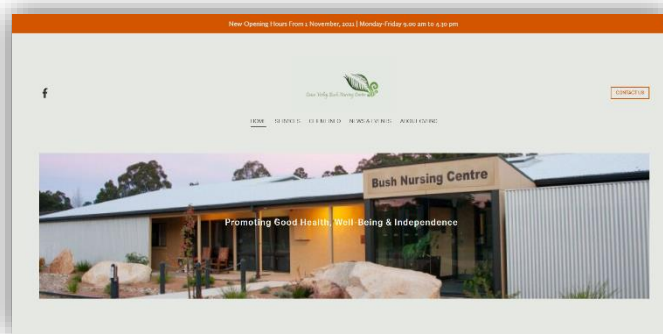
## Partnerships – Strong partnerships with health and community organisations

- We continue to develop strong partnerships with health and community organisations
- We build partnerships to enhance community education in relation to community needs
- As a result of a strong partnership with a community organisation, CVBNC has been able to provide a consistent nursing service to a neighbouring community



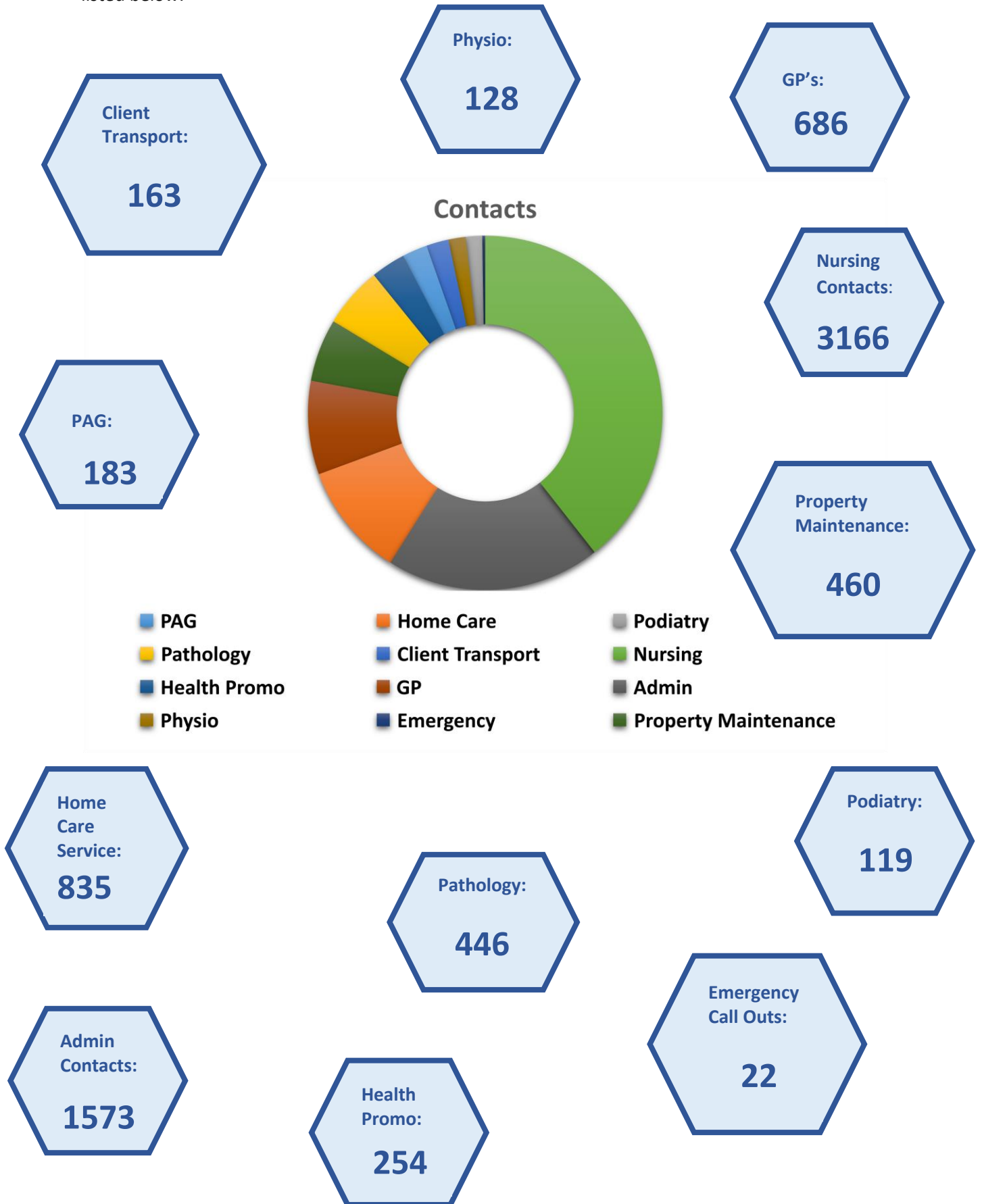
### Did You Know?

CVBNC completed  
**460** Property  
Maintenance sessions  
this year.



# Program Service Contacts

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





# Community Services Planned Activity Group

By Rebecca Renaut



## PAG Report – By Jessica Shipton & Rebecca Renaut PAG Co-ordinators

Once again, our PAG group has done it tough. Covid-19 has made it difficult to meet up and to also run a regular program. We went from meeting as a group on a weekly basis to a fortnightly group meeting when the constant lockdowns allowed us to do so.

Lunch and Activities at the CVBNC became our normal routine as the restrictions due to Covid-19 wouldn't allow us to do any bus trips. Our lunches varied from meals cooked at the centre to meals being ordered from local businesses around town.

After lunch was had, everyone got excited for desserts. They were usually the hit of the day. We have had Bread and Butter pudding, Pavlova, Mango Trifle, Apple Pie and that's just naming a few.

March came and with that we said goodbye to our Co-Coordinator Barbara Matthison and hello to our new Co-Coordinator's Rebecca Renaut and Jessica Shipton.

Then in April we could finally take the PAG group on a bus trip. They had definitely been waiting for this day. We headed to Oaklands for lunch and a walk around the nursery. Lunch was amazing.

May saw us have a mental health and wellbeing chat with Trevor. We were also able to do another bus trip, this time we headed to the Eden. Where we went to the Killer Whale Museum and then to the Fisherman's Club for lunch.

The start of June gave us another lockdown, but lucky for us it didn't last as long as the others had. This meant we were able to do another PAG bus trip to Lakes Entrance. We went to the nicely refurbished lookout and then to the RSL for lunch.

Although a lot of our time has been at the CVBNC, the group has come together and have been able to support each other in this trying time. They have had some great chats while doing many different activities and crafts. Some of these were: Pom Pom animals, Bouncy Balls, Liquid Volcanos, Sun Catchers, Card Making, Scratch Art and Quiz's just to name a few.

Each member of our PAG group are extremely thankful for being able to attend the group. They enjoy the company and they really have struggled when it's been cancelled due to lockdowns.

Let's hope in the near future we can get back on track and be able to run our group and bus trips as normal.

Rebecca Renaut

PAG Co-coordinator



# Home Care Services

By Jennifer Griffiths



This year services provided under the Small Rural Health Fund (SRHF) and Home Care Packages (HCP) have continued to be provided to clients. The community recovering from bushfire, then with Covid restrictions was an adapting, challenging time for all.

CVBNC worked within the Covid restrictions to keep staff and clients safe, and at times services had to be cancelled. Services to eligible community members continued in home care, property maintenance, transport, respite, social support and meal delivery.

Care Coordinator Jennifer Griffiths joined CVBNC at the end of last financial. Working closely with home care staff. CVBNC has a small and valued team of home care staff, a big thank you to current and past staff of 2020-2021.

As part of the Care coordinators role is involvement in quality improvements. Implemented after evidence provided of benefit were:

- Care Coordinators record of contact with clients
- Folders in the home for package clients
- Availability of Client Record Sheets for home care staff
- Reporting of kilometers

In July 2020 services were provided to 6 Home care package client's, with an increase to 11 at the end of June 2021. In July 2020 services were provided to 16 Small Rural Health Fund clients, with an increase to 18 at the end of June 2021.

SRHF services are accessed by contacting My Aged Care, requesting the services you may need. A referral is sent to The Regional Assessment Service (RAS) to complete this assessment. A valuable start to connect with My Aged Care should your needs change you will be in the system.

## Did You Know?

CVBNC completed  
**835** Home Care  
sessions this year.



***“ This Bush Nursing Centre has provided excellent care, making themselves available over the weekend with cheerfulness & concern. Treatment, care and concern was faultless and can only be highly recommended for top quality care ”***

- Consumer feedback

# 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
- Respite Care
- Planned Activity Group
- Support Groups
- Domestic Assistance

## Community Services

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



# Partnerships & Alliances



Royal Flying Doctor Service



BRHS



CANN RIVER P-12 COLLEGE



Mallacoota Medical Centre



*Notes:*