



Cann Valley Bush Nursing Centre Inc.

Annual Report

2018 -2019

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CVBNC Vision

- *To assist the community to reach their full potential in health, well-being 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*



CVBNC Community Profile

Cann Valley Bush Nursing Centre is located in the small town of Cann River, in a remote, isolated area of Far East Gippsland Region. The nearest town is Orbost 158 kilometres return distance by road. On the Monash Modified Model of classifications for remoteness in Australia, Cann River is classified as category MMM6 of seven categories of remoteness. The MMM classification takes into account the size and isolation of rural, regional and remote towns, based on latest ABS census data. CVBNC is situated on the Princes Highway and services a transient population, as well as a large tourist population for fishing and environmental activities. Distance to larger towns and geographical locations has an impact on the community's access to health services.

CVBNC is a remote area nursing service and the single point of access to multi-disciplinary, innovative primary care and community-based services, including 24-hour access to emergency services. The communities that CVBNC services are as follows: Cann River, Buldah, Club Terrace, Combiobar, Chandlers Creek, Noorinbee, Noorinbee North, Tamboon, and Tonghi Creek. The area is vast and distance to some of these communities is significant. Given the isolation and distance, Cann River and several surrounding communities has experienced challenges across areas of health and socio-economic disadvantage.

The Cann Valley Bush Nursing Centre (CVBNC) is the sole health agency in the area and employs 15 people consisting of one full-time and 14 part-time or casual staff supported by volunteers, who service the wide remote area of Cann Valley and district communities.

The total population of Cann River and surrounding communities exceeds 400 people (ABS 2016) consists of 204 people in Cann River, with the remaining people living in the surrounding districts. There has been a marked population increase in the last 12 months. Cann River has a significant indigenous population of 6.1%. There has been an above average increase in unemployment in last two to three years. As housing prices are affordable in Cann River, a number of families have decided to settle in Cann River and the surrounding communities, and without employment opportunities, some people have difficulty in obtaining employment. CVBNC provides culturally diverse services to meet the needs of the community.



President's Report

On behalf of the Committee of Management, I am pleased to present the 2018-2019 Cann Valley Bush Nursing Centre (CVBNC) Annual Report to the Annual General Meeting. CVBNC has experienced another successful year with CVBNC's Audited Financial Statements showing a sound position and a reported surplus of \$51,999. Funding and Service Agreement targets and program reporting have been met, and all services are well utilised.

The Committee of Management is responsible for monitoring and reviewing major areas of governance of CVNBC in the areas of Finance, Clinical Governance, Risk Management, Strategic Planning, Asset Management, External Partnerships, Human Resource Management and Community Engagement, in consultation with the CVBNC Manager, Ms Marija Mrcic, who is responsible for the management of staff and service delivery. This year, three new members, Ms Irene Birt, Ms Alison Rainey and Ms Celia Wallace, were welcomed to the Committee of Management.

The Committee of Management has four sub-committees: *Finance and Administration*, *Quality and Safety*, *Occupational Health and Safety*, and *Consumer Engagement Committee*, all of whom report to the Committee of Management, through the Nurse Centre Manager. The work of these three Sub-committees is central to effective monitoring and improvement of the governance of CVBNC.

The CVBNC Clinical Governance Framework has been reviewed and updated, and the Risk Register and the Business Contingency Framework have also been completed. The Committee of Management developed a new five-year Strategic Plan 2019-2024, informed by the results from surveys of clients, staff and volunteers, together with material compiled by the Nurse Centre Manager. In the year ahead, there are plans to upgrade of the Dental Clinic and Sterilisation Room, to concrete the front of the Mancave, and to investigate potential funding sources to enable the installation of Solar Panels for the Bush Nursing Centre.

During the past year, CVBNC was successful in attaining two grants through the Rural Health Infrastructure Fund (RHIF) Round 2 and Round 3. The first grant (RHIF Round 2) was for Fire Protection and an external sprinkler system was installed on the Bush Nursing Centre building. The fire break was re-gravelled and rock rubble was placed at the rear of the centre. Further, fire blankets, fire extinguishers and fire alarms were purchased and distributed to clients and members of CVBNC as part of this grant.

The second grant (RHIF Round 3), enabled the purchase of a new eight-seater Tarago, which is used to transport clients to Planned Activity Group activities, medical appointments locally, trips out-of-town and, in the event of an emergency (e.g. bush fire), the vehicle can be used to evacuate clients.

Vehicle changeovers this year included the purchase of a Subaru and a new CVBNC Bus. The Committee of Management ensures that the vehicle fleet meets the needs of staff and clients, and that the vehicles are well-maintained.

The Committee of Management is grateful for the massive amount of work undertaken by Staff and the various Sub-committees, over the past twelve months, in preparation for Accreditation, which is scheduled for September 2019. I would like to take this opportunity to acknowledge and thank everyone for their hard work and commitment. In particular, I would like to acknowledge the exceptional work of Marija Mrcic, who took on the role of Nurse Centre Manager at CVBNC in July 2018. Maria has provided excellent professional leadership to the organisation and highly valued support to the Committee of Management. Thank you Marija!

Michael O'Brien
President, Committee of Management

Nurse Centre Manager's Report

In preparing the Annual Report at the end of another year, I look back at the accomplishments and safety and quality improvements achieved at Cann Valley Bush Nursing Centre, essential for the provision of sustainable and quality health services. During the year, there was a focus upon safety and quality that included the development of conceptual frameworks in the area of risk identification and management, business continuity, and clinical governance to inform and monitor service delivery and management.

For a small organisation, strong and strategic partnerships are essential to support the organisation to provide required services and build capacity. Partnerships and collaborative working relationships with a number of organisations have expanded services and support, including a longstanding partnership with Orbost Regional Health, and a recent partnership with Bairnsdale Regional Hospital has provided ongoing opportunities to share expertise, resources and support, as well as objective and much-valued oversight for CVBNC in order to meet clinical governance responsibilities.

Surveys administered to gather views and feedback from clients and volunteers generated very positive and rewarding opinion regarding the services provided by CVBNC. Similarly, surveys administered to staff showed a high level of satisfaction and commitment to governance, quality service delivery, administration and policy development for the organisation.

Clinical staff annual competencies are up-to-date, including competencies relating to Remote Area Nurse training, Advanced Life Support Level 2 skills, as well as competencies for Rural and Isolated Practice Endorsed Registered Nurses (RIPERN) training. There has been a focus on lobbying for legislative change for the introduction of the RIPERN Nursing Model.

With the accreditation three-year visit scheduled in the latter part of the year, staff and the Committee of Management have worked intensively, with enthusiasm and dedication, towards achieving accreditation against National Safety and Quality Health Service Standards Version 2. The process has been difficult and the resource input significant; however, staff have welcomed the challenge and are pleased with the ongoing safety and quality edge that this process has generated. As a result, in the coming year, we look forward with renewed energy to provide improved services and programs. I wish to express my gratitude to the Committee of Management for the support they have given me.

I would like to welcome new staff members, volunteers and contractors (nursing and home care services), and to express appreciation for the way they have blended into the organisation and contributed productively, and I would like to thank the amazing ongoing staff, volunteers and contractors for the dedication, commitment to excellence, and generosity given freely to CVBNC, without which we would not have achieved the goals we have set this year.

Marija Mrsic - *"Always deliver more than expected"*
CVBNC Nurse Centre Manager

Committee of Management

Cann Valley Bush Nursing Centre is an incorporated community-based, not-for-profit organisation governed by an elected Committee of Management consisting of up to nine members. The Committee of Management provides strategic direction and governance for the CVBNC. The Committee of Management is responsible and accountable for ensuring that the centre performs well, is solvent, and complies with all its legal, financial and ethical obligations.

The Committee of Management is supported by three sub-committees: Safety and Quality Committee, Occupational Health and Safety Committee, and the Finance and Administration Committee and the Community Engagement Committee. The Committee of Management meets eleven times per year.

Membership of the Committee of Management

Michael O'Brien (President)

Member Since 2013

Dip. Furniture Design, Grad Dip., Technology Education, Cert 1V Training and Assessment.

Ron Luhrs (Vice President)

Member Since 2013

Solicitor Office of Public Prosecutions, lecturer and manager of Continuing Legal Education program, winemaker and restaurant owner.

Val Quick (Treasurer)

Member since March 2014

CVBNC volunteer driver, member CVBNC Community Engagement Committee, active member with experience on several community committees in Cann River.

Ian Quick

Member since 1972

CVBNC committee member for 47 years. Active member on several community committees.

Chrystal Hall

Member since December 2016

Dip. Comm. Services, OH&S Workcover Consultant, Cert. 1V Employment Services, School bus owner/driver.

Kelly Edebohls

Member since December 2016

Teacher's Aide Cann River P-12 and Hairdresser

Alison Rainey

Member since September 2018

Local business owner, active member on several community committees in Cann River.

Celia Wallace

Member since October 2018

Grad. Dip., Aged Care Services Management, Cert 111 Comm Services., Cert 1V Workplace Trainer and Assessor, Manager/CEO: Mallacoota District Health and Support Service - 16 years.

Irene Birt

Member since July 2019

ICT Programmer Public Service, Ambulance Community Officer Cann River.

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)

Safety and Quality Sub-committee

Ms Marija Mrsic (Nurse Centre Manager)
Ms Celia Wallace (Committee of Management)
Ms Chrystal Hall (Community/Committee of Management)
Ms Sandra Tozer (Paramedic Community Support Coordinator)
Ms Zoe Meade (Administration Finance)

Occupational Health and Safety Sub-committee

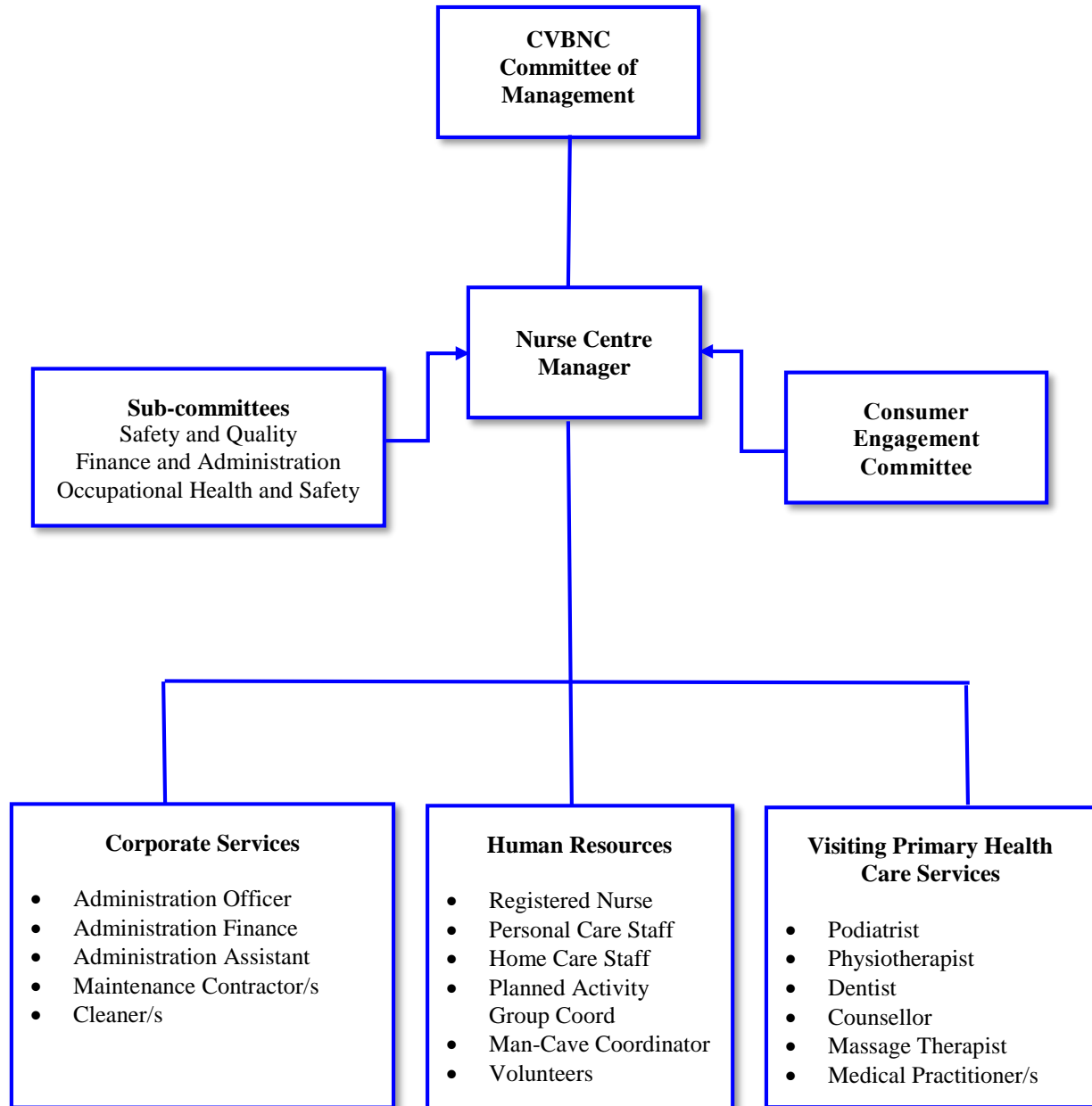
Ms Marija Mrsic (Nurse Centre Manager)
Ms Chrystal Hall (OH&S Representative)
Ms Jennifer McShane (Administration Officer)
Mr Adrian Nation (Property Maintenance Contractor)

Consumer Engagement Committee

Ms Marija Mrsic (Nurse Centre Manager)
Ms Chrystal Hall (Committee of Management)
Ms Robyn Korn (Community Representative)
Ms Kim Summerell (Community Representative)
Ms Valerie Quick (Community Representative)



CVBNC Organisational Chart



CVBNC Team

Staff & Contractors

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



Visiting Health Services

<i>General Practitioners</i>	Dr. Sara Renwick-Lau Dr. Nadira Anis
<i>Dentist</i>	Dr. Peter Favaloro
<i>Physiotherapist</i>	Ms. Madelaine Rosen
<i>Podiatrist</i>	Ms. Nerida Manning
<i>Maternal Child Nurse</i>	Ms. Katie Radic
<i>Drug & Alcohol</i>	Mr. Bryn Jones
<i>Occupational Therapist</i>	Orbost Regional Health
<i>Diabetes Educator</i>	Ms. Katie Radic
<i>Community Mental</i>	Mr. Trevor Jennings
<i>Massage Therapist</i>	Ms. Jodie Allan

Client Survey 2019 – Results

Table 1: Quality of Staff

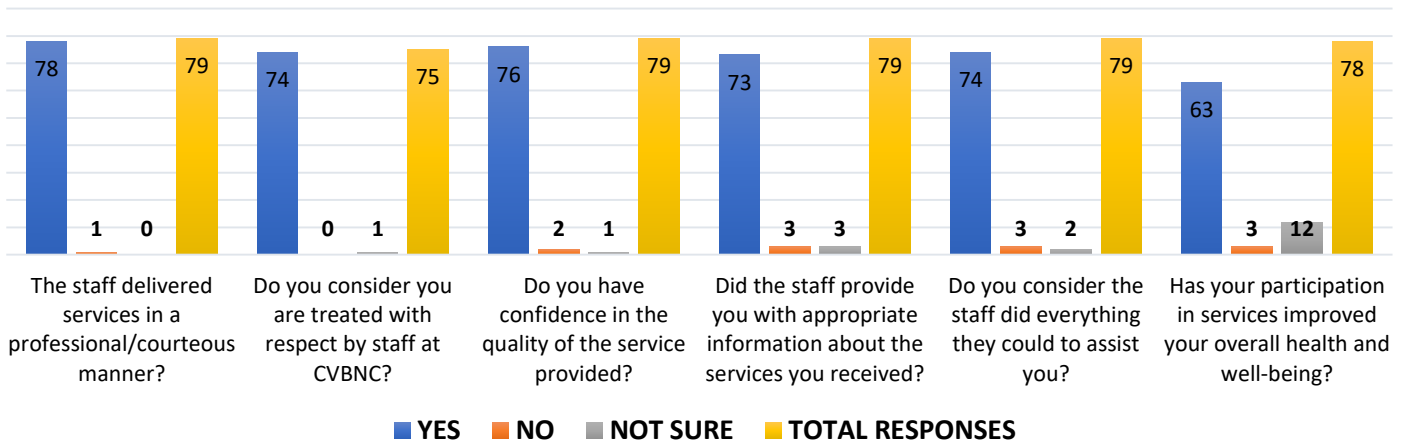


Table 2: Clinical Care and Care Plans

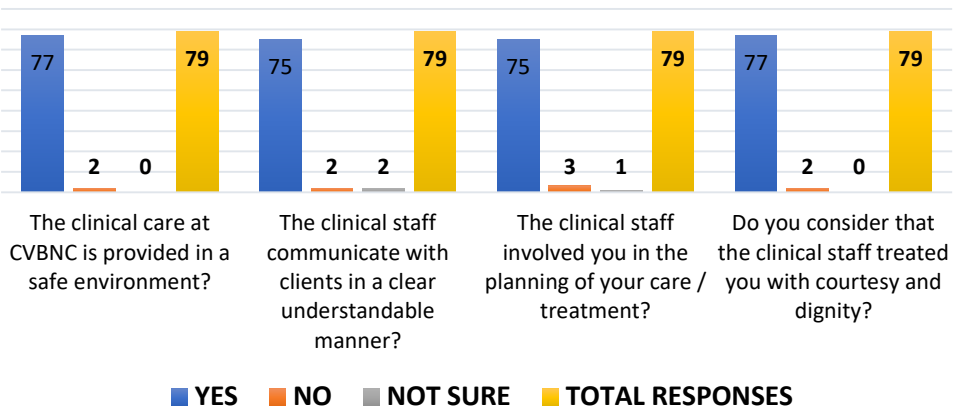
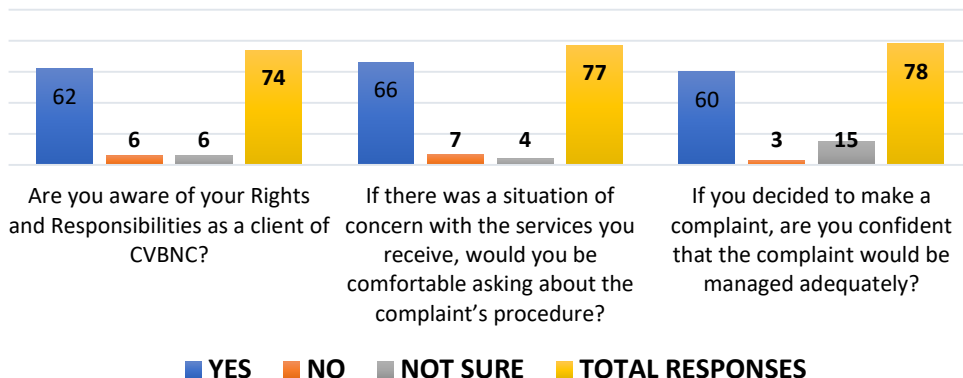


Table 3: Rights, Responsibilities, Complaints



Client Survey 2019 – Results

Table 4: CVBNC Vision

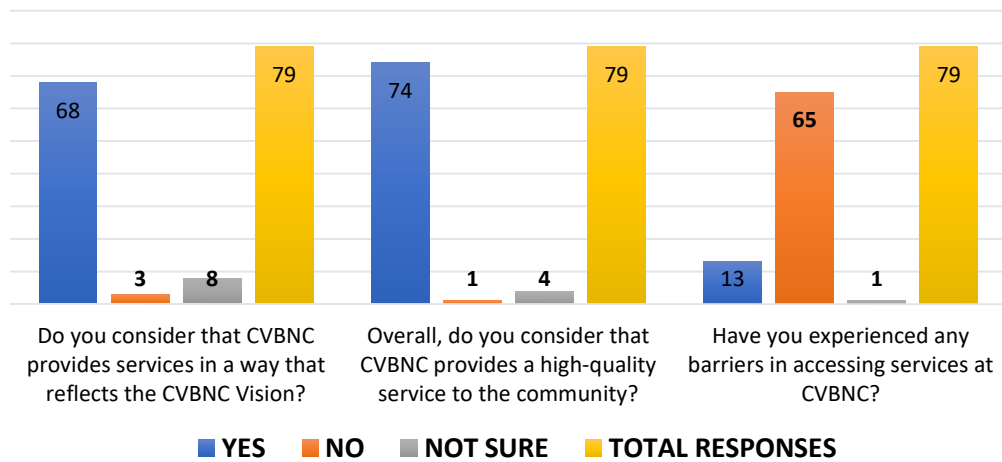
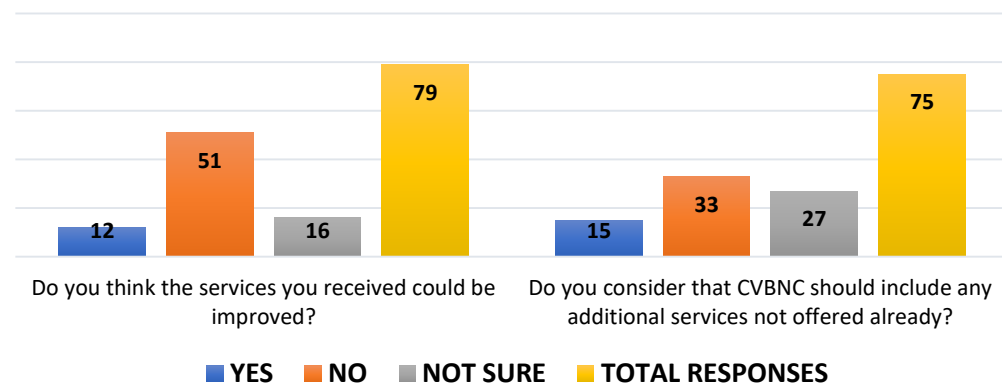


Table 5: Service Outcomes



Clinical Nursing Report

Cann Valley Bush Nursing Centre clinical staff continue to provide high level quality care and services to the community. Staff have diverse clinical backgrounds, including remote and isolated practice nursing, primary health, community and district nursing, intensive care, emergency care, oncology, midwifery, surgical and theatre.

All nursing staff have successfully completed the Remote Area Nurse (Victoria) Emergency Care Update program, approved by Ambulance Victoria. This training enables nursing staff to act as first line responders to emergency calls within the community. CVBNC is committed to the ongoing safety and quality of staff in emergency care.

Over the past twelve months, CVBNC nurses responded to 41 Ambulance Victoria calls, and a number of direct acute presentations at the Bush Nursing Centre.

CVBNC nursing staff case-managed six Home Care Packages, three medium to high level (3-4) packages and three low to medium level (1-2) packages.

In the past year, nursing staff have attained competencies and professional development in the following:

- Emergency Care
- Wound Care
- Medication Management
- Infection Control
- Dementia Care
- Occupational Health and Safety including Lone Worker Safety and, Aggression and Violence Management
- Fire and General Emergency training

Health promotion sessions prepared and delivered for the community consisted of the following:

- Skin Checks
- Financial Counselling
- Eye Tests
- Women's Health
- Flu Vaccinations
- Hearing Tests
- Diabetes Education

This year, we farewelled Frank Blong and wished him well for his retirement.

New nursing staff welcomed were Warren Howden and Jacinta Mac Cormack who are both highly skilled and passionate about remote area health.



Quality Service Delivery

Quality Community Care

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.

Staff have attended Regional Bush Nursing Centre Network meetings, as well as attendance at State-wide Bush Nursing Centre meetings. Staff conduct regular clinical governance meetings in order to maintain high quality standards.

CVBNC Programs and Activities

Clinical Services	Allied Health Services	Community Services
<ul style="list-style-type: none"> 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 Practitioners 	<ul style="list-style-type: none"> Physiotherapy Podiatry Counselling Dentist Dietician Occupational Therapy Drug & Alcohol Support Family & Child Health Maternal Child Health Nurse Optometrist (RFDS) Mental health Hearing Australia Telehealth Massage Therapist 	<ul style="list-style-type: none"> Respite Care Planned Activity Group Support Groups Domestic Assistance Personal Care Property Maintenance Volunteer Program Man Cave Volunteer Transport Health Promotion Exercise Group Walking Group Men's Health Client Equipment Hire



Program Service Contacts

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

Program	Contacts	Program	Contacts
Nursing Service	2760	Physiotherapy	205
General Practitioners	600	Client Transport Service	167
Planned Activity Group	488	Health Promotion	133
Home Care Service	460	Podiatry	110
Pathology Collection	330	Emergency Call Outs	41
Property Maintenance	270	Administration Contacts	2713



Planned Activity Group

The Planned Activity Group (PAG) started the new financial year with reasonable numbers attending the activities, which increased in number for a few months. Unfortunately, these numbers decreased at the start of this year, with the passing of one participant, some leaving town, and others becoming too frail to attend the activities. Regardless of this, there is a very loyal group of people who attend as much as possible and enjoy the centre activities, lunch and bus trips. Participants also enjoy the company of different people.

A success this year is mixing with the Buchan and Mallacoota PAG groups on our bus trips, and we look forward to doing this on as many occasions as possible. Another success was the overnight trip to Canberra to see Floriade, though we had forgotten Canberra can be.

All of the PAG participants enjoy the socialising, mixing with other people, finding unknown craft skills, and seeing beautiful places. With ongoing advertising, hopefully we can increase the number of participants as the present participants certainly enjoy the program and benefit greatly.

July 2018 <ul style="list-style-type: none">• Lunch at Orbost• Marlo• Cape Conran	August 2018 <ul style="list-style-type: none">• Chinese Lunch• Lakes Bowling Club• Sightseeing	September 2018 <ul style="list-style-type: none">• Eden and Merimbula• Oyster Farm• Pambula Brewery
October 2018 <ul style="list-style-type: none">• Trip to Canberra• Shopping and Floriade	November 2018 <ul style="list-style-type: none">• Picnic Lunch• Potaroo Palace• Thai Lunch	December 2018 <ul style="list-style-type: none">• Christmas Lunch• Christmas Shopping• Sapphire Coast
January 2019 <ul style="list-style-type: none">• Italian Lunch• Craft Activities• Memory Activities	February 2019 <ul style="list-style-type: none">• Lunch in Bairnsdale• Picnic Point• Movie and Activities	March 2019 <ul style="list-style-type: none">• Lunch at Buchan• Orbost Gem Gallery• Lunch CVBNC
April 2019 <ul style="list-style-type: none">• Lakes Entrance Trip• Nyerimilang Heritage Visit	May 2019 <ul style="list-style-type: none">• Eden Golf Club• Eden Food Pantry• Lunch CVBNC	June 2019 <ul style="list-style-type: none">• Nowa Nowa• Plant Nursery• Lunch CVBNC

Planned Activity Group



Partnerships and Alliances

Cann Valley Bush Nursing Centre maintains strong partnerships with Health and Community Organisations in East Gippsland and works co-operatively with partners to expand and improve available services, explore new partnership opportunities to secure regular services to the community, and build on existing and new partnerships to enhance community education and action in relation to community needs. Further, CVBNC maintains close association with local organisations (P-12 College, Kindergarten and Local Businesses). The following table lists the partnerships and alliances.

Government Organisations	Local and Regional Organisations
Dept. of Health & Human Services	Ambulance Victoria
Dept. of Human Services	Bairnsdale Regional Health
Eastern Victorian Bush Nursing Network	Cann Valley P-12 College
Gippsland Bush Nursing Clinical Governance	Cann Valley Community Centre
Gippsland Health Alliance	Country Fire Authority
Gippsland Primary Health Network	East Gippsland Shire Council
My Aged Care	Gippsland Lakes Community Health
Royal Flying Doctors Service	Mallacoota District Health and Support Service
Primary Care Partnerships	Mallacoota Medical Centre
Leading Age Service Australia	Orbost Regional Health
Service Industry Advisory Group	Orbost Medical Group
Safer Care Victoria	State Emergency Service
Dept. of Environment, Land, Water and Planning	Victoria Police Cann River and Mallacoota

