

Cann Valley Bush Nursing Centre Inc.

Annual Report

2021-2022



Our Community Demographics -



Median weekly income is \$806 well below Victoria's \$1419



7.6% of our population speak a language other than English at home



6.3% of our population identify as Aboriginal or Torres Strait Islander



52.4% of our population are Male, with 47.6% of the population Female.



16% of our population is aged 70 years and over



21.3% of our population provided unpaid assistance to a person with a disability, health condition or due to old age



40% of our population has at least 1 long term health conditions



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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 -

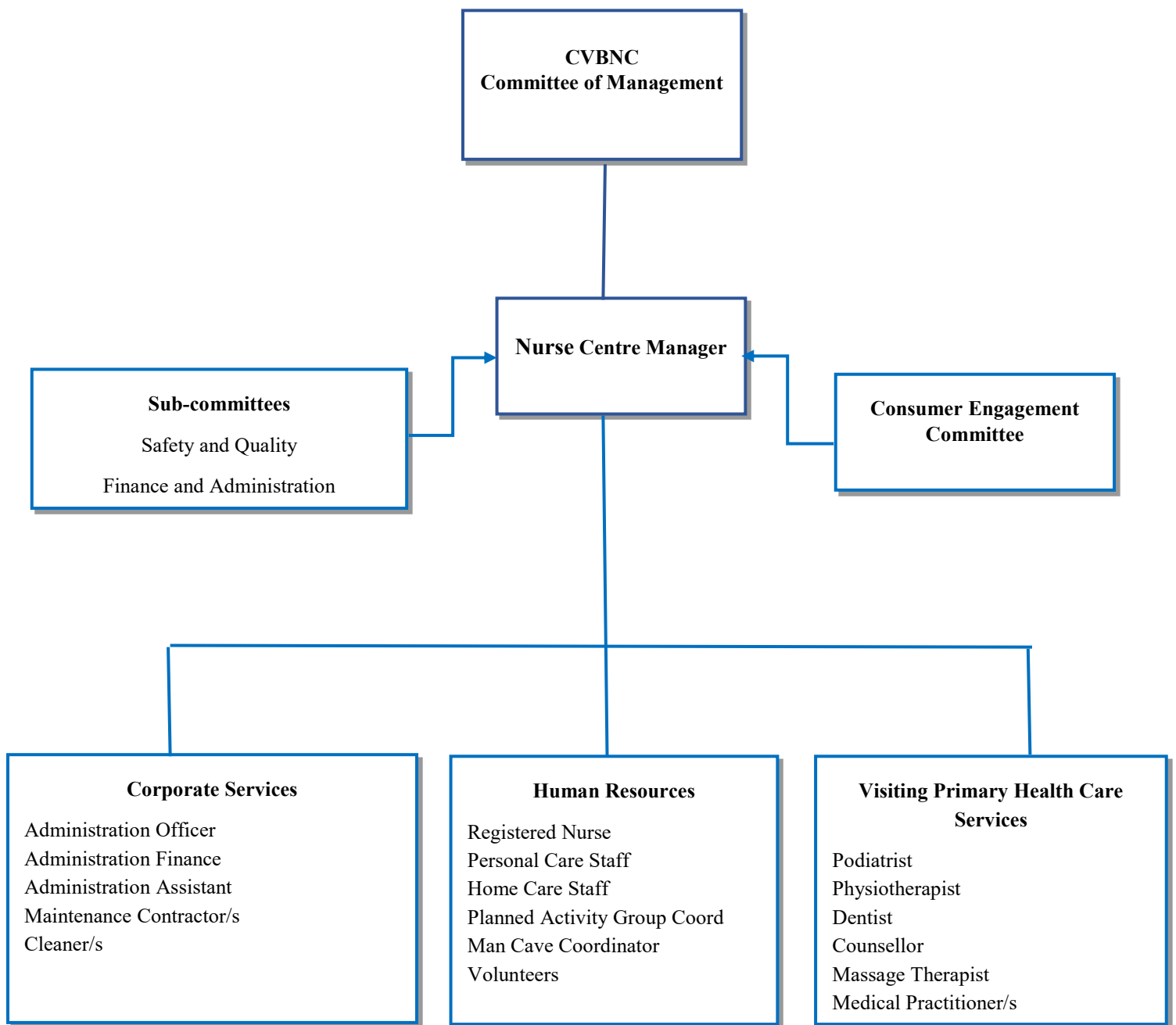
- ✓ *Engage with CVBNC community and respond to community needs*
- ✓ *Educate the community to live healthier and more fulfilling lives*
- ✓ *Care for the community and provide the best service access*
- ✓ *Collaborate with external organisations to enhance the health outcomes and health access of the 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*

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.



Organisational Structure -



You asked: "Can CVBNC keep clients updated with things coming up"

We notify all our clients via our newsletter in Jinga, CVBNC web page and via Facebook.

Committee of Management -

President

Mr. Michael O'Brien

Elected: 2013

Dip. Furniture Design, Grad Dip. Technology Education, Cert IV Training & Assessment

Executive

Ms. Irene Birt

Vice President

Elected: 2019

ICT Programmer Public

Service, Ambulance

Community Officer

Cann River

Ms. Alison Rainey

Treasurer

Elected: 2018

Local Business Owner

Member various

other town committees

Committee Members

Ms. Robyn Korn

Elected: 2021

Parks VIC Employee

Ms. Tracey Trotter

Elected: 2021

Local Hospitality Employee

Ms. Mandy Ventry

Elected: 2021

Local Business Owner



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. Alison Rainey (Treasurer CVBNC)
Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Irene Birt (Committee of Management)
Ms. Tammy Stephenson (Administration Finance)

Safety and Quality Sub-Committee

Ms. Marija Mrcic (Nurse Centre Manager)
Mr. Steve McGovern (Ambulance Victoria)
Ms. Chrystal Hall (Administration)

Occupational Health and Safety Sub-Committee

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

Consumer Engagement Committee

Ms. Marija Mrcic (Nurse Centre Manager)
Ms. Robyn Korn (Community Representative)



CVBNC Staff & Contractors -

Nurse Centre Manager:	Ms. Marija Mrcic (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) Mr. Andrew Mason (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. Linda Laffy Ms. Rebecca Renaut Ms. Maria Taylor Ms. Jessica Shipton Ms. Natasha Magner	
Planned Activity Group:	Ms. Jessica Shipton Ms. Rebecca Renaut	
Property Maintenance:	Mr. Adrian Nation Mr. Iain Godsmen Mr. Tony Trpkovic	
Man-Cave Coordinator:	Mr. Aaron Armenopoulos (Family Counsellor Catholic Care Victoria)	
Environmental Officer:	Ms. Maria Taylor	
Volunteers:	Ms. Irene Birt Ms. Deb Taylor	
<u>Visiting Health Services</u>		
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 & Royal Flying Doctor Service	



President's Report -



By Michael O'Brien

The 21-22 financial year concluded with a cohesive team of staff and volunteers with better financial standing.

Our CoM numbers have remained constant at six for this financial year, a warm welcome to two new members Tracey Trotter and Robyn Korn, and thank you to all serving COM members for their time and dedication. The training of new CoM members always takes time, and replacing experienced members is not an instant fix. We continue to try to identify and recruit appropriately skilled and experienced individuals to join our COM. Attracting people with qualifications and experience to suit COM needs, remains a constant challenge in a remote valley with a small population.

We have placed renewed emphasis on staff and volunteer well-being. Our Xmas party for staff and volunteers was a cruise on Mallacoota lake which was widely enjoyed and we gave all staff and volunteers free membership. We are continuing to explore ways to ensure that everyone's experience of the CVBNC, (staff, volunteers, clients and community members), is a positive one. We anticipate this will result in improved well-being of staff and volunteers.

Financial position of CVBNC is favourable, however the funding cuts from Gippsland Primary Health Network (GPHN) in the coming year (approximate amount of 100k) will have a potentially negative impact on services. We have also been exploring where else we may be able to cut, in order to compensate for this budget loss, with minimal loss to services, as well as research options for future funding possibilities. In anticipation of the funding cuts and potential loss to transport services, we decided to purchase our bus when its lease expired, to retain access to medical services in Bairnsdale.

The Grow Swap Share has been a great success in the community coupled with the 2nd bite. It has been widely used by the community, and has improved community health and well-being through ready access to fresh fruit and vegetables, as was our goal. Our annual costs for our first year of operating was approximately \$7,800. This is directly in line with our stated mission of putting back into the community.

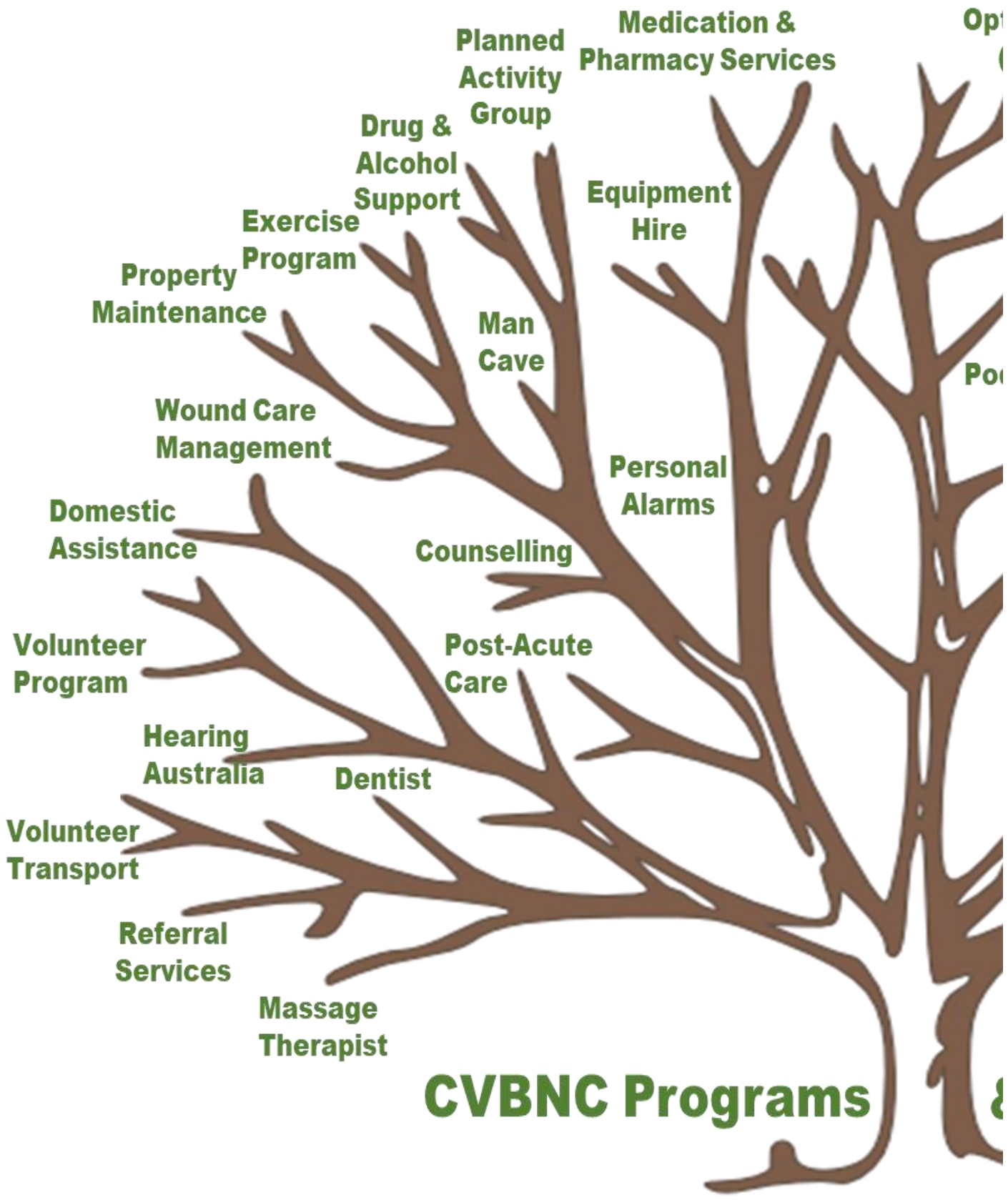
CVBNC continues to explore the grant opportunities for the self-care units. These units would be designed around the needs of the elderly, be close to the Nursing Centre, and could incorporate the "Grow Swap Share" and Man Cave, as well as a community vegetable garden. It is anticipated that this will be a multiyear exercise, with the direction and goals to guide us into the future.

All in all, we remain a well-respected and trusted organisation that is a cornerstone institution to our remote and isolated community with *"Promoting Good Health, Well-Being & Independence"*.

Yours Sincerely

Michael O'Brien

President Committee of Management,
Cann Valley Bush Nursing Centre



**Paramedical
(RFDS)**

**District
Nursing**

**Men's
Health**

Respite Care

Physiotherapy

**Pathology
Collection**

Dietitian

**Health
Promotion**

**Community
Nursing**

Dietician

**Support
Groups**

**Occupational
Therapy**

Telehealth

**Care
Coordination**

**Personal
Care**

**Mental
Health**

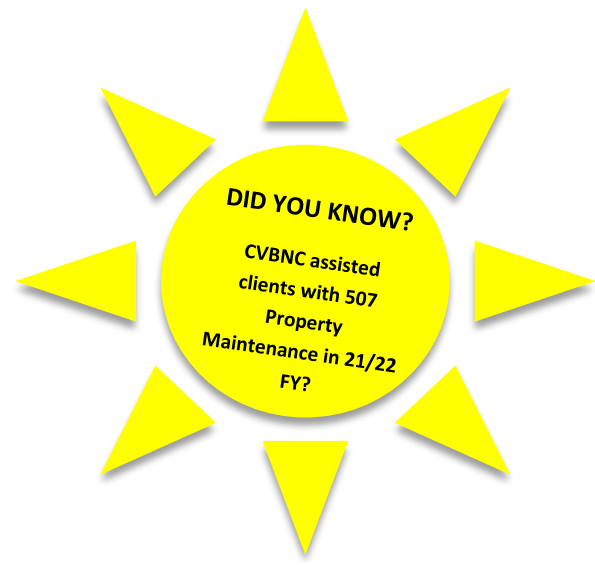
**Accident &
Emergency Nursing**

**General
Practitioner**

Palliative Care

**Maternal
Child Health
Nurse**

& Activities



Nurse Centre Manager's Report -



By Marija Mrsic

Once again, concluding 2021/22 year Cann Valley Bush Nursing Centre (CVBNC) is reporting on the ongoing achievements and some challenges we experienced over the past 12 months.

Despite the ongoing challenges faced, including the tail end of the pandemic with restrictions impacting the care and service provision, we are glad to report that care outcomes were positive and regular services were restored.

The community response to Covid 19 and Influenza vaccination program continues to be highly commendable this year.

Despite the funding cuts by Gippsland Primary Health Network (GPHN) federal funding, CVBNC will continue to lobby and explore funding opportunities to retain, maintain and secure existing service for our community as well as aim to increase services to meet the demand.

CVBNC continues to provide quality services and a number of quality improvements and initiatives have been implemented last year to provide improved care and meet the demand.

- Dedicated team to provide palliative care services and respond to increased demand in emergency care response
- Increase physiotherapy services on fortnightly basis as a response to community feedback
- Bemm River monthly nursing service initiative continues with good community response
- Farmers Health initiative – over 70 participants with farming background participated in health care and wellbeing assessments
- Mental health outreach to provide community members >65yo with social and mental health support
- Support to Tamboon Peach Tree Association

After experiencing some staffing challenges in the last year, we take this opportunity to welcome Tammy Stephenson – administration, Natasha Magner – Home Care Services, Tony Trpkovic – Property Maintenance and Andrew Mason – Nursing. Also a warm welcome to staff coming back from extended leave.

CVBNC continues to work in collaboration to build capacity and support the community. We continue to strengthen the existing and create new relationships with stake holders. The work for the next 12 months will continue to be responsive, collaborative, inclusive and equitable.

I would like to express my sincere appreciation to the Committee of Management, staff and volunteers for their hard work and dedication, our clients and community for the ongoing support.

Marija Mrsic
Nurse Centre Manager

Clinical Services Report -

Snapshot of some of the Services provided:

726 Medication Administrations

Wound Care Presentations **412**

446 Mental Health, Social Support & Advocacy

Immunisations **535**

28 Palliative Care

Emergency Presentations **52**

512 Pathology Collections

Medication Collections **867**

89 After Hours Nurse Support

Nursing Home Visits **269**

374 General Clinical Support

Vital Signs Checks **402**

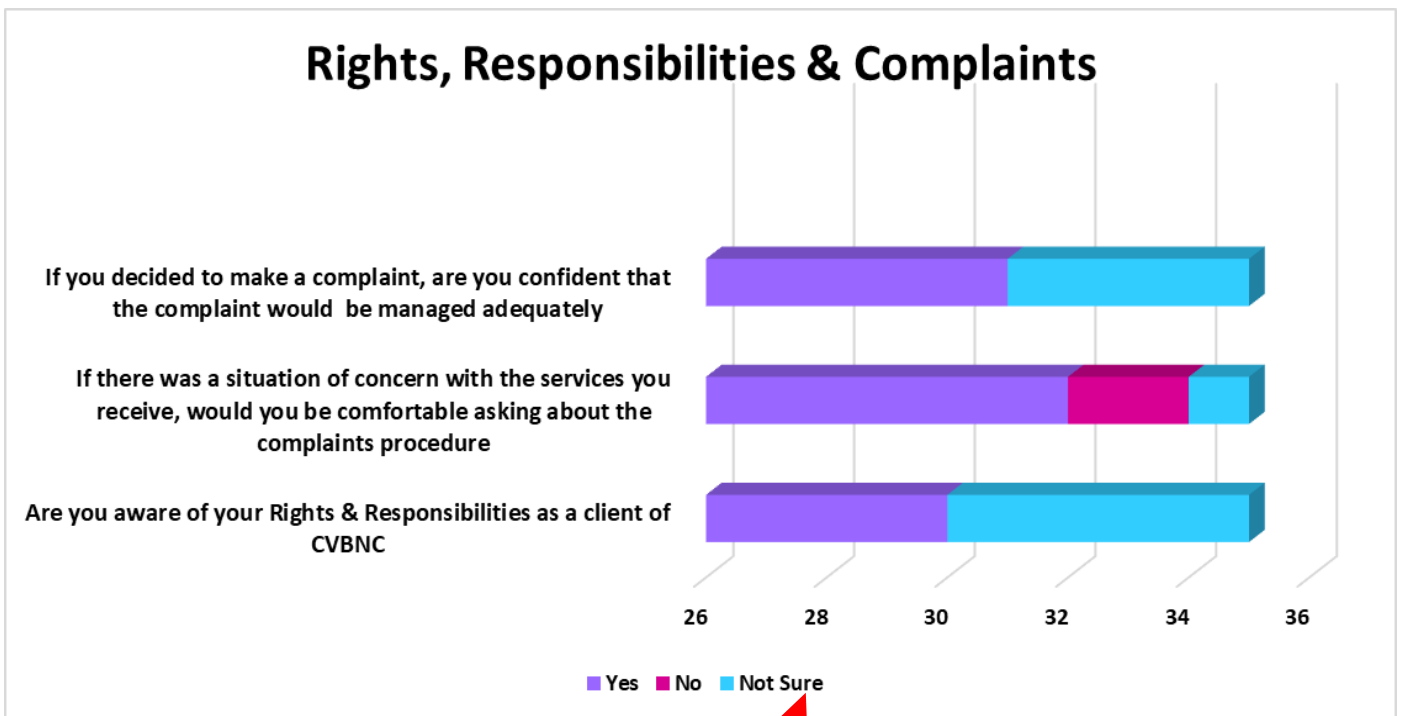
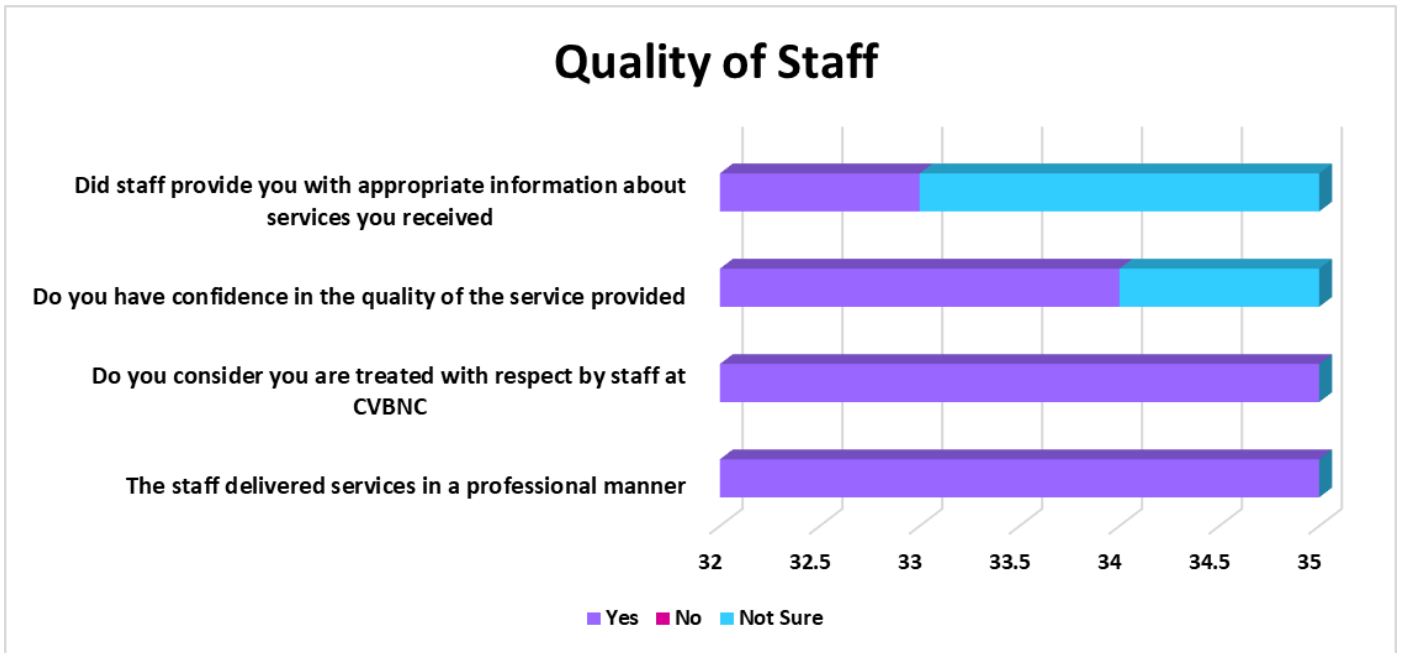
613 Doctor's Visits

Case Management Sessions **753**

522 Health Promotion Sessions

Quality & Safety Report— Client Survey

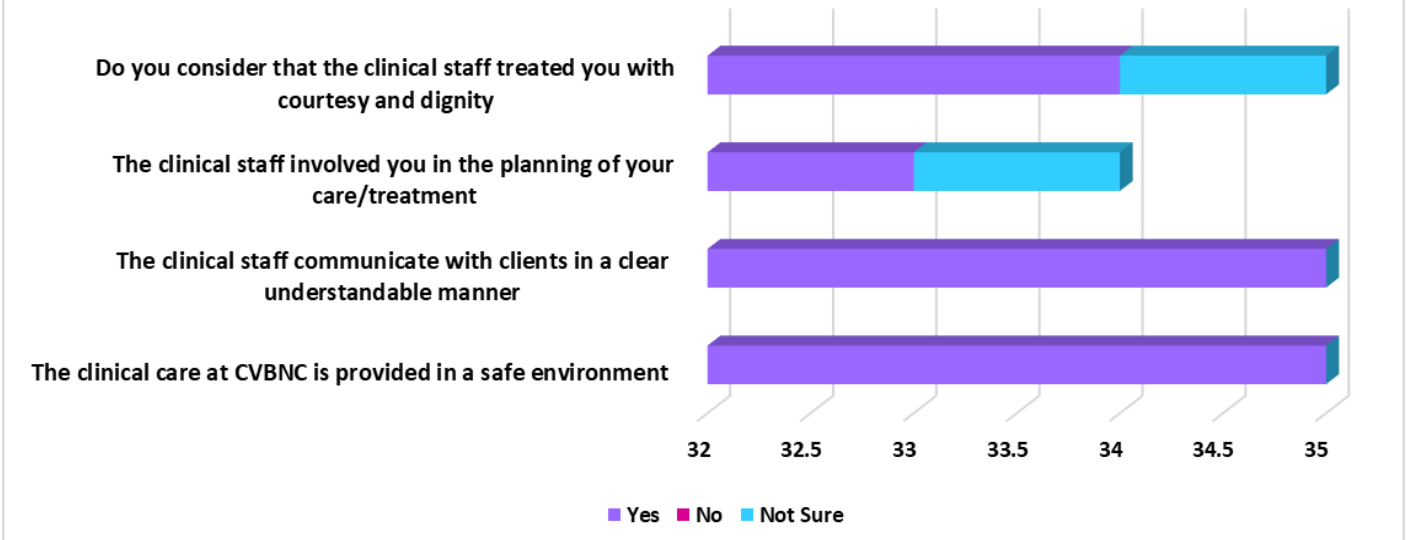
In June 2022, 200 clients were sent a survey along with their membership renewals and a copy of CVBNC’s Service Booklet. 35 surveys were returned at a percentage of 17.5%. The following graphs are the results of that survey.



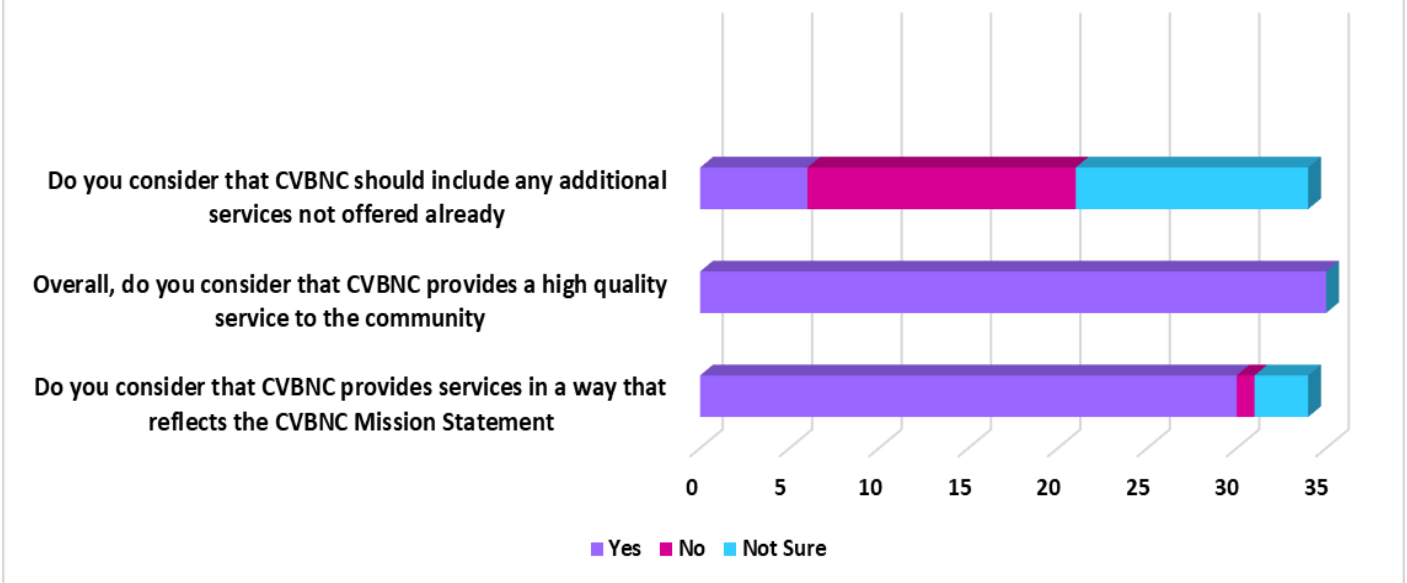
You asked: "More hours for doctor's appointments please".
 We now have more doctors appointments available each Wednesday

Quality & Safety Report— Client Survey Cont.

Clinical Care and Care Plans



CVBNC as an Organisation



Did You Know?
 CVBNC conducted
 76 Podiatry and
 231 Physiotherapy
 sessions in the 21/22

Quality & Safety Report—Improvements

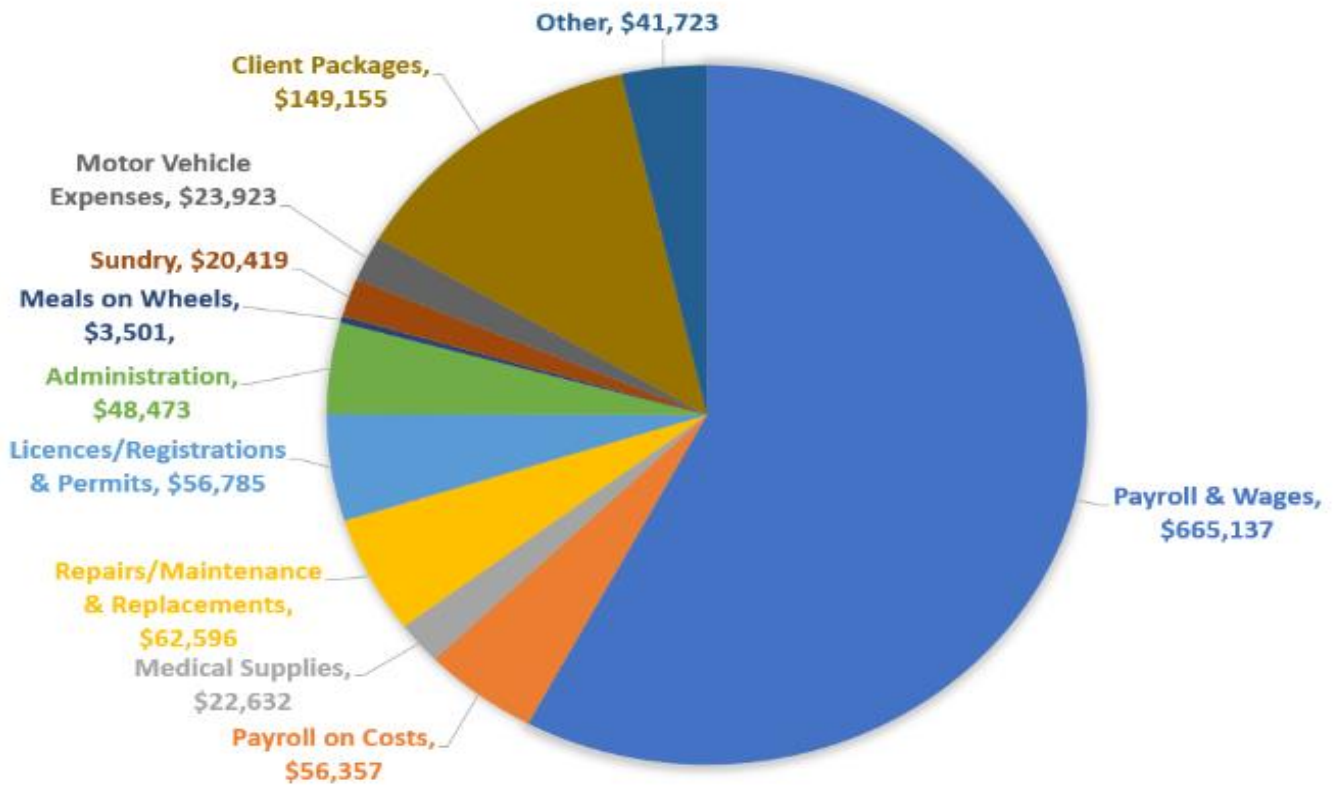
CVBNC completed the following achievements/improvements throughout the 2021/2022 financial year:-

- ✓ Installed a water cooler into the reception/waiting area for clients to have access to cold and room temperature water.
- ✓ Purchased new pod coffee machine for staff to utilize and boost morale
- ✓ Created a new staff area in hallway that includes access to a computer for training as well as new pigeon holes for staff to store timesheets and other important information
- ✓ Introduced Rapid Antigen Testing for staff to ensure the safety of all our clients
- ✓ Planned Activity Group recommenced following COVID-19 closures as well as bus trips
- ✓ Purchased new couches/sheets/furniture for Nurses Unit to make it more comfortable for nurses that utilize the unit.
- ✓ Re-opened Man Cave after COVID-19 closures with Aaron Armenopoulos from Catholic Care cooking and making coffees from his espresso machine on the back of his car.
- ✓ Renovations to the Man Cave to make it more inviting and listed all tools for tender.
- ✓ Completed Succession Plan for Home Care Coordinator and commenced training.
- ✓ Purchased new jackets/vests for staff members to wear in cooler times.
- ✓ Updated Memorandums of Understanding Agreements
- ✓ Purchased new computerized whiteboard for clients to utilize for Telehealth appointments.
- ✓ Purchased new exercise bike and treadmill for Physiotherapist to utilize for Cardiac Rehabilitation sessions.
- ✓ Successfully completed vaccination clinics
- ✓ Purchased new ergonomic stand up desks for Administration to utilize for OHS
- ✓ Regular Allied Health & Dental Visits
- ✓ Completed the following Audits:-
 - Standards 2, 3,4, 5, 6 & 8 Audits
 - HR Records Audit
 - Legal Compliance Audit
 - Environmental Safety Audit
 - Audit Register Audit
 - Medication Audit
 - Feedback Register Audit
 - Training Register Audit
 - Quality Improvement Register
 - Client Health Record Audit
 - Audit of Equipment
 - Incident Register Audit
- ✓ Recommended archiving of documents in storage and administration office.
- ✓ Monthly visits to Bemm River Community by a registered nurse.

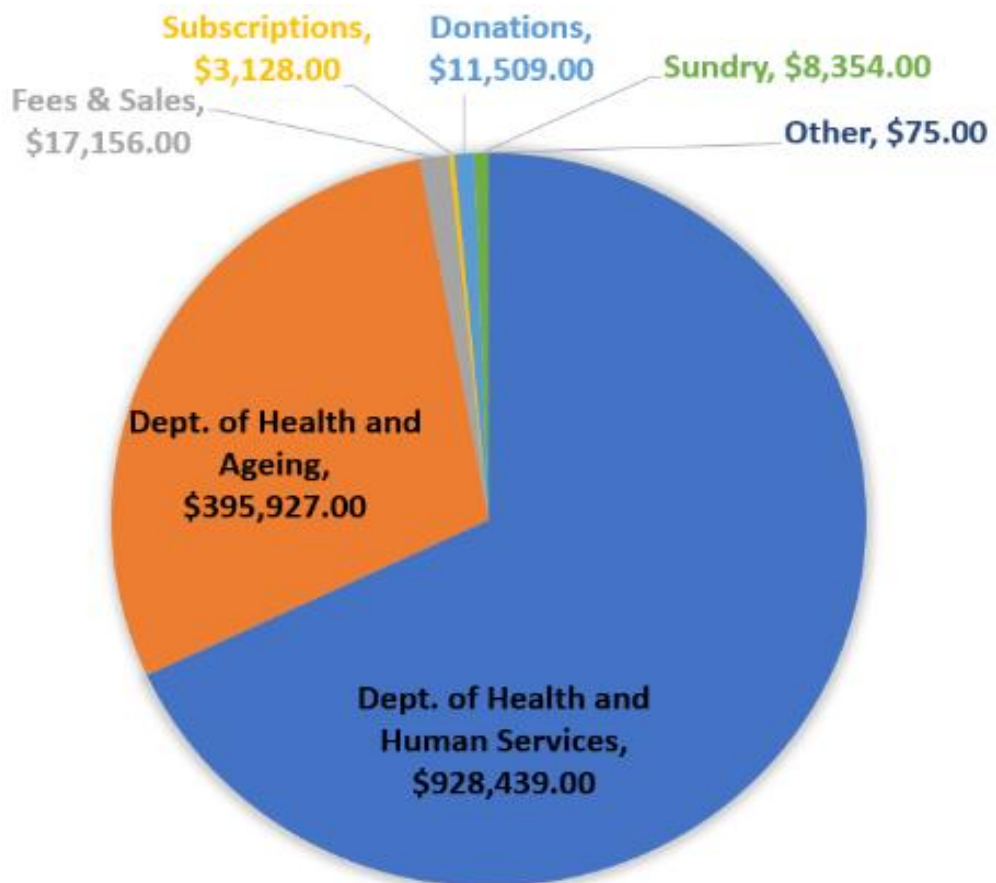


Finance Report -

EXPENSES



REVENUE



Community Services — Planned Activity Group Report



By Rebecca Renaut

With Covid-19 still very much a part of our lives our PAG group has still had some limitations. Even with this we have been able to continue in having a fortnightly meet up whether it was in the CVBNC or on an outing on the bus.

The members of our community that attend the PAG group enjoy being able to interact with each other and be supportive to each other as well as having the opportunity to get out of town to different locations for lunch, sight-seeing and even some shopping. Op shops are defiantly a favorite to find some amazing bargains.

Travels have taken us to Lakes Entrance, Orbost, Bombala, Pambala and Merimbula. With Mallacoota, Eden still to come in the near future.

Definitely the most stand out outing so far was to Orbost where we went to the Orbost Exhibition Centre to see the Australian Wood Design Exhibition 2022. The pieces were amazing and the PAG group were amazed by all the different designs and techniques.

Each and every member we have attend PAG is extremely thankful for being able to attend the group. For some it's the only interaction they may have during the week.

The feedback I have received not only from our members but also from other members of the community who have heard about our outings is amazing and it is defiantly great to hear the positive feedback.



Rebecca Renaut
PAG Co-Ordinator

Home Care Services Report -



By Jenny Griffiths

2021- 2022 Small Rural Health Fund (SRHF)

CVBNC continued to provide services to the Cann River community via the Small Rural Health Fund (SRHF) and Home Care Packages (HCP) and is glad to report support to over 30 clients. In the financial year July 2021 to June 2022 the SRHF program has supported 19 community members to remain at home independently. The SRHF can provide services such as:

- help around the home
- transport
- meal preparation
- personal care
- social support
- planned respite care.

This program aims to help those who need a low level of support to keep living independently. Only recommended to those who need one or two services.

Access to care at home programs is determined by an independent assessment conducted by an Aged Care

Assessment Team (ACAT) or a Regional Assessment Service (RAS). My Aged Care will connect individuals to the correct assessment service for their needs. To talk about your needs, contact My Aged Care on 1800 200 422.

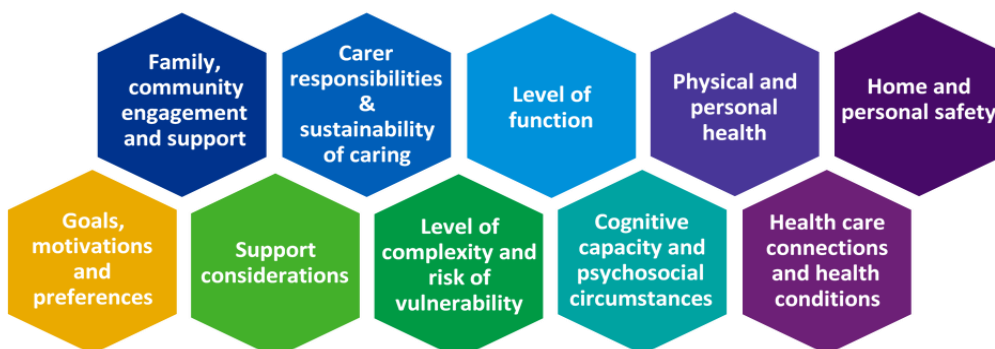
A valuable start to connect with My Aged Care should your needs change you will be in the system.

The Home Care Packages (HCP)

The Home Care Packages (HCP) program Levels 1 to 4 continue to support people in the community. In July 2021 there were 11 community members received services funded by HCP, with an increase to 15.

Home Care Packages are for those with greater or more complex care needs. If you need many care and support services on an ongoing basis, you could be eligible for a Home Care Package

Eligibility for the HCP Program is assessed by an ACAT. The comprehensive assessment will consider:



Partnerships & Alliances –



Royal Flying Doctor Service



Mallacoota Medical Centre



Notes —