

Woomelang & District Bush Nursing Centre



Annual Report 2018/19

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The Woomelang & District Bush Nursing Centre is on the lands of the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk Nations and wish to acknowledge them as Traditional Owners.

We would also like to pay our respects to their Elders, past and present, and Aboriginal Elders of other communities who may be here today.

Mission Statement

The aim and purpose of the Woomelang & District Bush Nursing Centre (WDBNC) is to provide a holistic service to the community universally, with the highest quality of health and wellbeing services to every individual without prejudice.

The WDBNC will strive to maintain a healthy and safe environment in which community members are treated with respect. The WDBNC will also strive to provide high quality care and be a source of health information through the provision of skilled health providers.

Our Vision

To offer a holistic health & wellbeing service that is responsive, flexible and always improving.

Our Values

Social Inclusion & Social Justice

Valuing the uniqueness of every individual, and responding without prejudice.

Honesty & Transparency

To be a source of truthfulness and integrity reflecting open communication.

Connectedness

Caring about our community, partners and wider relationships.

Innovation

To be creative, inventive and responsive to our community.

Partnering

To provide a united and improved effort through beneficial associations with other people, agencies and associations.

Excellence

To offer best practice through qualified and credentialed staff and volunteers.

The strategic directions set out broad goals for the WDBNC. In order to carry out our mission and align with the Victorian Government's Rural and Regional Health Plan (VRRHP) 2012-2022. The plan has been developed with due consideration to the health priorities framework from the above VRRHP and other more local and regional plans associated within the Grampians/Wimmera catchment.

WDBNC has a proud history of responding to community and social needs.

This Strategic Directions document has regular review and reflection built within it through the development and implementation of an annual Operational Plan; to ensure that we are responsive to emerging social trends and needs, both locally and nationally.

WDBNC looks forward to continuing to offer excellent, collaborative health services for the benefit of the local communities of Woomelang and districts.

STRATEGIC DIRECTION 1:

Maintain & Strengthen Organisational Capability & Viability

GOAL: To maintain flexibility & respond dynamically to the changing environment.

Strategic Objectives:

Ensure partnerships to enable corporate and clinical good governance and risk management.

- Secure & retain appropriately qualified staff who are culturally sensitive to the needs of the Centre & community.
- Provide transparent & accountable financial management to ensure viability.
- Respond to opportunities for 'Client Driven' service growth & Centre viability.
- Maintain & enhance facilities & capital works.

STRATEGIC DIRECTION 2:

Responsive, Accessible, Timely & Flexible Health Care

GOAL: To achieve health services that reflects a holistic approach to health & wellbeing.

Strategic Objectives:

- Develop partnerships & services that are identified as areas of special need & growth within & by, the community
- Strengthen client engagement & participation in health to address their health needs, literacy & promotion
- Create processes to ensure we are client driven

STRATEGIC DIRECTION 3:

Ensure Quality & Safety

GOAL: Providing The highest quality & safest care to clients and safe service environment for all

Strategic Objectives:

- Ensure adherence to all governance frameworks
- Ensure the orientation of new, & the ongoing education off all Staff, Board Members & Volunteers, includes quality & safety
- Identify opportunities for & participation in, quality improvement activities.



AVAILABLE SERVICES

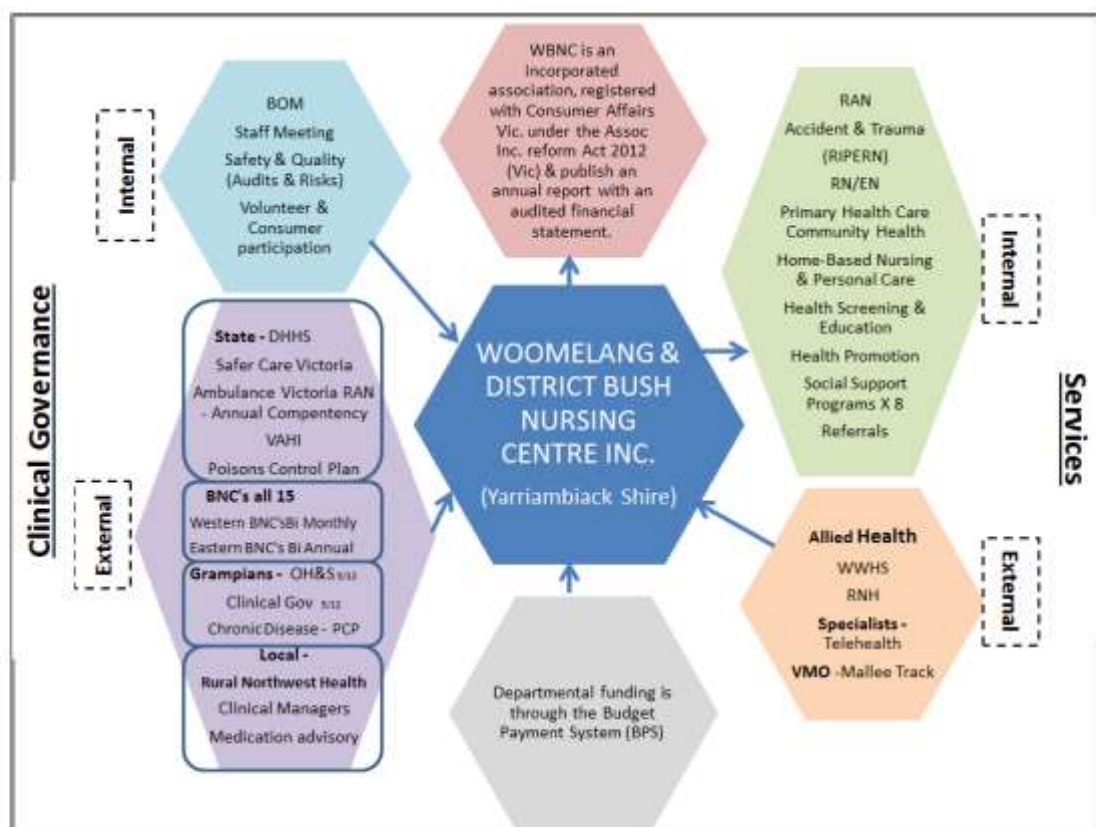
- | | | |
|------------------------------|--------------------------|------------------------------------|
| ◆ Nurse on Duty | ◆ Emergency Nursing | ◆ District Nursing |
| ◆ Post Acute Care | ◆ Pathology Collection | ◆ Maternal & Child Health Service |
| ◆ Podiatrist | ◆ Prescription Service | ◆ Health Promotion |
| ◆ Dietician | ◆ Diabetes Educator | ◆ Visiting Doctor |
| ◆ Medical Transport Services | ◆ Bus Transport | ◆ Regional Library pickup/drop off |
| ◆ Continence Nurse | ◆ Telehealth | ◆ Equipment Hire |
| ◆ Hospice Services | ◆ Wellbeing Coordinators | ◆ Health Education & Literacy |
| ◆ Photocopy/Facsimile | ◆ Scan/send emails | ◆ Free Wifi |

COMMUNITY GROUPS

- | | |
|--|-----------------------|
| ♣ Garden Club | ♣ Crafty Ladies |
| ♣ WOW—Women of Woomelang
(Will be renamed & revamped in 2020) | ♣ Tai Chi |
| ♣ Carpet Bowls | ♣ Exercises with Jodi |
| ♣ Storytime | ♣ Woomelang Walkers |
| | ♣ Men's Shed |



Woomelang & District Bush Nursing Centre Organisational Chart



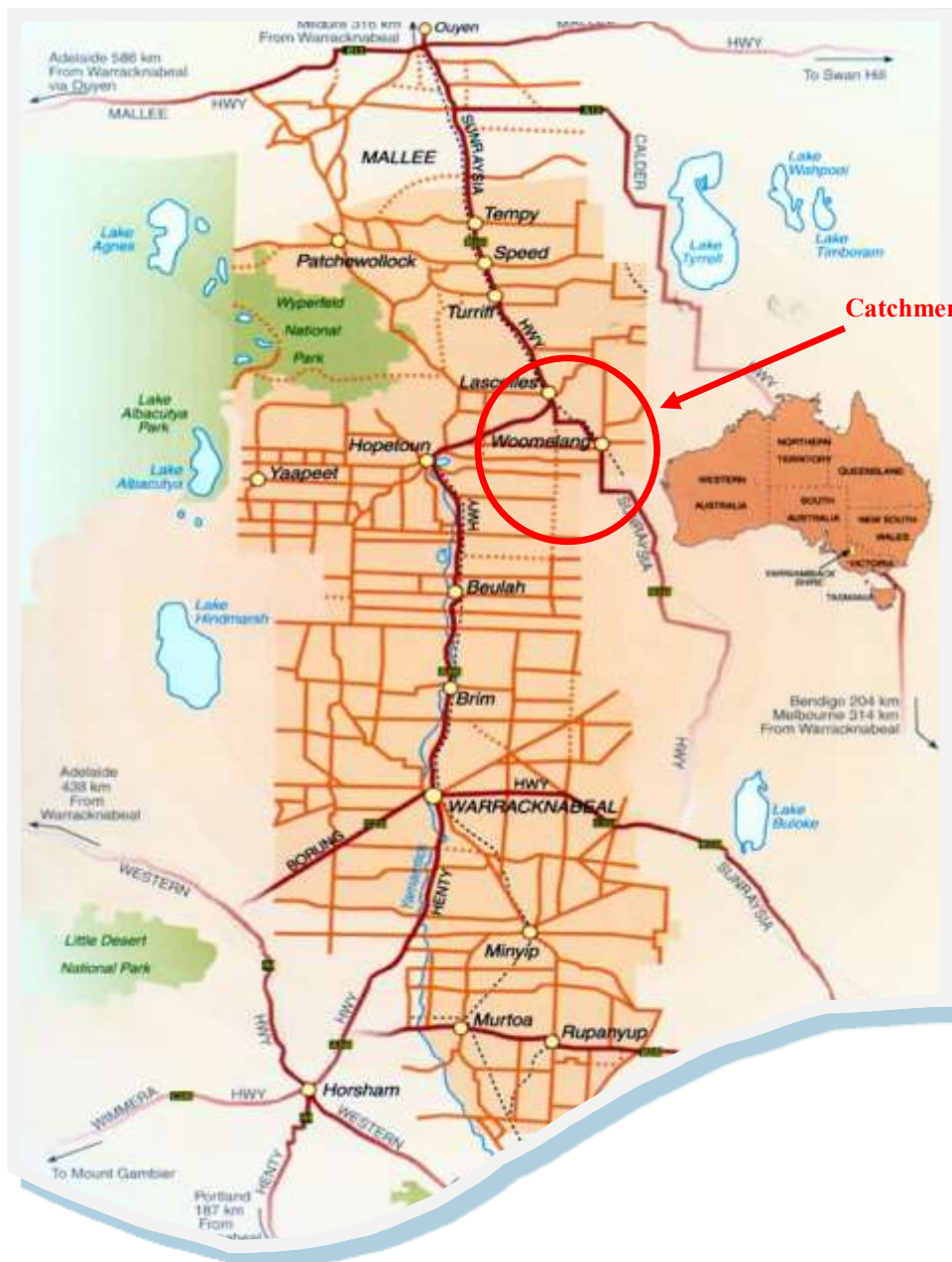
Woomelang & District Bush Nursing Centre was first established on October 8th, 1965, through hardwork & determination of our local community members, who saw a need for a health service in our town.

The needs continue & without the dedication of community volunteers, our Board of Management and qualified staff, the service wouldn't function.

Woomelang is an isolated & remote area in which continuation of services is a challenge. With the demographic of an ageing population, the community support & service use is vital for survival.

You, the community, have a valuable voice in shaping the service, so please be a part of it.

We hope you enjoy reading our Annual Report which is a snapshot of the year.



Board of Management Presidents Report

Well what an amazing year it has been at our Woomelang Bush Nursing Centre. I have never seen anything like in my previous 7 years on the board. The Woomelang Bush Nursing Centre provides a health service that aims to be as relevant and comprehensive and safe as possible. To provide the service in the safest possible way our board must ensure we comply with new National Safety, Quality Health Service Standards that reach into every aspect of our organisation. This challenge has required an extraordinary effort from our Centre Manager Carol Paech, her staff and my colleagues on the board.

We have been very lucky to have such diverse and committed people to the best interests of our Bush Nursing Service and to our community. During the year we were greatly saddened by the passing of our dear friend and colleague, Les Knights, who was an inspiration in his dedication to helping others. He really was a local legend. And equally, our board members volunteer their time when so much is going on in their lives. They come, listen learn and question and help our Centre Manager deliver a health service that is safely meeting all the needs of our community.

We could not have achieved our successful accreditation , or delivered such a comprehensive health service without our Centre Manager, Carol Paech. On behalf of the board I want to thank and congratulate Carol for being so professional and conscientious and successful in bringing our Centre up to standard which many say are the standards required of hospitals around Australia. Carol has been impeccable and we are very grateful.

The Centre , of course would not carry on without our wonderful staff, who are dedicated, professional and thoughtful. They also have been under extra pressure because of our accreditation assessment. Congratulations and thank you for all your efforts over the last year.

As I close I also want to acknowledge the efforts of our volunteers who perform an invaluable task and just make life here so much easier and fun. Finally, I'd like to say without your community engagement we really could not be sure where to direct our resources. Care for our ageing population and the rising need for mental health support are driving new initiatives by the Centre and it is with your direction we hope to continue to serve you and all in our community as your Bush Nursing Centre.

Chris Kelly



The Board of Management of the Woomelang & District Bush Nursing Centre sets the strategic directions of the Centre and monitors and evaluates the delivery of services to ensure the Centre meets the needs of the community. They are also responsible and accountable for ensuring the Centre complies with all its legal, financial and moral obligations.



**President
Chris Kelly**

Primary Producer

Elected: 2010



**Vice President
Ian Norris**

Semi retired/bus driver

Elected: 2008



**Treasurer
Sandra Mott**

Primary Producer

Elected: 2010



**Member
Grant Doxey**

Social Worker

Elected: 2016



**Member
Helen Ballentine**

Shire Councillor

Elected: 2015



**Member
Chris Huttig**

Newspaper Editor

Elected: 2015



**Member
Amanda Bailey**

Retired Farmer/Teacher

Elected: 2018



As Chris (Chair of the Board) has mentioned earlier, we are changing over from Home and Community Care Standards to the National Safety and Quality Health Service (NSQHS) Standards second edition. There are two main reasons for the change;

1. The need for improved Clinical Governance, the systems and processes necessary to deliver quality services in a safe manner,
2. With the NSQHS standards accreditation, the Department of Health and Human Services will apply for Bush Nursing Centre's to be gazetted under the Drugs, Poisons and Controlled Substances Act 1981, with the aim for Registered Nurses trained as Rural and Isolated Practice Endorsed Registered Nurses (RIPERNs) to work to their full capacity.

As we have two RIPERNs on staff, this will change the way the Bush Nursing Centre delivers care as they are trained to assess and treat minor complaints when there is no Doctor available.

In July 2018 we had our Strategic Planning Day and the new Strategic Directions for 2018-2022 were adopted in August 2018.

The year has progressed with accreditation booked for September 2019. There has been additional education and training, not to mention a whole suite of new Policies and Procedures to align with the new Standards.

The following is a summary of what has been achieved under our new Strategic Directions.

Maintain & Strengthen Organisational Capability & Viability.

Working toward and ultimately achieving NSQHS standard accreditation will improve our capability and create options of additional service in the future.

The staff have undertaken additional training for the NSQHS but also, two more staff trained in Aural Health to assist with ear problems.

The future needs of the community are aligned with the amount of chronic disease present. Health promotion activities have been aimed at raising the health literacy, that will create a understanding of the health issues a person might have and the choices they have in managing them.

Responsive, Accessible, Timely & Flexible Health Service.

We have received many requests for accessing services far from Woomelang. Initially we started Telehealth with the Royal Flying Doctor Service (RFDS), while small in numbers- we have expanded the platforms for other Doctors and Specialists to speak with their Woomelang clients. This has been very successful and reduced the travel time/accommodation and stress related to long distance appointments significantly.

While a number of allied health are no longer able to visit on site, we still have the capacity to organize appointments from Woomelang for the nearest appointment, with the option of transportation available. Other allied health services will visit if requested to meet a client needs.

The staff have been trained in 'Music and Memory' in response to a client request for assistance with a chronic disease. This area is still in its infancy, however aiming for increase in use.

Ensure Safety and Quality.

The safety of client, staff and visitors is always a priority.

Achieving accreditation is a part of this.

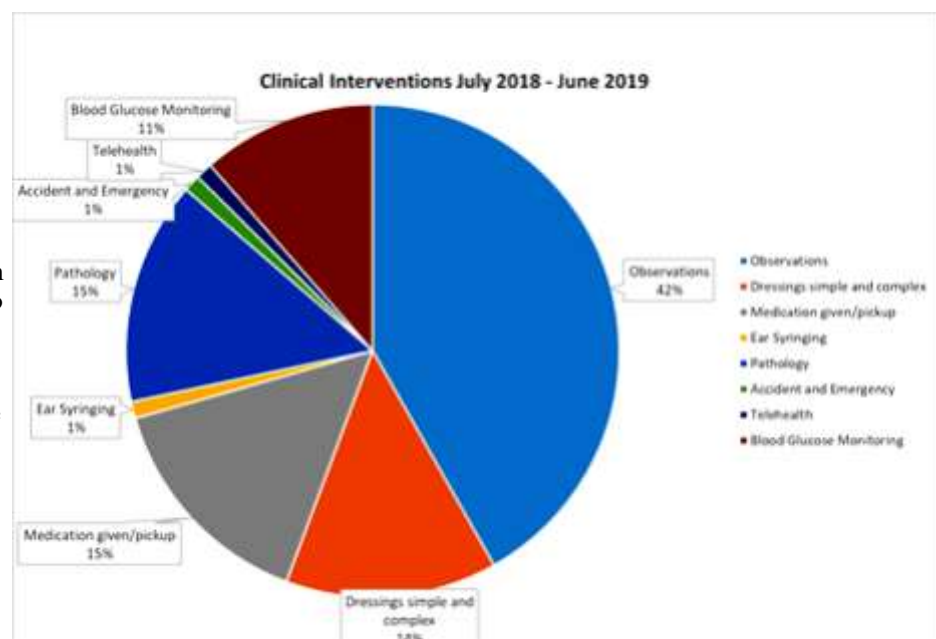
Responding and acting on incidents is also followed through.

There is a communication board in the waiting area, used to inform the community of what audits, training and data results have been attended, so please take a look.

The following pie graph is a snap shot of the 8 most common presentations to the Centre.

I would like to thank all the Board members, staff and volunteers, for their support and willingness to undertake additional training and requirements as we move closer to accreditation.

Thank you
Carol Paech



Carol Paech
Centre Manager,
Registered Nurse



Tracy Hynam
Registered Nurse,



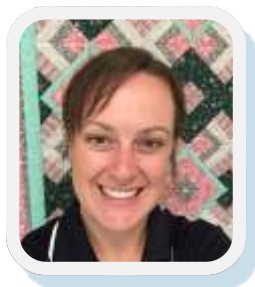
Miranda Conlan
Registered Nurse



Ruth Mitchell
Enrolled Nurse



Deborah Watson
Registered Nurse



Megan Vallance
Registered Nurse



Judith Fisher
Registered Nurse



Cindy Wooding
Administration Officer



Kaye Symes
Receptionist



Sharon Gallagher
Environmental Officer



Julie Mitchell
Relief Environmental
Officer





Dr Ros McCallum
M.B.B.S., DRANZCOG, has been
visiting
Woomelang fortnightly on a
Wednesday
this year. She also consults at
the Mallee
Track Health & Community Ser-
vices and has a special interest
in women's health, family medi-
cine and mental health.

Dr Ahmed Rahim
Did attend on a few alternate
Wednesdays during 2018/19
but this dropped off due to lack
appointment bookings.
We hope to resume this into
2020

The Centre is very fortunate to have Allied Health Professionals from West Wimmera Health Service (WWHS), Mallee Track Health & Community Service & Rural Northwest Health (RNH). They provide an outreach service to the Centre on an as needed basis with appointments being necessary. These include Rural Outreach Worker—Alistar, Podiatrist - Bianca, Physiotherapist - Pawel, Diabetes Educator - Larne & Dietitian - Ilana both from RNH & Maternal & Child Health Nurse - Michelle from the Yarriambiack Shire, Continence Advisor & Wellbeing Coordinators—by appointment from Rural North West Health & Hospice Care from Wimmera Health Care Group.

Independently or combined these are valuable services to our community and to have the scope and wealth of services in Woomelang is a reflection of our Centre working collaboratively with other health service providers to support our community.



Top: Alistar Baker, Pawel Czupryn - Physiotherapist
Bottom: Bianca Jones - Podiatrist, Hannah Craig - Occupational Therapist



Top: Larne Heubner - Diabetes Educator, Middle: Ilana Jorgenson—Dietitian
Middle— Michelle Schilling - Maternal & Child Health Nurse,
Amanda Larcombe—Continence Nurse

- Department of Health & Human Services
- Victorian Healthcare Association (VHA)
- Leading Age Services Australia (LASA)
- Ambulance Victoria
- Wimmera Primary Care Partnership
- Mallee Track Health & Community Service
- West Wimmera Health Service
- Wimmera Health Care Group
Hospice Care
Wimmera Community Options
- Grampians Post Acute Care
- Rural Northwest Health
- All other Bush Nursing Centres in Victoria
- Yarriambiack Shire Council
- Hopetoun Medical Clinic
- Birchip Medical Clinic
- Dulkeith Computer Solutions
- UNITI (Information Technology)
- Ballarat Health Services—GRHA
- Service Industry Advisory Group (SIAG)
- Safer Care Victoria
- Royal Flying Doctor Service
- Rural Outreach worker



Volunteers

The Centre is very fortunate to have a wonderful group of volunteers who give their time generously, to offer services to our community. Without their assistance, the Centre would be unable to offer the range of services and activities that it does.

Our volunteers contribute greatly in many ways to improve the life of community members by delivering Meals on Wheels, volunteer driving to medical appointments and visiting the isolated and elderly in their own homes.

They also assist in the smooth running of the Centre by providing reception support, attending to garden maintenance and keeping vehicles clean.

Our volunteers are very much appreciated by clients, Board of Management and Staff of the Woomelang & District Bush Nursing Centre



Top: Gwenyth Barbary, Ian Norris, Sharon Gallagher, Janice Kelly, Trish Fraser
Middle: Rae Norris, Val McClelland, Julie Mitchell, Wally Otwinowski, Jan Adcock
Bottom: Melanie Kelly, Manfred Feeger, Wendy Reiss, Kaye Symes

Story Time—Pop Up & Play



Story Time was established in March, 2018. This was to welcome pre school children and their carers to the centre for nurse facilitated play and book reading.

Play activities included Play Doh, outside play & singing. Age appropriate books were read by a staff member to the children and discussions on a wide range of parenting issues were held. The carers enjoyed being able to relax and have a cuppa while the children played in a safe environment.

Healthy recipe ideas were also swapped & staff members provided healthy afternoon

treats that included zucchini slice, lemon & raspberry muffins, vegetable/fruit and yoghurt platters.

The session ran 6 times but unfortunately numbers declined and the last session was held on 21st March, 2019.

Woomelang and District Bush Nursing Centre also hosted a Pop Up Play on November 26th, 2018 which was facilitated by Uniting Wimmera. This was a fantastic structured play session for pre school children.



Biggest Morning Tea

The Biggest Morning Tea was held in May, with 35 people in attendance. \$627 was raised through donations and a raffle that was forwarded as a donation to the Victorian Cancer Council. Thanks to

Barbara Hart, Trish Antony & Scrappy Ladies for their donations of items to raffle. Our guest speaker was L'Verne Lehmann from Waste and Resource Recovery Group and gave an interesting talk on how to recycle and reuse in the home and gave out copies of the "Granny Skills" booklet for those attending.



Acoustic Health

Commenced visiting Woomelang from Swan Hill in March 2019. They offer free hearing services to Eligible Pensioners & Veterans. They also offer hearing aids, amplified telephones, alarm clocks, tv headphones, ear wax removal & hearing protection options.

Community Gym

The Gym has a home. The Woomelang Memorial Park and Children Playground Public Reserves passed at their last meeting to allow the Gym to be based in the space that was the change rooms at the football sheds. We will keep you up to date as we progress through the next steps to be put in place for safety and security of those that want to use the gym. All suggestions for new equipment will be gratefully received as grants are always coming up.



Men's Shed

2018/19 was another busy year at the Woomelang Men's Shed. Over the year we have:

- ◆ Commenced renovating a trailer
- ◆ Manufactured a lottery barrel
- ◆ Restored a wooden chest & are restoring another
- ◆ Repaired & rebuilt a bird cage

We have also been fortunate to be able to purchase some new equipment. This included a sandblasting unit & accessories, a bandsaw & accessories. We have also been grateful to except donations of a bench grinder, a biscuit joiner machine as well as a new stove.

We are currently running with four members after the passing of member Mick Supple. We will operate each Monday & Wednesday (BBQ lunch on Wednesdays) and would always welcome visitors & new members.



WOW Group

An interesting year for the WOW group with a great divergence of topics discussed during the year, such as Kidney awareness, Flu vaccination, snake bite treatment, a walk to Cronomby Tanks, homelessness and sharing of healthy winter recipes.

WOW ladies joined with celebrating International Women's day in March & the Mothers Day lunch in May.

2019/2020 will be an exciting year for WOW with a fantastic new format and a new outlook.

We look forward to welcoming new members.

Exercises with Jodi

Exercises with Jodi started up again this year, but with lack of numbers could not continue to be viable in the long run.



Tai Chi with Brenda

Brenda Doran commenced Tai Chi classes in Woomelang in April and these classes included the school children. Since the school closed in December 2018 & for other commitments of Brendas skill, Tai Chi ceased in March 2019 however, is available in Birchip, with transport also available.

Carpet Bowls

Being a winter activity & with renovations being done to the kitchen at the Memorial Hall during the year, carpet bowls has been postponed, but will be starting again next year.



Crafty Ladies

The year started with Summer Stitching, two days in January of crafting pleasure as a respite to the hot summer.

The craft group also assisted with a quilt display at Combine Corner on Easter Saturday. Thirty quilts were made for display and then donated to Quilters Victoria for distribution to The Children's Hospital.

In April we provided an ANZAC themed quilt for display at the Historical display on ANZAC day.

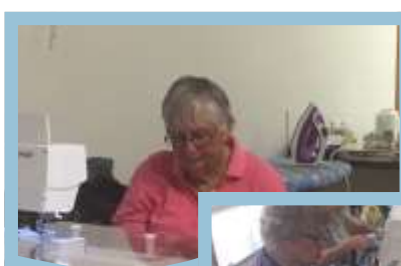
While the quilt was displayed at the

BNC, the last Naval Vietnam Veteran left in Woomelang, Mick Supple admired it constantly. When Mick became ill the group decided it should be gifted to him. This gesture was greatly appreciated by Mick and it provided much pleasure and comfort to him up to his death.

In May the Crafty Ladies provided a patchwork quilt for raffle at The Biggest Morning Tea, raising \$600. Thanks to the members who assisted in making this quilt.

In July we attended Craft Alive in Bendigo. Ten members enjoyed the bus trip and the display and retail therapy at the Craft Show.

In October about 25 ladies enjoyed a weekend of sewing, scrap booking and crafting at our annual Stitches' Retreat. The weekend starts Friday night to Sunday afternoon and is time enjoyed and anticipated by all that attend.



July 2018

Strategic Planning Day

August 2018

Speed Field Days



September 2018

Garden Club Trip to Ouyen



October 2018

Flower Show- snake bite education,
Stroke, CPR demonstration,
Thunderstorm asthma
Stitchers' Retreat



December 2018

Crafty ladies Christmas Party
Staff/BOM/Volunteer BBQ
My Best Life

February 2019

Wills and Power Of Attorney Information
Session

March 2019

Acoustic Health Information session—
Now is a bi-monthly visit
Emcorp Fire Safety
Sun Smart session



May 2019

Flu Vax Community Immunisation
Mothers Day Lunch
Biggest Morning Tea
Water aerobics
RAN training



June 2019

Volunteers Lunch
Breast Screen
Birchip
RAN Training



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