



**SCHS**  
Sunraysia Community  
Health Services

The new financial year commenced with SCHS celebrating its 40th year of service. Celebratory activities included an open day, which showcased available services and provided tours of our new building. The highlight of the week included the official opening of our new building, by the Hon Sussan Ley MP, before the week concluded with a Gala Dinner.

### Realigning SCHS

The health environment remains a dynamic and ever changing setting to continually meet the demands of the society and our community. To ensure SCHS remains responsive and effective to these changes, our organisation underwent realignment into four streams: social health, acute health, preventative health and General Practice/Dental clinic. These streams complement the initiatives within both the state and commonwealth government, and align with departmental strategies.

### Social Health Stream

The Social Health Stream's main service delivery includes drug and alcohol services, parent support services, and working with the Justice Department. The commencement of a Health Justice Partnership with Victorian Legal Aid enhances the Social Health Stream, ensuring both the health needs and legal needs of clients can be met within the same building. The Parent Support Service is in its second year of service delivery, and continues to work within many domains of our communities lives. Funding was received from the Department of Health and Human Services to commence Healthy Mothers, Healthy Babies, which provides support to families during the antenatal period, and up to 6 weeks post birth. This service will complement our GP service, as we develop an antenatal care service in the future. We continue to work in strong collaboration with many other services in Mildura, which ensures both the primary and secondary needs of families are met.

### General Practice/Dental Clinic

This year we appointed our first general practitioner (GP) to develop a GP service within a social health model – Dr Jayne Neyland. Her appointment expands our current visiting medical workforce. This model of care ensures SCHS client's health and social needs are being identified and met by working within collaborative relationships with the GP's, internal services and external services.

### Acute Health Stream

The Acute Health Stream includes District Nursing and Palliative Care. During the year a successful six months after hours palliative care service trial was conducted, with the after hours component funded by the Murray Primary Health Network, complementing the existing Department of Health and Human Services funding. The innovative End of Life component of the trial resulted in 17 clients and their families choosing to remain at home for their end of life care. This program received outstanding feedback from family members and staff involved in this phase, allowing SCHS to implement an extended service, which spans from early diagnosis through to end of life care and bereavement. The new service will commence in the new year.

### Preventative Health Stream

The preventative health stream supports the Primary Health Network to reduce hospital admissions. To achieve this we will work in collaboration with Mildura Base Hospital and the Primary Health Care sector to develop strategies on how to keep people independent and healthier for longer. Services in this stream include Allied Health, Diabetes Educators, Aboriginal Health and a Well Women's service.

welcome

## Easter Appeal

This year saw the launch of our community project – The Easter Appeal – which aims to raise funds to further develop the Parent Support Service. Staff and volunteers attended a variety of events held over Easter 'rattling' our tins. This was well supported by our community, providing an opportunity for people to support the provision of health services locally. It also provided a great opportunity for our staff to meet community members and increase awareness of all of our services. We thank the community for their support.

## Community Advisory Committee

The Community Advisory Committee has continued to develop in strength over the last 12 months. They are an invaluable component of our organisation, who continually provide feedback into current service delivery and input into future community needs. This ensures SCHS remains committed to understanding the needs of the community, and adapts to this need.

## Board of Directors

The Board of Directors continues to support the organisation, and have been instrumental in ensuring SCHS is adaptive to the changing environment. This year SCHS received the resignation of Paul Naylor, who had been a committee member for four years, and Rebecca Boreham, who dedicated her time for the last six years. We thank them both for their commitment and input into SCHS successes of today. We welcome new members to the Board of Directors, Tara Williams and Gerard Mutubuki.

## Community Partnerships

SCHS continues to develop strong working partnerships with our local partners including community services, Department of Health and Human Services and Primary Health Network. The Hands Up Mallee collective impact has been an integral component of community partnership over the last 12 months, in working to finalise the common agenda. This has included a strong community voice, which has been achieved through conducting community conversations and establishing The Community Leaders table, which involves 40 community members. SCHS has been proud to support this work. SCHS is also represented at both Mallee Regional Partnership and the Victorian Clinical Council. These representative roles provide an opportunity for SCHS to partake in conversations at a government level relating to community issues and ensure SCHS is at the forefront in delivering safe clinical care.

## Our staff

And finally a considerable thank you to all our staff and volunteers who continue to adjust to the demands of the changing environment. You continue to embrace these changes, which enhances the service SCHS provides to our community. So thank you.

Leonie Burrows  
Chair

Simone Heald  
CEO



# our clients

## Parent Support Service

The Parent Support Service (PSS) is an innovative model of care that was established at SCHS in November 2016. The model has continued to evolve, but its core purpose is to work alongside existing services and agencies to provide timely support to families to build parenting confidence and capacity, from conception to adolescence. Parents, carers and/or case workers identify areas of vulnerability and work with the PSS team to develop goals and an action plan to best meet the needs of the family.

The Healthy Mothers, Healthy Babies program is a new component of the Parent Support Service that also commenced this year. Just as "Enhanced Maternal and Child Health" provides intensive support to a vulnerable family after the birth of a baby, Healthy Mothers, Healthy Babies can now begin "Enhanced Pregnancy Support" to provide intensive assistance and support in pregnancy. This support provides the family with connections to services, information and education well before the birth of the baby. A strong working relationship between the Parent Support Service and the Maternal and Child Health Service also allows for information sharing and a smooth transition into shared care with the Maternal and Child Health service.



*“...to provide timely support to families to build parenting confidence and capacity, from conception to adolescence”*

After the birth of the baby, the Parent Support Service can, with developed rapport, continue to support families with their parenting needs. New parents benefit with education in areas such as; early parenting skills, understanding baby cues, lactation and breastfeeding and helping with sleep difficulties.

The Parent Support Service can also support the following groups of people with care specifically tailored to their individual needs:

- Young Parents, Fathers, Grandparents or Carers
- Families involved with the justice system, child protection or out of home care
- Families experiencing family violence, sexual abuse, mental health issues
- Any parent requiring parenting advice and support

Since the commencement of the service in November 2016 until the end of the financial year, the Parent Support Service helped 146 families. Some of these families had single appointments, while others have had lengthy involvement with complex care plans to meet their parenting needs. SCHS looks forward to continuing to help these families to enhance their parenting experience and development of their children.

# BRIDGING THE GAP:

## Rural palliative care support for dying at home

Evelien Spelten<sup>1</sup>, Jenny Timmis<sup>2</sup>, Simone Heald<sup>3</sup>, Hodi Beauliv<sup>3</sup>

1. La Trobe University, Rural Health School 2. Monash University, Rural Health Mildura 3. Sunraysia Community Health Services.

“It is not that I fear death, I fear it as little as to drink a cup of tea.”

- Ned Kelly, 1854-1888, Bushranger

### AIM AND RATIONALE

- Sunraysia Community Health Services (SCHS) in Mildura trialled an After Hours Palliative Care Service to facilitate dying at home.
- Four nurses worked a flexible 24/7 two-weekly roster scheme.
- The four Palliative Care nurses and twelve relatives were interviewed about their experiences.
- Rural areas lack end of life choice support.
- 70% of palliative patients want to die at home, only 14% do.
- Relatives feel unsupported.

### RESULTS OF THE TRIAL

- All patients in the trial died at home.
- Relatives and staff are unanimously positive about the service.
- Relatives: a difficult but special time; could not have done it unsupported; positive impact on grief; would recommend the service.
- Staff: rewarding and challenging; regular debriefing needed.
- Good education and support largely negated the need for overnight call outs.
- Most call outs for death or unsettledness of the patient.
- Rostering relied heavily on flexibility of nurses and ‘banking’ of hours.
- Reduced burden on hospital and ambulance services.



### CONCLUSIONS



- Continuation of After Hours Palliative Care bridges the gap.
- The service needs to be promoted.



- We have become unfamiliar and uncomfortable with death and the realities of dying.
- End-of-life-choice discussions should be initiated in the community.



- Rural workforce shortage also applies to Palliative Care.
- Risk of staff burn-out.
- No choice will increase demand on hospital system.



- Share protocols/ common understanding with hospital, GP, ambulance, community services.
- Educate to enhance continuity of care.
- Investigate and compare the economics of home based vs hospital based end of life care.





### Increasing and strengthening our dental workforce

The 2016/2017 financial year was another very busy and productive year for our Public Dental Clinic. Throughout the year SCHS provided 13,309 dental visits to 5,371 eligible members of our community.

To ensure SCHS can continue to provide quality dental services locally, SCHS continues to be committed to increasing the dental workforce, encouraging and supporting students and trainees to reach their full

potential in their chosen professional field. In the last twelve months, two Dental Assistants have successfully completed a 12 month traineeship, supported by the Koolin Balit strategy to increase our Aboriginal workforce. Kadeisha and Katrina are now permanently employed as qualified members of our dental team.

Our association with LaTrobe Rural School of Dentistry also continues to be strong. Over the past twelve months, we have hosted 12 4th year students and eight 5th year students, on their clinical placement. There are two student rotations a year, with each student staying up to 20 weeks at our clinic. During the year SCHS was also very pleased to have one of our past students return to the clinic for six months as a qualified dentist.

In addition, to promote dentistry as a career pathway, this year SCHS enjoyed sharing our knowledge and services with a number of Year 10 work experience students from our local secondary schools. Hopefully this will lead to more local students considering a career in dentistry in the future.

### Zia Ibrahimi - SCHS Refugee Health Access Worker

My name is Zia Ibrahimi, I currently work part time with SCHS as Refugee Health Access Worker and part time with SMECC as the Humanitarian Settlement Services Program Operational worker. Working in these roles I engage with refugees providing social and healthy exercise programs. Both organisations of SCHS and SMECC work with Refugees, Asylum Seekers and Culturally and Linguistically Diverse (CALD) Communities. Both organisations provide me the professional skills and proficiency abilities to embrace and support our multicultural communities.

I migrated from my country of origin "Afghanistan" in 2007 when I was 13 years old. I have completed my high school education and Diploma of Community Services and enjoy my work locally here in Mildura. I have worked across many health, community and legal services both in metropolitan and regional areas. I am also fluent in English, Persian, Dari and Hazaragi languages which have become professional tools of my day to day work. The most amazing thing that has happened to me is the birth of my only son Ashkan.



# Our people

*“...the journey has helped to boost my confidence and gave me strength in areas I didn’t think I had. I now feel that since I have completed the Kokoda Trek – I can face anything.”*



## Kokoda 2016 – Serena House

Sunraysia Community Health Services was proud to again be able to support staff members to attend the Kokoda Youth Mentoring Program which is coordinated by Mallee Accommodation and Support Program (MASP).

In 2016 Serena House and Abdo Abdulkarin were fortunate to trek the Kokoda Trail following in the footsteps of previous SCHS mentors Steve Portelli (2011), Matthew Fulton (2012), Charmaine Briant (2013), Shelley Faulks (2014) and Belinda Dixon (2015). These are their stories:

Wow what an experience!

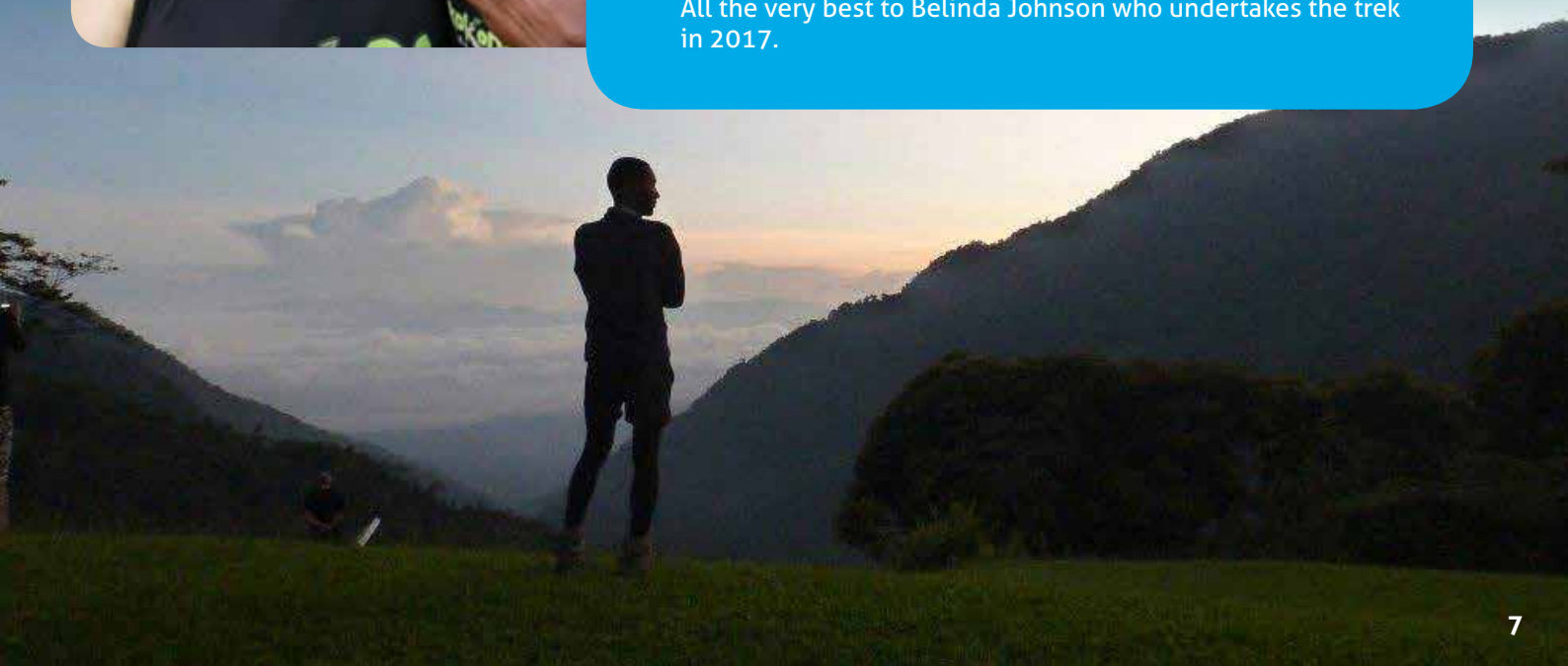
The one question I have been asked a lot is “How was it?” It was amazing! It was actually a bit of everything; emotional and physical, it was absolutely worth doing and I am so glad I had the opportunity to go on such an amazing journey.

I believe the Mentee/Mentor idea and partnership is a successful program, making some very good friendships where we supported each other in the good times and bad; we laughed together, cried together and helped everyone. The support was unexplainable. Without some of the invaluable support I think I would still be out there walking!

Even though I unfortunately didn’t get to walk with my Mentee due to her withdrawing from the program early, we have become friends and we are still in contact with each other. I am so thankful for this.

I believe the journey has helped to boost my confidence and gave me strength in areas I didn’t think I had. I now feel that since I have completed the Kokoda Trek – I can face anything.

All the very best to Belinda Johnson who undertakes the trek in 2017.



## Kokoda 2016 – Abdo Abdulkarim

In 2016, I was privileged and honoured with a lucky chance to give back to my community by being part of the MASP KYM Program. Just like often many participants would say, it was a fantastic and life changing experience, particularly for the youngsters whom the program is aimed at.

In anticipation and preparation, we trained three times a week from February to September 2016 before we flew out on the 30 September. Training was important for building strength, resilience and endurance but even more importantly to unite and bond the team spirit together. As one big happy family, we supported and helped one another through it all and made the best of our human shortcomings and the cold wintery nights to move forward and persist to challenge ourselves.

Before we knew it, the departure date sneaked up on us and off we went.

After arrival in Port Moresby, no time was wasted and we were off on our first day of trekking the next morning with our gear and backpacks safely secured on our backs.

Every day was a new adventure that was completely different. We trekked for 9 days and saw infinite natural beauty and culture as well as heartbreaking historical battle sites. As we followed in the heroes' footsteps, we saw plenty more cemeteries, memorial sites, trenches, used and unused ammunition and explosive along the Kokoda trail. These sites put it all in perspective for all of us and reminded us that while we complained about our temporary lack of comfort, these fallen heroes gave up their lives for us enduring the hot, humid days with intensely cold nights, torrential rainfall, jungle terrain, tropical disease, the relentless fight, limited food, equipment and firearms

supply of all kind. We did have a whinge about the challenges of the trek considering the endless falling, slipping and sliding but we always had our fallen heroes on our minds and never lost perspective.

At the end of each day, we came back together as one happy family, debriefed about our challenges and struggles and lifted one another up acknowledging how far we have come and what we are capable of doing as individuals. Hence again, took the next day head on.

People often ask me what my favourite memory was, but that is so hard to answer because there are so many! However, the natural beauty, the welcoming culture and people of PNG, camping out in the jungle, and getting the opportunity to visit historical battle sites are at the top of my 'favourite list'. This opportunity gave me a new outlook and perception on life and other cultures around me. I hope everyone gets the opportunity to experience it too.

It was remarkable, particularly from the youngsters, observing developmental changes in their attitudes and self-confidence they have gain in such a short period of time. They become more helpful and considered others' interest first. They had a relaxed and grateful demeanour about them. It was super rewarding to experience that.

I am indeed honoured and deeply grateful to SCHS for this amazing and fulfilling opportunity and also for the ongoing support of MASP with the KYM Program year after year. The program has a ripple effect benefits that extends to everyone, all the way to the wider community.

*A special mention to Mr Ken Innes and Mr Greg Robinson, the mastermind of the team from MASP whom without this program wouldn't be where it is and what it is today. I am deeply thankful for it all!*





# our community



## Engaging our consumers in developing responsive services

By the start of 2016 the SCHS Consumer Advisory Committee (CAC) active membership had dwindled down to two community members. With the support of the CEO and Board of Directors, a rigorous review of the terms of reference was undertaken, coupled with a dedicated recruitment campaign to enlist new members. It was hoped to attract 8-10 community members to the committee, with members committed to attend a minimum of three meetings a year. The campaign was successful, so in August 2016 meetings restarted with nine community members. As at June 2017 membership has grown even further, with 12 community members regularly attending our monthly meetings.

The passionate and committed community members that make up the CAC have really committed their all to the various activities the committee has been associated with, rolling up their sleeves and dedicating their time, knowledge and experiences to ensure services are responsive to their needs. From preparations for SCHS' 40th celebrations (including the donations of memorabilia and anecdotes), selection and promotion of way-finding symbols, addressing consumer feedback, assisting with incident investigations through to volunteering at the Easter Appeal and Golf Days, their efforts have been outstanding. Many members have also campaigned at local, state and federal levels for government action on health and social matters in order to positively impact on the health and wellbeing of their fellow friends, neighbours, family and our community in general.

With members from Walpeup to Merbein, from newborns to those in their 80s, from students to retirees, and all cultural backgrounds, our CAC is diverse, dedicated and determined. This diversity has enhanced our organisation's connection with community, providing SCHS with invaluable experiences, improvement, ideas and honest, factual, real-time performance appraisals.

Thanks to the CAC, our clients now also have access to a hot drinks vending machine, music during exercise classes, increased awareness of how our various programs and clinics operate, fact sheets and publications that are much more relevant, tailored and useful to them.

Unexpectedly, there has also been an extraordinary amount of respect, praise and support for SCHS staff shown by the members. This reinforces the fact that the work SCHS does really is appreciated and has a positive impact on the lives of clients and their families. The CAC's high regard for staff safety and wellbeing reflects this appreciation, with the committee often enquiring as to the supporting policies and procedures that are in place.

The reinvigorated CAC is now focussed on ensuring SCHS remains resilient and responsive to the changes in the external environment. SCHS look forward to another year of shared enlightenment, growth and progress of the committee.

## Hands Up Mallee

The local Collective Impact initiative, Hands Up Mallee, aims to make long term social change that will improve the quality of people's lives and the overall wellbeing of our community.

The initiative brings together diverse views and ideas from across the community to identify the social issues that have the greatest impact on our long term wellbeing and determine how best to address them. It coordinates effort and resources across all sectors including non-profits, social services, business, communities, philanthropic and governments to improve the systems that serve us. It will require advocating for state and federal alignment of policies and resources for the large-scale social change we need.

After over two years of intensive consultation with more than 1,600 residents and key local organisations, Hands Up Mallee has announced the community's Common Agenda to create long term change.

Throughout the exhaustive research and consultation over the past two years, which included speaking to residents from a diverse range of backgrounds, several clear directions emerged.

- Priority should be given to investing in our residents' early years
- Prevention and early intervention are critical to breaking existing cycles of social and economic disadvantage, and ultimately creating long-term change
- Parenting, play and home environments are critical elements therefore strengthening families is imperative
- Citizens supporting Citizens will also be a focus, where we aim to foster support for one another and look out for others around us



## HANDS UP MALLEE



There are no quick fixes, this is long term work. It requires changing culture around the way we think and work together, how decisions about programs, policies, resourcing are made and ultimately how the system serves our community. Changing the system will take years. New ideas will be tried, succeed, fail, learn and adapt as the community grows. Fortunately there is an opportunity to build on the already existing partnerships and successes, which places the Mallee in a strong position.

# our partners

***“SCHS is a strong believer that to achieve better health outcomes, services need to operate from a social model of health perspective.”***

## VLA PARTNERSHIP

After recognising the overlap of health and legal issues in many people’s lives, this year SCHS announced a welcome partnership with Victorian Legal Aid (VLA)

Extensive consultation with legal assistance providers in the region revealed unmet legal need, particularly where clients have complex civil law legal problems or multi-party child protection matters. As the Mallee region is ranked fifth most disadvantaged local government area in Victoria, VLA identified that it was vital they establish a presence in the region.

Through the consultation process, VLA recognised that very few people will just walk off the street having identified a legal problem. Before seeing a lawyer they often speak to a trusted adviser and that’s usually a health service provider. We will be targeting areas where there isn’t significant help, in particular mental health advocacy, child protection disputes, tenancy disputes and Centreline disputes.

SCHS is a strong believer that to achieve better health outcomes, services need to operate from a social model of health perspective. This means providing a range of services that improve the overall health and wellbeing of our clients, such as resolving their legal problems, which can in turn help address their often-interrelated health needs

VLA saw an exciting opportunity to establish a local health justice partnership in Mildura, by co-locating with a local health service provider. After extensive consultation with the local community, VLA identified SCHS as its preferred partner and commenced co-location with SCHS in February 2017. Since then VLA has been busy establishing the service, with service delivery anticipated to commence in July 2017.

The VLA service in Mildura will be targeting areas where there isn’t significant help currently available, in particular mental health advocacy, child protection disputes, tenancy disputes and Centrelink disputes.



## Mildura Region School Breakfast Program

The Mildura Region School Breakfast Program (MRSBP) and its newly established Governance Group are facilitated by SCHS. This role sees SCHS host quarterly and bi-annual meetings each year, provide financial advice and management of funds along with basic program and administration support for all participating schools from Healthy Together Mildura (HTM).



This year MRSBP was named as the primary charity recipient of \$75,000, raised from the annual Powercor Tour de Depot by cyclists and spectators. It was an honour to have been chosen as the 2016 Powercor Tour de Depot charity partner as this will make the world of difference to the program. Not only does it enable the program to continue to support 13 local schools to provide over 1000 breakfasts per week to children across the region, but it also allows for the expansion of the program to assist even more children.

The Powercor Tour de Depot also raised the profile of this innovative collaboration between local schools and SCHS. So it was an honour to be associated with an event, which engages families and promotes health and wellbeing.

The Lions Club of Mildura also supported the MRSBP, providing \$3,733 towards this valuable program. All donations are gratefully received as the program does not receive any government funding and relies on donations from local businesses and service clubs.

These generous donations means the Breakfast Partnership can continue to expand to include more schools and fulfil our vision of ensuring that every child in our region has a nutritious start to the day. Breakfast programs at Mildura Region School Breakfast Partnership schools are open to all students, not just those in financial difficulty. It is important that breakfast programs are not stigmatised, but instead are a safe place for social interaction as well as healthy food for everyone.

## Health Care Coordination for our most vulnerable

This year the role of the Health Care Coordinator (HCC) commenced in collaboration between SCHS and MASP (Mallee Accommodation and Support Program) residential services. The program is in line with the Victorian Government Department of Human Services Roadmap to Reform.

The objective of the program is to create coordinated services that work together to meet the needs of vulnerable families and children, but particularly for those children in Out of Home Care. To achieve this significant relationships with relevant internal and external service providers involved in the young persons care are required, with all partners working towards the end goal of providing holistic care for the young person.

Through this program SCHS has also enhanced their relationships with other service providers with the establishment of the HCC role. These providers include Youth Justice, Child Protection, the Mildura Rural City Council Immunisation service, FLO Connect, Take 2 Berry Street, Mallee Sexual Assault Unit and Victoria Police to name just a few.

The benefit of these relationships has been the increased communication between services, with the aim of early and timely assessment of the health needs of the young person. With the recent employment of a GP at SCHS this has also enhanced the model of care and capability of health service providers to respond appropriately to the needs of the young people.

# our services

## Every Toddler Talking

SCHS was successful in their application to participate in the Every Toddler Talking research trial conducted by the Victorian Department of Education and Training. This trial is investigating ways to improve language and communication for babies and toddlers in seven trial locations across the state, with a particular emphasis on collaboration between speech pathologists from community health services, and early childhood educators.

Kathy Stidwill, (SCHS speech pathologist) together with an educational leader from Playalong Early Childhood Education Centre, were trained over five days in February 2016 as facilitators in the Hanen Centre's Learning Language and Loving It program, and subsequently trained the majority of the educators from Playalong in the program. Training commenced in July 2016 consisted of 8 x 2.5 hour group sessions and 6 individual video feedback sessions. At the majority of the group sessions each individual educator developed an action plan of how to incorporate the strategies learned into their practice and this was then recorded and discussed at the individual feedback sessions at the centre with either the educational leader or speech pathologist.

An evaluation team from the University of Melbourne visited the Early Childhood Education Centres and took measures prior to the training commencing, soon after completion of the training and then six months after the training. A number of centres across the state were chosen as control sites including one in Mildura. These centres were offered a one day training in the Learning Language and Loving It strategies at the completion of the project. The evaluation team from Melbourne conducted focus group sessions in May 2017 to gather feedback from both participants and presenters in the trial.



## 10 years of walking and talking

August 2016 marked the anniversary of the Mildura Central Walking Group and in 2016 it was a major milestone with the Walking Group celebrating 10 years of operation. The local community has appreciated the great partnership between SCHS and Mildura Central to provide such a great initiative, with around 70 people attending the program on a Tuesday and Thursday morning at Mildura Central.

When an SCHS Physiotherapist spoke to a few group members about the 10th birthday milestone, there were three things that kept coming up about the group: how great it was to assist with rehabilitation and mobility, the friendships and companionship, and the climate controlled, flat and fly free environment.

Another walker who has been attending the group for eight years remembers when she first attended the group, she had just moved to Mildura. She found that being able to walk at her own pace in such a safe environment, with support from Physiotherapists, really assisted with her recovery from the hip replacement.

Over the years of the walking group there have been many 'adventures', but in the last year these adventures have included walkers recording their steps to trek around Australia followed by New Zealand, the annual group birthday celebrations, Christmas lunches and crazy dress ups. The 10th year of the walking group probably saw the craziest series of dress ups, where group members dressed up as the 12 days of Christmas in the six weeks leading up to Christmas, with modified lyrics relevant to the Mildura Central Walking Group.

## Dialectical Behaviour Therapy (DBT)

In January 2017 the general counselling service introduced a Dialectical Behaviour Therapy (DBT) Group. This therapy is run weekly in a group environment to provide individuals with new skills to achieve balance in their life and to live in the present moment to help reduce their stress.

Over the past eight months the group has grown and has become well know to other services within Sunraysia. Since January 39 clients have been referred to the group to help reduce their anxiety, depression, chronic pain and help them to accept those things in life we can not change. We have had positive feedback by participants who are currently still attending and have commented DBT has changed their life and they will be forever grateful for the service.

The Dialectical Behaviour Therapy service consists of four modules each lasting between 6-8 weeks every Monday for 2 hrs:

- Mindfulness (Core Skills to learn before commencement of other modules)
  - Learn how to live in the present non - judgmentally with purposeful awareness to help reduce anxiety, depression and ruminating thoughts
- Interpersonal Effectiveness
  - Learn effective communication skills to increase low self esteem and to respect yourself and others
- Emotional regulation
  - Learn skills how to regulate your emotions by understanding them and their purpose
- Distress Tolerance
  - Learn strategies to reduce addictive and impulsive behaviours

The general counselling service looks forward to supporting clients into the future and providing a non-judgemental place for individual's to learn new skills and strategies to challenge their reality of the world in a caring environment with our Dialectical Behaviour Therapy facilitators.

***“... we have had positive feedback by participants who are currently still attending and have commented... DBT has changed their life and they will be forever grateful for the service.”***

## Daybreak 2016-2017

Many exciting things have been happening over the last 12 months within the Daybreak Non Residential Rehabilitation Program (NRR). Daybreak has moved into a new premise at 260 Deakin Ave and both clinicians and participants have recognised the positive benefits of doing so. Participants have stated that they feel more relaxed and comfortable at the new Daybreak house; a place where they can take pride in; feeling at home while being supported in a safe, engaging and confidential environment.

The Daybreak house provides separate rooms for group therapy, dining, recreation and meditation, something that previously wasn't available, and allows space for individual contemplation if needed. It is amazing the conversations, 'therapy/healing/recovery' that happens informally outside the group therapy room. There is a saying around Daybreak that 'Magic Happens', which can be largely attributed to this informal process.

Five Daybreak programs have been completed between July 2016 and June 2017, where some amazing journeys have been shared with the participants. It is inspiring to see individuals and groups evolve over the 6 weeks of the program and the smiles and confidence that is created from group support, personal introspection and quite a bit of hard work.

The Daybreak program would not be what it is without external service providers such as Mildura Rural City Council's Community Employment Program, St Luke's Family Services gambling advice and financial counselling services, Alcoholics Anonymous, Snap Fitness and Mindful Imagery. Daybreak is also incredibly grateful for the support of the internal SCHS service providers, General Counselling, Healthy Together Mildura, Dental, Victorian Legal Aid and Drug Treatment Services counselling team. Thank you all for your continued support. Daybreak looks forward to working with you all in 2017/18.



# our organisation

## 40th Celebrations

This year SCHS celebrated 40 years' service to the community.

A host of activities were held during the week long celebration to mark the milestone, from the official opening of the new building, open days and the Gala Dinner on the Saturday evening.

During the week, the new state-of-the-art facility in Thirteenth Street was officially opened by the Federal Minister for Health and Aged Care and Minister for Sport, The Hon Sussan Ley MP. Dignitaries from a range of local organisations and the State Department also attended the official opening. The indigenous artwork in the foyer set the scene beautifully for the start of the Official Opening, which included Jamowen Kennedy leading the Minister into the ceremony with his impressive didgeridoo skills, followed by a traditional dance provided by the Barkindji Dancers. Following the formalities, guests enjoyed afternoon tea and tours of the state-of-the-art building.

On the Monday evening, a separate function was also held for our partner agencies who were unable to attend during the day due to work commitments. Partners were provided a brief presentation on the history of SCHS over the past 40 years, before also being treated to a tour of the future of SCHS with a guided tour of the new facility. Commemorative SCHS wine and champagne glasses were also provided to partner agencies to recognise the importance of these partnerships in SCHS past and future.

As part of the 40th celebrations, the public also had the opportunity to see the inner workings of SCHS with open days held at both SCHS locations.

At the HECHT Adult Day Activity Centre, community based programs are provided for frail, aged and disability clients to engage in social support groups. The open day showcased the range of activities provided at the centre, which assists clients to maintain independence and live independently in the community for as long as possible. It was also a great opportunity for other service providers, clients, family and carers, as well as community members to tour the facility and see what is on offer. Staff and volunteers were available to answer questions about the centre and programs available with centre tours conducted on a regular basis. A barbeque lunch was provided along with other activities including arts, crafts, displays and more created by clientele.

The new building also opened its doors to the public, welcoming everyone to come along to SCHS and learn more about their community health service. More than 250 people attended the open day. Each of these visitors had the opportunity to meet the many friendly clinicians who provide services at SCHS with each service providing an information display on the services they provide. A healthy barbecue lunch was also provided to visitors on the day as well as a range of come-and-try classes such as Tai Chi and Nordic walking. Tours of the new building were also provided to give the community the opportunity to see the inner workings of the whole building, something they may not experience as just a general client.

**40**  
CELEBRATING  
**YEARS**

The week of birthday celebrations culminated in the glittering SCHS Gala Dinner. The night recognised the longevity of SCHS and celebrated its achievements over the past 40 years. All past and present associates of the service were invited. It was a great night of fun and dancing and speeches from staff both past and present, capturing the last 40 years. All speeches were well done, and exuded the passion people have in working for SCHS.



## Official Opening

On Monday 22 August 2016, The Hon Sussan Ley Minister for Health and Aged Care and Minister for Sport officially opened the second stage of the Sunraysia Community Health Services Redevelopment project on the corner of Thirteenth Street and Deakin Avenue in Mildura.

Simone Heald, CEO of SCHS officially welcomed guests to the occasion, before handing over to the Aboriginal staff of SCHS to perform the Acknowledgment of Country and conduct an Awakening of Spirits Welcome. The Barkindji Dancers also provided a traditional dance.

"It is fitting that today is exactly 40 years to the day since our first site at Merbein was officially opened on Sunday 22 August 1976", said Mrs Heald. "In January of this year, all services were finally relocated to our new site, just before I commenced as CEO in February. It is an honour to have such a fantastic facility for staff to be able to service our clients."

Over 40 years ago the local Merbein community had the foresight to see the need for its own health centre. Since then the service has grown over the past 40 years from: three employees to 150, five health programs to 55 and from an annual turnover of \$36,000 to \$13 million.

Mrs Leonie Burrows, Chair of the SCHS Board, provided an overview of the history of the redevelopment project which has successfully taken surplus state government land at the corner of Thirteenth Street and Deakin Avenue, and turned it into a multi discipline, state of the art health facility.

"The land was declared surplus, with the relocation of the Mildura Base Hospital to its current location on Ontario Avenue, so in 1999, the Board began negotiations to secure the land, at the old Mildura Base Hospital site", said Mrs Burrows. "These negotiations were successful and, in 2008, stage one of the building project began."

The first stage of the development was completed in 2010 and included our revised Dental facility. This would not have been possible without our partnership with Dental Health Services Victoria and La Trobe University.

The following year the federal government announced it would provide \$15 million to fund the second stage of the redevelopment and plans were drawn up in 2012. Four years later, SCHS has now moved the majority of its services to the new site to achieve the Board's goal of developing a modern, purpose built community health services centre, combining three different locations into a single facility.

"The new facility is the culmination of many years of planning and saving", said Mrs Burrows. "It has only been possible due to the hard work and dedication of many people over the past 18 years including the support of strong Boards over the years, skilled and committed CEOs, dedicated staff and selfless volunteers."

The new facility will take SCHS into the rapidly and positively evolving future of community health. Delivering a service that is in line with customer choice, market focussed and competitive in a growingly competitive service sector. It allows SCHS a strong basis to continue to focus on quality, innovative and responsive delivery of services, based on individual and community needs.





## Reinvigorating the local Easter Appeal

In 2017, SCHS decided to reinvigorate the old Good Friday Media Appeal to raise funds for local health and community services in Mildura. From this the SCHS Mildura Mazda Easter Appeal was established, with Mildura Mazda coming on board as the naming rights sponsor.

While SCHS is funded to provide a range of quality health services to meet the needs of the Sunraysia community, a gap was identified in services available locally to support parents of children of all ages. Parenting challenges don't end once a child reaches school age, they simply change, so SCHS' vision for the future is to provide a stand alone parenting centre locally. The centre will provide a safe place for parents to source support for all and any challenges they face, at any stage of their parenting journey. Funds raised from the inaugural SCHS Mildura Mazda Easter Appeal will help make this Centre a reality.

Collection tins were placed at 40 locations across Mildura and we also had volunteers present at venues which included the Farmers Market, Rowing Club Lawns, and sporting events, to engage with the many locals and visitors who are about and about in Mildura for the long weekend. A telethon for donations to be made over the phone was also held on the Friday, a my cause page developed for online donations and a Facebook page to promote the appeal.

None of these activities would have been possible without the time and dedication of the many staff and volunteers who assisted with the implementation of the inaugural appeal. Forty one volunteers provided over 200 hours of volunteer time to assist with rattling tins at activities during the Appeal. The Appeal would also not have been as successful without the support of our sponsors – Mildura Mazda, Sunraysia Daily, Win Television, Southern Cross Austereo, Sunnyland Press and Totally Workwear. SCHS looks forward to continuing to partner with these sponsors for the future success of the appeal.

The inaugural appeal provided SCHS with an opportunity to be involved with the community and provide awareness of the services SCHS can provide, which was a positive in itself. Most importantly though it provided a solid foundation for the appeal that can be built on in future years, to continue to raise funds for local health and community services in Mildura.



## Our 2017 staff

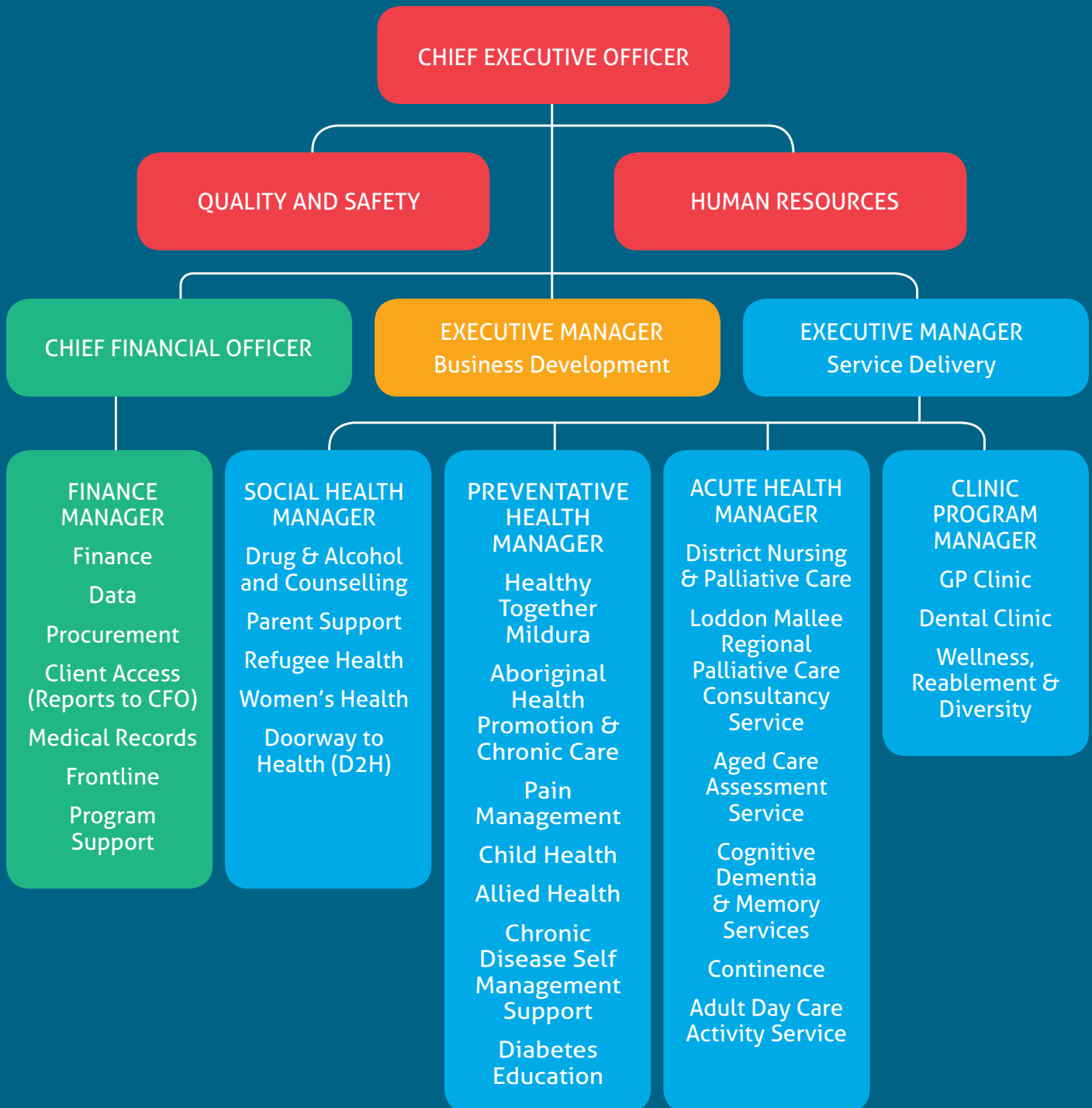
ABDULKARIM Abdo  
ALDERTON Rebecca  
ALLEN Sharon  
ARMSTRONG Susan  
AVERY Lee  
BABLER Patricia  
BADENOCH LeRoy  
BAIRD Gayley  
BALLARD Majella  
BARLOW Karlie  
BARRY Anika  
BATES Clair  
BAYNES Holly  
BEARD Melissa  
BEAULIV Hodi  
BERGIN John  
BEYEN Joanne  
BHANDARKAR Cleeta  
BOND Sue  
BONE Tracy  
BRYMER Rhys  
BRYMER Sonia  
BUTTON Megan  
CALDECOTT Catherine  
CALIS Volkan  
CALLALY Pam  
CARN Sarah  
CARR Brittany  
CARTER Daryl  
CARTER Lisa  
CARTER Margaret  
CESCO Jacqueline  
COCKS Julie  
COLLINS Joanne  
COOMBES Simone  
COULBOURN Diane  
CRAIG Jennifer  
CRAMER Simone  
CUA Angelina  
CUMMINS Felicity  
CURLEY Jacinta  
CURRAN Linda  
DANNATT Rachel  
DAVIS Charlene (Charlie)  
DAVIS Jenna  
DAWSON Jackie  
DE LUCA Sam  
DEAN Carol  
DENTON Bernadette  
DICHIERA Gabriella  
DIXON Belinda  
DODDS Amy  
DOECKE Tamra

DOIG Raymond  
DOUGLASS Emma  
DUFF Laura  
DUFFIELD Rosemary  
DUNNING Lisa  
DYKE Rachael  
EDGCUMBE-MORRELL  
Bonnie  
EDWARDS Andrea  
EVANS Annetta  
FAULKS Shelley  
FINCH Jolene  
FISHER Donna  
FISHER Joan  
FLEMING Leah  
FONTE Joseph  
FONUUA Nola  
FOUIN Nikki  
FOX Dianne  
FOX Ruth  
FULLER Rachel  
FULTON Matthew  
GALLAGHER Elizabeth  
GARLAND Katrina  
GEE Matthew  
GENTLE Julie  
GIDDENS Adelaide  
GLUE Sheena  
GODFREY Lisa  
GOGLER Jodie  
GOODREM Michael  
GOODWIN Jessica  
GOULLET Louise  
GRAHAM Sharyn  
GREENHILL Jordyn  
GREGG Zeljka  
HAARMANN Petra  
HAMILTON Vicki  
HANCOCK Caitlin  
HANCOCK Leanne  
HANSENS Julian  
HARDMAN Ruth  
HARRISON Donna  
HEALD Simone  
HENDERSON Linda  
HILL Sue  
HISSEY Matthew  
HOSKEN Alana  
HOUSE Serena  
HULLS MaryJane  
IBRAHIMI Zia  
JAEGER Christiane  
JETSON Samantha

JILBERT Nathan  
JOHNSON Belinda  
JONES Jennifer  
JONES Tracey  
JOSE Jeena  
JOYCE Lauren  
JUKES Cheree  
KELLY Megan  
KENDALL Andrea  
KERR Pauline  
KEWISH Susan  
LAMBERT Lisa  
LE GASSICK Toula  
LEHMANN Amy  
LIN Che  
LINKLATER Rochelle  
LITTLEHALES Leah  
LIVENS Melinda  
LLOYD Jan  
LONGERI Rachael  
LONSDALE Melissa  
MALONEY Kate  
MALYCHA Nadine  
MARLAIS Tereena  
MARQUICK Gaylene  
MAYNARD Tracey  
MAZZA Nicola  
MCCRACKEN Jane  
MCDONALD Kiran  
MCGINTY Tara  
MCKECHNIE Lucy  
MCKEE Denise  
MCKINLEY Sonja  
MCLARTY Anya  
MCLEAN Shari  
MCVEIGH Alisha  
MEHTA Joshal  
MICHALSKI Beverley  
MIDDLETON Kristy  
MILLER Laura  
MODOO Katherine  
NEYLAND Jane  
O'BRIEN Deborah  
O'CALLAGHAN Simone  
O'CONNOR Lisa  
O'NEILL Kevin  
ORIEL Eboni  
PARKER Tammy  
PAYNTING Raylene  
PHARMACIS Georgina  
PHILLIPS Kathryn  
PORTER Bethany  
PRATT Kate

RAMSEY Amanda  
REDDICK Jackie  
REICHEL트 Rosemary  
RIVETT Gayle  
RIZZICA Ainslee  
ROBERTSON Lynette  
ROYAL Shanna  
RUDKIN Jennifer  
RUYG Megan  
SANDERS Lois  
SAUNDERS Shayna  
SCHILLER Felicity  
SCHILLER Lois  
SEXTON Kaleb  
SEYMOUR Brittany  
SHARMA Rohit  
SHARMA Samta  
SHEPHARD Leeanne  
SHORE Candice  
SIMPSON Gary  
SMITH Brando  
SMITH Joanne  
SMITH Margot  
SOTNIKOV Kaye  
SOUTH Narelle  
SPARKES Jordan  
SPINKS Mandy  
STARKOVA Anastassia  
STEELE Emma  
STEPHENSON Tricia  
STEWART Geraldine  
STIDWILL Kathryn  
STONE Sharon  
THOMPSON Amy  
THOMPSON Dale  
THORKILDSEN Denise  
THORNTON Sue  
TIPPETT Antoinette  
TRENORDEN Robyn  
VAN DOREN Candice  
WATSON Allyson  
WATTS Helen  
WATTS Selma  
WEAVING John  
WEBB Leonie  
WILKES Matthew  
WILLIAMS Sharon  
WILLSMORE Ursula  
WILSON Annette  
WITHERS Michelle  
WOOD Julianne  
WOODS Natasha  
YATES Kadiesha

# System Leadership Model



# our directors

## Our Directors



Leonie Burrows   Anne Hines   Steven Fumberger   Gerald Mutubuki   Frank Piscioneri   Brian Smith   Tara Williams   Rebecca Boreham   Paul Naylor

Leonie Burrows  
Board Chair  
Commenced 2004  
Sub-committee representation:  
Audit & Finance Committee

Anne Hines  
Board Vice-Chair  
Commenced 1990  
Sub-committee representation:  
Governance Committee – Chair

Steven Fumberger  
Commenced 2016  
Sub-committee representation:  
Audit & Finance Committee

Gerald Mutubuki  
Commenced 2017  
Sub-committee representation:  
Audit & Finance Committee

Frank Piscioneri  
Commenced 2009  
Sub-committee representation:  
Audit & Finance Committee - Chair

Brian Smith  
Commenced 2012  
Sub-committee representation:  
Governance Committee

Tara Williams  
Commenced 2016  
Sub-committee representation:  
Governance Committee

Rebecca Boreham  
2010 - 2016  
Sub-committee representation:  
Governance Committee

Paul Naylor APM  
2013 - 2017  
Sub-committee representation:  
Governance Committee

## Meetings of Directors

Directors	Directors' meetings		Audit & Finance committee meetings		Governance committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Leonie Burrows	10	9	10	8	-	2*
Rebecca Boreham	4	1	-	6*	1	1
Anne Hines	10	9	-	-	5	5
Frank Piscioneri	10	9	10	10	-	-
Brian Smith	10	10	-	-	3	3
Paul Naylor	6	1	-	-	2	0
Steven Fumberger	10	8	10	10	-	-
Tara Williams	6	5	-	-	4	4
Gerald Mutubuki	6	3	6	1	-	-

\* attended as an invited guest

# our finance

## STATEMENT OF COMPREHENSIVE INCOME as at 30 JUNE 2017

	2017	2016
	\$	\$
<b>Revenue</b>		
Operating revenue	<b>15,639,109</b>	17,636,245
Other revenue	<b>122,815</b>	111,973
Investment revenue	<b>170,344</b>	162,700
Profit on sale of non-current assets	<b>15,816</b>	46,822
<b>TOTAL REVENUE</b>	<b>15,948,084</b>	<b>17,957,740</b>
<b>Less: Expenses</b>		
Employee benefits expense	<b>11,584,985</b>	10,503,269
Client expense	<b>1,446,876</b>	1,217,071
Depreciation expense	<b>653,576</b>	367,999
Occupancy costs	<b>385,144</b>	359,801
Transport expense	<b>96,065</b>	100,701
Information technology expense	<b>395,733</b>	364,835
Maintenance and cleaning expense	<b>324,687</b>	286,828
Staff related expense	<b>195,720</b>	244,696
Other expenses	<b>430,934</b>	427,590
Loss on revaluation of land and buildings	-	210,758
<b>TOTAL EXPENSES</b>	<b>15,513,720</b>	<b>14,083,548</b>
<b>SURPLUS</b>	<b>434,364</b>	<b>3,874,192</b>
<b>OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>	-	-
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>434,364</b>	<b>3,874,192</b>

**STATEMENT OF FINANCIAL POSITION as at 30 JUNE 2017**

	2017	2016
	\$	\$
<b>Assets</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	<b>9,325,176</b>	8,112,878
Trade and other receivables	<b>243,918</b>	278,058
Other assets	<b>613,120</b>	271,625
<b>TOTAL CURRENT ASSETS</b>	<b>10,182,214</b>	8,662,561
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	<b>18,199,711</b>	18,865,088
<b>TOTAL NON-CURRENT ASSETS</b>	<b>18,199,711</b>	18,865,088
<b>TOTAL ASSETS</b>	<b>28,381,925</b>	27,527,649
<b>Liabilities</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	<b>1,073,479</b>	910,661
Provisions	<b>1,681,276</b>	1,455,557
Other liabilities	<b>178,109</b>	174,412
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,932,864</b>	2,540,630
<b>NON-CURRENT LIABILITIES</b>		
Provisions	<b>399,256</b>	371,578
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>399,256</b>	371,578
<b>TOTAL LIABILITIES</b>	<b>3,332,120</b>	2,912,208
<b>NET ASSETS</b>	<b>25,049,805</b>	24,615,441
<b>Equity</b>		
Accumulated surplus	<b>25,049,805</b>	24,615,441
<b>TOTAL EQUITY</b>	<b>25,049,805</b>	<b>24,615,441</b>

## STATEMENT OF CASH FLOWS as at 30 JUNE 2017

	2017	2016
	\$	\$
<b>Cash Flows From Operating Activities</b>		
Operating grants and receipts from customers	<b>17,229,141</b>	17,256,739
Payments made to suppliers and employees	<b>(16,214,804)</b>	(14,854,975)
Interest received	<b>170,344</b>	162,700
<b>NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES</b>	<b>1,184,681</b>	2,564,464
<b>Cash Flows From Investing Activities</b>		
Proceeds from sale of property, plant and equipment	<b>367,176</b>	152,916
Payment for property, plant and equipment	<b>(339,559)</b>	(5,044,328)
<b>NET CASH USED BY INVESTING ACTIVITIES</b>	<b>27,617</b>	(4,891,412)
<b>Cash Flows From Financing Activities</b>		
Net cash provided on financing activities	-	-
Net increase/(decrease) in cash and cash equivalents held	<b>1,212,298</b>	(2,326,948)
Cash and cash equivalents at beginning of year	<b>8,112,878</b>	10,439,826
<b>CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR</b>	<b>9,325,176</b>	8,112,878



**SCHS**

Sunraysia Community  
Health Services

ACN 137 172 019

PO Box 2803  
MILDURA VIC 3502

Ph: (03) 5022 5444  
Fax: (03) 5022 5445  
Email: [schs@schs.com.au](mailto:schs@schs.com.au)

**Office hours:**  
8.30am to 5:00pm  
Monday to Friday

**Our sites:**

137 Thirteenth Street, Mildura

H & L Hecht Adult Day Activity Centre - 5 Johns Street, Mildura