



SCHS

Sunraysia Community
Health Services

Annual Report 2019






VISION Health and social equity for our communities

MISSION To explore and deliver innovative solutions to health and social needs.

We provide health services within a social model of health. This means we understand that social, cultural, political, environmental, and physical factors all contribute to health and well-being.



CONTENTS

VISION	2
MISSION	3
CHAIR AND CHIEF EXECUTIVE OFFICER REPORT	4
BOARD AND GOVERNANCE	5
BOARD OF DIRECTORS	6
STRATEGIC PLAN	10
KEY ENABLERS	10
VOLUNTEERS	22
STAFF	23
CLIENT OUTCOMES - FEEDBACK	24
FINANCIAL SUMMARY	27



Leonie Burrows (Board Chair), Simone Heald (CEO)

CHAIR AND CHIEF EXECUTIVE OFFICER REPORT

Sunraysia Community Health Services (SCHS) has had a successful year as we continue to strengthen our organisation through initiatives that continue to connect us to the community, reinforce our workforce capability, and enhance service delivery.

The Social Health Volunteer Program is a program that reflects the diversity of our community through providing volunteering opportunities for those who may not have engaged in volunteering before, due to a variety of barriers. Volunteering has benefits for both individual and the organisation, for example through participating in the program, individuals obtain benefits to their own health and wellbeing through a social and professional connectedness to an organisation, and we extend our community as part of our workforce.

We continue to be dedicated to hearing the voice of the community, and have appointed a Community Engagement Officer to facilitate this. The role has allowed SCHS to receive ongoing feedback from the community through, for example, the Consumer Advisory Committee, specific forums, meeting with clients whilst awaiting appointments, and through art programs such as Merbein Mosaic group. Activities such as these have increased voice of the community, and allows us to ensure our services are truly aligned with community needs. We would like to take this opportunity to thank all community members who have participated to the enhancement of SCHS, and in particular, the Consumer Advisory Committee who regularly commit to being part of our organisation.

Our HomeBase project is a true community-led project, led by youth, for youth. SCHS supported HomeBase youth to trial their concept for a seven-week period, which demonstrated a requirement for this service. Resulting from this, a further six-month trial is currently underway. Other successful community projects supported by SCHS include Music Generations Program, One Voice Choir and Midnight Basketball.

Cultural training for SCHS staff has continued throughout 2019. Our training has been enhanced through a partnership with the Mildura Base Hospital, who provided the theoretical training component. This has been combined with the services of Culpra Station, who have delivered on Country experiences, providing a valuable transition of learning from the classroom into an applied setting.

SCHS has also committed strengthening the research and academic capability of our organisation, and to grow and develop our workforce. With the appointment of an Academic and Research Officer, SCHS has completed a successful academic year including a strong partnership with La Trobe University resulting in the appointment of an Industry PhD candidate, completion of further evaluation of our End of Life Palliative Care program and academic publications. To further support our staff and strengthen leadership capability at SCHS, we continue to support the Northern Mallee Leadership Program. In 2018, two staff completed the program and a further three are undertaking this program in 2019.

The Board of Directors have a strong understanding of our community, and have continued to invest to ensure that SCHS meets the needs of the community. Commitment has occurred through both the financial contribution with the Board funding our community projects, and personal resources through their ongoing commitment. During the last 12 months, the Board also undertook a complete review of the SCHS constitution to reflect more contemporary governance processes, and prepare us for continued growth and innovation.

We would like to congratulate and thank the Board of Directors, Consumer Advisory Committee, staff and our community for all contributing to our very successful year.

BOARD GOVERNANCE

Sunraysia Community Health Services Limited is a company limited by guarantee, independently managed and registered under the Health Services Act 1988. SCHS is registered as a not-for-profit and regulated (for the most part) by the Australian Charities and Not-for-profits Commission under the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)* (ACNC Act), which includes the Governance Standards and partly by Australian Securities and Investments Commission (ASIC), in accordance with the laws of the *Corporations Act 2001 (Cth)* (Corporations Act).

Board of Directors

SCHS continues to explore and deliver innovative solutions to health and social needs from our community with strong leadership and dedication of our Board of Directors. Our Directors bring a wide range of skills and experience to their positions on the Board, which allows us to adapt our services and activities to best suit the changing needs of our community.

Over the period of this report, the Board undertook a review of the Strategic Plan, updated the Constitution, developed the Risk Register and revised the Clinical Governance Framework.

Membership: Leonie Burrows (Chair), Frank Piscioneri (Deputy Chair), Steven Fumberger (Treasurer), Anne Hines, Brian Smith, Darren Midgley, Glenis Beaumont, James Adams, Gerald Mutubuki (resigned November 2018), Tara Williams (resigned November 2018).

The work of the Board of Directors is supported by the following board committees: Governance, Audit and Finance and Remuneration and Nominations.

Governance Committee

The Governance Committee assists the board to discharge its duty with respect to overseeing all aspects of good corporate and clinical governance. The Governance Committee makes recommendations concerning self-review, training and development and the induction of Board Directors. The committee also reviews the Chief Executive Officer's (CEO) remuneration including conducting the CEO's performance review, authorises bonuses and reviews the organisational structure.

Membership: Darren Midgley (Chair), Anne Hines, Brian Smith, Glenis Beaumont.

Audit and Finance Committee

The primary objective of the committee is to assist the Board of Directors to fulfil its responsibilities under the ACNC Act, the Corporations Act and relevant requirements of applicable laws, regulations and rules in relation to financial reporting, risk management, internal controls and the internal and external audit functions. Specifically, the committee's role is to report to the Board of Directors and provide appropriate advice and recommendations on matters relevant to the terms of reference of the committee, in order to facilitate decision making by the Board of Directors.

Membership: Frank Piscioneri (Chair), Steven Fumberger (Deputy Chair), James Adams, Leonie Burrows.

Nominations and Remuneration Committee

The function of this committee is to assist the Board to discharge its duty with respect to overseeing all aspects of membership and Board Director and senior executive remuneration.

Membership: Leonie Burrows (Chair), Darren Midgley, Frank Piscioneri.



Brian Smith (Director), Glenis Beaumont (Director), James Adams (Director), Anne Hines (Director), Darren Midgley (Director), Frank Piscioneri (Deputy Board Chair), Leonie Burrows (Board Chair), Steven Fumberger (absent).



Leonie Burrows
Board Chair

BA Information Science, BBus, GAICD, FLGPro, AAIM, MAICD, ALGMA.

Board Director since 2004, appointed Board Chair in 2015, Chair of the SCHS Nominations and Remunerations Committee, and member of the Audit and Finance committee.

Leonie is the former CEO of Mildura Rural City Council as well as the Australian Table Grape Growers, Citrus Growers Australia, and SuniTAFE. Leonie is a Management Consultant and former Board Chair of SuniTAFE and the Victorian TAFE Association, and Board member of the Murray Primary Health Network and Loddon Mallee Regional Development Australia.



Anne Hines
Director

Dip Fashion Design & Production, Trained Technical Teacher's Certificate, Cert. Applied Social Science, B.Ed, Assoc.Dip Art & Design.

Appointed Board Director 1990, and member of the SCHS Governance Committee and formerly Board representative on the Consumer Advisory Committee.

Anne has served 29 years as an SCHS Board Director and has 39 years' experience as a secondary school teacher/ librarian and has held leadership roles in education.



Steven Fumberger
Director

Dip.Mgt, Dip.Project Management, GDip.Emergency Health, Cert.Business Studies (Accounting), Registered Tax Agent.

Appointed Board Director in 2016, Deputy Chair SCHS Audit and Finance Committee.

Steven is currently the Area Manager of Loddon Mallee 3 and MICA Paramedic with Ambulance Victoria.



James Adams
Director

GDip.Legal Practice, LLB

Appointed Board Director in December 2018, member of the SCHS Audit and Finance Committee.

James has been practicing as a lawyer with Ryan Legal since October 2016 following completion of his Graduate Diploma of Legal Practice at Adelaide University and obtaining his Bachelor of Laws from the University of South Australia.



Frank Piscioneri
Deputy Board Chair

FCPA, GAICD, GIA (Cert), CPA.

Board director since 2009; Deputy Board and Chair of the SCHS Audit and Finance Committee.

Frank is an experienced Senior Executive in the field of Financial Management and Corporate Governance, with thirty nine years' experience, and an extensive career in the education sector spanning over 27 years.



Brian Smith
Director

Dip.CivEng

Appointed Board Director in 2012, member of the SCHS Governance Committee and Chair of Project Consulting Group meetings as required.

Brian is an Engineering Consultant with over 35 years experience in engineering and project management. After a period of consulting nationally as a specialist design engineer liaising with engineers and architects, Brian's immediate past experience has been that of Senior Manager of Assets and Planning in the Engineering sector of Lower Murray Water.



Darren Midgley
Director

MBA, Grad. Dip Bus Admin., BN, RN, Dip. Mgt, GAICD, MAICD

Appointed Board Director in 2017, Chair of the SCHS Governance Committee and member of the Nominations and Remuneration Committee.

Darren is a Registered Nurse and has held the position of Chief Executive Officer at Chaffey Aged Care for 9 years. Darren has a passion for community care and an interest in the domains of health, business and governance.



Glenis Beaumont
Director

MBA, GAICD, RN, RM

Appointed Board Director in 2019, member of Governance Committee.

Glenis is a retired Nurse and Midwife with extensive corporate experience in rural health services, complemented by recent roles in the Victorian Department of Health and Human Services. Career-long focus has been service development, system improvements, clinical governance, risk management and quality outcomes.



L-R Mel Wade, Simone Heald, John Bergin

Simone Heald
Chief Executive Officer

RN, Registered Midwife, GDip.Childbirth Education, GDip. Adolescent Health and Wellbeing, MBA, Masters Health and Human Services Management, GAICD, MAICD.

Simone completed her Master of Business Administration in 2015 and Masters in Health and Human Services Management in 2018. Simone has extensive experience in the community and social health sector with a strong understanding of disadvantage and related issues. Simone's greatest passion is to continually analyse current service delivery, to determine new and innovative ways to provide services to better meet the social and physical needs of our clients. Simone believes positive outcomes for the health and wellbeing of clients will improve an individual's life, and contribute to a strong and resilient community.

Departmental responsibilities

- Community Engagement
- Academic Office
- Human Resources (outsourced)
- Marketing and Communications

John Bergin
Chief Financial Officer
BBus(Acc), CPA

John has previous experience of 25 years in the water industry with Lower Murray Water. John is experienced in all financial aspects including financial management, business planning, asset management, treasury management, stores, regulatory reporting, governance and economic pricing. John has a strong (internal and external) customer focus and holds a Bachelor of Business (Accounting) as well as membership of CPA Australia.

Departmental responsibilities

- Client Access
- Finance Services

- Information Systems
- Building and Procurement

Melissa Wade
Executive Manager Clinical Services
BN, AdvDip.BusMgt

Melissa has over 18 years experience in varied areas of Health Care including public and private hospitals and Residential Aged Care. Melissa has held senior level leadership positions as the General Manager of Bupa Aged Care Mildura, and Quality/ Performance Improvement roles at Bupa Aged Care Australia and the Mildura Base Hospital.

Melissa brings extensive knowledge in clinical care provision, quality, and performance improvement systems in health care. Melissa has a passion for client centred care, and ensuring that the wishes and needs of clients are at the centre of service delivery.

Melissa holds a Bachelor of Nursing and has recently completed her Advanced Diploma in Business Management with ambitions to complete her MBA in the near future.

Departmental responsibilities

- Quality and Safety
- Infection Prevention and Control
- Clinical Operations
- Mental Health, Alcohol and Other Drugs
- Acute Health
- Dental Services
- Medical Records
- Clinic Programs
- Family Violence and Youth Services
- Chronic Disease
- Allied and Child Health

BOARD ATTENDANCE

Details of attendance by Board Directors and independent board committee members of Sunraysia Community Health Services at Board, Board Audit and Finance Committee, Board Governance Committee, and Board Remuneration and Nominations Committee meetings held during the period 1 July 2018 – 30 June 2019, are as follows;

BOARD MEETINGS								
BOARD DIRECTORS	Board		Audit & Finance		Governance		Nominations & Remuneration	
	A	B	A	B	A	B	A	B
Leonie Burrows	11	11	10	9	3	2	1	1
Anne Hines	11	10			5	5		
Frank Piscioneri	11	11	10	8			1	1
Brian Smith	11	9			5	3		
Steven Fumberger	11	9	10	10				
Tara Williams*	6	3			2	2		
Gerald Mutubuki**	5	3	5	4				
Darren Midgley	11	11			5	5	1	1
James Adams	5	5	5	5				
Glenis Beaumont	3	3			2	2		

NOTE: Column A: Indicates the number of meetings held while board director/committee member was a member of the board committee. Column B: Indicates number of meetings attended.

* resigned November 2018

** resigned November 2018



2017 - 2018 STRATEGIC PLAN

STRATEGIC PLAN

Key enablers

We continued our focus on the health and wellbeing of our community by hearing the voice of our consumers and the wider community. We are ensuring true, identified community need leads innovation. We set a range of key enabling strategies to assist us to reach our vision of health and social equity for our communities and understand that key to the success of our strategic vision are our governance and leadership capacity, organisational culture, people, systems and processes. For this reason, our activities in the 2018/2019 financial year focused on laying the foundation for future success while maintaining high quality services. This included work focused on the six identified enabling strategies, as well as a number of growth strategies and projects.

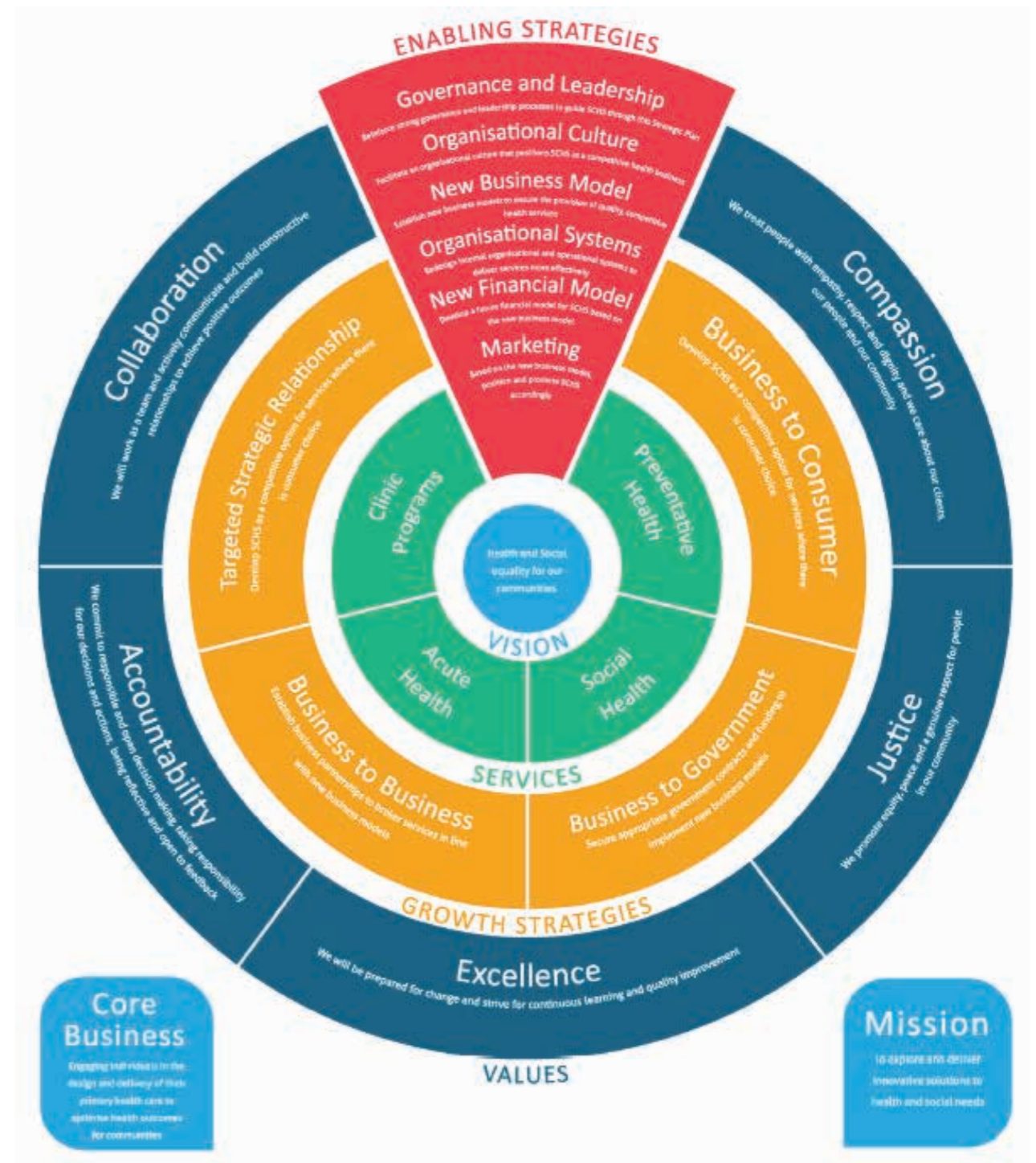
During the period, we continued work to reinforce strong governance and leadership processes to guide SCHS through the execution of the strategic plan. The Board undertook considerable work resulting in a full review of the constitution, revision of the clinical governance framework and risk register, whilst continuing to embed the social model of health into practice. In late 2018, a new strategic plan was developed for the next 3 years.

Whilst the organisation's key vision and mission remains unchanged, strategies for 2019-2021 will focus on five key goals.

- **Clients at the centre of our thinking, with high quality timely services**
- **People at their best, by harnessing diversity and capabilities of our staff**
- **Our Community's wellbeing, by working in partnership with community**
- **Innovation for excellence through generating and adopting learning practices for health solutions**
- **Our long-term sustainability through securing financial resources and human capital.**

Previously implemented organisational systems were reviewed and updated during the period. These include a standardised performance agreement process for staff appraisals, staff orientation program, client centred screening and the call centre.

2018/2019 also resulted in preparation for the implementation of the new client information management system, MasterCare, and financial models have been explored to ensure the financial sustainability of the organisation.



Processes have continued to be streamlined, ensuring the provision of quality, competitive health services. These improvements have been further validated by responses in the Victorian Health Experience Survey (VHES) 2018;

79% of clients said they did not have to repeat their story. (i.e. health information) at the service (**72% 2017**)

82% of clients surveyed said that it was easy to make an appointment (which is further improvement from **2017** at **77%** and well above the **71%** state average for this question).



"One of the really great things to see was that every volunteer I spoke to seemed to be enjoying themselves. I hope everyone has all recovered well from what was a really big day."

"Just wanted to let you know how fantastic today was! Everyone that I spoke to was so positive about it."

Fingers crossed we have raised some money and can do it all again next year!"

Community enjoying the 2019 Easter Appeal and Community Picnic.

Collaborative parenting services

Fundraising to enhance expand SCHS services was included as a key strategic enabler and in 2018. The drive toward the establishment of a collaborative community parenting service continued with support by the Board and the continuation of the annual Easter Appeal fundraising event.

Research presented by Hands Up Mallee (a Social Impact initiative that works in partnership with the community, local service providers, agencies and takes a place-based approach to solutions for local issues) in 2018 has reinforced that the best prevention and early intervention points for children and youth occur at the antenatal, infancy and early childhood, preschool, primary and secondary years. The best cost investment during these stages is achieved through parenting; providing universal systems, and targeted programs to respond early to prevent risk factors escalating across the life course. As such, the SCHS Board of Directors have contributed funding to commence a two-year trial. This service will be established in the Mildura central business district as a cost effective, collaborative intervention to reduce inequality and improve health outcomes of children and young people in the region.

Easter Appeal

On Good Friday, 19th April 2019, SCHS conducted its third annual Easter Appeal fundraising event. This event provides an opportunity for SCHS to raise community awareness of its services, whilst fundraising toward our vision of a dedicated, collaborative parenting service.

The free community event was well supported by local businesses and community with an estimation that over 500 community members attended the event, which included a range of family friendly activities, stalls, food and entertainment. Close to 90 SCHS staff volunteered in some way for the event, with a total of 327 hours of volunteering estimated on the day. A huge thank you to our sponsors, particularly our major sponsor Mildura Mazda.

Client profile report

Each calendar year we gather a range of client profile data to review trends from previous years and to assess where our business is changing. The data and information from the client profile report derives from current SCHS databases and includes demographic information for all SCHS clients who received a service from a clinician or practitioner within our services. In 2018, 13,299 individual clients accessed SCHS services, compared with 11,176 in 2017 and 11,120 in 2015. This equates to an increase of 19% over the past two years.

GROWTH STRATEGIES BUSINESS TO BUSINESS GOVERNMENT AND CONSUMER

Supporting initiatives by the community for community.

HomeBase

The HomeBase concept originated from the Hands Up Mallee 'Project Y' workshop with local youth in early 2018. The philosophy of the HomeBase initiative is to provide a safe space for young people in Mildura to attend on weekends, which is free of violence, alcohol and drugs.

The HomeBase concept was presented to the Hands Up Mallee Community Leaders Table (CLT) in June 2018 and received support from the CLT to commence a trial. The 7-week trial was undertaken in 2018, at Sunraysia Mallee Ethnic Communities Council (SMECC) and was delivered by the Home Base administration team and Sunraysia Community Health Services (SCHS). The trial was strongly supported by SMECC and Victoria Police.

HomeBase was established using a human centred design (by young people, for young people), to provide a safe place for young people. These young people, who themselves had lived experience of being raised in homes with family violence, have been involved in the child protection system and some had their own children as teenagers, advocated for a service that was available for young people, when they needed it – to ensure that it was equitable and inclusive. This ethos has resulted in an innovative 'drop in' service delivery model that continues to be led by young people, and operates outside of traditional business hours.

SCHS will commence a second trial of HomeBase in 2019, which has funding contributed from Murray Primary Health Network (MPHN) and Department of Justice and Community Safety (DJCS). Programs such as these are successful because they are led by community members and supported by our Board and staff. A huge thank you to all staff from SCHS who have been involved in volunteering at HomeBase, and to the Board of Directors for their continued support.



Home Base was celebrated at the Mildura Rural City Council Youth Awards where they won the Youth Group award.

Other community initiatives SCHS supported throughout the year included Midnight Basketball, whereby 88 youth registered to play in a weekly tournament. This program was led by Northern Mallee Community Partnership (NMCP), and is a National initiative that is largely successful due to the work of volunteers staff of NMCP, SCHS, Victoria Police and a range of other local services.

SCHS also sponsored the first round of Music Generations at Chaffey Aged Care. The program has continued to expand across the district and has great community involvement. SCHS has hosted community choir One Voice, which has been a successful initiative and grew in numbers quickly. The Choir brings together a diverse group of community members who love to sing. There are approximately 65 people who attend each Friday night in the SCHS Activity Room.



NAIDOC celebration in Henderson Park, Friday 13th July 2018.

Aboriginal health

National Reconciliation Week 2019. SCHS Aboriginal staff attended the National Reconciliation Week, which was held at the Arts Centre in Robinvale on the 30th May 2019 where they heard from guest speaker Stan Grant. Stan presented an inspirational talk to the Aboriginal students in Robinvale, Aboriginal Elders, Aboriginal and non-Aboriginal community members as a part of National Reconciliation Week 2019.

In preparation for our 2019 NAIDOC week celebrations (August 2019), we held a NAIDOC t-shirt screen-print workshop with staff in late June. Staff learned how to print their own t-shirt to wear during NAIDOC week celebrations. The design was created by local indigenous youth Kiara and Nikita together with SCHS staff.

Art Mural - Dreamtime Art Story

Uncle Ivan and Uncle Peter are two respected Aboriginal Elders that have a passion for working with children and youth in the Mildura region. They conducted an Art Mentoring Project that aims to bring young people together with caring individuals who offer guidance, support and encouragement. The project commenced in early March 2019 and continued over a period of four to six weeks. The Art Mural, which was created in the newly established Aboriginal Cultural Hub at SCHS, shows how the river is important to First Nation people of the Darling and Murray river.

Cultural training on country

This year, in partnership with Culpra Station, cultural training was delivered with a difference. Staff were taken out on Country with Elders, who shared their stories and knowledge with participants. The experience includes Welcome to Country, smoking ceremony, and a walk on Country to view historical sites and learn about bush medicine.



Above: Mark Haynes, Community Engagement Officer, demonstrating screen print process to SCHS staff.



L-R: Uncle Peter Peterson, Megan Kelly, Michael Ross and Mark Bland.



COMMUNITY CONNECTIONS



Hecht open day and visit by Koorlong school choir Dec 2018



One Voice community choir



Smoothie bike



Team winners of the 2018 10,000 Steps Challenge



Healthy BBQ event – launch



Parkrun "The Mildura Weir parkrun community is grateful for your assistance."



National Day of People with a Disability



Northern Mallee Continence Group (NMCG) celebrated its 10th anniversary in February 2019. The group started in 2009 to support Health workers who pursue the quality and safety of service through the sharing of good practice, and through the systematic application of clinical standards, guidelines and protocols. Participants of the group come from all health sectors of the community including, MBH, SCHS, Dareton Community Health & Mallee Track. SCHS has been facilitating the running of this group for 10 years.



GROWTH STRATEGIES AND PROJECTS

SCHS continues to work in partnership with funding bodies and agencies to develop growth strategies and projects.

Department of Health and Human Services (DHHS)

As our major funder, SCHS continues a strong partnership with DHHS, as both entities work together to improve the health and wellbeing of the community.



Dr Kelechi and Nurse Mel pictured here with Irymple Secondary School student.

General Practitioners (GPs) in Secondary Schools.

In October 2018, we commenced our GPs in Secondary Schools services with Irymple Secondary College, expanding our commitment to ensure young people are getting the health support, advice and treatment they need so they can reach their full potential. Our services are youth friendly and provided by staff who are trained in adolescent health. We are now in our second year of providing services to Red Cliffs Secondary College.

Mental Health, Drug and Alcohol Services

In 2018, we commenced the new PHN Primary Mental Health Stepped Model of Care. This program covers Psychological Therapy Services (PTS) and Mental Health Clinical Care Coordination (CCC). The PTS clinician works with clients who have mild to moderate mental illness and the CCC clinician works with clients who have moderate to severe mental illness which affects all facets of their life or who have been hospitalised previously for treatment and are at risk of repeat hospitalisation if they do not receive the appropriate care.

As a means of enhancing the engagement of young people and their families in Sunraysia with regard to information on Alcohol and Other Drugs (AOD), the SCHS AOD team created a dedicated Facebook page. The focus of this page is to share evidence-based information/articles and events relevant to Youth AOD from pre-existing entities in the Youth AOD sphere. The page serves as an information hub and easy entry point for parents and young people who are looking for information on AOD, while providing links to SCHS for further information or consultation and support.



Staff celebrating World COPD Awareness Day in Mildura City Heart

Chronic Obstructive Pulmonary Disorder (COPD)

The 'Lung and the Breathless' pulmonary rehabilitation program began in November 2018 and is a group aimed at those who have a Chronic Lung disease or are at risk of a chronic lung disease.

Clients attend group based sessions at SCHS twice a week for eight weeks. Week eight is aimed at preparing the client for discharge and equipping them with self-management strategies and implementing a home-based pulmonary rehabilitation programs. The 25 clients who completed the program have displayed gains in their 'six minute walk' test, improvements in their COPD assessment tool and breathlessness scale. They have provided feedback that the small groups provide benefits and enable clients to gain confidence in completing exercises; the education is well thought-out and clients feel they have better management of their medications and condition. Clients state they feel stronger and have experienced a decrease in breathlessness. Norma, a participant of the program is currently enrolled in the follow-on program, Lungs in Action. Norma also attends the Mildura Waves every week, which is a part of our current chronic disease program. On completion of the lung and the breathless, Norma showed gains in her six minute walk test and a significant decrease in her COPD assessment tool. This indicates a positive effect of the pulmonary rehabilitation program. Norma stated "I no longer have daily chest pains and feel so much better for attending the classes. The classes are effective in ensuring that the whole class is able to complete all their exercises under supervision from [SCHS staff]. A small class of 6 to 8 participants provides more 1:1 time with the facilitators and enables us to ask as many questions as we like". The program will now be expanded to accept cardiovascular clients.

Department of Education and Training (DET) School Readiness program

From February 2019, SCHS successfully implemented the new Department of Education and Training (DET) School Readiness and Speech Pathology in Schools program. These programs have resulted in an increase of staffing in the child health team with a total of five new positions including speech pathology, occupational therapy and psychology staff. The new program is provided across the Mallee, with staff travelling to Donald, Wycheproof, Murrayville and Swan Hill with many other locations in between, to build capacity of early childhood and primary school educators in the areas of communication (language development), wellbeing (social and emotional), access, and inclusion. The DET School Readiness Programs include partnerships between community health centres, local councils and education settings across the Mallee.

The program allows for multidisciplinary allied health (Speech Pathology, Psychology and Occupational Therapist) to work with kindergarten educators and families in kindergarten and Speech Pathologists in school communities, to build their capacity to support young children's learning in the areas of communication (speech, language and communication development) and wellbeing (social and emotional development).

Royal Flying Doctor Service (RFDS) - SCHS has worked in partnership with Royal Flying Doctors Service, Mallee Track Health, Robinvale Health and Murray Primary Health Network to develop a General Practitioner model to deliver specifically in rural areas.



Barry Brown - The Lung and the Breathless program participant.

La Trobe University
Understanding of Palliative Care and Palliative Care Services in the Sunraysia Region amongst Aboriginal people
 This research project was led by La Trobe University and conducted in partnership with Mallee District Aboriginal Services (MDAS), Mildura Base Hospital (MBH) and the Loddon Mallee Regional Palliative Care Consortium (LMRPCC).

In March 2019, individuals from the LMRPCC, La Trobe University, MDAS, MBH and SCHS (including the CEO and Aboriginal Health Promotion Officer) attended two focus groups with Elders at MDAS for this project. The informative and interactive programs with Aboriginal Elders discussing Palliative Care were constructive and research findings will inform next steps required, to respond to any knowledge gaps and/or barriers to access to services.

Team Palliative Care Model
 Following an original trial in 2016, SCHS completed a further 12-month trial of the end-of-life palliative care program, which was once again evaluated by La Trobe University. Resulting from the original trial, the development of the Team Palliative Care model occurred, with improvements to the service. These included expansion of hours of operation, integrating the end-of-life component with the palliative care program, and the employment of a Palliative Care Liaison Nurse.

The Team Palliative Care model was based on the following objectives:

1. To provide a 24-hour community-based service, by palliative care specialised nurses, to residents within the Mildura LGA.
2. To provide the choice for terminally ill patients in the Mildura LGA to die at home.
3. To develop a 24 hour service model within current funding resources and without dependence on a team physician.

The success of the model is due to the essential collaboration with key stakeholders, who included SCHS staff, ANMF, Ambulance Victoria, the Mildura Base Hospital, local GPs, and local nursing homes.

The model demonstrates that within current funding structures, it is possible to deliver a 24-hour community based palliative care service that supports dying at home, and that specialised palliative care staff can provide this service without the appointment of a team physician.

The 12-month evaluation of the Team Palliative Care model demonstrated, of 141 clients, 85% indicated their preferred place of death to be at home/residential aged care, with 47.11% actually able to die at home/residential aged care. Further, qualitative data demonstrates that the compassionate and client-centred care, had a significant and positive impact on the carer's experience of supporting their loved one to die at home.

Previous literature suggests that approximately 14% of Australians are actually able to die at home. Our model clearly demonstrates that we are able to significantly improve this number without the injection of additional funding, and with the added workforce constraints that we are experiencing in rural and regional Victoria.



RESPECTFUL COMMUNITIES

The Respectful Communities initiative arose from recommendations from the Royal Commission into Family Violence and discussion between organisations in Sunraysia regarding the concept of standardising expectations and practice across the community. Respectful Communities intends to address violent and aggressive behaviours with the aim to encourage sustainable community-wide change; that is, that these types of behaviours are not tolerated by staff, clients, or businesses across Mildura. The initiative involves promoting respectful behaviour in the workplace and at home, encouraging a proactive community approach to combating violent and aggressive behaviours.

Government Reform
Family Safe Victoria - Orange Door
 The last financial year resulted in the commencement of the Orange Door. The Orange Door is the entry point for the Mallee community to access child and family services, and family violence services, including services working with perpetrators of family violence. The Orange Door resulted from the Royal Commission into Family Violence, and has been a major government reform. SCHS is proud to be a partner of this initiative and has welcomed the significant focus on family violence as a public health issue.

Aged Care
 The Aged Case Assessment Service (ACAS) have continued to be advocates for their clients and have a strong commitment to protect and promote the rights of older people who may be at risk of exploitation, abuse or neglect (including self-neglect). The ACAS has been able to provide a responsive, timely service to their clients, well within the expectations of the governing body. ACAS have helped many people to access Home Care Packages.

A Home Care Package provides Government funded services that will help older people to remain at home for as long as possible, as well as providing choice and flexibility in the way that the care and support is provided. Unlike services provided under the Commonwealth Home Support Program, which offers basic assistance, Home Care Packages offer a higher level of support if an older person has more complex needs.

ACAS has provided many community education sessions to service providers and community members. The sessions have provided information about the My Aged Care system and how older people can access help and support.





SCHS VOLUNTEERS

Social Health Volunteer Program

Values the role of our volunteers and is committed to integrate them into our organisation to ensure the planning, delivery and support of our services listens to the voice of our community and involves our volunteers in creating a stronger and more resilient Sunraysia. The SCHS program is developed within a social health model, which provides community members, who may not have considered volunteering, an opportunity to experience this.

Since commencement of the new Volunteer Coordinator in March 2019, a volunteer framework has been established that will enable SCHS to recruit new volunteers into the program, as well as to ensure the success of volunteers and facilitate the potential of volunteers to transition into paid employment.

Our longest serving volunteers are predominantly in the Palliative Care service and include several individuals who have continued to volunteer of a period of years. The longest serving (regular) volunteers have given their time over a long period, stretching from 18 years (longest), to 14 years and 9 years.

Since the commencement of the Volunteer Coordinator, 21 people have been interviewed and many have joined the SCHS volunteering program. It has provided opportunity for clients accessing our service as clients, to extend into volunteer work with the potential to become a staff member of SCHS, and part of our organisation.

There have also been a number of success stories in the short period of time the Volunteer Program has been running. One new volunteer has been very productive helping with NAIDOC week preparations. This volunteer has Aboriginal heritage and it has helped them contribute to something they are passionate about.

Another volunteer is in their final year of studying speech therapy and is working closely with our Speech Pathologists. This volunteer is also a piano teacher so has been a great contribution to the ParkinSong choir.

Whilst in the initial stages, the Volunteer Internship Program continues to transition volunteers, who have not worked in paid employment previously, into a supportive environment of paid employment with SCHS for a 12 month period.

Volunteering information collated for June 2018 will form the baseline for ongoing review. Total volunteering hours for June was 218.25 hours, which is calculated at an approximate monetary value to SCHS of \$5,990*.

**value calculated using hours logged x \$27.45. This monetary value is based on research by Volunteering Australia*.*

SCHS STAFF



20 year service – Serena House

On 25 June, 20 years ago, Serena House commenced work at Sunraysia Community Health Services.

Serena's first role was in the position Computer Clerk/Receptionist Reliever working at the different sites SCHS had back then. In June 2001, Serena began working full-time with the Dental and Community Health Program in the role of General Clerk. In 2006, Serena later relocated from Dental to the Ramsay Court site working in Corporate Services/Reception. In September 2016, Serena was promoted to the role of Senior Customer Service Officer.

Congratulations to Serena for her 20 years of service. We are sure you have seen many changes to the organisation and you have been a part of delivering those changes. Thanks Serena on your fine contribution over the years.



Vale Nikki Fouin

Nikki commenced work at Sunraysia Community Health Services when the Aged Care Assessment Service (ACAS) transferred from Mildura Base Hospital in 2000. She was extremely passionate about working with older people. She had an amazing ability to make clients and family feel comfortable and listened to with her gentle and caring nature and her beautiful Scottish accent. Nikki had a genuine interest in people and would not stop until she had done all she was able to in order to better their lives, in any way that she could. She touched so many lives in a positive way. As a colleague and leader at ACAS she was supportive and generous with her knowledge and advice. Nikki, with her wealth of experience was a resource that was appreciated by all, both at SCHS and in the wider community. She was a leader in the roll out of the My Aged Care system and was there to support many organisations through the transition. The loss of Nikki was devastating to the ACAS team and she will be forever missed and never forgotten.



20 year service – Kate Pratt

Kate Pratt joined Sunraysia Community Health Services 20 years ago, on 21 June 1999 as a Grade 2 Occupational Therapist. Kate's role included providing sound occupational therapy reviews and assessments, assisting with and coordinating health promotion activities and providing education and supervision to undergraduate students.

In 2002, Kate joined the Aged Care Assessment Service (ACAS), to assist members of our community access aged care support services. Kate later took on the role of Care Coordinator for the Healthy Living Program, where she supported clients to improve their health outcomes and quality of life.

Kate returned to ACAS in 2010, where she continued to deliver comprehensive assessments and provide choice of appropriate services to meet the needs of clients. Kate is now working as the Senior ACAS Clinician, which is pivotal in supporting and leading the team to continue to provide client centred services. This role is a credit to and acknowledgment of Kate's experience, knowledge and contribution within our organisation.

Congratulations Kate on 20 years of valuable service to SCHS.

Joanne Collins

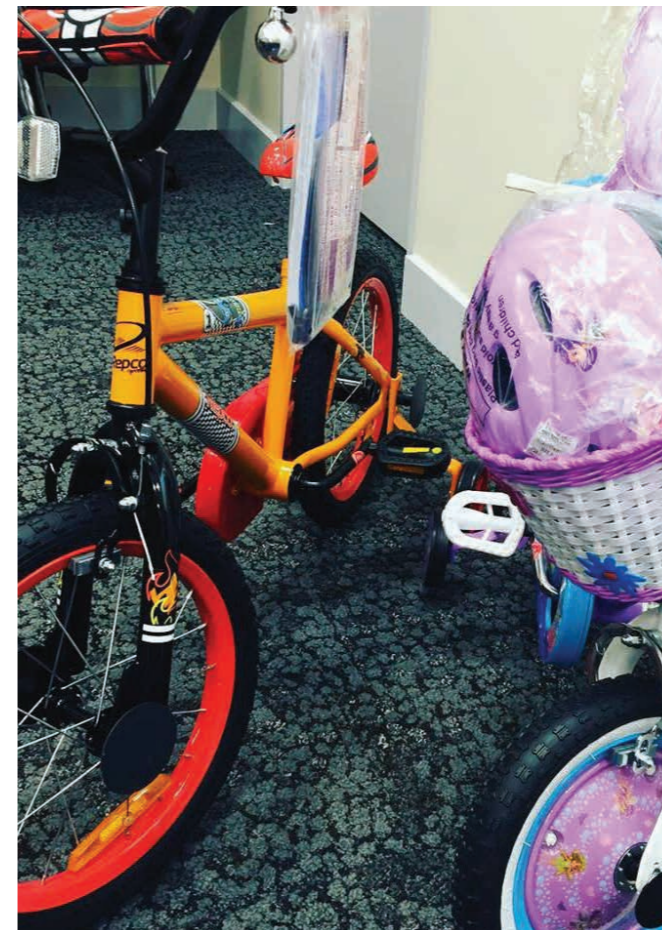
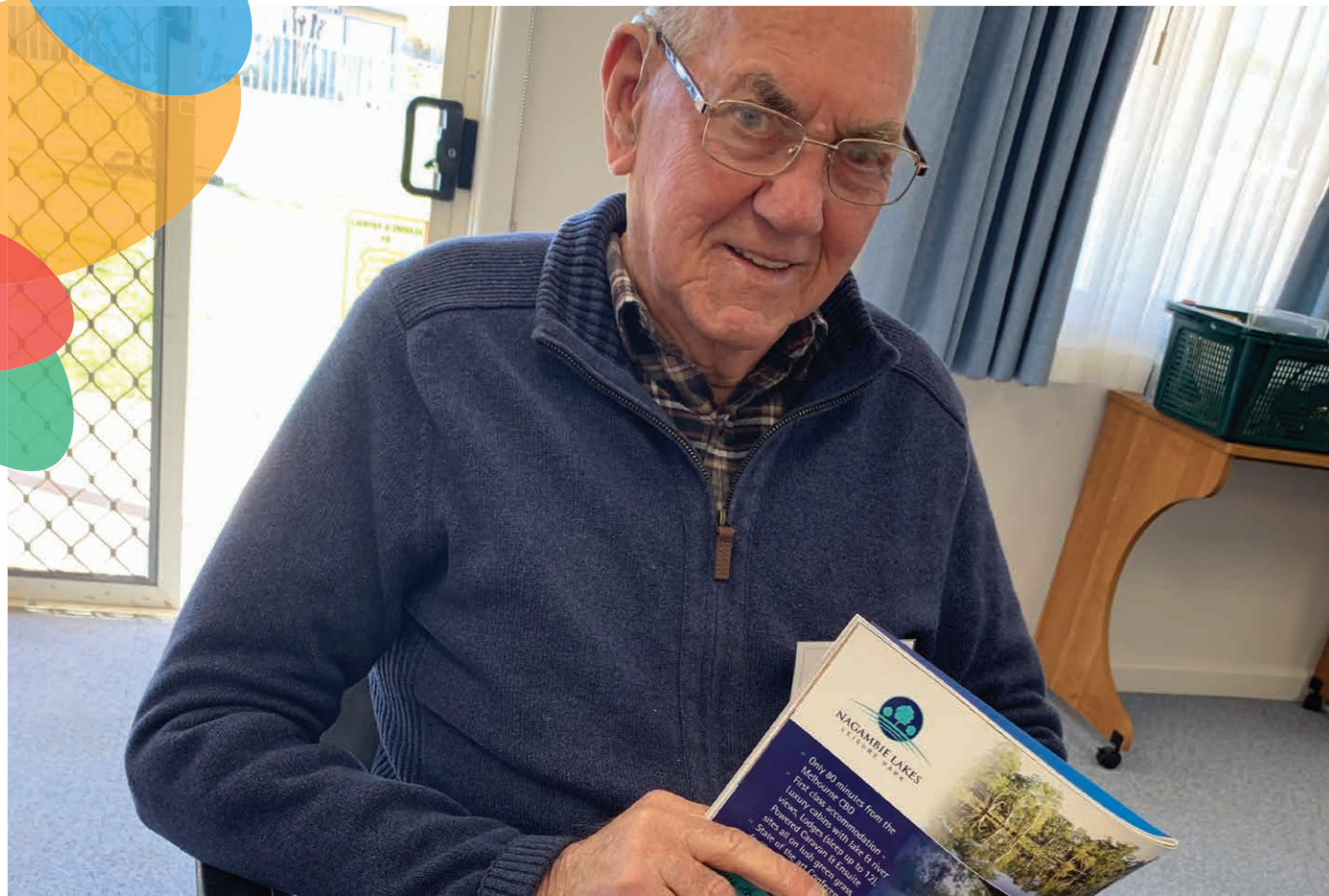
Jo joined the team at Sunraysia Community Health Services on the 28th September 1999.

Over her 20 years of service, Jo has worked in many roles, including as a Community Health Nurse promoting health within our community and as a District Nurse providing home nursing services to our clients. However, Jo's passion has always been Women's Health and she continues to work in this program, providing high quality, caring service to our clients.

Jo has always strived to stay current in her practice and has recently completed her Nurse Immuniser proficiency.

Well done Jo, it is a privilege to have you as part of our organisation.





CLIENT OUTCOMES

Palliative Care Services

"Just a short note to express my families' appreciation for your compassion and sincerity in preparing my father for the final part of his journey. The work you do is of the greatest benefit to your patient but more so the care and compassion you show to the family who survive the departure. You make us all realise the nature of living and dying. Your service is essential to all suffering bereavement." *anonymous*

In a recent article in Palliative Care Australia, about Cassandra Thorburn titled very appreciative 'Living life without regret', Cassandra talks about the value of local palliative care services in Mildura with regard to her father's illness (Max Thorburn).

"if it wasn't for local palliative care services in Mildura, returning home would not have been possible for Dad... The Mildura Palliative Care Service staff were amazing from the start - and my family will always be so grateful they were able to help us honour Dad's decision to die at home."

"...really can't express adequately, how grateful we are for your support through Palliative Care & also Di's. It would not have been possible to care for Dad at home as we did without you both. It was so good to be able to do what Dad wanted. It also made it so much easier for the family to be with Dad right to the end. Bless you Liz for what you do. You certainly made a difference in our lives." *anonymous*

Pain management services

At Christmas time, SCHS had a number of toys donated from a client, including two children's bikes. These donations were divided between three very appreciative families who are clients of SCHS. One of the families who received some toys, had a complex medical and social history significantly affecting their lives. This client, with a family, had significant pain issues because of a back injury and was on a 5 year waitlist at a metropolitan hospital for this very debilitating condition.

One of our clinicians involved in this family's care (since May 2018), has strongly advocated through numerous channels to have this client's case reviewed, with the hope to reduce the wait time. After contacting the Metropolitan hospital many times, she was able to send supporting information for his assessment

appointment which occurred this month. While the clinician was hoping the referral would be re-triaged to a higher category, and reduce the wait time from 5 years to 18 months, she was ecstatic to hear that this case had been expedited to the top of the list. The clients wanted us to know that the gifts from SCHS had given them at Christmas brought much joy to the kids, which is something they struggled to do in their current financial position.

Stories such as these are not unusual here at SCHS; this is what we are here for, improving the lives of our community.



FINANCIAL SUMMARY

2018/2019 has seen SCHS increase the number and extent of services provided to our community, which has been reflected in an increase in revenue and expenditure during the year. These services included School Readiness Program, Men's Behaviour Change, Orange Door, Mental Health and Chronic Disease. Our surplus was \$0.6M for the year compared to \$1.4M last financial year. This was driven through the receipt of increased funding of \$1.3M for 2018/19 services but received in the 2017/18 financial year. These services included Men's Behaviour Change, Out of Home Care, Palliative Care, Chronic Disease and Sexual & Reproductive Health services. SCHS continues to drive efficiencies within the business and still deliver high levels of service.

SCHS remains to be in a good cash position. The Board continues to look to improve service delivery by utilising cash balances for projects such as the implementation of the Client Information Management System, which goes live from 1 July 2019, and into the future with the Collaborative Parenting Support Service and HomeBase.

STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 JUNE 2019		
REVENUE	2019 \$	2018 \$
Operating revenue	18,420,418	16,258,772
Other revenue	612,251	474,919
Investment revenue	260,712	220,209
Profit on sale of non-current assets	10,140	47,400
TOTAL REVENUE	19,303,521	17,001,300
LESS EXPENSES		
Employee benefits expense	13,685,610	11,327,623
Client expense	2,265,566	1,609,669
Depreciation expense	688,835	676,539
Occupancy costs	501,353	457,011
Transport expense	145,164	94,510
Information technology expense	465,046	455,423
Maintenance and cleaning expense	357,839	376,717
Staff related expense	321,661	166,565
Other expenses	238,128	384,970
TOTAL EXPENSES	18,669,202	15,549,027
SURPLUS	634,319	1,452,273
OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL COMPREHENSIVE INCOME	634,319	1,452,273

STATEMENT OF FINANCIAL POSITION as at 30 JUNE 2019		
ASSETS	2019 \$	2018 \$
CURRENT ASSETS		
Cash and cash equivalents	12,423,800	11,603,853
Trade and other receivables	146,409	76,388
Other assets	360,826	485,001
TOTAL CURRENT ASSETS	12,931,035	12,165,242
NON-CURRENT ASSETS		
Property, plant and equipment	17,812,060	17,798,362
TOTAL NON-CURRENT ASSETS	17,812,060	17,798,362
TOTAL ASSETS	30,743,095	29,963,604
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,343,833	1,381,693
Provisions	2,078,301	1,801,541
TOTAL CURRENT LIABILITIES	3,422,134	3,183,234
NON-CURRENT LIABILITIES		
Provisions	187,564	278,292
TOTAL NON-CURRENT LIABILITIES	187,564	278,292
TOTAL LIABILITIES	3,609,698	3,461,526
NET ASSETS	27,133,397	26,502,078
EQUITY		
Accumulated surplus	27,133,397	26,502,078
TOTAL EQUITY	27,133,397	26,502,078

STATEMENT OF CASH FLOWS for the year ended 30 JUNE 2019		
	2019 \$	2018 \$
Cash Flows from Operating Activities		
Operating grants and receipts from customers	20,553,815	18,056,368
Payments made to suppliers and employees	(19,281,907)	(15,770,110)
Interest received	260,712	220,209
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES	1,532,620	2,506,467
Cash Flows from Investing Activities		
Proceeds from sale of property, plant and equipment	51,994	250,777
Payment for property, plant and equipment	(764,667)	(478,567)
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES	(712,673)	(227,790)
Cash Flow from Financing Activities		
Net cash provided from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents held	819,947	2,278,677
Cash and cash equivalents at beginning of year	11,603,853	9,325,176
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	12,423,800	11,603,853



SCHS
Sunraysia Community
Health Services

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Our sites

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H & L Hecht Adult Day Activity Centre - 5 Johns Street, Mildura
233 Deakin Avenue, Mildura
www.schs.com.au