

**the fabric
of community
support**

**health and social equity
for our community**

**We care about our clients, our people
and our community**



SCHS
Sunraysia Community
Health Services

2020/21 Annual Report

VISION

Health and social equity for our community.

MISSION

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

ACKNOWLEDGEMENT OF COUNTRY

Sunraysia Community Health Services acknowledges the First Peoples of the Millewa-Mallee, The Latji Latji, Ngintait, Nyeri Nyeri and Werigia, as the Traditional Owners and Custodians of the Country on which we are.

We pay our respects to the Elders past, present and future generations of the First Peoples of the Millewa-Mallee and the ancient connections they hold with their Country.



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Chief Executive Officer & Chair Report

The year 20/21 continued as a year of managing the COVID-19 Pandemic. The continuation of the pandemic was a surprise to us all. However, all staff of SCHS continued to work within this new environment at a high standard, whilst meeting the needs of the COVID-19 environment. Our staff continued to implement strategies to grow and develop our service delivery for the benefit of our community.

Staff

Our staff remained extremely adaptable and flexible, altering their work places, roles and service delivery according to the requirements of both Commonwealth and State Government direction and community need. SCHS continued playing a major role in COVID-19 Response testing, and then merged into a significant provider of vaccinations. The High Risk Accommodation Response (HRAR) program also commenced, which addressed the needs of community members who were at high risk of contracting COVID-19. The mental health team implemented the Mental Health Hubs, as we understood the impact of COVID-19 on our community, and implemented services to support our community through the pandemic.

Our staff have continued to move between their employed roles, and newly required roles in very short time frames in order to meet the requirements of these new services.

Social Enterprise

SCHS was successful in a submission to Social Ventures Australia to devise a business case to assist the organisation in commencing the development of social enterprise and educational opportunities for our HomeBase youth. This led to the employment of a Social Enterprise Coordinator, who with the youth of HomeBase, conducted Children Activities in the Langtree Mall and River Front. These occasions allowed the youth to showcase their expertise in face painting, arts and crafts, and children's games and increase the awareness within the community of our HomeBase program.

Business Development

The Business Development and Improvement Unit, was established in collaboration with the Mordun Group. This is a further step in progressing SCHS' approach to driving quality, safe, efficient and viable services to our community, as well as promoting sound principles of business excellence through understanding business and cost drivers. The review of the Home Nursing service, Podiatry clinic and National Disability Insurance Scheme have all resulted in strategies to improve productivity, efficiency and revenue.

Research

Our Industry PhD Candidate, Ruth Hardman, in collaboration with our partners at La Trobe University continued her studies, resulting in article publications which reviewed the impact chronic disease self-management support interventions have on health equity gaps related to socioeconomic status. This resulted in determining current service provision for lower socio-economic members of community does not necessarily meet their needs. To address this, Ruth applied for, and was successful in receiving a grant from Violet Vines Marshman Centre for Rural Health Research. Ruth will complete her Post Doctorate in chronic health, and will implement a new model of care for lower socio economic clients.

Partnership

SCHS values its many partnerships, both locally and external to Mildura. Locally, Hands Up Mallee continue to be a significant support in ensuring our new service delivery is designed by the community voice. Christie Centre and Mildura Regional Development have assisted us to explore and define social enterprise opportunities. The Mildura Rural City Council Pandemic Executive, consisting of Mildura Base Public Hospital, Mallee District Aboriginal Services, Victoria Police, Murray Primary Health Network, Department of Health and Department of Families, Fairness and Housing have also been instrumental in working collaboratively to keep our community safe during the pandemic. La Trobe University and SCHS work closely through research opportunities to evaluate programs and ensure new service delivery is evidence based.

External to Mildura, SCHS maintains a strong relationship with rural and regional Community Health Services to ensure information is shared to strengthen our cumulative position and serve our local communities as best we can. Each community is individual but together we are stronger.

Board Contributions

SCHS continues to explore and deliver innovative solutions to health and social needs of 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 developed the 2021-2023 Strategic Plan, setting a strong foundation for the years ahead. They endorsed the implementation of the SCHS Evaluation Framework and the Youth Relationship Based Framework. The Board provided financial support by means of the Ian Dickie Innovation Grant to our Cultural Hub, transforming the courtyard to a culturally sensitive meeting place incorporating elements of water (fountain), fire (fire pit) and earth (planter boxes with edible plants). The Board continued to oversee SCHS through the effects of the pandemic and provided leadership and support to the Executive Team.

Our Board of Directors continue to invest in services that are led by the voice of the community. The Family and Child Hub has continued to grow with the appointment of a community Paediatrician, and the strengthening of valuable partnerships with other agencies. HomeBase has continued to work with complex youth and the Board's financial contribution have continued to support the service. In this financial year, a Community Support Fund (CSF) has been developed, whereby a percentage of end of year surplus funds are allocated to the CSF to facilitate investment back into the community.

Our calendar year finished with great results from the 2020 People Matter Survey whereby 75% of total SCSHS employees responding, with a demonstrated positive growth in the majority of measures and leading the benchmark grouping in greater than 90% of survey results. A highlight of the results was 89% of respondents indicating the Executive Team had lead SCSHS well through COVID-19. We celebrated our end of year with Staff Awards Ceremony, with recipients listed further in the report.

Thank you to everyone for another year that was; Board of Directors, staff and partners. We are grateful to you all for the support you provide to continue to strengthen the work we do, all for the benefit of our community.



Board Chair Leonie Burrows and CEO Simone Heald

Executive Staff



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 Masters 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. Her greatest passion is to continually analyse service delivery to determine new and innovative ways to provide services to better meet the social and physical needs of our clients. Simone is a strong advocate for addressing health inequities, and utilises research, data and the community voice to develop alternative models of service delivery to address these needs.

Departmental responsibilities

- Human Resources
- Marketing and Communications



David Gardner
Executive Manager
Business and Finance

BCom(Acc), CPA

David has previous experience over the last 12 years in varying financial roles, from taxation, local government and corporate horticulture. He is experienced in financial management, financial modelling, continuous improvement and asset management. He has a passion for process improvement through systems that continue to provide sustainability in the business. He holds a Bachelor of Commerce (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 20 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, Regional Clinical Operations Manager Bupa Aged Care Australia, and Quality/Performance Improvement and Nurse Unit Manager roles at the Mildura Base Hospital.

Melissa brings extensive knowledge in clinical care provision, quality, and performance improvement systems in health care. She 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 Advanced Diploma in Business Management and is completing the Australian Institute of Company Director course in 2021.

Departmental responsibilities

- Quality and Safety
- Infection Prevention and Control
- Clinical Operations
- Mental Health, Alcohol and Other Drugs
- Community Nursing
- Dental Services
- GP Clinic
- Family Violence
- Youth Services
- Chronic Disease
- Allied and Child Health
- Family Child HUB and Community Paediatrician
- Aged and disability day centre
- COVID-19 Vaccination and Respiratory Assessment and testing Clinics
- NDIS and Brokerage Clinical Services

Strategic Plan

Our Vision

Health and social equity for our community.

Our Purpose (mission)

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

Our guiding principles (values)

- We treat people with empathy, respect and dignity and we care about our clients, our people and our community.
- We promote equity, peace and a genuine respect for people in our community.
- We are prepared for change and strive for continuous learning and quality improvement.

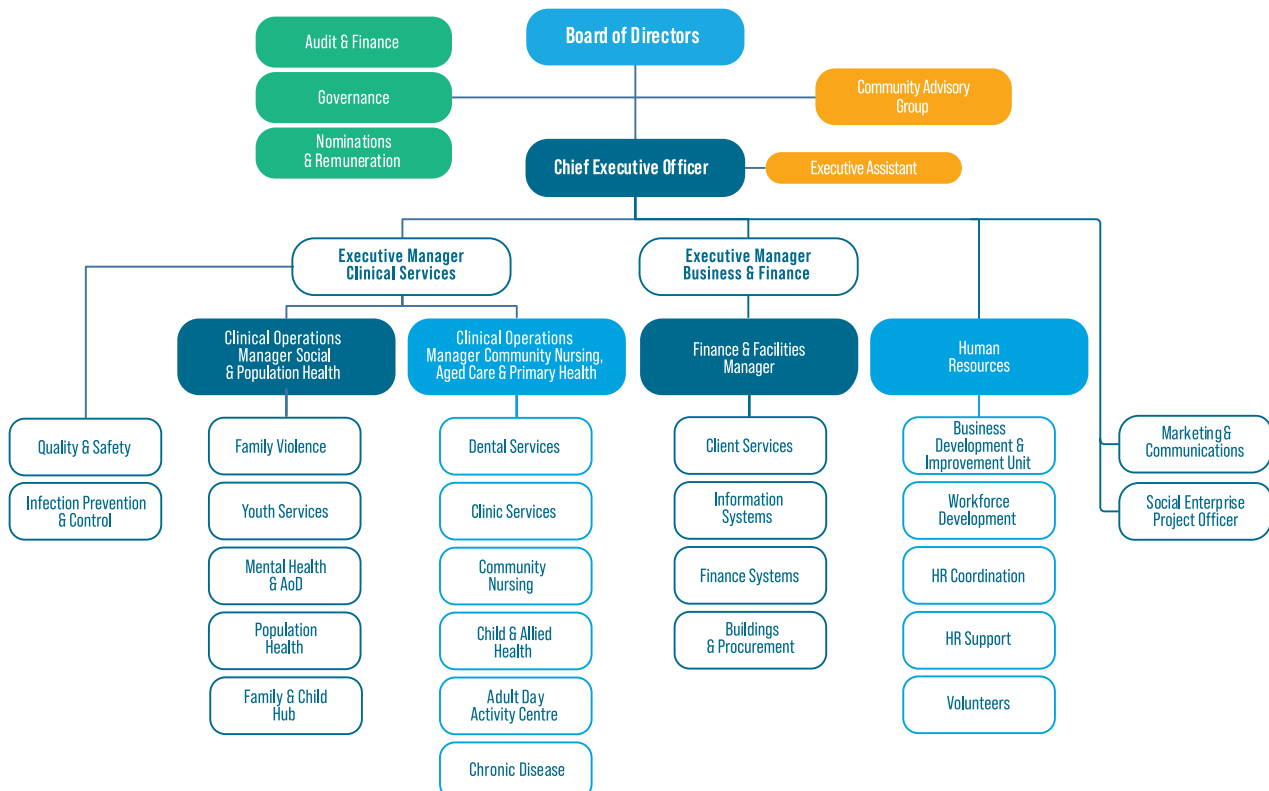
- We commit to responsible and open decision-making, taking responsibility for our decisions and actions, being reflective and open to feedback.
- We work as a team and actively communicate and build constructive relationships to achieve positive outcomes.

Our strategic priorities in 2021 (goals)

- Provide high quality, timely, safe and appropriate services that are person-centered and meet client's needs.
- Engage and work in partnership with our community and other providers to address the social determinants of health.
- Harness the diversity and capability of our people and integrate our efforts through high performing teams.
- Generate and adopt leading practices for innovative health solutions.
- Ensure that we have the financial resources and human capital to develop and sustain a visionary agenda into the future.



Organisational Structure



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 of 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. *Membership: Leonie Burrows (Chair), Darren Midgley (Deputy Chair), Diane Schmidt (Treasurer), Brian Smith, James Adams, Glenis Beaumont, Courtney Biggs, Frank Piscioneri (resigned November 2020), Anne Hines (resigned November 2020) and Steven Fumberger (resigned March 2021).*

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

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

Governance Committee

The Governance Committee assists the board to discharge its duty with respect to overseeing all aspects of good corporate and clinical governance.

Membership: Darren Midgley (Chair), Brian Smith, Glenis Beaumont and James Adams.

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. The committee oversees financial reporting, risk management, internal controls and the internal and external audit functions.

Membership: Di Schmidt (Chair), Steven Fumberger (Deputy Chair – resigned March 2021), Leonie Burrows and Courtney Biggs.

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, Brian Smith, Di Schmidt, Courtney Biggs

Board Nominations and Remuneration Committee meetings held during the period 1 July 2020 – 30 June 2021, are as follows;

BOARD DIRECTORS	Board		Audit & Finance		Governance		Nominations & Remuneration	
	Eligible to attend	Attended	Eligible to attend	Attended	Eligible to attend	Attended	Eligible to attend	Attended
Leonie Burrows	11	11	11	9			1	1
Darren Midgley	11	10			6	6	1	1
Brian Smith	11	10			6	6	1	1
James Adams	11	10	5	5	4	4		
Glenis Beaumont	11	10			6	6		
Diane Schmidt	8	7	7	7			1	1
Courtney Biggs	8	7	6	6			1	1
Frank Piscioneri	3	3	4	4				
Anne Hines	3	3			2	2		
Steven Fumberger	6	4	8	7				

Our Board



Leonie Burrows
Board Chair

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

Board Director since 2004 and appointed Board Chair from 2015, Leonie is also the Chair of the SCHS Nominations and Remuneration Committee, and a 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, Lower Murray Water and the Victorian TAFE Association. She is currently the Deputy Chair of the Murray Primary Health Network and Deputy Chair of Loddon Mallee Regional Development Australia.



Darren Midgley
Deputy Board Chair and
Governance Chair

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

Appointed Board Director in 2017, Darren is the Chair of the SCHS Governance Committee and a 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 11 years. Darren is graduate researcher currently enrolled in the Professional Doctorate (Public Health) at La Trobe University and Chairs the La Trobe University Rural Health School Advisory Committee. Darren has a passion for primary care and an interest in the domains of health, business and governance.



Diane Schmidt
Audit and Finance Chair

CPA, B.Bus Accounting, GAICD & MAICD

Appointed Board Director in 2020, Diane is the Chair of the SCHS Audit and Finance Committee and a member of the Nominations and Remuneration Committee.

Diane has over 30 years' experience as a CPA in both commercial and government roles as both Senior and Executive Managers. To her role as Board Director, she brings vast knowledge of financial management, taxation and accounting principles. Diane is currently the General Manager of Corporate Services and Chief Financial Officer of SuniTAFE Mildura.



Brian Smith
Director

Dip.CivEng..

Appointed as Board Director in 2012, Brian is a member of the SCHS Governance Committee and Chair of the 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.

Our Board



James Adams
Director

GDip, Legal Practice, LLB

Appointed Board Director in December 2018, James is a member of the SCHS Governance Committee.

James has been a practicing 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.



Glenis Beaumont
Director

MBA, GAICD, RN, RM.

Appointed Board Director in 2019, Glenis is a member of the SCHS 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. Glenis's career-long focus has been service development, systems improvement, clinical governance, risk management and quality outcomes.



Courtney Biggs
Director

CPA, Bachelor of Applied Finance.

Appointed Board Director in 2020, Courtney is a member of the Audit and Finance Committee, and the Nominations and Remuneration Committee.

Courtney is a Financial Adviser with over 15 years' experience in the financial services sector, and is also a CPA. Courtney is a former Compliance Manager and brings a corporate/business lens to the board. She is passionate about our community and in particular, improving health & social outcomes.

Retired Board Members



Anne Hines
(retired from the Board 2020)

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

Appointed Board Director 1990, Anne has been the Board President, a member of the SCHS Governance Committee and a Board representative on the Consumer Advisory Committee.

Anne served 30 years as an SCHS Board Director, has 41 years experience as a secondary school teacher/librarian and held various leadership roles in education.



Steven Fumberger
(resigned 2021)

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

Appointed as Board Director in 2016, Steven was Deputy Chair of the SCHS Audit and Finance Committee until his retirement from the Board in March 2021.

Steven served as the Area Manager of Loddon Mallee 3 and was a Mobile Intensive Care Ambulance (MICA) Paramedic with Ambulance Victoria.



Frank Piscioneri
(retired from the Board 2020)

FICPA, GAICD, GIA (Cert), AMICDA

Board director since 2009, Frank was the Chair of the SCHS Audit and Finance Committee.

Frank is an experienced Senior Executive in the field of Financial Management and Corporate Governance, with 39 years experience, and an extensive career in the education sector spanning over 27 years.

Growth Strategies & Projects

Cultural Hub Courtyard

The SCHS Cultural Hub Courtyard provides a safe space for members of the Mildura Aboriginal community and contributes to initiatives that complement the SCHS Strategic Plan and SCHS Reconciliation Action Plan. The courtyard includes native plants used for traditional bush medicine, a fire pit for smoking ceremonies, seating for yarning circles and a water feature.

This space is also used to support the Aboriginal Men's Network for the Mildura region, through discussing men's issues and practicing Aboriginal culture. This initiative does not duplicate any similar concept within in the local community.

This project was funded by the Ian Dickie Innovation Grant, of which \$10,000 was received to support the project.

Mildura Region School Breakfast Partnership

SCHS, in partnership with Hands Up Mallee has been successful in obtaining over \$90,000 in funding for the Mildura Region School Breakfast Partnership. This program is open to any school in our region and aims to provide healthy breakfasts to ensure every child in our region has the opportunity for a healthy start to the day. This year, five new schools and one new kindergarten have joined the program which is coordinated by our Health Promotion team.

Grants received include:

- Mildura Lions Club Inc. donation of \$3,000
- The Feed Appeal donation of \$10,000
- Sabemo Foundation donation of \$79,000
- Woolworths Supermarket and Uncle Monkey's Fruit Market in-kind donations of gift cards and fresh fruit for all participating schools and kindergartens

With this funding, the School Breakfast Program will continue to provide nutritious meals to students and expand the program to more schools in the Sunraysia region. Kindergartens who opt for a breakfast program as part of their school readiness funding are also participating in this program. It provides a unique opportunity for kindergartens, primary and secondary schools to come together and discuss a common agenda being breakfast programs.

MRSBP Governance Group member & Irymple Secondary College, Chaplin: Andre Whitton- *"The Breakfast Program is not aimed at any one demographic or social group. Students miss out on breakfast for many different reasons. Students attend Breakfast Club for different reasons also. It's great to see the students socialising with each other and with teachers in a relaxed environment as well as knowing that they're in a better place because they've had a nutritious breakfast. It's a positive way to start the day".*

La Trobe Partnership

SCHS has a rich partnership with La Trobe University, hosting an array of undergraduate and graduate students in nursing, dental, oral health, social work, occupational therapy, physiotherapy and speech pathology.

In 2020, amidst the response to the COVID-19 pandemic, SCHS hired ten registered nursing students as Allied Health Assistants. This proved very beneficial to the organisation through expanding the COVID-19 Response team while also providing the hired students a beneficial career opportunity. Fourth and fifth year dental students completed their work experience with SCHS over a six month period.

SCHS has also been fortunate enough to host multiple research students. SCHS was awarded \$50,000 from the Violet Vines Marshman Centre for Rural Health Research (VVMCRHR), which SCHS also contributed an additional \$50,000 for the pilot study that builds on the work completed by SCHS Pain Rehabilitation Physiotherapist, Ruth Hardman.

Ruth has been investigating how social, community, genetic and environmental factors influence the health outcomes of people with chronic disease and look to establish an innovative care model. The work undertaken by Ruth forms part of her industry PhD studies with La Trobe University and SCHS.

Majority of students hired, or on placement, with SCHS come from the local La Trobe Campus in Mildura, as well as the Bendigo campus.



LaTrobe Partnership



Cultural Hub Courtyard

Our Community

NAIDOC Week

The theme for NAIDOC Week 2020 was 'Always Was, Always Will Be.' The 2020 theme acknowledges the traditional owners of the land who have occupied and cared for this continent for over 65,000 years.

The First Nation People managed the land to provide a sustainable future, through transforming the harsh land into a bountiful desert island. SCHS acknowledges the traditional owners of the land past and present, and although we were unable to celebrate NAIDOC Week in office due to COVID-19 restrictions, we were still able to reflect and continue learning about Aboriginal and Torres Strait Islander peoples and the true history of the land we reside.

Smiles 4 Miles

The Smiles 4 Miles program is funded by Dental Health Services Victoria and is delivered locally by the SCHS Health Promotion team working alongside our Dental Team.

In 2020, 15 early childhood services registered to take part in the program delivering the key messages of 'Eat Well, Drink Well, Clean Well' to 1556 children and their families.

Due to the impacts of COVID-19, our usual kindergarten visits to the dentist could not go ahead as planned. Instead, online training was delivered to educators, oral health education activities and resources were distributed out to services to support the education component of the program and video content was created to engage with families when face-to-face visits to the dentist were not an option.

Participating in this program supports services to progress through the Achievement Programs Healthy Eating & Oral Health priority. We look forward to welcoming those children back on-site for a visit to the dentist in the near future.

Reconciliation Action Plan (RAP)

The SCHS Reconciliation Action Plan was implemented in April 2020 and has since had a large impact on our organisation through working to implement new initiatives that contribute to improving the health and wellbeing outcomes for Aboriginal and Torres Strait Islander peoples. Since the initial launch of the RAP, SCHS has supported the plan through the following proceedings:

- Receiving the Ian Dickie scholarship to contribute to the SCHS Courtyard project
- Creating the Aboriginal and Torres Strait Islander Advance Care Plan Booklet
- Installation of Aboriginal and Torres Strait Islander Acknowledgment Plaque
- Hosting an Aboriginal and Torres Strait Islander Artwork Competition

- Quarterly RAP Meetings to support organisations to establish and enhance our journey and develop partnerships
- Community Paediatrician visits MDAS three days per fortnight (Partnership between MDAS & SCHS)
- Participation and promotion of NAIDOC and Reconciliation week
SCHS looks forward to taking further action to support the National Reconciliation Movement both internally and within the Sunraysia region.

10,000 Steps Challenge 2020

The annual SCHS 10,000 Steps Challenge is a local initiative aiming to:

- Increase physical activity levels of participants
- Increase the awareness of physical activity guidelines (10,000 steps/day OR Australian PAG)
- Increase self-efficacy of participants in regards to completing regular physical activity and other health related behaviours; and
- Increase other associated health benefits with increasing physical activity (mental health, social connectedness, healthy eating etc.)

In addition, the 10,000 Steps Challenge supports local mutually reinforcing Health Promoting Frameworks within the engaged settings (i.e. to help meet the Physical Activity benchmarks of the Achievement Program for early childhood services, schools and workplaces).

This year, the 10,000 Steps Challenge became a virtual challenge meaning that no face-to-face events took place due to COVID-19 restrictions and all registrations would have to occur online directing extra traffic to our SCHS website and social media pages. Despite several changes to the traditional Challenge this year, our community responded really well.

The 2020 Challenge consisted of a total of 1,239 participants, which included 129 teams and an average step count of 11,780 steps per day for each participant.

Overall, participants self-reported that:

- 84% increased their physical activity levels in the challenge
- 92% were more aware of their physical activity levels
- 92% would participate again next year
- 80% of participants either maintained or are more active in the 3 months following the 10,000 Steps Challenge
- 66% of people reported improved mental health
- 31% increased healthy eating
- 43% improved workplace/family morale



Dental Staff



10,000 Steps Challenge Winners

Our Community

Community Mural

During September, HomeBase partnered with Christie Centre and Cultivator Inc. on the creation of a 30x4 meter mural located on the laneway wall of the Christie Centre Magnolia Avenue building. The mural design is a collage composition of artworks created by HomeBase youth and ArtRageUs disability clients.

The project was a collaboration between Sunraysia Community Health Services staff, HomeBase youth, Christie Centre - ArtRageUs clients and staff, SuniTAFE students, local community members and the Cultivator crew.

With over 100 volunteers giving up their time to contribute to the mural, it was a very successful project that captured the engagement of the community, and unity between contributing partners.

“Thank you for fostering the community spirit. I said to my kids that they will be able to drive past in years to come and know that they played a small part in this really cool project - maybe they can show their kids?”

- Community participant.

Achievement Program

The Achievement Program is a health and wellbeing program that helps to create a healthier environment for working and learning. The Achievement Program focuses on health areas such as healthy eating, physical activity, and mental health and wellbeing, and is aligned to the World Health Organisation’s model for Health Promoting Schools and Healthy Workplaces. The program is supported by the Victorian Government and delivered by Cancer Council Victoria.

Here at SCHS, we have an internal Staff Health & Wellbeing Committee who work on the Achievement Program and have already been recognised for the Healthy Eating and Physical Activity. In 2020, SCHS was recognised for the Mental Health priority area as well. This was achieved through the following:

- Internal bulletins went out to staff keep them up to date, informed and connected to resources
- E-news frequency increased
- Management staff provided check-in support where possible team meetings increased their frequency to assist staff with changes to work and individual workloads and
- Social events via Zoom , including social lunches and a walking group open for all employees to attend.
- Our internal Employee Assistance Program was promoted to staff along with phone calls from our Executive Team to every staff member in our organisation
- SCHS delivered a presentation to Vic Health at a state level conference on how we were adapting to COVID-19 and caring for our staff

Across the state over 1,000 Victorian workplaces, 700 schools and 1,300 early childhood services are actively working on the Achievement Program. At SCHS, we value the health and well-being of our employees and have been working on establishing an internal health & well-being calendar as we aim to re-connect and build back our internal sense of community.

HomeBase

HomeBase hosted an array of events as part of their youth involved projects. Over the Easter school holidays, HomeBase held a Kids Carnival in the Langtree Mall. At the carnival, HomeBase youth entertained the crowds with face painting, balloons, bubbles, costumes and an range of various other activities. Much to the delight of local shopkeepers, the carnival attracted many people to Langtree Mall and provided HomeBase youth with the opportunity to show off their skills and engage with the community.

Similar to the Kids Carnival, Sunday Fun Days were held at the Mildura Riverfront and provided safe and enjoyable activities for kids and families. Each Sunday was a different theme, including Mother’s Day, Superhero and Olympics.

Activities that took place included arts and crafts, egg and spoon races and face painting. The events held by HomeBase have had a positive impact on all youth who were involved. Unfortunately, only three of the five Sunday Fun Days were able to take place due to COVID-19 lockdown restrictions.

Cultural Art Competition

Aboriginal and Torres Strait Islander artists of all ages were encouraged to participate and create an artwork that will be used in SCHS publications to be developed specifically for Aboriginal and/or Torres Strait Islander people in our area. These artworks will be used throughout various SCHS publications, including our RAP plan.

Chantelle Mitchell is a young Barkindji Woman and local artist. Her piece she contributed to the art competition represents kangaroo tracks leading to a waterhole. Chantelle started painting while her grandfather was unwell, and has since started her own business where she does acrylic on canvas and designs football boots and guernseys for AFLW teams. Her page can be found on Facebook and Instagram under Channy Mitchell Art.

Kristy-Jane Kelly is a 13-year-old local following in the footsteps of her father who is a Wongaibon Man. Her art piece symbolises the Murray River turtle and how it came to have a shell. It also portrays the message that with no river, there would be no river life. Upon completing school, Kristy-Jane intends on going to university and following her many passions in life.

Jason Proctor is a proud Gunditjmara Man and local artist. His artwork signifies our land and how it must be protected for the future. Jason hopes to one day have his own art gallery.



ArtRageUs Mural



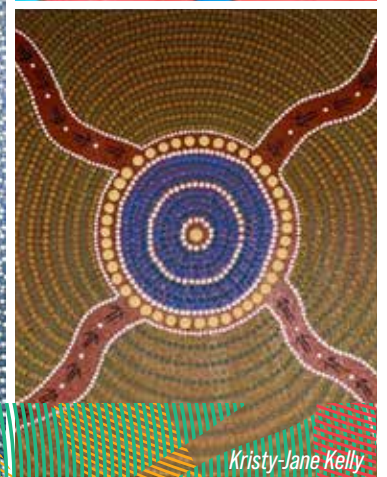
HomeBase Kids Carnival and Sunday Fun Day



Jason Proctor



Chantelle Mitchell



Kristy-Jane Kelly

Clinical Achievements

HeadtoHelp

The COVID-19 Pandemic has brought about social and economic impacts which has severely affected the mental health of individuals and communities across Australia, requiring a systemic and localised response. Murray PHN was tasked with establishing additional mental health support hubs to ensure consumers were receiving the right level of care at the right time, which would complement mental health services already provided in the community.

In December of 2020, SCHS became a service provider for HeadtoHelp. HeadtoHelp is a free mental health service for all people who are experiencing mental illness, with or without a diagnosis. This short to medium term program is focused on providing a person centered approach, with an emphasis on prevention, early intervention and support for recovery that is not just measured in terms of the absence of symptoms, but in the ability to lead a 'meaningful and contributing' life.

The Family and Child Hub

The Family and Child Hub (FCH) provides accessible, client-centered services for parents, carers and children. The Hub is now running four major programs; Parent Support Service, Healthy Mothers Healthy Babies, Antenatal Clinic and Paediatric Clinic.

Maternal and Child Health Services commenced on site at the Family and Child Hub in March 2021. The inclusion of this service has strengthened relationships and referral processes between providers and included another essential service for the community at the 'one stop shop'. The commencement of the Paediatric Clinic has introduced an interesting and dynamic element to the FCH model. The addition of this clinic has opened support lines to parents and families of children who are requiring Paediatric assessment and support for diagnoses such as Autism and developmental delay.

Two of our staff undertook Circle of Security training and Keys to Caregiving training as a part of their upskilling towards better supporting the families we care for. Circle of Security is regarded as one of the most valuable parent education courses currently available. The program aims to enhance parents' capacity for caregiving and child attachment. It can be delivered in a group context, in individual counselling, or in the home.



COVID-19 Response

To the dismay of many, the COVID-19 pandemic followed through to the New Year of 2021. Although challenging, the dramatic array of changes that took place within our organisation demonstrated our adaptability and resilience.

With the national vaccine rollout commencing in February 2021, Sunraysia Community Health Services engaged in being the lead vaccine provider in the Sunraysia Region. Vaccinations commenced with our staff working on the frontline, and eventually under Phase 1b of Australia's COVID-19 Vaccine Roadmap, the vaccine became available to the general public. SCHS set up a vaccination sub-hub at the local Army Reserve Kiarivu Barracks to begin vaccinating the community. Inundated with interest, the community were eager to get their first jab.

While our frontline staff took to the masses, not only vaccinating but also testing, others were directed to work from home in accordance with lockdown restrictions. To keep morale high, our managers and CEO checked in with staff personally via phone, as well as having regular Zoom meetings - sometimes just for a chat. We kept ourselves and the community connected through email newsletters, and took all appointments digitally via Telehealth. Care packages were delivered over the fence to our HomeBase youth and some opted to have a family picture taken through the 'Front Door Project' photograph initiative. Since then, staff are slowly finding themselves back in the office as our organisation continues to vaccinate the community, and we find ourselves beginning to return to a sense of normality.



Family & Child Hub - Pine Ave



COVID-19 Clinic frontline workers

Our Organisation

Victoria Legal Aid

In July 2021, the health justice partnership between Victoria Legal Aid and SCHS entered its fifth year. Since commencing in July 2017, the partnership has aimed to assist clients by addressing health and legal problems more holistically, to improve overall wellbeing.

VLA continued providing legal information and advice primarily where clients were experiencing interaction with Child Protection, and civil law areas including tenancy (evictions), compulsory mental health treatment, challenging NDIS or Centrelink decisions, or Guardianship and Administration.

While COVID-19 introduced some barriers to working together, we continued to assist our clients virtually while navigating new ways to collaborate and make our services accessible.

Volunteers

There were a number of positive outcomes for SCHS Volunteers throughout the past year. Whilst volunteering was kept to a minimum due to following COVIDSafe Settings, many of our volunteers were successful in gaining employment outside of SCHS. Our Volunteer Coordinator was able to act as a referee for at least six volunteers who were all successful in gaining employment. The majority of the employment roles gained were in the health sector with organisations such as MDAS, MASP, NDIS and a disability employment recruitment agency.

One volunteer went to the effort of writing a letter to our CEO thanking SCHS for the effort that the organisation had put in to her.

"I am truly grateful that SCHS provided me with accredited training in Youth Mental Health First Aid which inspired me to study in 2020 - Mental Health Cert IV at Sunitafe. I really did feel part of the team at SCHS, I felt a sense of connection to my community and confidence in my skills and abilities grew as a result."

"Today I am now employed full time as a Career Consultant DES. But I am not sure how far I would have come if it wasn't for my volunteer experience at SCHS! Thank you so much Dylan and staff. Thank you SCHS for all you do in our community, you are making a difference in supporting us all out here and creating change where it is needed most."



VLA staff Hannah and Jess



Volunteers

Staff Awards



Accountability Award
Leighlan Phillips

Leighlan has enabled significant advancements to improve the lives of clients, supported the COVID-19 Clinic, continued to study and is highly regarded as a source of knowledge by her team.



Business Excellence Award
Holly Baynes, Denise McKee and Cathy Monteleone

With great communication and customer service the above staff worked together to implement a new pricing structure for brokered services which provided benefits for both SCHS and our clients.



Colleague of the Year
Denise Thorkildsen

During COVID-19, Denise was often the first face staff encountered on arrival to work. Her bright and cheery manner as well as her delicious treats provided a great start to the day for many and was truly appreciated.



Community Justice Award
Ashleigh Venables

Ashleigh's exceptional care for her community – both SCHS staff members onsite and working from home, as well as the clients who she has built positive relationships with, is highly regarded and respected.



Compassion Award
Kiran McDonald

Kiran has demonstrated resilience, an extremely strong and consistent work ethic and is generous and supportive with new team members. Her positive attitude and light-hearted nature brightens the day of her colleagues, as well as her clients.



Excellence Award
Kaye Gathercole

Kaye has gone above and beyond this year as Infection Protection and Control Officer for SCHS. She has been an integral part in the pandemic planning & response, ensuring staff have been provided with information and guidance throughout.

Staff Awards



**New Staff Member
of the Year**
Sam Levey

Sam has provided support during the implementation of the new finance system. His flexibility and willingness to support other members of the finance team and staff across the organisation is an asset to SCHS.



Mission Award
(Board award)
Serena House

Serena has displayed leadership as a member of our front-line team, managing competing priorities to ensure the team worked cohesively in the provision of exceptional customer service.



**Excellence in Service
Delivery Award**
COVID-19 Clinic Nurses
& Administration Staff

The nurses and administrative staff of the COVID-19 clinics have worked extraordinarily well throughout the pandemic. From rapidly upskilling to enter a clinical environment previously unconsidered, to being in a greater

position of risk as part of our front-line services, this team has worked with flexibility and dedication; with many hours of overtime and impacts to their personal lives.

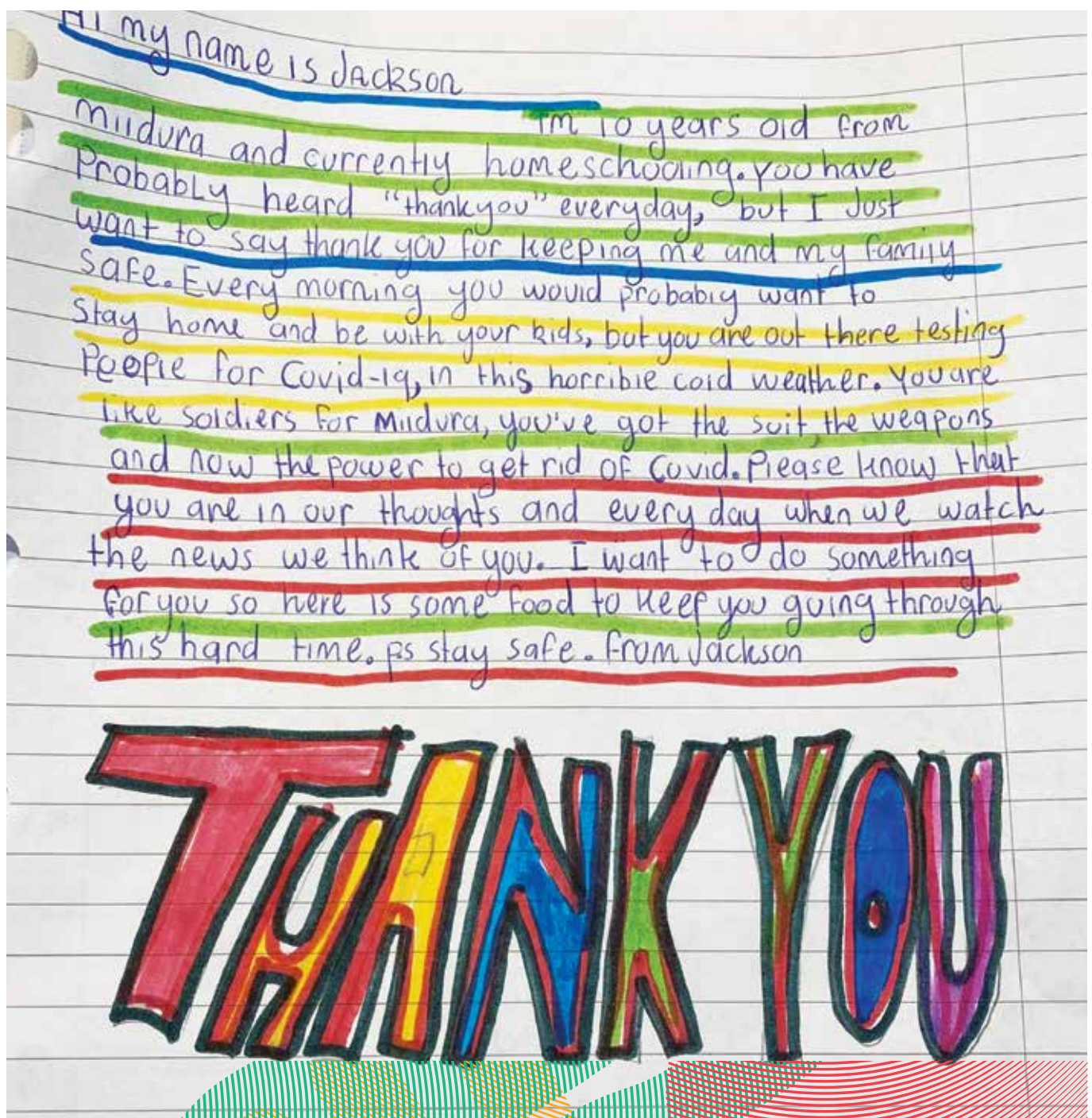


**Team
Collaboration Award**
Frontline Reception Team

The Frontline team have worked together extremely well, under challenging and ever-changing conditions. The generosity, compassion, knowledge and cohesiveness of this team is an asset to our organisation.

Staff Service Awards

Jennifer Jones	Adult Day Care Activity	30 years	Diane Coulbourn	Client Services	20 years
Charlene Davis	Clinical Programs	25 years	Joanne Beyen	Continence Consulting	20 years
Julianne Wood	Client Services	25 years	Jackie Reddick	Chronic Disease	15 years
Shelley Faulks	Clinical Programs	20 years	Jacqueline Cesco	Chronic Disease	15 years
Tricia Stephenson	Palliative Care	20 years	Raylene Paynting	Mental Health Drug & Alcohol	15 years
Annetta Evans	Home Nursing	20 years	Zeljka Gregg	Home Nursing	15 years
Katherine Modoo	Continence Consulting	20 years	Tracy Bone	Adult Day Care Activity	15 years
Margot Smith	Palliative Care	20 years			



Financial Summary

The 2020/21 financial year has SCHS' accounting result show a \$1.41M surplus compared to a deficit of \$1.88M in the prior year.

Total income has increased by \$1.7M in comparison to last year. This is predominantly the result of increased funding in the for The Orange Door and responses to Family Violence Services of \$606K, GP Respiratory Clinic COVID-19 Pop-Up Clinic of \$597K, and HeadtoHelp Mental Health services from Murray PHN of \$373k.

Total expenditure has increased by \$0.6M, prior to a loss on building valuation last year. The majority of this expenditure is due to an increase in salary and wages, in particular those relating to COVID-19 and additional grant funding throughout the year.

SCHS' cash position has continued to increase with a total of \$15.8M in Cash & Cash Equivalents & Financial Assets at the end of June 2021. SCHS remains in a strong financial position.

A Community Support Fund Reserve has been established this year for a total of \$0.4M. These surplus funds will enable reinvestment back into the business for new initiatives which aim to improve community outcomes that are not linked to existing grant funding.

To request a full financial statement, please contact the Executive Manager Business & Finance on (03) 5022 5444 or schs@schs.com.au.

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 JUNE 2021

REVENUE	2021 \$	2020 \$
Revenue from operating activities	21,324,743	19,654,040
Other income	999,093	837,309
Investment revenue	107,999	201,974
Profit on sale of non current asset	1,664	-
TOTAL REVENUE	22,433,499	20,693,323
EXPENSES		
Employee benefits expense	(16,462,052)	(15,774,727)
Client expense	(1,734,729)	(2,023,536)
Depreciation and amortisation	(950,044)	(866,588)
Occupancy expenses	(596,250)	(581,448)
Transport expenses	(108,522)	(83,143)
Finance costs	(5,200)	(19,172)
IT expenses	(392,443)	(217,955)
Maintenance and cleaning expenses	(256,131)	(251,664)
Staff related expense	(246,141)	(249,608)
Other expenses	(267,005)	(330,407)
Loss on revaluation of land & buildings	-	(2,172,699)
TOTAL EXPENSES	(21,018,517)	(22,570,947)
SURPLUS/(DEFICIT) FOR THE YEAR	1,414,982	(1,877,624)
OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,414,982	(1,877,624)

Statement of Financial Position for the year ended 30 JUNE 2021

ASSETS	2021 \$	2020 \$
CURRENT ASSETS		
Cash and cash equivalents	6,992,811	4,282,363
Trade and other receivables	246,493	376,823
Financial assets	8,840,664	8,740,445
Other assets	544,415	504,953
TOTAL CURRENT ASSETS	16,624,383	13,904,584
NON-CURRENT ASSETS		
Property, plant and equipment	15,013,425	15,260,053
Right-of-use assets	260,837	393,302
TOTAL NON-CURRENT ASSETS	15,274,262	15,653,355
TOTAL ASSETS	31,898,645	29,557,939
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,590,442	1,497,429
Lease liabilities	98,127	109,621
Employee benefits	2,229,951	2,252,869
Contract liabilities	916,151	266,892
TOTAL CURRENT LIABILITIES	4,834,671	4,126,811
NON-CURRENT LIABILITIES		
Lease liabilities	199,183	292,189
Employee benefits	622,538	311,668
TOTAL NON-CURRENT LIABILITIES	821,721	603,857
TOTAL LIABILITIES	5,656,392	4,730,668
NET ASSETS	26,242,253	24,827,271
EQUITY		
Retained earnings	25,817,758	24,827,271
Reserves	424,495	-
TOTAL EQUITY	26,242,253	24,827,271

Statement of Cash Flows for the year ended 30 JUNE 2021		
	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	23,162,337	21,958,662
Payments to suppliers and employees	(19,734,438)	(21,063,714)
Interest paid	(5,200)	(19,172)
Interest received	61,755	201,974
NET CASH PROVIDED BY OPERATING ACTIVITIES	3,484,454	1,077,750
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	13,141	-
Purchase of property, plant and equipment	(582,428)	(389,021)
Purchase of investments	(7,815,661)	(8,677,274)
Proceeds from maturity of investments	7,715,442	9,092,679
NET CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES	(669,506)	26,384
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease liabilities	(104,500)	(89,721)
NET CASH FLOWS USED IN FINANCING ACTIVITIES	(104,500)	(89,721)
NET INCREASE IN CASH HELD	2,710,448	1,014,413
Cash and cash equivalents at beginning of financial year	4,282,363	3,267,950
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	6,992,811	4,282,363



SCHS
Sunraysia Community
Health Services

PO Box 2803 Mildura Victoria 3502
Phone 03 5022 5444
Email schs@schs.com.au
Hours 8.30am to 5:00pm Monday - Friday

Our Sites

137 Thirteenth Street, Mildura
H & L Hecht Adult Day Activity Centre - 5 Johns Street, Mildura
233 Deakin Avenue, Mildura
The Family and Child Hub - 41 Pine Avenue, Mildura

www.schs.com.au