



Annual Report



SCHS
Sunraysia Community
Health Services

2021/22 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.



Contents

| | |
|---|----|
| Vision & Mission | 2 |
| Chief Executive Officer & Chair Report | 4 |
| Executive Staff | 6 |
| Our Vision, Purpose, & Strategic Priorities | 7 |
| Organisation Structure | 7 |
| Governance | 8 |
| Our Board | 9 |
| Board Attendance | 11 |
| Philanthropic | 12 |
| Growth Strategies and Projects | 13 |
| Student Placements | 15 |
| Our Community | 18 |
| Reconciliation Action Plan (RAP) | 20 |
| Clinical Programs & Achievements | 21 |
| COVID 19 Response | 22 |
| Staff Awards | 24 |
| Staff Service Awards | 25 |
| Financial Summary | 28 |
| Statement of Comprehensive Income | |
| Statement of Financial Position | |
| Statement of Cash Flows | |

Chief Executive Officer & Chair Report

The 2021/2022 financial year commenced with Sunraysia Community Health Services managing yet another year within a pandemic, balancing working from home, caring for our workforce and keeping our community safe. Whilst this was a challenging time, SCHS and other rural and regional community health services leveraged off the learnings that occurred during this time to enhance our care to our communities.

Pandemic

SCHS remained agile, responsive and committed to serving the community during the pandemic with a multitude of additional strategies that included: vaccination, testing, High Risk Accommodation Response (HRAR) project and outreach services for in home care. SCHS also manned the local COVID-19 hotline, which during times of high concern in the community answered over 1,000 calls per day.

The outbreak in our community in October 2021 resulted in a two week community-wide lockdown. This period exacerbated the health inequities experienced within our community. Strategies were swiftly developed to provide outreach to these community members. Our main contribution during this outbreak, under the authorising environment from the Loddon Mallee Public Health Unit (LMPHU) was to commence a testing and vaccination outreach model whereby staff were deployed directly into impacted community settings to provide testing and vaccination within a trial model. This occurred in partnership with Mildura Rural City Council (MRCC), Hands Up Mallee (HUM), Mallee District Aboriginal Services (MDAS) Victoria Police, Community Elders, Sunraysia Mallee Ethnic Communities Council (SMECC), Murray PHN, Sunraysia Medical Centre and Bendigo Health. This was only the second site in Victoria this strategy had been implemented.

In December, 2021 SCHS established the Head to Health Hub to provide on-site mental health to support vulnerable people, including frontline health workers, older Australians, Aboriginal and Torres Strait Islander People and those who are socially isolated or financially impacted by the COVID-19 pandemic.

Health Equity Unit

The impact of the pandemic both locally and internationally drew attention to health inequity and the importance of the Social Determinants of Health (SDoH). As a result of these learnings, SCHS developed the Health Equity Unit (HEU). The purpose of this unit is to be responsive to community health needs through exploring, incubating and translating practical approaches to reduce inequities surrounding the SDoH. Underpinning the unit is an evidence-based and data-informed approach, coupled with extensive qualitative and quantitative evaluation, to foster a culture of continuous improvement.

Programs within the HEU are built upon genuine community engagement. SCHS works closely with Hands Up Mallee to ensure the program delivery meets the needs of the community. This includes HomeBase, the Family

and Child Hub, Community Paramedic Model, the Social Health Volunteer Program and the Care for Complexity in Community Health trial (the 3C trial) which is a research partnership with the Violet Vines Marshman Centre for Rural Health Research (La Trobe University). This is a pilot trial of a new model of chronic disease care for clients experiencing health inequities, and is built on prior extensive community consultation as part of a PhD project.

External Partnerships

Community Health Services (CHS) were an integral component of the health sector during the pandemic, resulting in the development of the Alliance of Rural and Regional Community Health (ARRCH) with ten other rural and regional CHS across Victoria. ARRCH have continued to work closely and collegially and collectively strengthened our impact in our own communities. The needs of our local areas have been met through advocacy and the implementation of specific community led programs to address the individual and relevant social indicators experienced.

Community Paramedic Model

In consultation with La Trobe, Monash and McMaster (Canada) Universities, SCHS commenced a Community Paramedic model specific to CHS sector, and to our community in particular. The Sunraysia model is based on the McMaster University pilot which has demonstrated reduced ambulance call outs, reduced Emergency Department presentations and has resulted in improved health outcomes for community members. This program is innovative in addressing the health inequities experienced in the community, and offering paramedics career options through working within the community health sector.

Workforce Development

In the current national health workforce shortages, SCHS continues to adapt the available workforce to maintain service provision to our community. New disciplines welcomed to the organisation included the introduction of Exercise Physiologists, a Nurse Practitioner candidate, Community Paramedics, a Health Educator in the Child Health Team, Allied Health Assistants to complement the Allied Health workforce and a Community Paediatrician. Our quality student placements through many disciplines of physical and social health fields were supported by our key preceptors, Lauren Joyce, Alanna Cameron, Madison Jones, Kelly Burford and Megan Button, and have resulted in many recruitment opportunities. During Covid, the student nursing workforce at La Trobe University was utilised to support our teams out in the community with conducting testing and vaccinations.

The SCHS workforce has continued to grow in experience and expertise. Ruth Hardman completed her PhD in research into Chronic Disease Management for those living in lower-socio economic environments. This initial work has led to the successful Violet Vines Marshman Centre for Rural Health Research grant, which is a Post Doctorate in chronic health. Mary Jane Hulls completed her candidacy, and is now a practicing Nurse Practitioner and an essential member of our primary health team based

in our GP Clinic. Adriana Smith (Registered Nurse, District Nursing Services) was the recipient of the Staff (Ian Dickie) Scholarship for 2022, and is studying her Post Graduate Certificate in Community and Primary Health Care Nursing. Yasmin Birnie is our next Nurse Practitioner candidate, and commenced in 2022. Yasmin is studying her Masters of Nurse Practitioner and is specialising in Sexual and Reproductive Health and Blood-Borne Viruses.

Two staff members, Serena House and Lauren Joyce participated in and completed the 2021 Northern Mallee Leaders Program. Our numerous partnerships continue to be strong and strengthen health workforces; the conjoint role between SCHS and La Trobe University in the Social Work Department, SCHS and Mildura Base Public Hospital have collaborated to provide the Mental Health Allied Health Graduate Program in 2022, and the Collaborative Graduate Nurse Program. This program has been in place since 2020 and has resulted in the recruitment of numerous Registered Nurses in the District Nursing Service. The program links in with our undergraduate student placement program, and has become a highly sought after rotation choice for Graduate Nurses. SCHS hosted a “come to try” morning onsite in May 2022 which encouraged local high school students to experience Allied Health careers, and occurred in support with the Northern Mallee Local Learning and Employment Network and SuniTafe.

NAIDOC Celebrations

SCHS NAIDOC Day was celebrated in July 2021, with the opening of the newly developed SCHS Cultural Hub. This event was well attended, especially from the Aboriginal Community, with positive feedback received regarding the internal and external environment of the Cultural Hub. The external area was funded through the Ian Dickie Scholarship SCHS Board of Directors fund. A significant thank you to Megan Kelly, who has led and championed the development of the Cultural Hub.

Dental Refurbishment

SCHS were delighted to receive funding from the Regional Health Infrastructure Fund, Round 5, 2020-21. This major project involved the re-design and renovation of SCHS' Central Sterilisation Department (CSD), located in the Dental Department, incorporating an upgrade of essential sterilisation equipment and the installation of a High Efficiency Particulate Air (HEPA) filtering system.

Our Board

The SCHS Board of Directors continue to support the ability of the organisation to respond quickly and effectively to the changing health environment. This year Trevor Willcock joined the Board and brings a wealth of business acumen and experience. Trevor is also the current CEO

of the Mildura Airport. Trevor's commercial focus along with his sense of humour have been welcome additions to the Board.

Leonie Burrows, the Board Chair for the last ten years has completed her last full year with SCHS, and will retire from the Board in late 2022. Leonie became a member of SCHS in 1982, and joined the Board in 2004, attending her first meeting November 22nd, 2004. She was elected Vice President in 2007 and performed this role until she accepted the nomination to become Chair in July 2012. Since then, Leonie has been an integral member of SCHS and has navigated the organisation through numerous challenges, including the planning and building of the \$17M new facility on Thirteenth Street. Her experience and intricate knowledge of the health sector is highly valued and her significant contributions to our community are genuinely appreciated. The SCHS Board and Management Team extend our sincerest gratitude to Leonie for the time and effort she has given to Sunraysia Community Health Services in supporting us to be the excellent organisation that we are today. Thank you for the last 18 years.

In closing, SCHS has experienced another year of significant achievements which have occurred as a result of the dedicated Board of Directors and staff at SCHS. The adaptation to an ever changing environment has been remarkable and as CEO, I am incredibly proud of the work we have all achieved. Staff embraced new ways to deliver services, patiently screening each client attending our sites or receiving a home visit, they braved the sunshine, rain and dust storms, have taken on alternative roles with enthusiasm, supported their own team colleagues and often those on other teams as well, and steadfastly cared for our clients. SCHS staff are amazing people and the Board and I are filled with pride.



Board Chair Leonie Burrows and CEO Simone Heald

Executive Staff



Simone Heald
Chief Executive Officer

Registered Nurse, Registered Midwife, GDip. Childbirth Education, GDip. Adolescent Health and Wellbeing, Masters of Business Administration, Masters Health and Human Services Management, GAICD

Simone was appointed CEO in early 2016 and has 35 years of health experience and 12 years of experience within Executive Management roles. Simone has extensive experience in the community and social health sector with a strong understanding of disadvantage and related issues. She has developed strong local and regional partnerships and is respected in the community for her experience, qualifications and passionate advocacy work.

Simone is the Deputy Chair of the Mallee Regional Partnership and Chairs the La Trobe University Regional Advisory Board. Through a collaborative approach, Simone's work addresses health inequities within a Social Determinants of Health framework, and drives initiatives that target health and social inequity to improve community outcomes.

Departmental responsibilities

- Health Equity Unit
- Human Resources [outsourced]
- 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.

David 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 Communication and Technology
- Building and Procurement



Melissa Wade
Executive Manager Clinical Services

BN, AdvDip. BusMgt

Melissa has over 20 years' experience in Health Care including Acute Health both locally and in Metropolitan Melbourne, Residential Aged Care and Community Health. Throughout Melissa's early career, she held senior level leadership positions as the General Manager of Bupa Aged Care Mildura, Regional Quality/Performance Improvement roles at Bupa Aged Care Australia and later Quality and Service improvement roles at Mildura Base Hospital before accepting an executive position at SCHS.

Melissa brings extensive clinical governance, quality, and performance improvement systems knowledge. 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 also works hard to ensure the contribution and knowledge of SCHS' dedicated employees are acknowledged and help guide our work.

Melissa holds a Bachelor of Nursing, Advanced Diploma in Business Management and recently completed the Australian Institute of Company Directors Course.

Departmental responsibilities

- Quality and Safety
- Infection Prevention and Control
- Mental Health, Alcohol and Other Drugs
- Community Nursing and Palliative Care
- Dental Services
- GP Clinic Programs
- Family Violence Services
- Chronic Disease
- Allied and Child Health
- Aged Care Assessment Services
- HECHT adult and disability services
- NDIS and Brokerage Services

Strategic Priorities

Vision

Health and social equity for our community.

Mission

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

Values

Compassion - We treat people with empathy, respect and dignity and we care about our clients, our people and our community.

Justice - We promote equity, peace and a genuine respect for people in our community.

Excellence - We are prepared for change and strive for continuous learning and quality improvement.

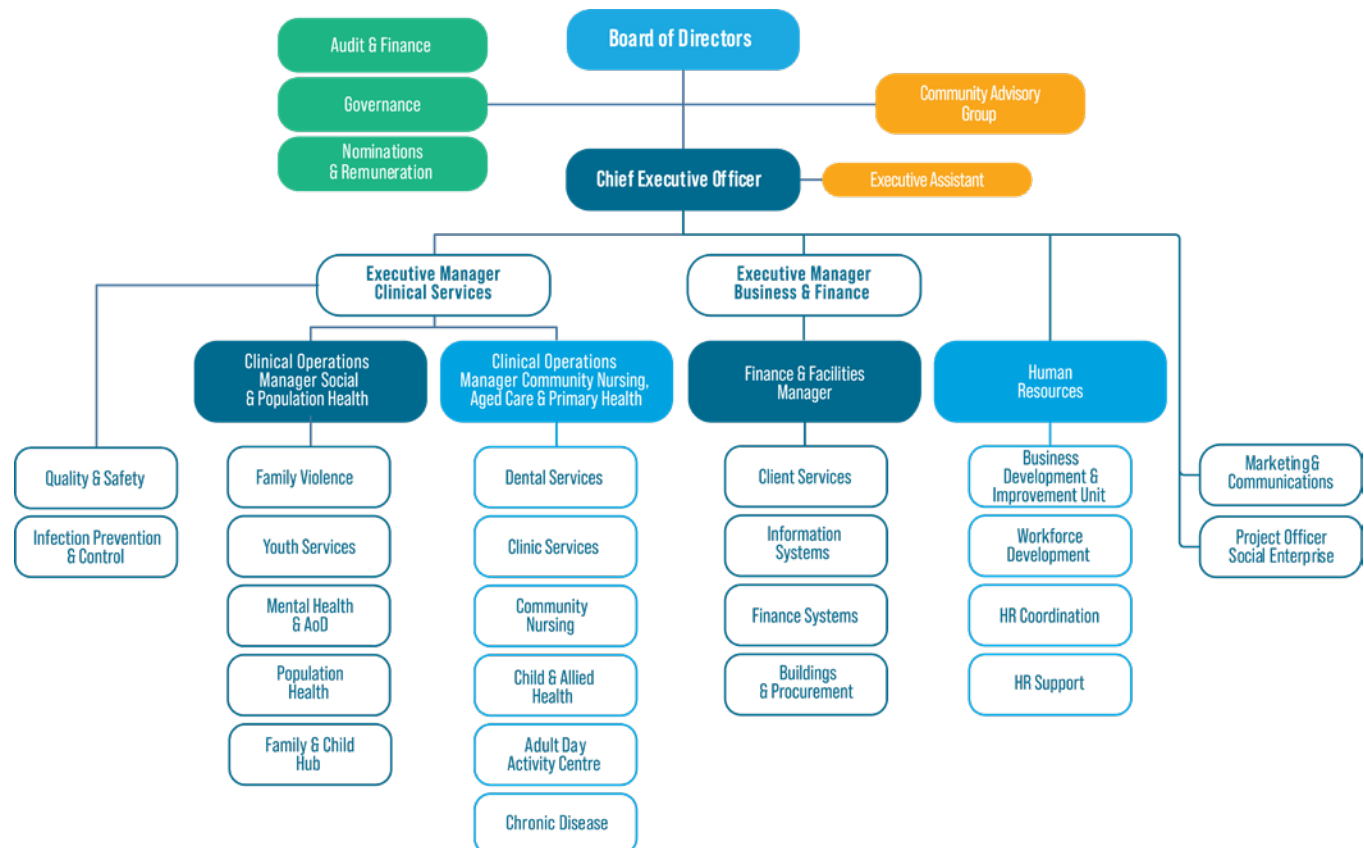
Accountability - We commit to responsible and open decision-making, taking responsibility for our decisions and actions, being reflective and open to feedback.

Collaboration - We work as a team and actively communicate and build constructive relationships to achieve positive outcomes.

Our strategic priorities in 2022 (goals) Values



Organisational Structure



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

the 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.

Our Board



Leonie Burrows
Board Chair

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

Board Director since 2004 and appointed Board Chair from 2012, 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 and the Victorian TAFE Association. Leonie is currently Deputy Chair Board of the Murray Primary Health Network, Chair of Loddon Mallee Regional Development Australia and Chair of the Mallee Regional Innovation Centre.



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 Rural Care Australia for 13 years. Darren is a 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 of 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 of 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 Registered 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' 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 of experience in the financial services sector, and is also a CPA. Courtney is a former Compliance Manager and brings a strategic and corporate lens to the board. She is passionate about our community and in particular, improving health and social outcomes.



Trevor Willcock
Director

*Dip Management Accounting,
Dip Hospitality Management.*

Appointed Board Director in 2021, Trevor is a member of the Audit and Finance Committee.

Trevor is an experienced Chief Executive Officer with a demonstrated history of working in companies with a wide range of activities. He is skilled in Negotiation, Business Planning, Strategy and Commercial Management. He is also a strong business development professional in aviation, hospitality and property. Trevor brings a business and commercial focus to the Board and is currently the Chief Executive Officer of Mildura Airport.

The work of the Board of Directors is supported by the following board committees:

- Governance
- Audit and Finance
- Nominations and Remuneration

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), Leonie Burrows, Courtney Biggs and Trevor Willcock.

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 and Courtney Biggs.

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 Nominations and Remuneration Committee meetings held during the period 1 July 2021 – 30 June 2022, 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 | 10 | | | 1 | 1 |
| Darren Midgley | 11 | 11 | | | 4 | 4 | 1 | 1 |
| Brian Smith | 11 | 10 | | | 4 | 3 | 1 | 1 |
| James Adams | 11 | 11 | | | 4 | 4 | | |
| Glenis Beaumont | 9 | 9 | | | 3 | 3 | | |
| Diane Schmidt | 11 | 11 | 11 | 11 | | | 1 | 1 |
| Courtney Biggs | 11 | 11 | 11 | 10 | | | 1 | 1 |
| Trevor Willcock | 6 | 6 | 6 | 6 | | | | |

Board Activities

Over the period of this report, the Board were instrumental in developing renovations to the SCHS Dental Service facilities. The Board attended a group education workshop hosted by VMIA (Victorian Managed Insurance Authority) and participated in an all-day review of the SCHS Strategic Plan priorities. The Board have provided support and advice regarding the following projects;

- Community Paramedic pilot
- The development of SEAG (Social Enterprise Advisory Group) (Trevor)
- The implementation of the Health Equity Unit
- The Alliance of Rural and Regional Community Health (ARRCH) collaboration
- The development of the Family & Child Hub

Philanthropic

Sunraysia Community Health Services is deeply grateful for the incredible support we continue to receive from philanthropic foundations and trusts each year. Our supporters enable us to continue to deliver innovative solutions for our community.

Successful Grants for 2021 -2022

Helen MacPherson Smith Trust

Grant: Helen MacPherson Smith Trust Major Grant

Program: Family & Child Hub

Brockhoff Foundation

Grant: Palliative Care Medication Management

Program: Palliative Care

Community Grants Hub

Grant: Strong and Resilient Communities Activity

- Inclusive Communities Grants

Program: HomeBase Youth Services

Office of Youth, Department of Families, Fairness and Housing

Grant: Engage Grant

Program: HomeBase Youth Services

Gandel Foundation

Program: HomeBase fit out

Helen MacPherson Smith Trust

Grant:

Helen MacPherson Smith Trust Major Grant

Program:

Family & Child Hub

Brockhoff Foundation

Grant:

Palliative Care Medication Management

Program:

Palliative Care

Community Grants Hub

Grant:

Strong and Resilient Communities Activity

- Inclusive Communities Grants

Program:

HomeBase Youth Services

Office of Youth, Department of Families, Fairness and Housing

Grant:

Engage Grant

Program:

HomeBase Youth Services

Gandel Foundation

Program:

HomeBase fit out

Growth Strategies & Projects



Care for Complexity in Community Health: The 3C Trial

The 3C trial is a collaboration between La Trobe University and SCHS, supported by the Violet Vines Marshman Centre for Rural Health Research.

The 3C trial connects clients with multiple diseases and/or medical conditions that are experiencing social disadvantage to care coordinators, who work together to identify, prioritise, and address issues related to low capacity and/or high treatment workload. This enables the client to build self-management skills and remain engaged with their healthcare without being overwhelmed. This model, known as minimally-disruptive medicine, was first developed by the Mayo Clinic, and has been further adapted and researched by SCHS and La Trobe University.

The intervention also includes clinician training and strategies designed to improve integration such as cross-disciplinary case conferencing, streamlined referral processes and shared resource registries. The trial will run at SCHS as part of existing services for 9 months from July 2022 and will be evaluated in partnership with La Trobe University. Outcomes explored will include acceptability, feasibility, barriers to implementation, and experiences of care and client/clinician treatment burden.

Community Paramedicine Pilot Program (CP@clinic)

SCHS are partnering with La Trobe University and McMaster University (Canada) to implement the CP@clinic program in Mildura.

CP@clinic has been successfully implemented in over 100 locations across Canada and the findings indicate a significant reduction in chronic disease risk factors and an improvement to the quality of life and social connectedness in its participants. The number of emergency call-outs had also reduced by 19-25% and resulted in significant healthcare costs savings.

Our pilot will commence in July with two SCHS community paramedics visiting specific locations (e.g. community centres, common spaces in seniors' residences) weekly to provide health risk assessments. An ongoing drop-in centre will also be available for community members to come in for a health assessment, blood pressure checks or general health advice with a strong focus on chronic disease prevention and health promotion.

Nurse Practitioner

MaryJane Hulls became an endorsed Nurse Practitioner in February 2022. Although initially her focus is on diabetes as an area of expertise, expansion to broader primary health and chronic disease clients will occur as the Nurse Practitioner program is established.

Nurse Practitioners are focused on improving access to treatment, providing efficient, cost-effective care and dedicated to improving health outcomes of our community,

The Nurse Practitioner scope of practice includes request and review of the most appropriate diagnostic tests, initiation of referrals to and from relevant healthcare providers, prescription of necessary medications and collaboration with nurse and other healthcare professionals to ensure the provision of holistic care.

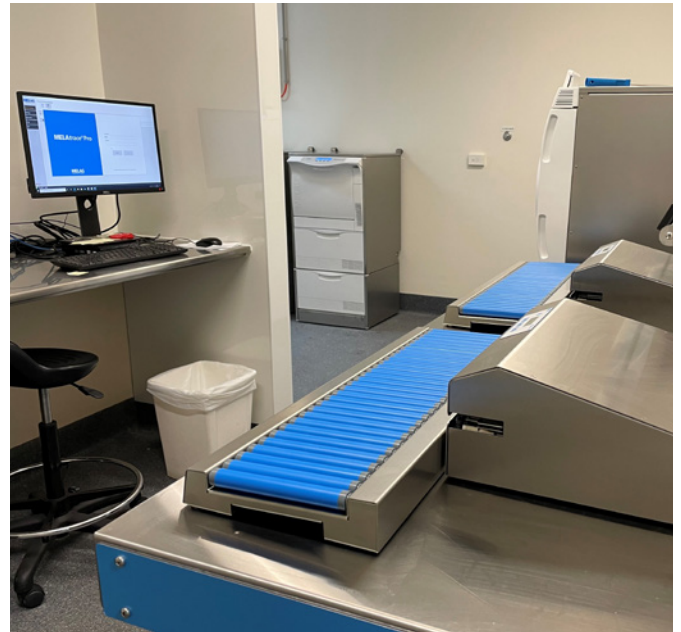
Our Nurse Practitioner program will promote a culture of wellness within a prevention and early intervention framework, including chronic disease management and diabetes prevention strategies.

Growth Strategies & Projects



Dental Refurbishment

Brittany Seymour with the Autoclave equipment.



Allied Health Come To Try Expo

Come and Try Expo1, Come and Try Expo2, Come and Try Expo3

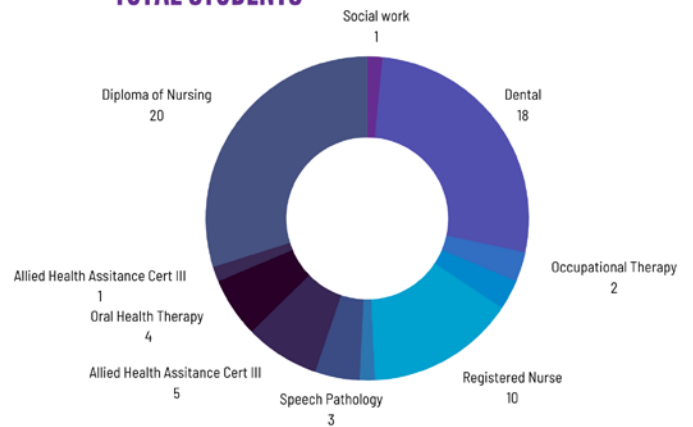
Student Placements



SCHS has long been committed to supporting students in their professional development. Our staff welcomed and supported students from a wide range of courses and disciplines throughout 2021-2022. These included:

- Nursing
- Midwifery
- Occupational Therapy
- Social Work
- Speech Pathology
- Allied Health
- Dentistry
- Oral Health Therapy

66 TOTAL STUDENTS



“I’ve loved my time spent at SCHS. I’ve always had a passion to work in aged care which is what my clients have predominantly consisted of through this placement. I’ve been well supported from all staff throughout my time here and able to explore a range of services SCHS offers.”

Amber - Occupational Therapy Placement



Our Community



HomeBase

HomeBase service provision is delivered through a relationship based, trauma informed, and multidisciplinary team approach, with a variety of skill-sets including: Youth Workers, Mental Health Nurses, Social Workers, Counsellors, Psychologists, Peer Support Workers, Educators and Occupational Therapists.

HomeBase programs include but are not limited to:

- HomeBase Health
- Youth AOD recovery and support programs
- Youth accommodation and support program (AOD)
- Youth AOD Outreach program
- Home Base Activities
- Home Base Hoops
- Home Base Social Enterprise

HomeBase Social Enterprise (HBSE)

SCHS understands that health and wellbeing can be improved through social connectedness, and by creating meaningful employment pathways. HomeBase Social Enterprise has a dual purpose: to young people learning and engagement opportunities to develop and consolidate soft employability skills, and to generate a future profit to sustain SCHS Youth Services.

2022 was a pilot year for many different business ventures at HBSE. The HomeBase Streetwear Range launched, a new website was developed to boost online sales, and the participants operated a stall. HBSE young people have perfected the art of screen-printing and have completed multiple custom orders for different organisations. In the school holidays HBSE ran workshops and activities for young people in the City Heart Mall to build employability skills.

HBSE was also successful in applying for two grants to continue operations for the next 3 years.

HomeBase Hoops

HomeBase Hoops is a community based basketball program for young people who are unable to participate in mainstream team sport. The six-week program runs each school term, on a Friday night from 6:00pm-10:00pm.

Participants in HomeBase Hoops are provided an evening meal, and transport home. HomeBase Hoops has been welcomed by young people post-Covid lockdowns, with an average nightly attendance of 60 young people. The success of HomeBase Hoops is credited to a larger collaborative partnership with other service providers including: HandsUp Mallee, Victoria Police, Mildura Rural City Council, Northern Mallee Local Learning & Employment Network, Mallee District Aboriginal Services, Sunraysia Mallee Ethnic Communities Council, and the Department of Justice.



Our Community



NAIDOC Week 2021 - Cultural Hub, Courtyard Community Opening.

The Cultural Hub was officially opened during NAIDOC Week 2021. The courtyard was the project of SCHS, Aboriginal Health Promotion and Chronic Care Worker, Megan Kelly and has been designed in collaboration with the First People of the Millewa-Mallee to provide a safe and tranquil space for Aboriginal staff, clients and community members to come and visit.

'Healing Country' was the NAIDOC Week 2021 theme and together with the community, SCHS planted native and edible plants to support the year's theme.

Along with the garden beds filled with native and edible plants, the courtyard features a mosaic table, a fireplace for smoking ceremonies, stepping stones depicting the Rainbow Serpents, and a water feature to bring a bit of the Murray River into the space. A feature wall in the cultural hub was also painted by local Aboriginal youth under the guidance of elders.



Our Community



10,000 Steps Challenge 2020

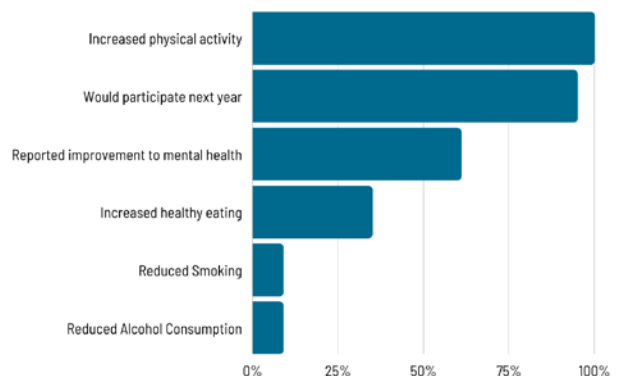
The annual SCHS 10,000 Steps Challenge is a local initiative which aims to:

- 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).

The 2021 Challenge included 78 teams and an average step count of 10,679 steps per day for each participant. Overall, participants reported:

702 PARTICIPANTS



Our Community



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. In 2021, 20 early childhood services registered to take part in the program delivering the key messages of 'Eat Well, Drink Well, Clean Well' to 2271 children and their families. 22 oral health education sessions were delivered at kindergartens in the Mildura region, reaching 498 children attending 4 year old kindergarten programs. The Health Promotion team will provide additional resources to participating services to increase their capacity to imbed these key messages into everyday learning. Participating in this program supports services to progress through the Achievement Programs Healthy Eating & Oral Health priority.



Sexual Health

STI Testing Week

Sexually transmitted infection (STI) Testing Week 2021 was a statewide health promotion campaign aimed at increasing the awareness of sexual health and importance of STI prevention, testing and treatment for sexually active people.

SCHS amplified this week with a localised social media campaign involving a series of posts over the course of the week (17th – 23rd October 2021) including Facebook, Instagram and YouTube.

Chaffey Secondary College Information Sessions

In collaboration with CERSH (Centre of Excellence in Rural Sexual Health), SCHS Health Promotion staff conducted a virtual information session about sexual health. The presentation was delivered to 460 students across years 7-10. The outcomes of the event were:

- Increased awareness of positive sexual health practices for students in years 7-10 who attend Chaffey Secondary College.
- Increased awareness around existing sexual health services that are available across the Mildura LGA including the Doctors in Schools Program, Headspace, Mallee District Aboriginal Service and SCHS.
- Increase participant's awareness of use, availability and effectiveness of condoms and where to access these.
- Provide show bags with information and merchandise about STI testing week to all students as a prompt for further discussions at home and with local service providers.

Reconciliation Action Plan (RAP)

Since our Reconciliation Action Plan was implemented in 2020, SCHS has continued to work on new initiatives that contribute to improving the health and wellbeing outcomes for Aboriginal and Torres Strait Islander people. SCHS has continued to support the plan through the following proceedings:

- Increase engagement and supports for Aboriginal and Torres Strait Islander Elders.
- Increase supports for Aboriginal and Torres Strait Islander clients accessing Palliative Care.
- Increase client's access to dental services.
- Increase client's feelings of cultural safety.



Advance Care Planning Booklet

SCHS Aboriginal Health Promotion & Chronic Care Worker Megan Kelly identified the need for an Advance Care Planning booklet that relates specifically to Aboriginal and Torres Strait Islander people in our community. A respectful and appropriate approach to advance care planning for Aboriginal and Torres Strait Islander people ensures their end-of-life journey is inclusive of their individual preferences, values and beliefs, and their cultural heritage.



Cultural Walking Group

Cultural Walking Group

For 12 weeks this year, our SCHS Aboriginal Health Worker led a Cultural Walking Group which brought together local Aboriginal and Torres Strait Islander community members across multiple age groups. The intergenerational relationships that were formed as a result of this program meant culture and storytelling could be shared. Participants shared a healthy meal at the end of each walk and provided our organisation with valuable feedback to support the walking group in its next phase.

Exercise and being social were the two things enjoyed most by participants.

Participant feedback included;

"The walking group gave me the opportunity to meet community. I really enjoyed my time with the walking group."

Clinical Programs & Achievements



Improved signage



Online Quit training for new staff



QUIT information packs and resources

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 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, the internal Staff Health & Wellbeing Committee work together on the Achievement Program and have been recognised for the Healthy Eating and Physical Activity. In 2021, SCHS was recognised for the Mental Health priority area also.

Our focus on smoking cessation improved the 'No Smoking' status of SCHS as a worksite.

GP Accreditation

SCHS increased its community health credentials and received a national award of accreditation, demonstrating its commitment to quality and safety within its practice. SCHS received this important recognition from Australian General Practice Accreditation Limited (AGPAL), the leading not-for-profit provider of general practice accreditation services within Australia.

COVID-19 Response



SCHS implemented staff zones and a bubble system within the thirteenth street building to ensure key SCHS staff could remain onsite and deliver face-to-face client services safely. The staff swiftly responded to COVID-19 outbreaks and through innovation, agility and clinical expertise the team put into action what was needed to continue providing the community with important services and information.

Over 40 SCHS staff members were involved in vaccinating and testing community members.

15,924 PCR tests

4,204 Vaccinations at SCHS GP clinic

17,302 Vaccinations at Sub-hub

COVID-19 Response



Targeted Vaccination Outreach Program

The Targeted Vaccination Outreach Program was built on community and stakeholder engagement and the employment of a Community Paramedicine workforce.

In partnership with Hands Up Mallee, Loddon Mallee Public Health Unit, Mildura Rural City Council, Mallee District Aboriginal Services, Murray PHN, Sunraysia Mallee Ethnic Communities Council, Sunraysia medical centre and Victoria Police; a coordinated and collaborative approach was taken to support vulnerable cohorts of the community that were identified of being at risk of not being able to access COVID-19 Vaccines.

As a direct result of the combined efforts vaccination rates in Mildura were shifted more than 5%, going from 3% behind the state average to 2% in front in May 2022

38 Active Outreach Clinics

1,294 Vaccinations

406 PCR Tests

High Risk Accommodation Response (HRAR)

Victoria's pandemic response highlighted the need for services to assist individuals that needed to isolate after testing COVID positive.

SCHS was the lead provider for the Northern Mallee High Risk Accommodation Response Program (HRAR) which was established in 2020 by the Department of Families, Fairness and Housing (DFFH) in response to the COVID-19 pandemic. The HRAR program provided outreach support to people living in specified accommodation settings where transmission of and vulnerability to COVID-19 were considered to be relatively high.

Mildura and surrounding areas avoided much of the outbreak at the start of the pandemic because we were isolated from most hot spots. As the regulations changed and the community began to travel between communities again, our case numbers began to rapidly increase.

Referrals to HRAR in Mildura saw a sharp rise from the start of January 2022, with community members supported increasing from 15 in 2021 to 150 in 2021/2022. SCHS worked closely with caravan park managers and residents in vulnerable and low cost housing providing resources to reduce the spread of COVID-19 in the community such as Rapid Antigen tests, hand sanitiser, masks and tissues.

2021 Staff Awards



Accountability Award

Bev Monson

Bev has stepped out well beyond her comfort zone and taken on additional roles as needed. Bev has demonstrated flexibility and dedication to her role, her team and SCCHS as a whole.

Colleague of the Year

Emma Steele

Emma shows initiative to improve our workplace, has an excellent work ethic and demonstrates kindness and empathy toward both colleagues and clients.

Compassion Award

Chiara Retamoza Modoo

Chiara consistently demonstrates the SCCHS values, is an excellent team player and shows respectful compassion for colleagues and clients alike.

Excellence in Service Delivery Award

Daniel Ki

For the excellent provision of client centred care. Dr Ki challenges barriers and encourages continuous improvement of care models.

Business Excellence Award

Linda Henderson

Linda has been instrumental in driving change and improvement within the SCCHS Business Development and Improvement Unit, specifically regarding NDIS and CHSP. Linda has provided extensive support from a business perspective to numerous staff and her scope of knowledge is deeply appreciated.

Community Justice Award

Hecht Allied Health Assistants: Sharon Stone, Sharon Allen, Susie Kewish & Kelly Roy

For assisting the Home Nursing team during times of increased demand, ensuring our most vulnerable clients were cared for.

Excellence Award

Danielle Bailey

Danielle has demonstrated strong leadership in the District Nursing Team and has provided excellent support for students and graduate nurses.

Mission Award (Board Award)

Volkan Calis

Volkan consistently demonstrates patience, kindness, reliability, proficiency and competence.

2021 Staff Awards

New Staff Member of the Year

Shelby Livens

Shelby's positive attitude extends to everyone around her. Her flexibility and willingness to take on a new role under pressure and with a smile has certainly been appreciated.

Living By Our Values Award

Jodie Gogler

Jodie consistently demonstrates flexibility, adaptability and respect. She integrates the SCHS values into her everyday practice to promote positive outcomes for our community

The Above and Beyond Award

Nat Troshen

Nat tirelessly supports the Covid Team, projects positivity and displays a 'can do' attitude. She frequently rises above and beyond for staff, clients and the general community.

Team Collaboration Award

Store and Facilities Crew (Joseph, Coreena, Ulyssa and Joy)

For outstanding work in a frequently changing environment. For delivering flexible and high quality service across the organisation and supporting every other department to continue service provision.

Team Player Award

Jacinta Yetman

Jacinta demonstrates excellent team values in both the District Nursing and Health Promotion teams, supporting team achievement and leading by example.

2021 Staff Service Awards

30 years

Jenny Jones

25 years

Julianne Wood

20 years

Joanne Beyen

15 years

Jacqui Cesco
Raylene Paynting
Zeljka Gregg

10 years

Ainslee Rizzica
Kate Maloney
Leonie Webb

5 years

Andrea Kendall
Bernadette Denton
Carol Dean,
Donna Fisher
Felicity Cummins
Jackie Dawson
Karlie Barlow
Lisa Lambert
MaryJane Hulls
Megan Kelly
Petra Watson
Sheena Rowney
Simone Coombes
Simone Heald
Sonja McKinley
Susie Kewish
Zia Ibrahim



Walk to School Award Winner



Health Promotions



Family & Child Hub



NAIDOC T'shirt Screen Printing



HomeBase Social Enterprise



R U OK Day



Health Promotions



Health Promotions

Financial Summary

2021/22 has SCHS' accounting result show a \$1.81M Surplus compared to a \$1.41Ms surplus in the prior year.

Total income had increased by \$1.9m in comparison to last year. This is predominantly due additional grant funds received for COVID-19 related services (\$1.2m), Men's Behaviour Change Program and the Support & Safety Hub (\$197k), Family and Child Hub (\$180k) and a number of programs supported by the Murray Primary Health Network (\$244k).

Total expenditure had increased by \$1.5m from the prior year, largely driven by an increase in salary and wages cost related to the delivery of services to meet additional grant funding objectives.

SCHS cash position has continued to increase with a total of \$18.8M in Cash & Cash Equivalents & Financial Assets at the end of June 2022.

The continuing strong financial position of SCHS enables a portion of the profits to be reserved for investments into new initiatives that are not linked to existing grant funding, with an aim to improve community outcomes.

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

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 JUNE 2022

| REVENUE | 2022 \$ | 2021 \$ |
|--|----------------------|----------------------|
| Revenue from operating activities | 22,014,088.00 | 21,324,743.00 |
| Other income | 2,317,936.00 | 999,093.00 |
| Investment revenue | 48,148.00 | 107,999.00 |
| Profit on sale of non current asset | - | 1,664.00 |
| TOTAL REVENUE | 24,380,172.00 | 22,433,499.00 |
| EXPENSES | | |
| Employee benefits expenses | (17,955,827) | (16,462,052) |
| Client expenses | (1,828,516) | (1,734,729) |
| Depreciation and amortisation | (1,043,185) | (950,044) |
| Occupancy expenses | (694,011) | (596,250) |
| Transport expenses | (124,493) | (108,522) |
| Finance costs | (9,632) | (5,200) |
| IT expenses | (153,518) | (392,443) |
| Maintenance and cleaning expenses | (280,256) | (256,131) |
| Staff related expenses | (158,068) | (246,141) |
| Other expenses | (319,462) | (267,005) |
| Loss on revaluation of land & buildings | | (0) |
| TOTAL EXPENSES | (22,566,968) | (21,018,517) |
| SURPLUS/(DEFICIT) FOR THE YEAR | 1,813,204 | 1,414,982 |
| OTHER COMPREHENSIVE INCOME FOR THE YEAR | | |
| TOTAL COMPREHENSIVE INCOME FOR THE YEAR | 1,813,204 | 1,414,982 |

Statement of Financial Position for the year ended 30 JUNE 2022

| ASSETS | 2021 \$ | 2020 \$ |
|--------------------------------------|-------------------|-------------------|
| CURRENT ASSETS | | |
| Cash and cash equivalents | 13,593,032 | 4,282,363 |
| Trade and other receivables | 313,777 | 376,823 |
| Financial assets | 5,232,720 | 8,740,445 |
| Other assets | 446,291 | 504,953 |
| TOTAL CURRENT ASSETS | 19,585,820 | 13,904,584 |
| NON-CURRENT ASSETS | | |
| Property, plant and equipment | 14,044,058 | 15,013,425 |
| Right-of-use assets | 165,944 | 260,837 |
| Intangible assets | 347,169 | |
| TOTAL NON-CURRENT ASSETS | 14,557,171 | 15,274,262 |
| TOTAL ASSETS | 34,142,991 | 31,898,645 |
| LIABILITIES | | |
| CURRENT LIABILITIES | | |
| Trade and other payables | 1,738,609 | 1,590,442 |
| Lease liabilities | 99,579 | 98,127 |
| Employee benefits | 2,531,848 | 2,229,951 |
| Contract liabilities | 925,431 | 916,151 |
| TOTAL CURRENT LIABILITIES | 5,295,467 | 4,834,671 |
| NON-CURRENT LIABILITIES | | |
| Lease liabilities | 102,871 | 199,183 |
| Employee benefits | 689,196 | 622,538 |
| TOTAL NON-CURRENT LIABILITIES | 792,067 | 821,721 |
| TOTAL LIABILITIES | 6,087,534 | 5,656,392 |
| NET ASSETS | 28,055,457 | 26,242,253 |
| EQUITY | | |
| Retained earnings | 27,087,000 | 25,817,758 |
| Reserves | 968,457 | 424,495 |
| TOTAL EQUITY | 28,055,457 | 26,242,253 |

| Statement of Cash Flows for the year ended 30 JUNE 2022 | | |
|---|-------------------|------------------|
| | 2022 \$ | 2021 \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Receipts from customers | 24,366,970 | 23,162,337 |
| Payments to suppliers and employees | (20,992,256) | (19,734,438) |
| Interest paid | (9,632) | (5,200) |
| Interest received | 48,148 | 61,755 |
| NET CASH PROVIDED BY OPERATING ACTIVITIES | 3,413,230 | 3,484,454 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Proceeds from sale of property, plant and equipment | - | 13,141 |
| Purchase of property, plant and equipment | (287,141) | (582,428) |
| Purchase of investments | (5,232,720) | (7,815,661) |
| Proceeds from maturity of investments | 8,840,664 | 7,715,442 |
| NET CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES | 3,320,803 | (669,506) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | |
| Repayment of lease liabilities | (133,812) | (104,500) |
| NET CASH FLOWS USED IN FINANCING ACTIVITIES | (133,812) | (104,500) |
| NET INCREASE IN CASH HELD | 6,600,221 | 2,710,448 |
| Cash and cash equivalents at beginning of financial year | 6,992,811 | 4,282,363 |
| CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR | 13,593,032 | 6,992,811 |



care for community



SCHS
Sunraysia Community
Health Services

PO Box 2803 Mildura Victoria 3502

Phone 03 5022 5444

Email schs@schs.com.au

Web www.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