

Harrow Bush Nursing Centre

Annual Report
2016-17



Harrow Bush Nursing Centre

Our Vision

To provide accountable and accessible health services to the Harrow and district community.

Our Values

OPENNESS

We interact with people in a transparent, honest and respectful way.

SOCIAL JUSTICE

We believe in every person being actively involved in decisions which affect them and their lives.

INNOVATION

We are committed to improvement and proactively responding to community needs.

COLLABORATION

We engage in collaborative partnerships and relationships that strengthen the community.

WELLBEING OF STAFF

We will be responsible for a professional and supportive environment in which staff can achieve their full potential.

ACCOUNTABILITY

We will be accountable for all aspects of the organisation.

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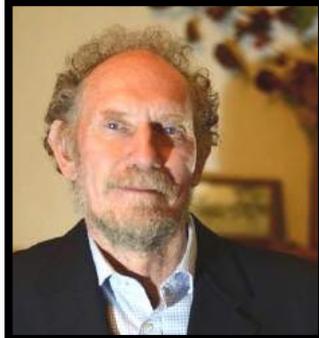
Committee of Management



Peter Johnson
President

Re-elected 2015
Meetings Attended: 9

Retired Manager



Ron Penrose
Vice President

Elected: 1997
Meetings Attended: 11

Professional Artist



Hugh Jarvis
Treasurer

Elected: 2012
Meetings Attended: 6

Primary Producer
Bachelor Agricultural
Science (Hons), Ad. Uni.
Grad. Dip. Agribusiness,
Monash Uni.



Bronwyn Hobbs
Secretary

Elected: 2016
Meetings Attended: 8

Enrolled Nurse
Psychological First Aid
No Lift Instructor
OH&S Health and
Safety Representative



Murray McInnes
Committee Member

Elected: 1997
Meetings Attended: 5

Retired Victoria Police
Bachelor Information
Systems/Computer
Science



Richard Edgar
Committee Member

Elected: 2016
Meetings Attended: 7

Grad. Dip. Management
Manager Feedlot and
Prime lamb enterprise



Eleanor Edgar
Committee Member

Elected: 2016
Meetings Attended: 6

Bachelor Social Work
Master Philosophy
Grad. Cert. Family
Therapy



Hardy Hauke
Committee Member

Elected: 2016
Meetings Attended: 6

Retired Project
Electrical Engineer

Committee of Management



Jessie Ferguson
Committee Member

Elected April, 2017
Meetings Attended: 3

School Teacher (PE)
Master Education



Leanne Dillon
Committee Member

Elected May, 2017
Meetings Attended: 1

Photographer
Primary Producer
Currently studying Early
Childhood Education



Alan Offord
Outgoing Member

Elected: 2012
Meetings Attended: 2

Certificate of Finance
Resigned: October, 2016



Lisa Selway
Outgoing Member

Elected: 2013
Meetings Attended: 8

Victoria Police - Leading
Senior Constable
Resigned: April, 2017



Jennifer Ellis
Outgoing Member

Elected: 2007
Meetings Attended: 5

Primary Producer
Diploma of Liberal Arts
Resigned May, 2017



Tari Sondhu
Outgoing Member

Elected: 2008
Meetings Attended: 2

Primary Producer
Resigned October, 2016

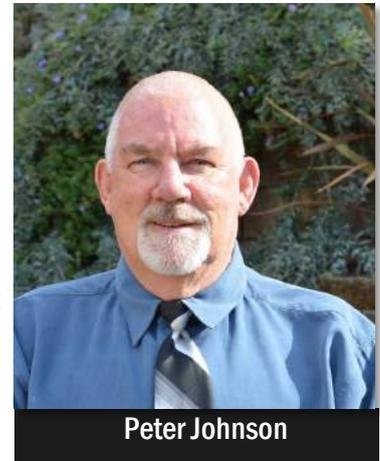


Pauline Kelly (pictured above) is a life member of the Harrow Bush Nursing Centre and was recognised at the AGM October 2016 for over 30 years of service to the Committee of Management. Pauline was gifted a limited edition map which was hand drawn by local artist and committee member; Ron Penrose.

President's Report

It is with pleasure that I present the 2017 Presidents Report for Harrow Bush Nursing Centre.

I would like to start by acknowledging the Committee of Management members who have left us this year: Alan Offord, Tari Sondhu, Lisa Selway and Jennifer Ellis. Their contribution, expertise and hard work was part of what keeps the Harrow Bush Nursing Centre [HBNC] at the forefront of health care and wellbeing of our community. I would also like to welcome the new members to the Committee of Management this year; Jessie Ferguson and Leanne Dillon. Thank you to all of the committee members for their continued support and dedication spent ensuring the HBNC is carefully governed.



People often say that the HBNC is the heart and soul of this community, and as President, I have witnessed just how big that heart is, and how far it extends for clinical and preventative health as well as educational and socially engaging programs for our community.

It is all made possible by the dedication and commitment of the Centre Manager and staff who because of their training and skills, provide our community with quality healthcare in Western Victoria. They are assisted by the many volunteers who give so much of their time to support the centre. On behalf of the Committee of Management, I would like to thank them all.

It has been a big year for the HBNC with the final instalment of Pathways to Harrow, a fantastic 5 year journey that showcased some of the women who moved to and made this area their home. Pathways to Harrow received many accolades over the 5 years which culminated by being awarded the Centre for Participation biennial volunteering award for community health project category. The ABC program " Backroads " highlighted some of the people, events and programs of this amazing little town, as well as showing the rest of the country how important Bush Nursing Centre's are to their communities. Our nurses and staff, organised, participated, or provided health care at many events held in Harrow over the past year. On many occasions over the past year, the centre has been bursting at the seams with so many activities going on, as well as community members coming in to access our exceptional visiting professionals. Because of this, over the next few years we will be concentrating on expanding the Centre to accommodate this continued usage, so that the Centre can continue to provide community health and meet social demands. Furthermore, the Bay Riders Community Centre continues to provide many accessible services and social programs for the community.

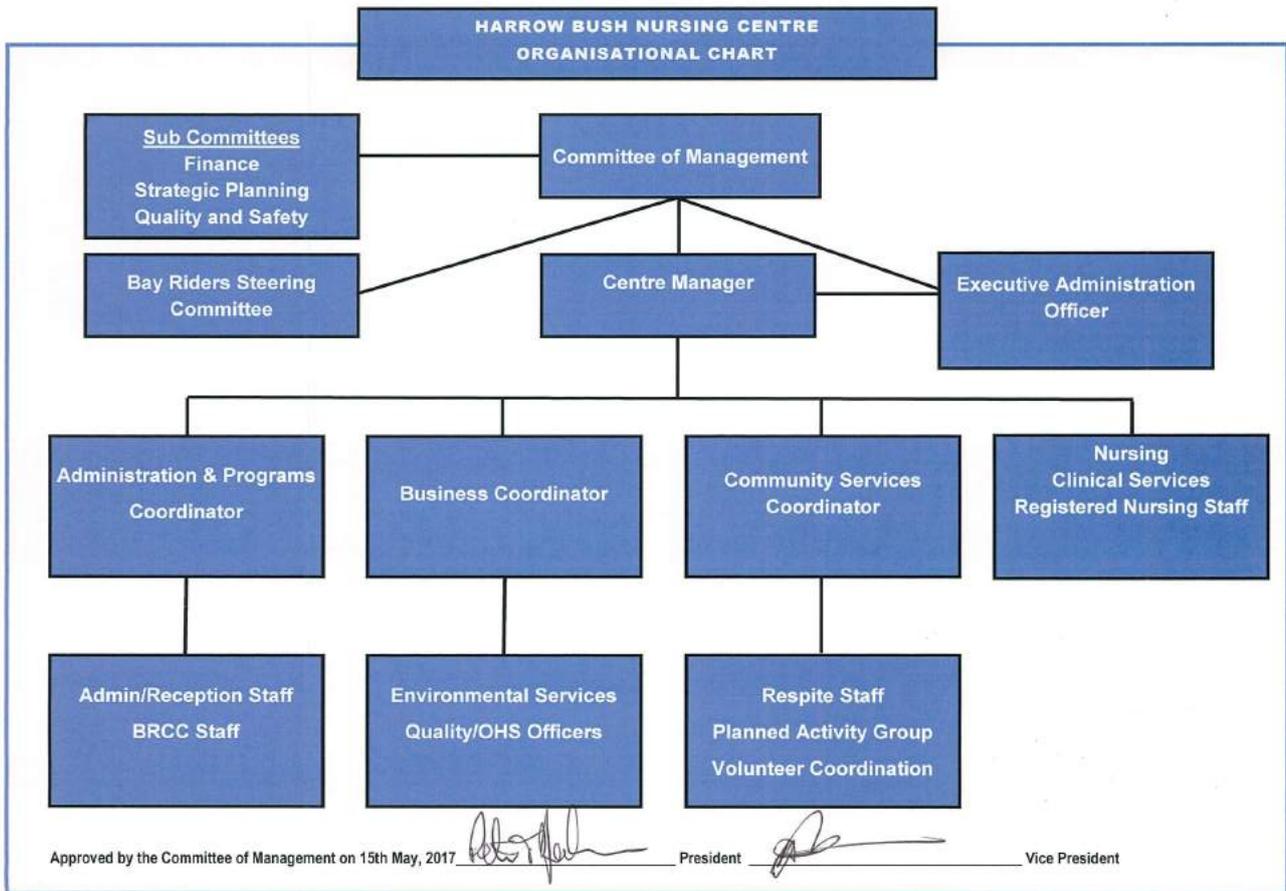
The Harrow Bush Nursing Centre has had many successes this year with community programs and fundraising activities, and I would like to thank our many financial supporters who's generous donations help meet the financial shortfalls and allow us to keep offering the programs and health care that we have been providing for over 100 years.

Thank you all for your support in the past, now and your continued support in the future.



Peter Johnson
President

Organisational Chart



Harrow Bush Nursing Centre (2013) and our community

Life Members

- Mr. J.D. McGennis-ken awarded in 2004
- Mrs. P. Kelly awarded in 2011

Trustees

1953 – 1970

- Mr. H.M. Ross
- Mr. J.M.F. Chomley
- Mr. E. P. Kirby

1970-1986 when Incorporated

- Mr. J.F. Kirby
- Mr. J.M.F. Chomley
- Mr. K.D.A. Neaves

Honorary Members

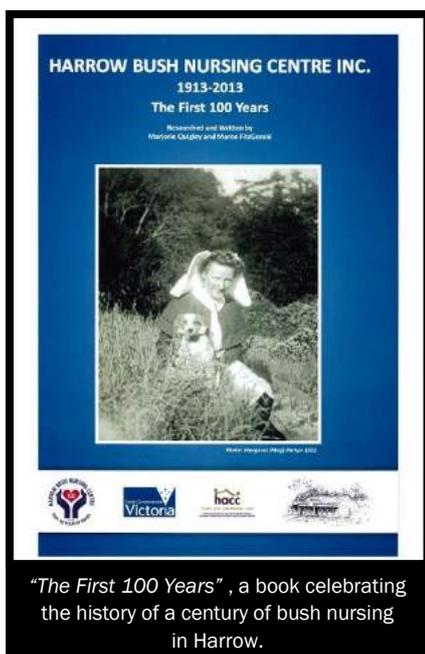
- Mr Geoff Handbury AO in 2014

The Victorian Bush Nursing Association (VBNA) was established in 1910. Over 150 Bush Nursing Centre's and hospitals across Victoria have provided much needed nursing care in country areas that were without regular medical support and services. Over time they have evolved reflecting the changing needs of their communities. The remaining 15 Bush Nursing Centre's continue to provide a vital service to remote and rural Victoria and operate as community-based non-profit organisation's, governed by Committees or Boards of Management.

The Harrow Bush Nursing Centre itself was established in Harrow towards the end of 1913. Following a closure in 1924, it has operated in its current capacity since it reopened in 1953. In 1994 after years of planning and fundraising, a capital redevelopment saw the Centre relocate to its current location in Blair Street. Further major capital works during 2007 resulted in a large and modern expansion to the current capacity of the Centre with additional office space, consulting capacity and an overall increase to the multipurpose area. When an opportunity arose, the Centre purchased additional land which saw the development of the Harrow & district Men's Shed which opened in 2012. This block also provides an opportunity for further development.

The Centre is something of which the Harrow community is justifiably proud. Offering current health facilities and services, it is not just a place for the ill to be treated, but acts also as a community centre, adding to the quality of life of everyone in Harrow and surrounding district, from newborns to the elderly. It is viewed as a community centre by the local population and not just a provider of health care. The Harrow Bush Nursing Centre also acts as an auspice for the Bay Rider's Community Centre which was established in 2007. In 2015-16, the Bay Rider's Centre has seen a substantial growth in programs offered and community participation.

Historically, Bush Nursing Centre's have held a unique status within the community, with most locals being members of their association. The Harrow Bush Nursing Centre membership base supports the ongoing provision of services to the community, and continues to remain strong.



Strategic Directions

We continue to work through the strategic goals which were established in 2013 forming our five year Strategic Plan (due for renewal in 2018) as follows:

STRATEGIC GOAL: DELIVERY OF QUALITY CARE

- Review and adoption of practices in line with the National Safety and Quality Standards Health Care Services in Community Health.
- Partnering with health service and community service organisations to provide ongoing services.
- Ongoing education and monitoring of staff to ensure that we have the skills required to meet the needs of our service.
- Ensuring visiting health professionals provide quality care by monitoring appropriate credentialing and scope of practice.
- Client feedback encouraged through feedback process and community engagement.
- Governance, Clinical Governance and Risk Management education provided to the Committee of Management.

STRATEGIC GOAL: ADDRESSING HEALTH & ACCOMMODATION NEEDS

- Continuing to research and explore opportunities in regards to becoming a National Disability Service Provider.
- Continuing to work with partnering organisations to provide transport options for consumers.
- Introduction of joint membership with Balmoral Bush Nursing Centre.
- Engaging with community members expanded through our Bay Riders Steering Committee.
- Master planning continues in planning to improve facilities and health service provision.
- Exploring the opportunities to provide Aged Care Accommodation.

STRATEGIC GOAL: HEALTH PROMOTION PROGRAMS

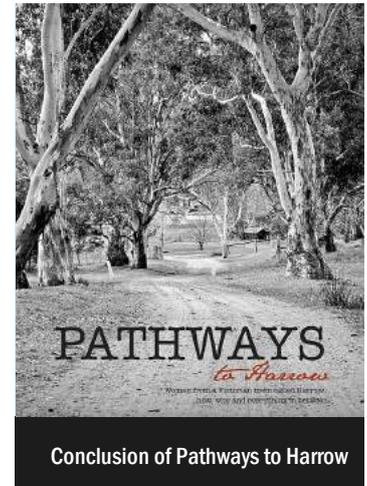
- Health Promotion and Activities Plan 2017 implemented and ongoing activities advertised and promoted via newsletters and social media.
- Links with community by providing First Aid and health promotion at community events.
- Mental Health First Aid training provided for the community.
- Regular men's and women's health clinics provided for health checks
- Completion of Pathways to Harrow program.
- Partnered with West Wimmera on Farms Gathering providing a venue and resources for community health and health assessments.

STRATEGIC GOAL: PROACTIVE SPONSORSHIP & EFFECTIVE RESOURCING

- Strategic Planning Sub-committee reviewing philanthropic and fundraising opportunities.
- Organisational restructure to ensure ongoing strategic human resource management.
- Actively engaging with DHHS through LASA and Bush Nursing Centres to negotiate a fair resource allocation in relation to the Nursing EBA.

STRATEGIC GOAL: TECHNOLOGY

- Current website to be renewed and launched in near future.
- Exploring video linking opportunities for staff and consumer use.
- Broadband for Seniors internet access provided.
- Actively promoting local events and programs through social media.



Strategic Directions

The Committee of Management recently restructured and formed new subcommittees to match the core responsibilities of strategic planning, financial oversight and quality and safety compliance. The formation of the Strategic Planning subcommittee has allowed a more disciplined approach to future planning. The existing five year plan had major initiatives including the provision of allied health services through what was previously known as Medicare Local and the exploration of the novelty factor of *Pathways to Harrow* to find alternative funding sources to reduce our dependence on our government based income streams.

We now provide a wide range of allied health services such as physiotherapists, podiatrists, diabetes educator, social worker service and community health nurse through the Primary Health Network in an alliance with Heywood Rural Health Service. In hindsight, our attempts to leverage *Pathways to Harrow* as a funding source was probably a little bit optimistic, but we found funding to improve and augment the event itself. It is my contention that our efforts in making “*Pathways to Harrow*” the successful program it became, had a significant effect on how the community and outside agencies perceive the Harrow Bush Nursing Centre. In pursuing the novelty factor it has created an image of an organisation prepared to be innovative. The success of the program, reinforced by several awards and accolades, has the result that we are also seen as very professional. These two values, innovation and professionalism, have contributed to the number of people who want to use our services. This is not to detract in any way from the efforts the staff have made in making the programs attractive and successful. This success has created its own problem; we are running out of space! So allot of our forward thinking will now be around how we can better manage with the space we have or find new ways to provide room for our services and activities.

One of the major elements of developing a Strategic Plan is looking at the opportunities and threats the organisation faces and trying to marry these with the strengths and overcome the weaknesses of the organisation. We have explored some of the services that other Bush Nursing Centres provide, such as child care and transport services. We have spent some time exploring the possibility of a local retirement village, but enthusiasm for this appears to be quite limited. One of our weaknesses is that we only service a small population pool, meaning that crossing a viability threshold for new initiatives can be difficult. One way to overcome this is to partner with other organisations. We have recently developed a joint membership option with the nearby Balmoral Bush Nursing Centre to facilitate participation in each other’s programs. One of the threats we face is that government funding increases have been tied to inflation (1.5%) while our major costs, staff wages, have increased through awards by 3% annually. While this may seem only trivial, the compounding effect on the shortfall over several years is quite significant.

There is a limit to how much fundraising and membership fees can do to bridge the gap. Other Bush Nursing Centres are facing the same dilemma and are collectively lobbying politicians across the state to correct this situation. Our Strategic Plan is due to be renewed in the coming year and we have much to think about and plan for but look forward to the possibilities.



Hugh Jarvis
Chairman of the Strategic Planning Sub-committee

Centre Manager's Report

As we look back on the past year we can reflect and celebrate many achievements whilst acknowledging the challenges that a small rural health service faces. We have provided a number of community health and well-being programs and continue the tradition of providing accessible and quality care to our community and surrounds. One of the major highlights for the year has been the final *Pathways to Harrow*. A five year journey touching on the lives of 25 women, with the launch of our final book and the provision of an avenue where we could gather and share in these remarkable stories, is something we are immensely proud of. We have been so amazed by the community response to this project and thank all that supported us in making this project a success. We hope that through *Pathways to Harrow* we have provided a legacy for the women and the community of Harrow to reflect on for years to come.



This year we have redefined our organisational structure, ensuring that our valuable staff, are well supported and offered an opportunity to develop both individually and as a team into the future. I welcome Anita McGuigan as Administration and Programs Coordinator, Marg Elliott as Community Services Coordinator and Emma Cush as Business Coordinator. We have also welcomed Lucy Teusner to a new role as Quality and Safety Officer. These new roles will provide leadership opportunities, further structure around communication and clarity towards reporting on quality and safety matters whilst providing an avenue for planning and development for the Centre.

Our community once again has shown great generosity of spirit through the work of our 30 plus volunteers who have supported us in so many ways from the day to day programs we run as well as supporting our bigger community health events. We thank you most sincerely for all the service you provide to the centre, as without you we would be unable to run these events and programs.

We continue to have challenges of meeting our financial demands in an ever increasing era of compliance and legislation. The Committee of Management and our staff are committed to provide ongoing programs and provide quality care to our community and we seek alternative sources of funding where ever possible. We are so ever thankful to ongoing commitment of our sponsors and donors who assist in allowing us to provide that little bit more in terms of extra programs and providing essential clinical equipment. Thank you once again for all that you have done in support of the Centre. The challenge of the coming year is to continue to work towards the National Safety and Quality Standards in Community health. These standards are new to Bush Nursing Centres have been developed to ensure that all consumers have the right to accessible safe and quality health care. Working closely with Safer Care Victoria we will working be towards accreditation in these standards in 2018.

All our staff are to be commended for their commitment, enthusiasm and dedication to the Centre. I thank them most sincerely for all that they do to ensure that the care and services provided is keeping our community needs always at the centre of our focus. Sadly we have said goodbye this year to our nursing staff member Heidi-Rose Newley, who has been a long term member of staff at the centre. We wish her well in her new role. Finally thank you to our Committee of Management who through governing principles supports the Centre into this next stage. Their ongoing dedication as volunteer members is to be commended.

Ann Vaughan
Centre Manager

Finance & Funding

This year Harrow Bush Nursing Centre's net current year loss of \$54,579 was our first loss in the past 6 year period. This loss included a total depreciation expense for the Centre of \$51,158 together with an increase in employee expenses related to an organisational restructure late in the financial year. Despite the challenges and the financial constraints, the Centre has retained its focus on meeting budget and continuing in our objective to deliver an effective, high quality primary and community care to Harrow and the district community.

This restructure was an important and positive transition for the Centre and will allow the Centre to move forward and focus on improving financial output within the key areas of administration and planning, community services, business coordination and clinical services whilst still maintaining and delivering a full value service to our members and the community.

The growth in the internet, mobile devices and digitisation of technology platforms has changed the way consumers, businesses and governments operate and hence the need for the Harrow Bush Nursing Centre to respond to this. Our website undertook a major overhaul in late 2016-17 allowing greater access, supply of information and resources and purchasing ability for members and the wider community whilst also providing an internal intranet for staff access and improved resourcing. EFTPOS facilities were re-introduced late the year before and have been used on an increasing basis during 2016-17.

Although dependent on the recurrent funding through DHHS this only accounts for 56% of our gross revenue, the rest vigilantly recovered through active fundraising, generous donations and sponsorship, grant funding for program provision and capital replacement and client contributions to services and memberships. This financial year showed what a competitive market it is in within this area resulting in a significant drop in these extra funds of \$47,730 (donations receipted and expended decreased by \$33,862; fundraising decreased by \$11,378 and sponsorship decreased by \$2,490). The restructure has allowed more focus and planning to be placed on this important revenue area moving into 2017-18.

This year focused more on maintaining rather than purchasing new physical resources and time has been spent planning for investment in capital upgrades for the 2017-18 year. While the Centre continues to generate solid revenue growth from community services this has been offset by an increase in expenses in delivering those services. Costs associated with having and maintaining together with depreciation on vehicles increased this year along with the costs associated with employment of staff to deliver those services.

The Finance Committee continues to maintain financial vigilance in working towards the Centre's objectives and oversee the financial direction of the centre closely monitoring the annual budget in line with our strategic direction. The Centre continues to actively pursue opportunities to broaden and strengthen our funding streams and avenues to ensure the ongoing financial viability of the Centre and the continuous upgrade of our resources.

The HBNC acknowledges the ongoing financial support of the Victorian Government through the Department of Health and Human Services (DHHS) in supporting our services to provide high quality outcomes for our community. It also continues to auspice the Bay Riders Community Centre (BRCC) and acknowledges their re-current funding support from the Victorian Government's Neighbourhood House Coordination Program (NHCP) through the DHHS.

Although 2016-17 was a financially difficult year, with DHHS and Primary Health Network (PHN) funding secured for 2017-18, master plans developed and a fundraising focus the Centre looks forward with op-

Finance & Funding

HIGHLIGHTS FOR THE REVENUE YEAR INCLUDED:

- Increased operating grants from government enabling HBNC to provide primary, community and aged care services.
- Continuation as a Medicare Local organisation partnering with Western Victoria PHN to financially support and enhance the provision of primary health care to the community through federal funding for allied health services.
- A full year of increased funding for the Bay Riders Community Centre enabling it to continue with its growth and positive output to the community.
- Membership and community contributions remained strong.
- Decrease in funding through Department of Veteran Affairs.
- Significant decreases in donations, sponsorship and fundraising revenue streams.

EXPENDITURE INCREASED BY \$25,245 OVER THE YEAR.

- ⇒ The majority of this increase was in the areas of employee, depreciation and motor vehicle expenses.
- ⇒ Administration expenses incurred a steady increase in the cost of our basic supplies and services.
- ⇒ Employee expenses included planned employee award and provision for EBA driven salary increases during the year together with costs in re-structuring including staff training.
- ⇒ The main areas of cost variations during the year in administration expenses were computer expenses; insurance and utility costs with most other expenditure held within budget expectations.

Please note that the financial summary above and below is provided for the purpose of the Annual Report of the HBNC. The full set of audited statements for the year ended 30th June 2017 will be presented and available at the AGM. The BRCC have a separate annual report including financial overview.



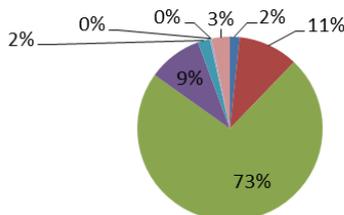
Finance Sub-Committee members left to right: Ron Penrose, Hardy Hauke, Ann Vaughan, Peter Johnson, Emma Cush (minute taker), Hugh Jarvis, Murray McInnes and Richard Edgar.

Finance & Funding

	2017	2016	2015	2014	2013
		\$	\$	\$	\$
Total Revenue	645,246	685,421	586,847	584,299	554,386
Total Expenditure	699,825	674,580	585,042	574,723	524,344
Operating Surplus (Deficit)	(54,579)	10,841	1,805	9,576	30,042
Gain on Revaluations			38,324		
Total Income attributable to members	(54,579)	10,841	40,129	9,576	30,042
Total Assets	964,896	984,462	999,529	938,264	932,801
Total Liabilities	245,536	210,523	238,628	217,853	222,326
Net Assets	719,360	773,939	760,901	720,411	710,475
Total Equity	719,360	773,939	760,901	720,411	710,475
Depreciation	51,158	44,821	34,225	47,421	46,027
Employee Expenses	455,776	439,511	390,342	350,813	359,069
Administration Expenses	105,184	103,843	81,468	113,241	61,854
Motor Vehicle Expenses	14,713	9,102	13,457	13,242	13,551
Other Expenses	57,450	63,733	52,716	38,821	34,289
Loss on disposal of assets			182		338
GRHANet JV overall surplus/(deficit)	4,966	8,360	(60)	467	(136)

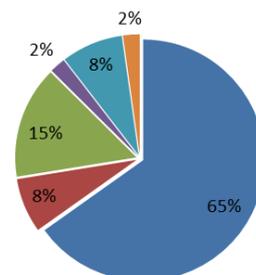
Combined Revenue 2016-17

- Memberships 1.5%
- Government Funding 65%
- Other Funding & income 5.5%
- Interest 0.5%
- Community Contributions 17.4%
- Client Service Funding 5%
- Profit on sale of assets 1.9%
- GRHANet JV 3.2%



Combined Expenditure 2016-17

- Employee 65%
- Depreciation 7%
- Admin & Other 15%
- Motor Vehicle 1%
- Services & Programs 9%
- GRHA JV 2%



Quality & Safety

QUALITY AND SAFETY REPORT

The focus of the Harrow Bush Nursing Centre has been placing the consumer at the centre of our care, we did this by providing services and programs that aim to deliver better health outcomes to our community. All programs and services are delivered with our keeping community in mind. We recognise our consumers won't be able to access quality care and access to services, when they need them in our local community.

The Victorian Clinical Governance framework developed by Safer Care Victoria 2017, outlines that all Victorians have the right to expect and receive consistently safe and quality health care. The principles of this are ensuring integrated systems, processes and an organisational culture that ensures provision of safe effective, accountable and person centred health care.

The challenge for us as a small health service is to imbed the National safety and Quality Health Service standards into daily practice. This is done by review of our current practices and ensure that all care provided is:

- 1. Safe care:** care and health services for our consumers are provided safely for everyone, every time
- 2. Person Centred care:** we are responsive to individual needs and delivered as a partnership between our consumers, carers and staff
- 3. Effective and appropriate care:** care and services experienced by each person is right for them and achieve what they are designed to do.
- 4. Integrated efficient and accessible care:** our consumers and their carers experience care and services that are coordinated, accessible and well organised

We do this by:

Consumer participation: Collation of consumer feedback surveys, review of formal compliments and complaints and managing Riskman reports. Consumers play a key role in care provided with information on these forms that allow input into how we provide safe and effective care.

Best Practice: Ensuring that our staff and Service Providers provide care that is of best practice and has evidence based clinical guidelines and effectiveness. All care provided is supported by Clinical guidelines and evidence based practice.

Integrated, Efficient and Accessible Care: Our consumers and their carers experience care and services that are coordinated, streamlined accessible and well organised.

CONSUMER AND COMMUNITY PARTICIPATION

Consumers play a key role in the care provided at our Centre and we aim to connect with consumers, their carers and the wider community to ensure that they are able to freely provide feedback regarding our service. We connect with our community through consumer surveys, compliment and complaints forms and other avenues for consumer feedback. This consumer input assists us in planning our services to ensure that we deliver care that is of safe and high quality and meets the needs of our community.

STAFF INFLUENZA VACCINATION PROGRAM

All our staff are offered influenza vaccination 78% of staff have taken up influenza vaccination program. This is an increase from previous years.

Quality & Safety



Staff Training - Fire Safety

HAND HYGIENE

Staff are educated about 5 moments of hand hygiene via online learning and audited annually for compliance. Both Nursing and Administration staff achieved an 80% completion rate.

STAFF EDUCATION

Harrow Bush Nursing Centre supports a culture of best practice and actively promotes development of staff skills. All staff are reviewed to ensure they have the appropriate skills and knowledge required to fulfil their roles and responsibility within organisation. All staff have access to online and mandatory training within the organisation.

RISK MANAGEMENT AND SAFETY

Minimising risk and improving safety of care requires a systems approach to safe care. We have had a number of staff undertake VHIMS online training this year and all staff are completing all hazard and incident reporting through the VHIMS online incident reporting system. These reports are reported to our Committee of Management through our Quality and Safety Committee.

AUDITING PROCESS

All Clinical and organisational audits have been reviewed and aligned with the National Quality Standards. All completed audits are reported to the Committee of Management through the Quality and Safety Committee.

DOCUMENTATION AND REFERRAL SYSTEMS

Clinical documentation has been reviewed and new documentation has been introduced to comply with the National Quality Standards following a period of trial and endorsement through the Quality and Safety Committee. All internal referrals have also been reviewed and the processes adopted to ensure that we are providing timely and quality services for our consumers.

OPERATION DATA

Operational Data is being reviewed and new processes for capturing data are being explored. All operational data for each service area is reported through the Committee of Management to assist with identifying areas risk management and future program development.

REVIEW OF POLICY AND PROCEDURES

We are continuing to review and implement policies and procedures that are aligned with the National Quality Standards. We have partnered with Lake Bolac Bush Nursing Centre and many of the Western Network Bush Nursing Centres as part of a Governance program to provide support through policy development and review of documentation in line with the National Safety and Quality Health Service standards.



Assessing the safety of Ambulance accessibility



Staff Awards left to right:
Lucy Teusner, Anita McGuigan and
Wilma McFarlane

<p>Ann Vaughan Centre Manager</p> <p><i>RN Div 1 RAN BA Nursing Adv. Dip. Mgmt. Nurse Immuniser Cert 4 Workplace Train. & Assessment</i></p>	<p>Tina Rogers Nursing Staff</p> <p><i>RN Div 1 RAN BA Nursing Grad. Cert. Nephrology</i></p>	<p>Carolyn Middleton Nursing Staff</p> <p><i>RN Div 1 RAN Cert 4 Workplace Train. & Assessment</i></p>	<p>Lisa McClure Nursing Staff</p> <p><i>RN Div 1 RAN BA Nursing Grad Dip. Crit. Care</i></p>
<p>Jo McCure Nursing Staff</p> <p><i>RN Div 1 Registered Midwife</i></p>	<p>Heidi Rose Newley Nursing Staff</p> <p><i>RN Div 1 BA Nursing Resigned 2017</i></p>	<p>Marg Elliott Community Services Coordinator</p> <p><i>Cert. 4 HACCC & work- ing with People with Disabilities Dip. Community Services Work Level 2 First Aid</i></p>	<p>Anita McGuigan Administration & Programs Coordinator</p> <p><i>Bachelor Applied Management Assoc. Dip. Rural Bus. Adv. Dip. Mgmt. HR</i></p>
<p>Emma Cush Business Coordinator</p> <p><i>Bachelor (bus) Accounting Cert 4. HR Cert 4. Rural Business Mgmt.</i></p>	<p>Lynne Beaton Bay Riders Community Centre Coordinator</p> <p><i>Apply First Aid Primary Producer</i></p>	<p>Marnie Baker Bay Rider's Community Centre Admin. Officer</p> <p><i>Adv. Dip. Horticulture</i></p>	<p>Tim Baines Mens Shed Coordinator Maintenance & Gardens Officer</p> <p><i>Apply First Aid</i></p>
<p>Wilma McFarlane Environmental Officer Respite Carer/Personal Care Worker</p> <p><i>OH&S—WorkSafe Certified.</i></p>	<p>Lana Burgess Respite Carer/ Personal Care Worker Environmental Officer</p> <p><i>Level 2 First Aid Completing Bachelor Education (Early Childhood)</i></p>	<p>Lucy Teusner Community Services Assistant Quality & Safety Officer Volunteer Coordinator</p> <p><i>Cert 3 Aged Care Cert 3 HACCC Cert Office Skills</i></p>	

Staff



Harrow Bush Nursing Centre Staff (absent: Jo McCure and Heidi-Rose Newley)



Bay Rider's Community Centre Staff
Lynne, Marnie and Tim



Community Services Staff
Lucy, Marg and Lana



Environmental Services Staff
Wilma, Tim and Lana



Administration Staff
Marnie, Lucy, Anita and Emma

Service Profile

Community Health

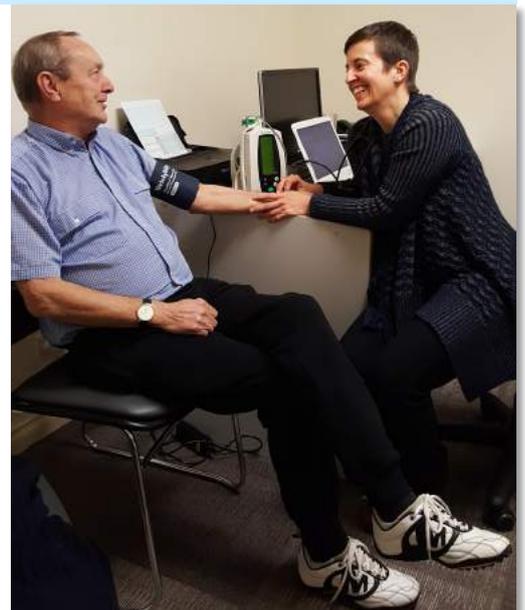
- Mens Health Nurse Practitioner
- Womens Health Nurse Practitioner
- Spot Check Clinic
- District Nursing and Domiciliary Visits
- Primary Health Assessment
- Monitoring of Chronic Illness
- Palliative Care Nursing
- Health Promotion and Education
- Maternal Child Health nurse
- Ear Health



MCH Nurse Nan Wilson (far right) with Sherryn Simpson & children

Clinical

- Doctor Visits
- Emergency/trauma stabilization and referral
- Wound Management
- Pathology Collection and Dispatch
- Immunisation Clinics



Dr Greta Prozesky (right) with Alan Offord

Service Profile

Allied Health

- Psychologist
- Diabetes Educator & Clinics
- Dietician
- Physiotherapist
- Occupational Therapist
- Social Worker/Counsellor
- Optometrist
- Podiatrist
- Visiting Audiologist
- Remedial Massage Therapist
- Continence Nurse



Megan McLeish with
Ralph Zwar

Community Services

- Respite Care
- Medications and Dressings for sale
- Planned Activity Group
- Harrow & District Men's Shed
- Harrow Neighbourhood House (BRCC)
 - Public Internet Access
 - Broadband for Seniors
 - Play Group
 - General interest activities
 - School Holiday Activities
- Community bus for hire
- Fitness and health classes
- Singing Group
- Transport Services



Play Group participants

Location & Catchment Area

Distance from other locations

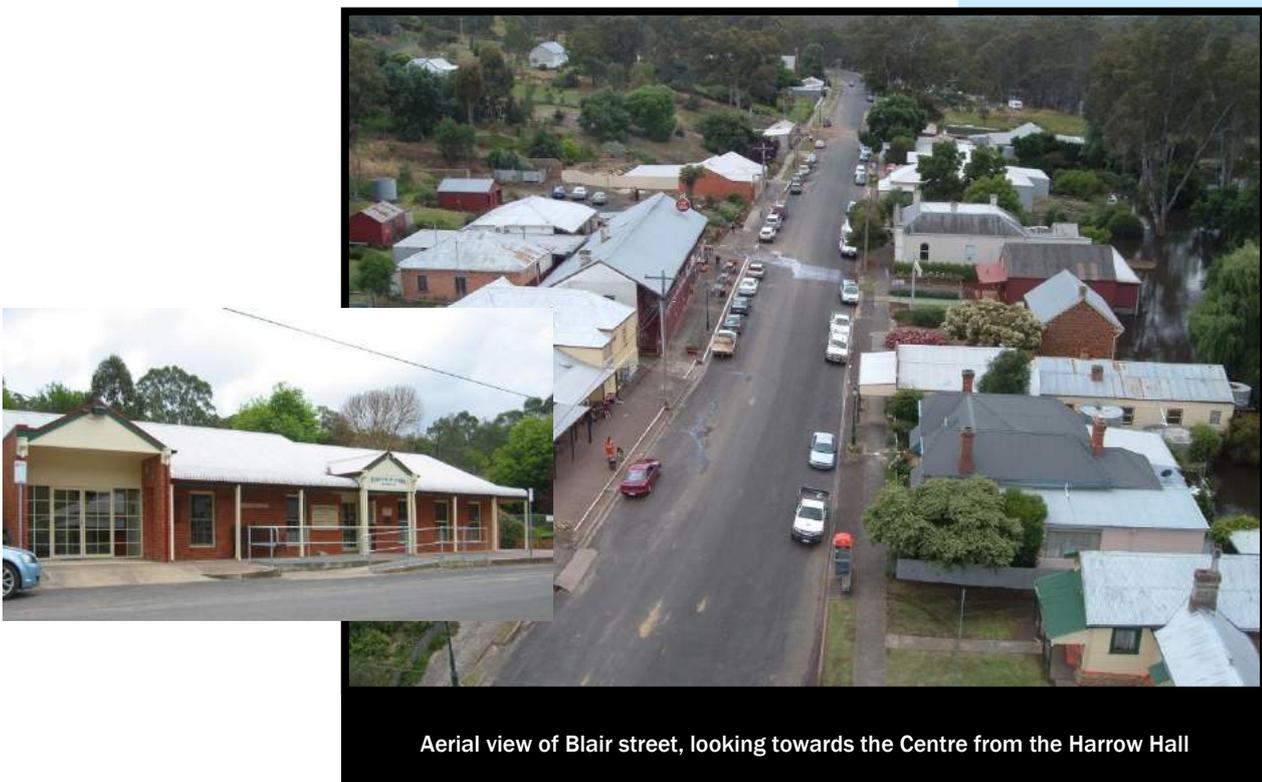
Melbourne	4 to 4.5 hrs
Adelaide	5 to 5.5 hrs
Ballarat	3 hrs
Casterton	45 mins
Coleraine	45 mins
Hamilton	1 hr
Horsham	1 hr
Mount Gambier	1.5 hrs



Harrow is claimed to be the oldest inland town in Victoria and overlooks the picturesque Glenelg River valley. It is located in the Shire of West Wimmera, 391 kilometers north-west of Melbourne.

It is a thriving rural community that has existed without the support of infrastructures such as an acute hospital, ambulance, resident medical support and public transport.

The farming district specialises in wool, beef and cereal crop farming. The Harrow township is a growing community and prides itself on catering for growing tourism interest.



Aerial view of Blair street, looking towards the Centre from the Harrow Hall

Primary Health Care



RAN Training in Melbourne



Jo McCure (right) and Carolyn Middleton (left) Nursing Staff



Christina Rogers (Nurse) with Don and Les



Emergency Training for Nurses

Remote and rural communities have become increasingly dependent on emergency services of Bush Nursing Centres due to their demographics. Harrow Bush Nursing Centre continues to provide effective emergency quality health outcomes to Harrow and the surrounding communities. We are very fortunate to have skilled and competent nurses to deliver care required in emergency situations. Our nursing staff are provided with on-going professional development in emergency care through RAN (Remote Area Nursing) training undertaken annually. This training is in partnership with Ambulance Victoria and provide a range of emergency situations in the form of competency in skills and scenario based.

Primary health care can also be complex and difficult due to resource availability. Quality of care is provided in areas of wound care assessment, immunization, blood pressure clinics, pathology collection, health awareness and promotion, medication management and ear health (including ear syringing). Staff have attended professional development in clinical areas of ECG, Aural care, Airway disease inhalers and acute wound management. Training in risk and diversity awareness through cultural training and Riskman (electronic reporting system). There is also a wide range of online training through RehSen that assist staff to work safely as lone workers, manage violence and aggression and minimize risk through defensive driving training. All training allows the nursing team to be safe and be strong advocates for all the community and assist clients navigate their way through the health system which can be challenging at times.

In 2016- 2017 the Harrow Bush Nursing Centre was able to provide a range of health programs including the Breastscreen bus trip, walking challenges, Mental Health First Aid training and education, Men's and Women's Health Clinics, Audiology Bus, Rotary Bowel Scan kits, Cuppa for Cancer and the final chapter of Pathways to Harrow. These programs have provided an opportunity for people to gather, share and be empowered with knowledge and understand their own health needs.

Key partnerships include West Wimmera Health Services, Western District Health Services, Casterton – Coleraine Medical Clinic, Edenhope Medical clinics, Edenhope and District Hospital and Balmoral Bush Nursing Centre. It is through collaboration that we achieve the best health outcomes for our clients and community. We also thank the Harrow Balmoral Football Netball Club for donating funds to provide a Automatic External Defibrillator (AED) cabinet to the front of the building for community use.

CLINICAL TEAM HBNC

The clinical team included Ann Vaughan, Carolyn Middleton, Tina Rogers, Lisa McClure, Jo McCure and Heidi-Rose Newley (resigned 2017).

Carolyn Middleton
Div. 1 Registered Nurse. RAN

Primary Health Care

KEY ACHIEVEMENTS

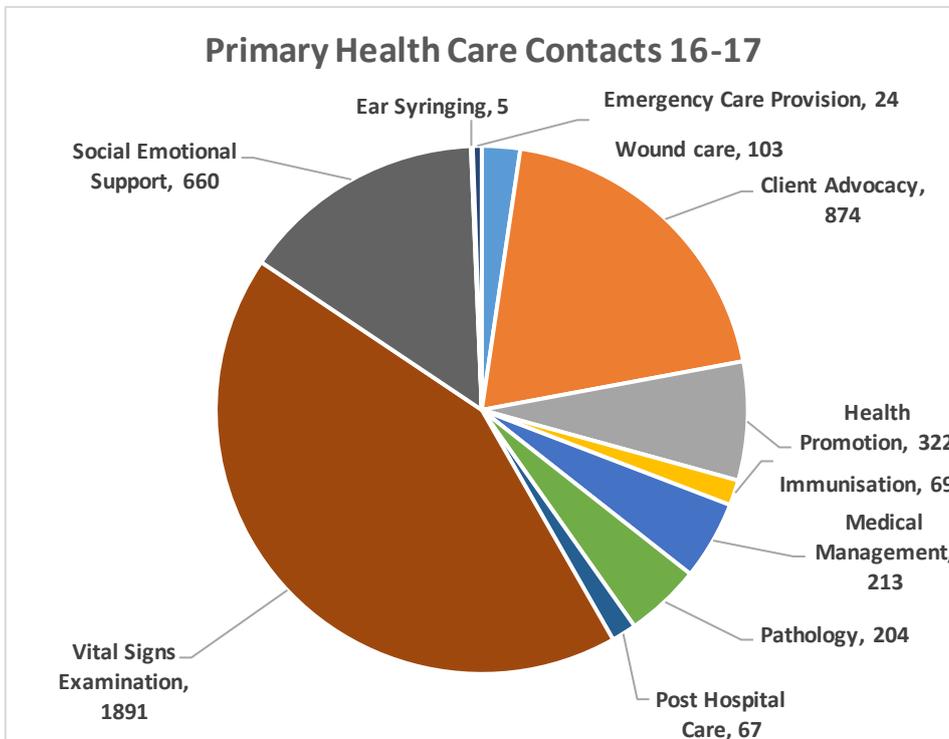
- Establishment of regular men's and women's health clinics
- Replacement of clinical equipment
- Health Promotion provided at various community events
- All five registered nurses completed Remote Area Nursing Training

WHAT'S AHEAD

- Revision of all documentation and auditing processes to meet National Standards
- Continue to address community health needs
- Work towards ensuring effective resourcing towards ongoing service provision
- Continuing ongoing provision of GP services

PARTNERING ORGANISATIONS

- West Wimmera Health Service
- Western Victoria Primary Health Network
- Wimmera Primary Care Partnership
- Wimmera Health Care Group
- Western District Health Service
- Coleraine Casterton Medical Group
- Edenhope Medical Clinic
- Edenhope & District Memorial Hospital
- Balmoral Bush Nursing Centre



Visiting Health Professionals

VISITING HEALTH PROFESSIONALS

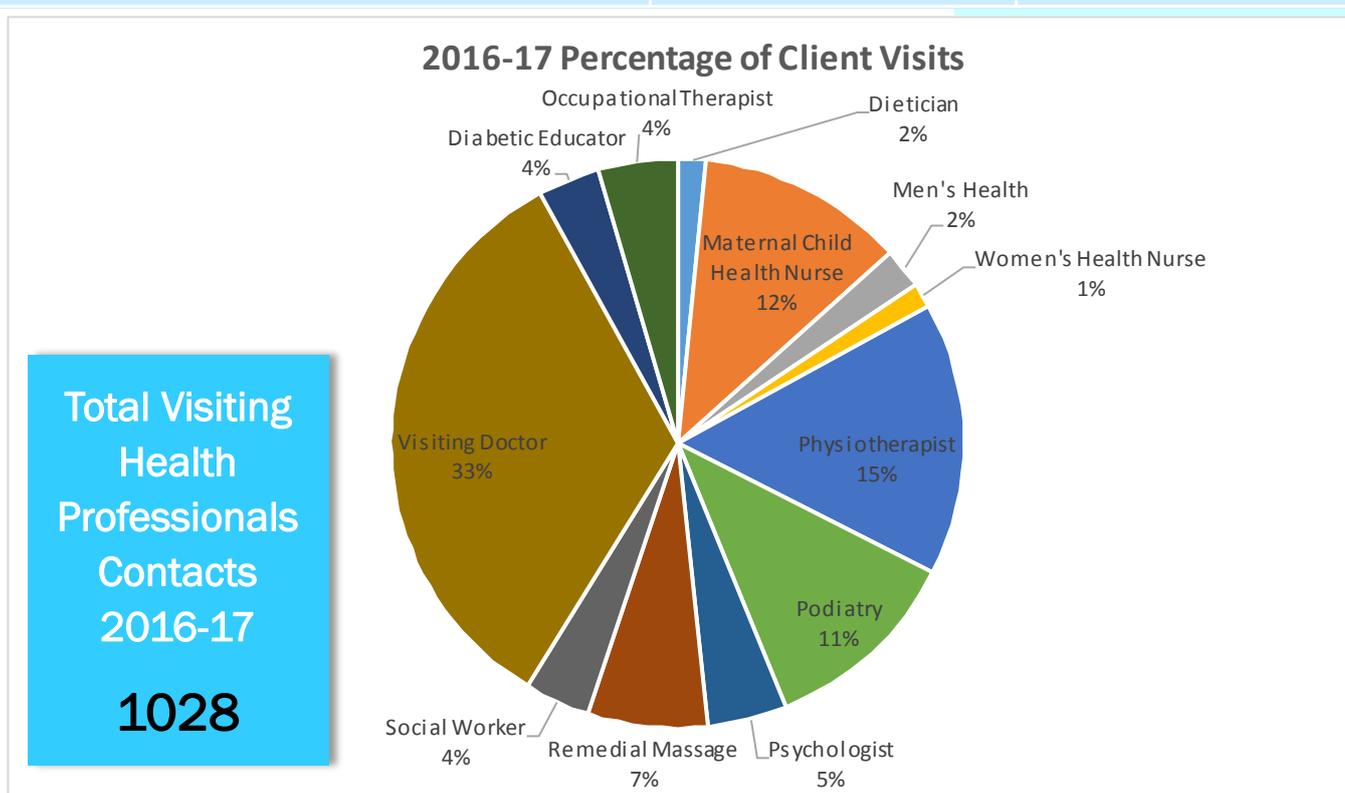
- Dietician
- Podiatrist
- Optometrist
- Audiologist
- Women's Health Nurse
- General Practitioners
- Maternal and Child Health Nurse
- Physiotherapist
- Social Worker
- Psychologist
- Occupational Therapist
- Remedial Massage Therapist
- Continenence Nurse
- Men's Health Nurse Practitioner



Top row left to right: Diabetes Educator - Megan McLeish, Psychologist - Angela O'Brien and Occupational Therapist—Hannah Craig
Middle row left to right: Social Worker—Kathleen Ballinger, Physiotherapist—Cameron Watson , General Practitioner— Dr Lalani Udalamatta
Bottom row left to right: Maternal Child Health Worker—Monica Feder, Men's Health Nurse Practitioner - Stu Wilder

Visiting Health Professionals

Visiting Health Professionals	2016-2017 (number of client visits)	2015-2016 (number of client visits)
Dietician	16	10
Maternal Child Health Nurse	120	106
Men's Health	24	8
Women's Health Nurse	15	-
Physiotherapist	159	128
Podiatry	116	126
Psychologist	46	59
Remedial Massage	70	65
Social Worker	38	34
Visiting Doctor	342	340
Diabetic Educator	36	33
Occupational Therapist	46	4



Community Services

SERVICES PROVIDED BY COMMUNITY SERVICES INCLUDE:

- Respite
- Social Support
- Service Coordination
- Transport to appointments/activities
- Planned Activity Group
- Personal Care

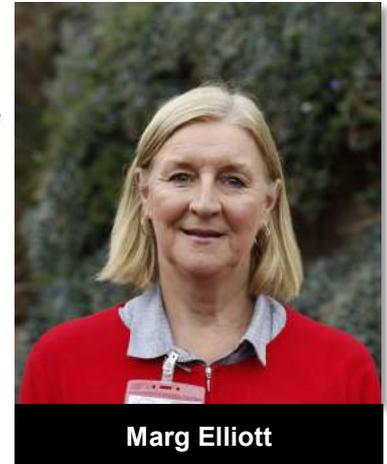
CARE COORDINATION WITH OUTSIDE FUNDING SOURCES INCLUDE:

- Home Care
- Case Management
- Delivered Meals
- Home Maintenance
- Equipment Supplies
- Personal Alert Alarms

PARTNERING ORGANISATIONS INCLUDE:

- St Laurence
- Villa Maria
- Wimmera Community Options
- Moira
- Department Veterans Affairs (DVA)
- West Wimmera Shire Council

The Community Services team provide adaptable services and care options that can assist people and their carers to live independently in their own homes by following the Active Service Model of care guidelines. We believe that people, irrespective of age, culture or disability have the right to live at home as long as possible, supported by a range of integrated and flexible services to ensure that their individual needs are being met. Through a range of services provided by Harrow Bush Nursing Centre, we aim to provide a number of options that can assist people to remain in their homes.



Marg Elliott

PLANNED ACTIVITY GROUP (PAG)

PAG is a program designed for people over 65 years and endeavours to assist people with maintaining social inclusion, leisure outings and education. On the second Friday of each month our chef, Sloba Petrovic prepares a magnificent two course meal, cooked French style. Over the last twelve months, Sloba prepares meals for an average of 17 people a month, totalling 187 meals. Afternoon tea follows usually with a birthday cake for the lucky recipient. Without the assistance from our volunteers who have contributed a combined total of 88 hours, we would not be able to provide such an amazing service. Throughout the year we have been fortunate to have many interesting speakers telling us about the world we are now living in and for example how devices can be of assistance to us in day to day living. Speakers included and came from Horsham Hearing, Alzheimer's Australia, Community Nurses, Yoga Instructors, spinning and weaving, holiday makers returned from the Grand Canyon are some of the information sessions that we have had this year. We have visited, through pictures and stories parts of the world we may never have been to and enjoyed reminiscing over a discovered box of photos from years gone by. We have also had a number of trips away to visit the Tarrington Woolly fest display, Dimboola native plant nursery to restock our gardens and the Balmoral Op Shop for morning tea with the volunteers and the obligatory bit of shopping. Trips to Horsham, Hamilton and Casterton for shopping, appointments or catching up with friends/family are also available. These days would not be able to happen if it was not for the assistance from our volunteers, a huge thank you for all that you do to assist our programs.

The singing group continued to meet on a weekly basis providing our community with an avenue to meet and share their musical talents. The group runs 42 weeks of the year with an average of 7 people attending. We love to hear this group each week providing the Centre with many beautiful musical tunes. This year the singing group joined with others and provided a choir for the ecumenical service at the Women's on Farms Gathering in Harrow. This was a wonderful opportunity to showcase our talented team of singers on the beautiful banks of the Glenelg River.

Community Services

RESPITE SERVICES

Respite services are provided to assist people and their carers to remain in their own home by providing social support and carer respite. Part of this program also assists clients and carers to access medical appointments; these are often in local towns but have also provided transport to Warrnambool. We have also linked with Western District Health Service Community Transport scheme to provide transport to Melbourne, this was a valuable partnership formed. The number of kilometres travelled for providing respite services from July to June this financial year is 5764kms, averaging 960kms a month.

We are thankful to have the support of Wimmera Community Options, St Laurence and Moira to assist us in providing this valuable service to our community.

KEY ACHIEVEMENTS

The Community Services Coordinator role now supports and oversees respite staff, PAG activities and volunteer coordination. This extra level of coordination provides staff the support to discuss any issues they may have on a day to day level and assists with complex care coordination.

Accessing funding and implementing some services is challenging but clients are able to access adaptable services and care options that can assist people and their carers live independently in their own home. Working in a team environment the Community Services staff work alongside nursing staff, keeping them informed on the client well-being and ensuring that together we are meeting the individual client needs.

WHAT'S AHEAD?

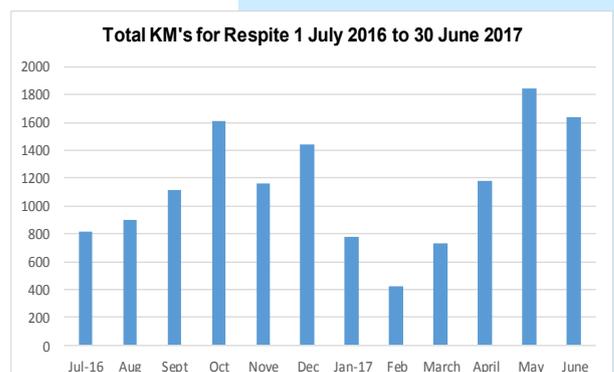
The lack of accessible public transport remains a major issue for Harrow and the surrounding district. The HBNC has identified this a high priority and will continue to advocate for improved transport options with other agencies.

The National Disability Insurance Scheme (NDIS) is to be rolled out in the Wimmera region in October. The NDIS is designed to empower people with disability to work towards achieving their goals, to identify the disability related support they require and allow them to be more involved in their choices around supports. We are continuing to look at options to become a NDIS provider. We continue to explore and provide social support activities to ensure our clients are staying active and engaged, but most importantly are able to remain living in their own homes. Ensuring the client is the centre of our care is the focus of our service.

Marg Elliott
Community Services Coordinator



Above Top: Judy and Joan celebrating a shared birthday cake during PAG.
Above: Ray, Sloba and Wilma at PAG lunch.
Below: Total Km travelled for Respite services.



Community Health, Education & Wellbeing

Community Health

Health promotion and education

Breast Screen transport

Mole/Spot clinics

Mens and womens health clinics

Fitness and health classes, including:

- Pilates
- Pump & Puff exercise

First Aid provision at Community Events

Critical Incident Debrief for the community

Community forum

The main focus this year was on hosting the Sustainable Farm Families program which was attended by 16 members of the farming community. Because farming families experience higher injury rates, illness and premature death, planning commenced for delivery of the Sustainable Farming Families program. This program addresses the health, wellbeing and safety issues through a sustainable and evidence-based health promotion program based on solid research.

Following the success of the 2016 *Harrow Hackers Golf Tournament* (attended by 70 men) which resulted in continuing follow up visits with Stu Wilder; Men's Health Nurse Practitioner, meetings are already underway for the 2018 tournament where once again the focus will be on the topic of men's health.

Health Assessment checks were carried out the Annual Billy Cart Championships in March which is a community event. Nursing staff were kept busy throughout the day providing this free service. We also provided First Aid at the Tussock Jumpers B&S event and the *Women on Farm West Wimmera Gathering*.

We also were pleased to be able to collaborate with CFA and Wimmera PCP in February to conduct a Critical Incident Debriefing session followed by a community forum with a BBQ.

Cath McDonald - West Wimmera Health Services Community Health Nurse, continued to visit the Centre on a weekly basis to provide exercise classes under the Westvic Primary Health Network funding program. The Pump & Puff and Pilates classes received solid attendance over the year.

Tina Rogers
Div. 1 Registered Nurse. RAN



Cath McDonald

Total Visits
2016-17
PUMP & PUFF
234

Total Visits
2016-17
PILATES
230

Community Health, Education & Wellbeing



The '10,000 steps' program is designed put a focus on the accumulation of activity across the whole day. With continual advances in technology and our workplaces becoming more sedentary it now takes a concerted effort to make active choices.

The Harrow Bush Nursing Centre participated in this program which ran for a duration of 6 weeks and kicked off on the 3rd October as a community health initiative with a combined 6 teams representing the Harrow and Balmoral communities taking part. Each participant was given a pedometer to track their steps which was tallied and totalled. The winning team won the “Golden Sneaker” award which was presented at a morning tea. We are thankful to be supported by Wimmera PCP who provided funding towards this valuable project.

This was a successful community health project which brought together people from neighbouring communities. As a result, this project is earmarked to be repeated next year.

In November, the Harrow Bush Nursing Centre together with West Wimmera Shire Council hosted renowned community development leader; Peter Kenyon for a community development workshop which was well attended by community members from Harrow and across the West Wimmera Shire. We thank the West Wimmera Shire Council for providing funding for this to occur.



Golden Sneaker Trophy



Marg Elliott with Marlene Hair and the Encouragement award for 10,000 Steps



Coordinators: L. Linto and T. Tallay



Volunteers



Volunteers play an integral part in many aspects of Harrow Bush Nursing Centre. We have volunteers working as bus drivers and catering for meals for the Planned Activity Group program, serving on our Committee of Management and Bay Riders Steering Committee, leading exercise classes and art tuition, helping out at school holiday activities, international cooking classes, defensive driving courses and assisting with our major functions and fund raising efforts. Our volunteers are essential in supporting us to achieve our objectives working in and for the community, and we appreciate their valued contribution.



A highlight during the year was the Centre for Participation Volunteering Awards night, which was attended by a large group of the 'Pathways to Harrow' participants representing the Centre. The *Pathways to Harrow* project was awarded winner of the West Wimmera Shire Volunteering Award and also the Community Health Award. This 5 year project came to its conclusion in October 2016 and involved many volunteers with the planning, organisation, preparation and clean up afterwards as well as those participants and other volunteer workers involved on the day.



In May, we celebrated National Volunteer Week with morning tea held at the Centre to thank our volunteers for their generous contributions and acknowledge their importance to our Centre. Peter Johnson was acknowledged for his significant contributions as a volunteer over the last 10 years as driver, Men's Shed Coordinator and more recently as a member of the Committee of Management. Jessica Sutherland was also gratefully acknowledged for her generous contribution to the Bay Riders Community Centre International Cooking classes. We thank the Centre for Participation who provided funding for the morning tea, and we welcomed two of their representatives who attended on the day.

Once again, thank you to all our valued volunteers.

Lucy Teusner
Volunteers Coordinator



Photos top to bottom: Sloba Petrovic, Mammie Baker, Lola Jones, the catering team at Pathways to Harrow and Centre for Participation representatives handing over Certificate of Volunteer effort to President Peter Johnson and Centre Manager Ann Vaughan.

BRCC
VOLUNTEER HOURS
2016-17
180

PAG
VOLUNTEER HOURS
2016-17
88

Bay Riders Community Centre



Lynne Beaton

The Bay Riders Community Centre has again this year been able to provide many people with opportunities to connect, learn, laugh and have a sense of belonging to the community of Harrow and surrounding district.

Our school holiday programs have provided a wide range of events

which have been enjoyed by the youth of the district. These programs have included a bus trip to Charlies Surf School in Robe, Clay target shooting at the Natimuk Field and Game Club, golf coaching with from Golf Victoria and members of the Harrow Golf Club, woodwork at the Men's Shed, archery with the Hamilton Archery club, health and wellness workshops as well as art and craft with Ron Penrose and Neil Grigg. This year, six lucky teenagers had the opportunity to be part of the ABC iView digital workshop which was a side story to the ABC Backroads episode on Harrow. Guided by the expertise of the ABCs, the participants interviewed each other and made a short film about Harrow. This was a wonderfully unique workshop. The school holiday program was partially funded by the generosity of the Staff Community Fund of the Commonwealth Bank.

In the event that we cannot run a program here at the Centre or in Harrow, we endeavour to transport the children to such programs which is made possible by the generosity of our volunteer drivers.

Mums and Bubs playgroup met on a fortnightly basis which coincided with the maternal child and health nurse visit. This year we ran a very informative Centrelink Youth Allowance information evening for parents of school students in their final years. We continue to provide Broadband for Seniors and offer computer tutoring when requested. Throughout the year the cooking workshops have continued to be a highlight with the ongoing support of our volunteer cooks who without them, these very enjoyable evenings would not be possible. These programs are in their fifth year which highlights their popularity.

The Australian Driving Institute defensive driving programs were once again a huge success. The program, now in its fifth year, had the ongoing and very generous financial support from the Coleraine Bendigo and District Bank which enabled many learner drivers the opportunity to partake in the program who may not otherwise have been able to do so. Every year the participants of the various programs from Austdrive 1 to Austdrive 2 Corporate, are quite impressed by the skills they learn. We are very proud to be the Victorian hub for the Australian Driving Institute and are so fortunate to have the highly experienced professional driving instructors who can equip us with all their knowledge and expertise to give us every opportunity to stay safe on our roads.

Our health and wellbeing programs have gained momentum with regular weekly Yin Yoga classes offered with both morning and evening classes and monthly Sketching workshops. Again thank you to these very generous volunteers who dedicate so much time to these programs. We also introduced weekly Pilates which have been very popular attracting many people from the surrounding districts. The Book Club group returned this year with enjoyable monthly get togethers.

This year myself and Gurjit Sondhu represented the BRCC at the Wimmera Field Days in the Wimmera West Grampians Neighbourhood House Network stand. It was great to showcase all our activities and distribute our programs. With thanks and appreciation, I would like to acknowledge all of the volunteers that so generously give up their time and share their many talents with those that enjoy the programs that they provide. Thank you to all that contribute; the BRCC Steering Committee, staff and the management and staff of the Harrow Bush Nursing Centre.

The Bay Riders Community Centre, our neighbourhood house—continues to provide many varied opportunities for everyone and strives to have a place for all to feel welcome and engaged in their community. Such is our motto; a place to *Connect, Inspire & Belong*.

Lynne Beaton
BRCC coordinator

Bay Riders Community Centre



Photos top row left to right: Cooking with Katrina Lodge July School Holidays, ABC Digital Workshop group, Archery Sept. School Holidays
 Middle row left to right: Millinery Workshop with Neil Grigg (centre), Defensive Driving July 2016 with Instructor Cameron Wearing
 Bottom row left to right: dining at the International Cooking—French class, serving up the delicious food at a cooking class and Jessica Sutherland volunteer cook at French cooking class.

Harrow & District Men's Shed



Tim Baines

The Harrow & Districts Men's Shed experienced another encouraging year with a further increase in participation from men within the district following on from an increase last year.

We have continued to make the Men's Shed a place for the men of the district to come; not just to keep busy and creative, but also as a social venue by creating an environment where blokes can call in for a coffee and a chat without feeling the pressure to feel they have to "make" something.

The footy tipping competition has been one of the ways that this has occurred this year with 33 people participating which is up from 24 in

2015/16. Occasionally this year, Harrow has experienced power outage, however we took these opportunities to use the Community Bus to visit the Casterton Men's Shed, Dergholm Pub for a counter lunch and also a bit of sightseeing. Regular lunchtime BBQ's have continued this year which were well attended.

Activities outside the shed has not meant the shed has become any less productive. Whilst sales of the clothes horses have declined many new projects have begun. Together with many smaller items, we have made six large outdoor table and chair settings, all made from timber and other materials that have been kindly donated. Four of these settings have found a home for use in the community.

The Shed has continued to be supported by Calico and Candles Craft Shop who kindly make available a place to sell our wares. Calico and Candles continue to support us with an annual donation which we are very grateful for. We were also more than happy to once again take on the job of manning the gate on the National Billy Cart weekend as a fundraiser for the Shed.

On behalf of all our members I'd like to thank the wonderful support from the community and the staff and Management of the Harrow Bush Nursing Centre for their ongoing support and assistance throughout the year.

Tim Baines
MensShed Coordinator
Maintenance & Garden Officer



Photos right hand side from top to bottom: new Harrow Mens Shed signage, members with outdoor setting, Peter and Nick in the shed, 2016 Footy Tipping winners and losers and Tim Baines with members Ray Pyers and Len Cassels.

Pathways to Harrow *finale...*

Pathways to Harrow has been an enormously successful community health project for Harrow and district and this year the project concluded with the 2016 ladies who were; Dulcie Williams, Suzanne Waugh, Jane Craig, Bernadette Close and Danielle Grindlay and we thank them very much for their participation. Once again, we were fortunate to receive sponsorship and donations which enabled the booklet and the final coffee table style book to be printed. The project continued to be underpinned by a volunteering team including Melanie Y'lang Donovan with her editorial skills and Jennifer Ellis and Sloba Petrovic for their catering expertise as well as many people who helped out on the day. A highlight for the event this year was the presence of the ABC Backroads film crew with presenter Heather Ewett who filmed parts of the event for the Harrow episode which aired January. The launch day was once again enjoyed by nearly 200 people and the concept continues to inspire and encourage other communities. To recap, Pathways to Harrow has gathered the following accolades and awards since it began in 2012:

- Overall Winner of the 2013 Bendigo Bank Volunteering Best Project award
- Winner of the 2013 Inaugural Volunteering Western Victoria Community Health Project
- Winner of the West Wimmera Shire Event of the Year Award 2013
- Winner of the MP National Volunteer Awards for the Electorate of Mallee 2013
- 2012 Successful recipient of grant from the Royal Historical Society of Victoria
- 2013 – FRRR and Local History Grant from the Public Records Office
- 2014 – Local History Grant from the Public Records Office
- 2015 – Local History Grant from the Public Records Office
- Invited to present at the IAVE Volunteering Conference Gold Coast, 2014
- Invited to present at the Emergency Services Forum, Melbourne 2015
- Sloba Petrovic for her role in Pathways to Harrow 2012 making it to the Long List of the prestigious award - The Australian Centre Leadership Women's Diversity Award 2016
- Winner of 2 of the 2017 Centre for Participation Volunteering Awards
- Melanie Y'lang Donovan made finalist in the Premiers Volunteering Awards for her role as Editor
- Featured on ABC Backroads Harrow episode Season 2 screened early 2017



Pathways to Harrow wins the 2017 Centre of Participation Awards



Pathways to Harrow participants 2012 to 2016

Story of Service

Chris McCall reflects on volunteering..

Why do you volunteer at the Harrow Bush Nursing Centre?

'Firstly I help out now that I'm not working, secondly I think just keeping in touch with other people and I like to keep in touch with what's happening here. It's comfortable for me to be in a health environment. I think it's good to be out amongst people.'

What do you get from volunteering?

'Volunteering benefits me because it's good to feel that I am helping and I'm remaining active and my mind is remaining active, when you're on your own you start to feel irrelative so its good to be out amongst other people'.

Have you changed from volunteering experiences and how?

'Now that I'm not nursing I think I am a bit more relaxed, I haven't got the pressure of having to work. If I had been a person who hadn't come straight from work, coming into volunteering would have made a lot more changes because all of the sudden you're involved in other people's lives.'

What is the best thing you've experienced at the Harrow Bush Nursing Centre whilst volunteering?

'The Pathways to Harrow was probably the biggest thing. I've also been involved with Sloba's meals and setting up for events. However the pathways project took six months to research my background and thinking about all the things that have happened so that was fairly emotional trip for me. I suppose it was the best in that it was much more concentrated and involved.'

How do you believe volunteers make a difference at the Harrow Bush Nursing Centre from your own experiences?

'I don't think a lot of things would happen without volunteers, without the volunteering, Harrow Bush Nursing centre just wouldn't exist.'

What were your connections with the Harrow Bush Nursing Centre before you decided to volunteer?

'I've always been a member since being in Harrow, I don't think I had other involvement perhaps seeing a doctor occasionally. I think being a part of Pathways to Harrow was my first involvement, and then when I retired I started going to classes for fitness. Pathways to Harrow was the first thing I got involved with before I retired.'

Would you recommend volunteering?

Yes I would. I think volunteering is a very healthy thing to do - it's good to give back. Once you're not working I think it's something you should do, because I think those who are working have too much of a load to carry. So I think that if you are still fit to do it well, then it just makes sense that you help the workers keep going. 'I think you have to be careful. When I did start volunteering I was conscious of not doing too much. I think you have to work within your limits. You might feel like "I shouldn't do this and that" but you have to balance your life out and volunteering shouldn't become a burden. You can be asked to do a lot of things and not feel like you can say no so you need to keep it easy.'

Chris was interviewed by Sasha McGuigan for this story
Edenhope College ~ Work Experience June 2017



Chris McCall



Chris with Sasha McGuigan

Story of Service

Max & Margaret Grigg recollect...

Whilst Max and Margaret Grigg have been connected with the Harrow Bush Nursing Centre since they were married, they have become particularly involved only in the last few years.

Max and Margaret both recall going to the Harrow Bush Nursing Centre when it was positioned on Swanston Street before the move to the main street. Margaret explains that the reason they have become more involved 'of late' is because of the increase of activities that are available which are of interest to older people especially the PAG monthly meal which is delicious. Margaret explains that because her and Max are always invited to come and attend activities and programs, they respond by making the effort to come along and they are glad to participate.

Max is also very eager to affirm that the Harrow Bush Nursing is very important for him and Margaret. 'If it wasn't for the centre, we would have to travel at least 60km to Coleraine and even further to Hamilton', Max explains and they would certainly be doing 'a lot of travel'.

Margaret also explains that if there is anything wrong, they have had the nursing staff come out to their place several times when they haven't been feeling very well. 'They are a marvellous help and they still come out every fortnight and check Max and I to make sure we are doing OK. If we want anything or if we are not feeling very well, they are out to us like a shot', Margaret says.

They both say that this gives them a very good sense of security. 'We feel secure that we are able to see a Doctor here in Harrow. We also use the podiatrist and physio services as well. This all saves us so much traveling', Max adds. Max and Margaret have also enjoyed attending some fundraising events over the years such as the Fashion shows. Margaret feels that the events have become better and more popular over the years. Margaret notes that 'the hall is full when they have events which has been marvellous'.

Over the years, what has been the biggest change that you have seen in the Harrow Bush Nursing Centre?

The services have increased for older people which is fantastic and also how quickly the nursing staff can come out to personally visit people on their farms. This is extremely handy. When asked about their hopes for the Centre into the future, Margaret was quick to say: 'you can't really improve the centre – its perfect as far as we are concerned. The centre is of vital importance to us. *We can't imagine our life without it!*'



Margaret Grigg



Above from right to left: Max Grigg, Ann Vaughan and Margaret Grigg.

Partnering Organisations

Ambulance Victoria (AV)	Leading Aged Services Australia (LASA)
Australian Men's Shed Association	Quality Innovation Performance (QIP)
Australian Neighbourhood House Association	Service Industry Advisory Group (SIAG)
Balmoral Bush Nursing Centre	Southern Grampians Shire Council
Beyond Blue	South West Healthcare
Casterton Coleraine Medical Group	Victorian Men's Shed Association
Central Grampians Post Acute Care	Volunteering Western Victoria
Commonwealth Respite Carer Services	West Wimmera Shire Council
Darcy Penrose Remedial Massage	West Wimmera Health Service
Department Health and Human Services (DHHS)	Western District Health Service (WDHS)
Department of Veteran Affairs (DVA)	Western Victoria Primary Health Care Network
Edenhope & District Memorial Hospital	Wimmera Community Options
Moira Disability & Youth Services	Wimmera Health Care Group (WHCG)
Glenn Howell Optometrist	Wimmera Hearing Society
Grampians Rural Health Alliance Network (GRHANet)	Wimmera Primary Care Partnership (PCP)
Grampians Women's Health	Wimmera Uniting Care
Grampians Regional Palliative Care	Villa Maria Catholic Holmes
Hamilton Medical Group	St Laurence Community Service

Partnering Organisations



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Harrow Balmoral Football Netball Club	

HBNC on ABC Backroads



Above left: presenter Heather Ewett with Marnie and Ann before Pathways to Harrow and above right: Marnie Baker being interviewed by Heather about her role in Pathways to Harrow.



Above: ABC Backroads film crew with Heather the presenter looking on from behind as Pathways to Harrow commences.



Above left: ABC Backroads film crew with producer Brigid Donovan and presenter Heather in the kitchen of Harrow Bush Nursing Centre and above right: Bernie Close being interviewed by Heather in Harrow Hall.



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