



## **2019 Annual Report**

**Promoting the health and wellbeing of residents of our  
community**

### **Our Mission:**

**Gunning District Community & Health Service  
provides flexible and coordinated community  
and health services to the community.**

## **Who We Are - the Service - an overview**

Gunning District Community and Health Service (GDCHS - the Service, also known under its trading name Gunning Community Care) provides flexible and coordinated aged care, disability and health services to the community, both in Upper Lachlan Shire and also short term care outside this area for urgent respite and palliative care and transport to doctors and hospitals. We provide services to clients whatever their location, including to remote properties and areas other service providers cannot cover. The Service is committed to assisting aged persons and people living with a disability to stay in their own homes. It also aims to promote healthy living and to support, encourage and develop community initiatives in response to identified community needs.

GDCHS is an incorporated non-government, not for profit association that relies on public, government and private sector support to fulfil its mission. It is governed by a volunteer management committee that is responsible for the overall management of the Service, setting its strategic direction and overseeing financial and legal governance.

GDCHS receives funding from the Commonwealth and State Governments, Upper Lachlan Shire Council, brokerages from a number of organisations, and Veterans Home Care. This allows the Service to provide a range of services including personal care, domestic assistance, social support and respite to the aged, their families, people living with a disability, and post hospital treatment.

GDCHS also has a general practitioner supported by a practice nurse. It also provides community nursing and allied health services under contract or supplied by regional health services including podiatry, physiotherapy, counselling, dietitian, diabetes education, hearing checks, pathology, psychologist, speech pathology, occupational therapy, women's health nurse and care for young children. All these services are available at the Service's premises, the Old Gunning Court House and the Tony Foley Community Centre.

The Service is generously supported by the local community through donations, fund raising and volunteer support. Service partnerships are well established and allow GDCHS to expand its capacity to meet the community's changing and growing needs.

## **Gunning District Community and Health Service Incorporated Management Committee 2018-2019:**

Melinda Medway	President
John Shaw OAM	Vice-President
Dean Ferraris	Treasurer
Michael Coley	Secretary
Rachael Foley	Committee Member
Trish Hallam	Committee Member
Graham Dyer	Committee Member
Libby Eather	Committee Member
Dianna Nixon	Committee Member (resigned August 2019)
Councillor John Searl	Committee Member appointed by Upper Lachlan Shire Council

## **President's report**

It gives me great pleasure to give the 2019 President's report.

### **Acknowledgements**

First, I would like to thank my colleagues on the management committee for their expertise and involvement during the year. As usual the committee had a broad range of skills that contributed importantly to the Service's development.

To our staff, who are wonderful, highly skilled, enthusiastic, loyal and community oriented, without whom there would be no Service: I cannot thank them enough.

We have had a very challenging 2019 with restructuring the of the Service into two separate business lines.

### **Operations**

After carefully looking at the financial situation the committee felt it necessary to provide better visibility of income and expenses within the organisation.

With concerns for funding and the financial situation of the Service we needed to make many tough decisions to ensure the Service's financial viability.

With the demand on our services exceeding our current Commonwealth Home Care Support program funding, we wrote letters and approached our federal minister Angus Taylor, MP and Southern Area Health District for their funding support, but without success.

So in line with the Government's announcement of increased funding for Home Care management packages the Service started preparing for the management of these packages. This fortunately is completed and the Service is ready to start the management of package process, which will ensure the viability of the service in the future.

### **Medical Practice**

Our Practice Manager Kate Yeo leads an amazing team to bring to our community services that many country towns can only dream of. The practice now has 1200 clients. I would also like to thank Dr Muralitharan for his service to our community.

### **Finance**

I would particularly like to thank our Financial Officer and our Treasurer for all their work to ensure Gunning District Community and Health Service will still be viable for many future years.

### **Community support**

I cannot finish my report without thanking our community for their donations through our annual appeal. Also our local businesses especially Dave and Sue Smith at the Telegraph Hotel for their ongoing support of our Service.

***Melinda Medway***  
***President***

## Treasurer's Report

The Financial Statements for the year ending 30 June 2019 have been prepared by our contracted accountant and have been audited by our Independent Auditor.

The Service incurred a loss of \$157,431 for the financial year which has in turn resulted in a substantial decrease in its current assets and an increase in its current liabilities. The Auditor noted that this resulted in a current ratio of 0.91 and a ratio of less than 1 is a cause for concern as it is one of the indicators of possible insolvency. Nevertheless, the Service ended the year with sufficient reserves with no outstanding debts and adequate funds to continue operations with a bank balance of \$84,955.

The key contributors to this loss were: an accounting adjustment of some \$76,000 of Commonwealth funding incorrectly attributed to 2018 financial year; replacement of two of the older fleet cars at a cost of some \$8000 for the year with a consequent increase in depreciation allowance on the car fleet; replacement of two older computers; increased overheads for the year due to accreditation required for CHSP and NDIS; \$12,600 for engagement of a Human Resource Contractor; an adjustment of \$5384 for superannuation paid from FY 16/17 and 17/18 but not cleared for Liabilities on the balance sheet.

During the year, the restructure into Operations and Medical Practice was finalised with introduction of separate reporting of income and expenditure to provide better visibility on business performance. The Medical Practice was further expanded with increased GP availability and increased Allied Health services provided to the community. The Medical practice became self-supporting with total income of \$427,918 and recorded a surplus of \$4010. The Operations side of the business underperformed, albeit the impacts of the key contributors identified above substantially impacted on the recorded loss. In March 2019, benchmarking of fees and charges with regional organisations identified a number of areas requiring increases and these were implemented in the last quarter of the year.

### Year on Year comparison

	2019	2018	Outcome
INCOME	\$1,276,106	\$1,373,790	-14.06%
EXPENSE	\$1,433,537	\$1,313,427	+10.96%

In summary, FY 2019 saw income reduce by 14.06% and expenses increase by 10.96%. Excluding the \$102,583 profit on sale of assets (land) booked in 2018, income in 2019 was essentially flat with a slight increase of \$4,899 compared to FY 2018.

**Dean Ferraris**  
**Treasurer**

## **Community Services**

The Service continues to provide home care support for clients and reaches out to the local community to provide care and support and to develop strategies to provide quality services.

We advertise our services through Lions Club of Gunning Noticeboard, our website and Facebook, the latter being the main advertising means that has seen great results. This enables people to access our services who would not normally be able to do so.

### **Current Service Activities:**

Short-term 'after hospital' assistance, generally called Transitional Aged Care  
Community Nursing  
Frozen Meal Service  
Respite Care  
Weekly Bus Service to Goulburn (provided in coordination with Valmar Goulburn)  
Emergency Respite Care  
Personal Care  
Domestic Assistance  
Free Equipment Loan  
Health Promotion  
Information and Referral  
Palliative Care  
Individual Social Support  
Group social Support  
Advocacy

### **Groups and Activities**

Monday Social Group  
Gunning Men's Group

## **Medical Practice, Nursing and Allied Health**

The GP Practice has been going extremely well over the past 12 months with a few fresh faces to the team due to the increase in patients.

Dr Sambanthar Muralitharan provides the bulk of the GP service and Dr Lisa Opie and Dr Cawthorne also work with the practice.

The GP practice team is led by Practice Manager Katie Yeo and supported by practice nurses Rachel Sergeant and Virginia Singers and medical receptionists Chloe Johnson and Rebecca McCamish. The practice nurses play a pivotal role in health promotion, health maintenance and prevention of illness by providing care, information and education to individuals and the community.

Over the past 12 months the GDCHS medical practice has increased in patient bookings with around 20 new patients each month bringing total active (seen in last 3 months)

patients to 1056. This success can be attributed in part to the online booking service available to patients wanting to book appointments out of hours.

The community nursing team of Sarah Cummings and Kim Poidevin. The team also plays a pivotal role in the community and assists Dr Muralitharan with follow up appointments, dressing changes etc.

Our community nurses are available on a Monday, Tuesday, Thursday and Friday from 9.00am to 4.00pm at the Courthouse Office.

The following clinics, operating on different days of the week, are also available in the Practice:

Pathology  
Physiotherapy  
Podiatry  
Early Childhood and Family and Immunisations  
Dietitian  
Hearing  
Community Counsellor and Psychology  
Women's Health Nurse  
Ultrasound  
Occupational therapist

## **Fundraising/Grants**

The Service held its first Spring Walk in Gunning fundraiser in November 2018 when about \$7000 was raised. This was followed up in November 2019 and we propose to make it an annual event. The Committee thanks Karen Waters, Vanessa Mackay and Michael Wooton for organising the first event and all the volunteers who assisted on the day and subsequently.

During the past two years several organisations have provided much needed grants to assist the Service, including:

- Community Building Partnership Program
- Acciona
- Cullerin Range Wind Farm
- Kofi Foundation
- Veolia Mulwaree Trust
- Gunning District Association
- Lions Club of Gunning
- Stronger Communities Program
- Upper Lachlan Foundation

The Service has an ongoing arrangement with the Collector Village Pumpkin Festival to provide staff for the Festival's gates. For the past few years the Festival has donated \$5000 annually in recognition of this activity. Once again Vanessa Mackay and Karen Waters gave generously of their time above and beyond their normal duties to make this happen.

During the past few years individual members of the community have given generous donations to the Service. We thank all of them for their great contribution.

## **Client Centred Services**

### **Monday Social Group**

Our Monday Social Group is currently funded by the Department of Health. The group meets every Monday for social activities and outings.

The Monday Social Group has participated in a number of enjoyable activities over the past year including a Christmas in July Luncheon, a Melbourne Cup Luncheon and bus trips

### **Auspiced Groups**

#### **Gunning and Dalton Qigong Group – Kath Kovac**

Dalton local, Kath Kovac, has established a qigong/tai chi group with the assistance of GDCHS in the hire of the rooms used and promotion, in return for a donation to GDCHS. This group has been active since October 2017 and has seen approximately 50 people attend to try this ancient form of gentle exercise, which involves cultivating energy in the body and calming the mind.

There are three sessions a week, on Mondays and Thursday evenings in Gunning and Fridays in Dalton, and attendees usually vary from 4 to 6 people in each session. Feedback from participants shows they have more energy for daily life, better sleeping habits, less stress, easier breathing and more freedom of movement with less pain.

#### **Gunning and Dalton Women's Wellbeing Circle**

Recognising a need for a women's wellbeing circle in our community, local Kath Kovac set one up. The monthly circle involves women just coming together and listening while each takes a turn to speak about whatever life is like for them currently. While in the circle everyone else just listens; doesn't comment in any way, doesn't offer advice, judgement or solutions. This supportive act of being present for a woman and accepting her exactly the way she is can be very empowering and can also be a very healing process.

The first circle was held in November 2018 and has been held in most months since then. Feedback received so far has been that women, despite already living in the area for a while, have come to meet more people and have felt a greater connection with others. They also feel listened to, accepted, supported and less isolated.

GDCHS sees our role to support groups who see a need for stronger community involvement with the mutual benefit of creating stronger supportive networks in our community.

### **Dalton Community Craft and Conversation Group - Julie Perryman**

The Dalton Community Craft and Conversation Group has been meeting for six years. The group's major focus is to foster social contact and community support within the district, in a relaxed informal setting. The group also acts as a conduit for Gunning District Community and Health Service to disseminate health information in the community.

During 2019, over forty locals and visitors attended the group sessions. Attendees this year have come from Jerrawa, Blakney Creek, Darwin, Sutton, Biala, Murrumbateman, Gunning, Currawang, Bungonia, Yass and Dalton.

Sessions commence at 9am and people drop-in during the day for a cuppa and chat, stay for lunch or the whole day to work on a project, share ideas, and socialise. This year night time sessions were discontinued due to lack of attendees and these replaced with occasional Sunday afternoon sessions. The last two Sunday groups have been successful and included some younger community members learning to use sewing machines and work on other crafts. The group now has a new venue and has moved to the newly refurbished Dalton Public Hall.

## **Service Workforce**

The Service's team has as usual worked very hard and has a brilliant reputation for their person-centred care; our client feedback reflects this as does the feedback from other organisations. Every single member of our team is truly appreciated.

The GDCHS team has the key qualities of respect, honesty and integrity that enables everyone to work collaboratively with shared vision and goals.

### **Recruitment and Orientation**

All new staff, volunteers and Committee members have current police checks and have undergone an orientation session.

### **Training and Professional Development**

The organisation requires that all Community Support Workers have or are training for a Certificate III Community Services (Aged Care).

All staff undertake annual training which includes First Aid, CPR and Defibrillator training conducted by Allens Training.

Most of the Community Support Workers have trained with Hammond Care in Palliative Care, further enhancing the skill sets that are available.

All Allied Health, nursing and doctors have the appropriate qualifications suitable for their position.

### **Volunteers**

We are very lucky to have a pool of wonderful volunteers.

Thank you to our fantastic volunteers Michael Coley, Dean Ferraris, Darlene Medway, Norma Bush, Monique Hillier and Maureen Hewitt.

We could not manage without the support of our volunteers who bring an array of skills and talents that improve the service for all.

## **Community Participation**

### **Membership**

The Association now has over 300 members and membership continues to be free of charge.

### **Feedback Box**

A feedback box is currently located outside reception (letter box main entrance) at GDCHS and we welcome your suggestions and feedback.

### **Newsletter**

This year the Service introduced a newsletter which is sent out to all clients. The newsletter aims to keep clients up to date with changes in the Service and funding.

### **Website and Facebook**

Our website and Facebook are working well, and we have seen very positive results from both. With Facebook in particular we have reached approximately 2,300 people. We have clearly made an impact with people accessing services that they would not normally, we are able to advertise positions vacant, sale items, activities and events. We will continue to expand this service to try and reach as many people, as this is now the way that many people access information about what is available in the area.

## **Partnerships with other organisations**

### **Upper Lachlan Shire Council**

Our partnership with Upper Lachlan Shire Council continues on solid ground. Council provides the Court House free of charge to the Service and without this support the Service would not be viable. Our thanks to Council for the maintenance and upkeep of the building and grounds.

### **Gunning Food Bank**

GDCHS has continued to work in partnership with a number of organisations within the Gunning, Yass and Goulburn communities to give staple food and basic necessity support to some members of our community.

In a confidential and respectful manner the Service is able to distribute small packs to members of the community who have been in need.

### **Lions Noticeboard**

GDCHS thanks the Lions Club of Gunning Noticeboard for its valuable contribution in keeping the community informed about GDCHS and health promotion with their generous donation of page 5 in the Noticeboard, which has over 1,000 copies printed fortnightly and is distributed to Gunning and local communities.

### **Delivery of Services for our Partners**

As we continue to build on our partnerships, we have developed a number of key brokerage contracts with regional centres for GDCHS to deliver services on their behalf. Brokerage contracts through the year have been with:

- Department of Veterans Affairs
- Hammond Care
- Uniting
- Integrated living Australia
- Interchange Australia
- Commonwealth Respite Centre for Carers
- Disability Trust
- Queanbeyan and Goulburn Transitional Aged Care Program (TACPG and TACPQ)
- Coordinare
- NDIS
- Kinicare
- RSL Life-Care
- Community Options Australia
- Gunning Food Works