

Annual Report 2020



Caring for the health and wellbeing of our community

MISSION STATEMENT: Gunning District Community and Health Service exists to provide flexible and co-ordinated community and health services to residents of the local 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.

History

In 1979, Gunning's resident doctor, Dr Barbour died, volunteer nurses provided services until 1981 when Gunning Home Nursing Service was formed with a small seeding grant and a car provided from the Southern Area Health service. **In 1985**, Home and Community Care (HACC) funding was granted. Services were then provided to the frail aged and younger people with a disability who were residents of the former Gunning Shire (HACC clients).

In June 1992, the Service became incorporated as Gunning District Home Support Service Inc. **In 1993**, after a public meeting was held to discuss the future of the service, a community Management Committee was formed.

In June 1994, the name of the Service was changed to the Gunning District Community and Health Service Inc. Financial viability was identified as a major issue for the Service. The Gunning Shire Council agreed to provide funding for administration assistance including rent-free premises.

In 2000, the **Sinclair Report** acknowledged the Service as an excellent example of communities working together with government for the betterment of a small rural community. **February 2003**, the Service moved into newly renovated premises at the Gunning Court House with assistance from Federal, State and Local Government contributions.

When the Gunning Shire ceased to exist in **2004**, the Greater Southern Area Health Service agreed that the Service should continue to provide community health services in the area covered by the former Gunning Shire. Consequently, for the purposes of this strategic plan, "Service Area" means the area covered by the former Gunning Shire.

From 2013, while still continuing to service parts of the Upper Lachlan Shire Council, GDCHS also provided coverage to parts of the Yass Valley Shire, Palerang Council and Goulburn Mulwaree Council with areas covered including Yass, Murrumbateman, Jeir, Bowning, Binalong, Sutton, and Goulburn.

The growth since 2013 has been led partly by filling an existing need and partly through being requested by broker organisations as a result of the skills and reputation of the dedicated teams of Community Support Workers.

In late 2014, GDCHS established a medical practice with the aim of contracting in a General Practitioner. The Medical Practice was accredited 18 January 2017 through GPA Accreditation Plus. In addition, a Practice Nurse was recruited to support the GP Clinic. Since then the following GPs have been employed:

In 2016, GDCHS became NDIS Verified, with acknowledgement of the Services capacity to provide the following services: accommodation and tenancy assistance; assistance in coordinating and managing life stages, transitions and supports; assistance with daily personal activities; community nursing for high care needs; assistance with daily life tasks in a group or shared living arrangement; development of daily living and life skills; household tasks; and participation in community, social and civil activities. **In July 2016**, a Gunning Community Care Facebook page was established for communicating with the broader community. **In March 2017** the Gunning Community Care Website was launched.

In July 2017 the operations of GDCHS was split to reflect a managerial change for the two distinct areas of GDCHS, being Medical and Allied Health and Aged and Disability. An Operations Manager was employed replacing the Executive Officer and was responsible for the Aged and Disability Service and a Practice Manager was employed and was responsible for Medical and Allied Health services.

In July 2018, GDCHS began using medical online bookings Health Engine to streamline bookings for the Doctor Practice.

In February 2019, the Ageing and Disability portion of the GDCHS business was moved to the Foley Centre where the Community Nurse and Allied Health had previously traded to allow the Medical and Allied Health portion of the business to further grow and to allow cross communication between the Community Nurse, Practice Nurse and Doctor to be more cohesive.

In November 2019 both parts of the businesses, while operating as two separate reporting streams were brought back together under the management of a General Manager.

GDCHS has exponentially grown the number of services that are able to be provided under Allied Health.

Gunning District Community and Health Service Incorporated Management Committee 2019-2020:

President	Melinda Medway
Vice President	John Shaw OAM
Treasurer	Diego Ferraris
Secretary	Michael Coley
Committee Member	Rachael Foley
Committee Member	Patricia Hallam
Committee Member	Graham Dyer
Committee Member	Elizabeth Eather
Committee Member	Gavin Douglas
ULSC Representative	Deputy Mayor John Searl

Presidents Report

It gives me great pleasure to be a part of this wonderful service in Gunning and present to you my Presidents report for 2020.

Firstly, I would like to thank my colleagues on the management committee for their expertise and involvement during the year. The committee have a broad range of skills that contribute importantly to the services development and I appreciate the numerous volunteer hours they have put in.

During the past 12 months, GDCHS realigned the organisation to assist the service financially and re-joined both business lines Aged/Disability and the Medical Practice under the direction of a General Manager, Katie Yeo.

Katie's role prior to the appointment of General Manager was Practice Manager of the medical practice and the committee saw the amazing job she was doing in her position and offered her the opportunity to manage the whole service. Katie's acceptance of this position has proven to be exactly what we needed, to move the service forward into the 2020's. The management committee would like to thank Katie firstly, for taking on the General Manager position and with her amazing team for turning the service around to be once again financially sound.

Also, on behalf of the management committee I would like to thank our dedicated Financial Controller and NDIS Plan Manager Allana Carmody for all her tireless hours at GDCHS and assisting the General Manager to where it is today.

The service currently employs a total of 29 staff which covers both areas of the Aged, Disability and Medical Practice. The Aged and Disability service currently provides on average 220 hours per week which is an increase of 30% from this time last year. The medical practice is currently servicing a total of 1,024 active patients.

The service managed well throughout COVID19 and during the slow time the team were able to adopt many COVID procedures to assist the staff to continue to work through the challenging times and increase our services once again. Every staff member was well equipped with adequate PPE and touchless thermometers to help increase protection.

Some exciting upgrades have happened to the service in 2020 which are:

- Introduced Home Care Packages
- Medical Practice was reaccredited in January 2020 for a further three years
- New server was installed
- New Logo, signage, upgrade of website and a furniture refresh with assistance from consultant Vikki Basnett from Stylemill
- upgrade of five computer workstations
- Implemented an online rostering system "Visual Care" and purchased a tablet for each Community Support Worker for ease of using during the program
- upgrade of the telephone system
- replacement of a new vehicle
- NDIS Accreditation in November 2020

With the increase of services in demand, the service was granted the lease of the Tony Foley Centre Community Room. The extra space of this room will provide our Social Group Activities to have a permanent space to use for their outings, an extra administration area when needed and as well as remaining as community room for all groups use.

Lastly, I would like to thank many local organisations for their donations throughout the year, the donations have helped the service purchase many needed items to increase the wonderful services currently available.

Thank you

Melinda Medway

President

Gunning District Community & Health Service Inc

Treasurer's Report

The Financial Statements for the year ending 30 June 2020 have been prepared by our Accountant and have been audited by our Independent Auditor.

The Service ended the 2020 year with: a surplus of \$225,825; total member's funds of \$282,748; total assets of \$433,409; and a bank balance of \$164,744. The current ratio of 2.51 is indicative of sound financial health and adequate funds to continue operations.

The key contributors to the 2020 surplus were continued improvement in controlling costs, increased income from growth in key programs and the injection of JobKeeper subsidy of \$126,000 and ATO Cash Flow of \$45,650. The latter government subsidies allowed the Service to retain staff during the initial pandemic slowdown in the third quarter that impacted on delivery of services (and income) and allowed for improved services to clients during the shutdown restrictions.

The Service's two business streams Medical Practice and Operations operated profitably during 2020. The Medical Practice business continued to be self-supporting with modest growth in income compared with 2019; and the Operations business returned to profitability following its underperformance in 2019. The full effect of the restructuring and financial reforms implemented during the third quarter of 2019 were the principal contributors to the turnaround in the Operations' business profitability.

Year on Year comparison

	2020	2019	Outcome
INCOME	\$1,565,009	\$1,276,102	+17.7%
EXPENSE	\$1,339,184	\$1,433,537	-6.58%

In summary, Financial Year 2020 saw income increased by 17.7% and expense reduced by 6.58%. Excluding the \$171,650 government "pandemic" subsidies, income increased by approx. 9.2% in 2020 compared to 14.06% reduction in 2019 from the 2018 year.

Diego Ferraris

Treasurer

Gunning District Community & Health Service Inc

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 the Lions Club of Gunning Noticeboard, our website, Facebook as well be able to provide an online booking service for the GP via a program called Hot Doc and Health Engine.

We were also very excited to have Home Care Packages go live in January 2020, many thanks to Client Service Officer Monique Hillier for getting this all up and running.

Current Service Activities:

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

Groups and Activities:

- Monday Social Group
- Gunning Men's Group
- Thursday Coffee Club

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.

We welcomed new GP Dr Sharin De Silva to the medical practice on Monday 17th August 2020 with his working days on a Monday, Tuesday, and Fortnightly Sunday. Dr Sambanthar Muralitharan continues to provide GP services via telehealth on a Wednesday and a clinic on a Friday.

Dr Lisa Opie and Dr Clive Cawthorne left the GP practice in May 2019 to work in Dr Opie GP Practice "Thrive" in Crookwell. We thank Dr Opie and Dr Cawthorne for their time at Gunning and wish them all the best in the new practice.

The GP practice team is led by General Manager Katie Yeo and supported by practice nurses Rachel Sergeant and Amy Pantos 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.

The community nursing team of Kim Poidevin and Virginia Singers also plays a pivotal role in the community and assists the doctors with any follow up appointments, dressing changes, home visits as well as health assessment and monitoring e.g. domiciliary nursing wound management, palliative care, oncology support, chronic disease education/support, women's, child and family health and Indwelling Catheter Manager with Supra Pubic Catheter and NDIS.

Our community nurses are currently available on a Monday, Wednesday, and Friday from 9.00am to 4.00pm at the Courthouse Building.

The following Allied Health clinics, operate on different days of the week, and are also available in the Practice:

- Pathology
- Physiotherapy
- Podiatry
- Early Childhood, Family and Immunisations
- Dietitian
- Hearing
- Community Counsellor and Psychologist
- Women's Health Nurse
- Ultrasound
- Occupational Therapist

2020 Key Achievements

- New Rostering System "Visual Care"
- New Logo, Signage, and upgrade of website
- New Occupational Therapist joined the team
- Leasing of "Tony Foley Community Room"
- New vehicle was purchased
- Passed NDIS Accreditation
- Capital Pathology courier service to Gunning
- GP Practice was re-accredited
- Home Care Packages went live

Fundraising/Grants

Due to COVID19 any fundraising events were unable to happen, however throughout the current pandemic several organisations have provided much needed grants to assist the Service, including:

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| ▪ Acciona | ▪ Collector Wind Farm Pty Ltd |
| ▪ Cullerin Range Wind Farm | ▪ Lindsay Dove Foundation |
| ▪ Kofi Foundation | ▪ Burradoo Polocrosse Club |
| ▪ Veolia Mulwaree Trust | ▪ Telegraph Hotel Gunning |
| ▪ Lions Club of Gunning | ▪ Coordinare |
| ▪ Upper Lachlan Foundation | ▪ Vestas Australian Wind Technology Pty Ltd |

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

We would sincerely like to thank the Collector Village Pumpkin Festival committee for their past support of the Service annual fundraiser. Unfortunately, due to COVID the pumpkin festival did not occur in 2020 and with heavy hearts the Collector Village Pumpkin Festival Committee has now made the difficult decision to retire the event.

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 at the Foley Centre Community Room.

The Monday Social Group due to COVID19 has only started back up again in October which they have enjoyed a range of different activities which include bingo, high tea, games, arts and crafts, health talks with our local nurses.

Men's Group

Our Men's Social Group is currently funded by the Department of Health. Prior to COVID19 the group was meeting every fortnight on a Wednesday and enjoyed a range of trips in the community bus to venues of the group's interests.

Auspiced Groups

Gunning and Dalton Women's Wellbeing Circle – Kath Kovac

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. Due to COVID and venue unavailability, circles have not been held since March 2020, but Kath aims to return to holding them in 2021.

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.

Gunning and Dalton Qigong Group – Kath Kovac

Dalton local, Kath Kovac, has established a qigong/tai chi group with the assistance of GDCHS in promotion, in return for a donation to GDCHS. This group has been active since October 2017 and has since then seen approximately 65 people attend to try this ancient form of gentle exercise, which involves cultivating energy in the body and calming the mind.

Up until March 2020 there were three sessions a week, on Mondays and Thursday evenings in Gunning and Fridays in Dalton. Due to COVID classes were cancelled for Term 2. From Term 3 classes have been held only at Dalton due to the Gunning venue not being available. Currently there is only a Monday class in Dalton, and attendees usually vary from 2 to 5 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.

Dalton Community Craft and Conversation Group - Julie Perryman

The Dalton Community Craft and Conversation Group (Dalton Craftees) began seven years ago. The focus of the group is to encourage social contact and foster peer support in a relaxed and informal setting for residents in the district and surrounds.

Attendees come to the Dalton Public Hall throughout the day, staying for a chat or lunch or to work on their current project.

This year gatherings were halted for some months due to restrictions on group gatherings. Meetings resumed in June 2020 and follow strict Covid-19 protocols outlined by NSW Department of Health.

Attendees this year have come from Jerrawa, Blakney Creek, Sutton, Murrumbateman, Gunning, Currawang, Yass and Dalton. The group acts as a conduit for Gunning Community Care to disseminate health information in the community.

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.

All Staff have also completed other training which includes: Medication Awareness and Safety, Complex Bowel Management, Indwelling Catheter management, Infection Control, Food Handling, Fire Safety, Food Safety, Chemical Safety, Risk Awareness and Risk Safety, Manual Handling and NDIS Worker Orientation Module.

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.

Our Practice Nurse Rachel has successfully obtained her certificate in Immunisation for Health Practitioners.

Volunteers

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

Thank you to our fantastic volunteers Michael Coley, Dean Ferraris, Norma Bush, Maree O'Brien, Robert Hayden, and Kerry Gribbin.

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 or the Foley Centre and we welcome your suggestions and feedback.

Website and Facebook

Our website and Facebook have had a major refresh from the assistance of local brand design, styling and social media consultancy Vikki Basnett from Stylemill. The positive results from both has assisted us to reach approximately 7,150 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 several 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

The Service 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 several 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
- Carers ACT
- Disability Trust
- Queanbeyan and Goulburn Transitional Aged Care Program
- Coordinare
- NDIS
- RSL Life-Care
- Community Options Australia
- Catholic Care
- IRT Home Care
- Ngunnawal Aboriginal Cooperation
- Life Without Barriers
- Kincare

Gunning District Community and Health Service Inc. would like to thank and recognise ongoing funding support from our funding partners:

- Commonwealth Department of Health and Ageing
- Commonwealth Department of Families, Housing and Community Services and Indigenous Affairs
- Department of Veterans' Affairs
- Home and Community Care
- The NSW Department of Health
- Upper Lachlan Shire Council
- Residents of the Gunning and local community

Gunning District Community & Health Service Inc – Staff for 2020

