

# Annual Report 2022



*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 the trading name of Gunning Community Care) provides flexible and coordinated aged care, disability, and health services to the community, both in the Upper Lachlan Shire and also short-term care outside this area for urgent respite 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 the strategic direction and overseeing financial and legal governance.

GDCHS receives funding from the Commonwealth and State Governments, Upper Lachlan Shire Council, brokerages from organisations, NDIS 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 and medical practice assistant. 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 child and family nurse. All these services are available at the Service's premises, the Old Gunning Court House Building, 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 team 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.

**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.

**In January 2020** GDCHS became an approved Home Care Package provider. **In July 2020** GDHCS enhanced their Ageing and Disability rostering system to an online rostering system "Visual Care". **In August 2020** Dr Sharin De Silva joined the medical practice team with Dr Sambanthar Muralitharan. **In September 2020** GDCHS took over the lease of the "Meeting Room" of the Tony Foley Community Centre with acknowledging the room be available for community organisations to use with bookings via GDCHS.

**In 2021** GDCHS rebranded their logo, upgraded their website and refreshed internal furnishings to both offices with the assistance from external consultant Vikki Basnett from Stylemill and grant funding from Cullerin Range Wind Farm.

**In March and September 2021** two fleet vehicles were upgraded and the service purchased two new SUVs. **In July 2021** GDCHS became a registered NDIS provider and passed accreditation. **In August 2021** GDCHS Medical Practice was approved to provide COVID-19 Vaccinations to the Gunning Community and surroundings. . **In September 2021** a new role 'Rostering Officer' was introduced in the Aged and Disability area to assist with the growth of the business.

**In 2022** GDCHS expanded their Community Nursing area to Collector, NSW and provided an outreach nursing service for over 65 clients. **In February 2022** a Medical Practice Assistant role was introduced into the Medical and Allied Health area to assist with the growth in the medical side of the business. **In June 2022** a new online training platform 'Healthcare Australia' was introduced for all staff. **In July and August 2022** the service held their main fundraisers for the Service 'The Long Yarn Lunch', supporting Rural Men's Health, and a 'Ladies Lunch' supporting Rural Women's Health to assist in the purchase of a fully installed backup generator for the health service.

## **Gunning District Community and Health Service Incorporated - Management Committee 2021-2022:**

<b>President</b>	Melinda Medway
<b>Vice President</b>	John Shaw OAM
<b>Treasurer</b>	Diego Ferraris
<b>Secretary</b>	Graham Dyer
<b>Committee Member</b>	Rachael Foley
<b>Committee Member</b>	Patricia Hallam
<b>Committee Member</b>	Michael Coley
<b>ULSC Representative</b>	Councillor John Searl



## President's Report

Thank you to all for attending our Annual General Meeting.

Firstly, I would like to thank my fellow committee members John Shaw, Dean Ferraris, Trish Hallam, Mike Coley, Graham Dyer, John Searl and Rachael Foley. It has been once again a privilege working besides you all.

Our Community Health Service is growing rapidly and currently employs thirty six (36) staff that are either permanent part-time or casual employees and is one of the largest employers in the district.

More services and employment opportunities have been added this year such as a new Rostering Officer, Medical Practice Assistant, Social Worker/Counsellor and our very own Women's Health Nurse.

Our client base in all areas has grown in the past year and we will continue to grow and provide stable services to the community.

I would like to thank our General Manager Katie Yeo once again for her outstanding leadership and without her leadership style, our community base organisation would not be where it is today.

Gunning Community Care has three main areas with an amazing group of Team Leaders that support Katie to run the organisation:

- Finance and NDIS – Allana Carmody
- Medical, Allied Health and Nursing – Chloe Johnson
- Aged Care and Disability – Monique Hillier

I would like to acknowledge these three (3) ladies for their outstanding contribution to the service and thank them also for all their leadership.

To the rest of the team at large for all their commitment to the clients, your care and dedication does not go unnoticed.

I am so proud of our Health Service and the Services that we are able to provide to our beautiful community.

**Melinda Medway**

*President - Gunning District Community & Health Service Inc*

## Treasurer's Report

The Financial Statements for the year ending 30 June 2022 have been prepared by our Accountant and have been audited by our Independent Auditor.

The operating environment was quite challenging with Covid restrictions continued to impact on the Service. The Service ably met these challenges and ended the 2022 year with: a surplus of \$240,275; member's funds of \$776,946; total assets of \$1,015,798; and a bank balance of \$724,113. The current ratio of 7.80 is indicative of very sound financial health and adequate funds to continue operations.

The key contributors to the 2022 surplus were continued improvement in controlling costs, increased income from growth in key programs particularly Home Care (up 205.77% from 21) and NDIS (up 160.95% from 21). The growth in these two programs required engagement of additional staff to cater for the increased service demand and this is reflected in the increased expenses.

Two signature policies were adopted during the year: Fleet Management Policy and Remuneration Policy. The former was adopted to minimise fleet ownership costs and to ensure safe and economical vehicles for staff visits to surrounding rural clients as well as for client transport to essential health related services. A further two (2) vehicles of the aging fleet were retired and replaced. The Staff Remuneration Policy was adopted to provide a framework for staff development and opportunities for relevant up-skilling and rewarding employees appropriately with industry standard salary commensurate with the job classification of each position.

The Service's two business streams Medical Practice and Operations operated profitably during 2022. The Medical Practice business income increased 10.89% compared with 2021; and the Operations business income increased by some 24.59% compared with 2021. In particular, the key programs contributing to the Operations business was the continued growth in Home Care Packages (up 205.77% from 2021) and NDIS (up 160.95% from 2021).

### Year on Year comparison

	2022	2021	Outcome
INCOME	\$2,021,691	\$1,793,395	+12.73%
EXPENSE	\$1,781,416	\$1,539,472	+15.72%
SURPLUS	\$240,275	\$253,923	-5.37%

In summary, Financial Year 2022 saw income increase by 12.73%, expense increasing by 15.72% and with a decrease in surplus of 5.37%.

### **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 being able to provide an online booking service for the GP via a program called Hot Doc.

### Current Service Activities:

- Home Care Packages
- Community Nursing
- NDIS
- Frozen Meal Service
- Personal Care
- Domestic Assistance
- Respite Care
- Palliative Care
- Group social support
- Individual social support
- Transport
- Meal Preparation
- Free Equipment Loan
- Health Promotion
- Information and Referral
- Individual Social Support
- Advocacy
- Short-term 'after hospital' assistance, generally called Transitional Aged Care

### Groups and Activities:

- Monday Social Group
- Gunning Men's Group



## Medical Practice, Nursing and Allied Health

The Medical Practice has been going extremely well over the past 12 months with the introduction of many new services and team members.

Dr Sambanthar Muralitharan left the medical practice on 29 July 2022 which then provided the opportunity for Dr Sharin De Silva to increase his days at the medical practice and currently provides GP services three (3) days per week on a Monday, Wednesday and Friday.

The Medical Practice team is led by General Manager Katie Yeo and supported by Team Leader and Senior Medical Receptionist Chloe Johnson, Practice Nurses Rachel Sergeant and Amy Pantos and Medical Receptionists Maree O'Brien and Amanda Evans.

The community nursing team of Kim Shorter (Poidevin) 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 support.

Our community nurse is currently available on a Monday, Wednesday and Thursday and other days when required from 9.00am at the Courthouse Building.

The Medical Practice continues to provide COVID vaccinations (Astra Zeneca, Pfizer and Moderna) to the Gunning Community.

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
- Counsellor and Psychologist
- Women's Health Nurse
- Occupational Therapist
- Social Workers

## 2022 Key Achievements

- Upgraded of two fleet vehicles
- Online Training Platform
- Diverse employees
- New role "Rostering Officer"
- New Role "Social Worker/Counsellor"
- Completion of internal furnishings of both offices
- Community Nursing expansion to Collector
- Australia Day Award – Gunning Event of the Year
- New Role "Medical Practice Assistant"

## Fundraising/Grants

Our main fundraisers for 2022 were a Rural Men's Health Day "The Long Yarn Lunch" and a Rural Women's Health "Ladies Lunch" both held at the Old Coach Stables Gunning. Both events were a great success with a sellout of attendances with many of whom travelled from across the state. Guest Speakers touched on the importance of Men and Women's Health.

The event's provided an opportunity for our men and women in our community to connect and enjoy each other's company on the day, with funds raised from the events will be directly used by GDCHS to purchase a fully installed backup generator for the health services premises.

Thank you to our wonderful volunteer organisers of the event, Campbell Basnett, Luke Dowling, Vikki Basnett, Skye Manson, Jo Basnett and Sarah Byrnes.

Several organisations have provided much needed grants to assist the Service, including:

- Acciona
- Cullerin Range Wind Farm
- Coordinare
- Veolia Mulwaree Trust
- Lions Club of Gunning
- Collector Wind Farm Pty Ltd
- Lindsay Dove Foundation
- Upper Lachlan Foundation
- Telegraph Hotel Gunning

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.

## Client Centred Services

### **Monday Social Group – Julie Lynch (Group Coordinator)**

Our Monday Social Group is currently funded by the Commonwealth Home Support Program. The group of five to six participants meets every Monday for social activities and outings at the Tony Foley Centre Activities Room.

Due to ongoing Covid19 concerns, the Monday Social Group did not come back until April 2022. Activities have been more Gunning based this year but we have had some trips outside of Gunning including to Belconnen Ten Pin Bowling, Yass Soldiers' Club. Other activities have included bingo, high tea, games, arts and crafts and health talks with our local nurses. Some future trips are planned for the end of 2022 including Christmas Lunch.

An in-house resourceful information session was also provided by Service NSW which participants found very helpful.

Our Group Coordinator also supported members by telephone during periods where they were not able to meet in person for a prolonged time.

### **Men's Group – Julie Lynch (Group Coordinator)**

Our Men's Social Group is currently funded by the Commonwealth Home Support Program. This year we have seen less interest in group activities perhaps due to Covid or people moving out of area and accessing resources where they now live. One activity that the group enjoyed was attending the Yass Men's Shed. We would like to see more interest from men in the community for Men's Group.

A joint Christmas party for both social groups were held at the Old Coach Stables in December 2021, everyone enjoyed a lovely Christmas meal.

We would like to thank volunteer Sharon Chan for her assistance with activities this year, which group members thoroughly enjoyed.

### **Thursday Bus Trips – Julie Lynch (Group Coordinator)**

This group have been aimed at people with independent mobility and we look forward to building this group as we come out of the impact Covid has had on social interaction.

## Auspiced Groups

### **Dalton Qigong Group – Kathryn Kovac**

There have been a small group of 3-5 people coming on Mondays starting at 10am, for 8-week terms during the school term. Unfortunately the numbers have not returned to pre-Covid levels.

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

The Dalton Craft and Conversation Group (alias Dalton Craftees) continues to meet each fortnight at the Dalton Public Hall, connecting like-minded crafters in a relaxed setting. In 2022 those who attended came from Goulburn, Currawang, Yass, Blakeney Creek, Dalton, Sutton, Canberra, Gunning and Jerrawa.

The focus of the group is to foster social connection in the community and to boost mental wellbeing as well as provide encouragement of participants in their crafting pursuits.

As the group meets in its ninth year, the cross-pollination of ideas and skill-sharing helps to keep the group vibrant, and participants come for the whole day or just drop in for a cuppa and chat.

### **Gunning Shower Singers – Bob Spiller**

GDCHS auspices a singing-for-pleasure group, the Gunning Shower Singers, which meets weekly in the Tony Foley Centre. Group convenor Margaret Dougall says that her observations and informal feedback from members show Shower Singers provides a valued activity to participants.

But it likely does more than bring social benefits. Margaret says that scientific studies consistently show singing with others can improve mental and physical health. She believes her fellow choristers are almost certainly improving their well-being. Gunning Shower Singers organisers have often expressed their appreciation to GDCHS for allowing them access to the Tony Foley Centre, which is ideal for their needs.

### **Gunning Focus Group – Bob Spiller**

From time to time the Gunning Focus Group hosts concerts in the Gunning Courtroom. GDCHS helps make these events run smoothly and successfully by allowing the Focus Group access to our entrance and passageway when needed. This enables disabled people to enter and performers a space in which to wait and prepare themselves before entering the venue. Gunning Focus Group greatly appreciates this assistance which is acknowledged in its written concert material and included in announcements to audiences.



## **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**

During the difficult COVID period we have benefited from the recruitment of some experienced Community Support Workers who reside in Goulburn, Yass, Murrumbateman and Gunning. 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 or Disability).

All staff undertake annual training which includes First Aid, CPR and Defibrillator 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, NDIS Worker Orientation Module and COVID Infection Control.

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

Our Practice Nurses Rachel and Amy have both successfully obtained their certificate in Immunisation for Health Practitioners

Medical Team Leader and Senior Medical Receptionist Chloe Johnson has successfully obtained her certificate in Medical Practice Assisting, which will be introduced to the medical team this year.

General Manager Katie Yeo, is currently completing an Advanced Diploma in Community Sector Management and Finance Team Leader and Financial Controller Allana Carmody is currently completing a Certificate IV in Accounting and Bookkeeping.

## **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, Kerry Gribbin, Stephen Crossley, Judith Barford, Sharon Chan, Margaret Dougall, Rhonda Pye and Karilyn Poidevin.

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 has over 300 members on our list and as per the GDCHS Constitution, a membership of the association must pay to the association an annual membership fee of \$2, or if another amount is determined by the committee.

### **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 and other Media**

Our website and Facebook continue to be our main communication to the community of the services we are able to provide and the positive results from both have 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, along with the use of local media such as the new Upper Lachlan Paper and the Lions Club of Gunning Noticeboard to try and reach every person in our community. The benefit of the use of social media is the immediacy, the low cost and the ability to reach people across a broad spectrum, both those who live in the area and those who visit for weekends and from time to time.

## 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.

### 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
- Uniting
- Integrated Living Australia
- Interchange Australia
- Catholic HealthCare
- Coordinare
- NDIS
- Anglicare
- Gunning Handyman
- Roy Janszen
- Baileys Garage
- Gunning Service Centre
- Medway's Garage Dalton
- RSL Life-Care
- Community Options Australia
- Catholic Care Canberra and Goulburn
- Illawarra Retirement Trust Home Care
- Life Without Barriers
- Kincare
- Meaningful Assisted Care Services
- Bern's Mowing and Gardening
- PL Lawn Mowing Property Maintenance
- Mum & Dad's Laundry & Car Spa
- Gunning Motors
- Spark it Right
- Argalong Painting Service

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

## **Gunning District Community and Health Service Inc – Staff for 2021/2022**

