

"To provide our communities with services promoting health and wellbeing"



Elmhurst Bush Nursing Centre

Spring Newsletter 2023

Centre Hours: Monday - Friday 9:00am to 5:00pm

Phone: 53 555 000

Centre Manager Report

Welcome to Spring, the season of fresh opportunities. The days are getting longer and warmer as we can start to see the site of lambs on the ground.

We are currently working towards achieving accreditation. This milestone will ensure that we continue to provide you with greater services and experiences.

As part of our commitment to improve, we are actively developing our strategic plan. This plan will guide us in making informed decisions and implementing initiatives that align with our vision and values for the future.

We strongly believe in fostering inclusivity and understanding. That's why we are creating a Reconciliation Action Plan that acknowledges the history, culture, and contributions of all indigenous groups and individuals. By working towards reconciliation, we aim to build stronger relationships within our community.

We are continuously striving to provide the best experience possible for each and every one of you. Your feedback is invaluable in helping us understand your needs better and make improvements where necessary. Please don't hesitate to reach out with any suggestions or concerns you may have – we're here to listen!

Spring is here, bringing new possibilities and we're delighted to have you on board.

Warm regards,
Mark



We wish to acknowledge the [Djab Wurrung](#) people as the traditional custodians of the land on which we meet. In the spirit of reconciliation, we pay respect to the Elders past,

Email: ebnc@ebnc.org.au

BOARD OF MANAGEMENT

President:

Katrina Westerhoff

Vice President

Jacy Keith

Treasurer:

Graeme Ferguson

Secretary:

Robyn Wood

Board Members:

Rick Jones

Marianne Troup

Ruth Kaliszewski

STAFF

Centre Manager:

Mark Alexander

RN: Janine Curtis

RN: Elise Tucker

RN: Sue Andrews

Casual RN: Susan Keith

Casual RN: Michael Scarlet

SSG Co-ordinator:

Kathie Vines

Casual Administration:

Wendy Harrington

Business Manager:

Mandy Preston





Board of Management

I was elected President of the Elmhurst Bush Nursing Centre by a twist of fate after a very short time as elected Vice President when unexpected circumstances upgraded my position.

I felt under-prepared under-skilled and out of my depth, but the experience and skill range of the other Board directors soon gave me the confidence to move forward cautiously.

The true point of my commitment, though, came from getting to know our dedicated staff and their capacity to keep things rolling regardless of any challenge.



What became apparent to me very quickly was just how important a team that works well together is. Differing opinions and ideas are much needed but how you arrive at an outcome is paramount in discerning a 'good team'.

Primarily the Board's role is governance and the responsibility that the Centre is functioning in the best possible way to serve our community. This means the Board's obligations is predominantly for policies, regulations, budgeting and supporting the Centre Manager.

When our new Centre Manager, Mark, commenced in May he landed running with a barrage of challenges to greet him, but with his calm and enthusiastic work ethic he's forged ahead.

Accreditation (akin to a massive stock take and examination that all policies are in order) is carried out every three years and is a very big deal for all Bush Nursing Centers. The whole process usually makes hearts race but Mark is methodically and systematically examining, rewriting and upgrading the policies and procedures ... you name it... he's doing it ...to ensure the continuation of the Centre for our community.

In unexpectedly becoming the EBNC President I have learnt much but only through the support of each and every person involved in the running of our amazing Centre.

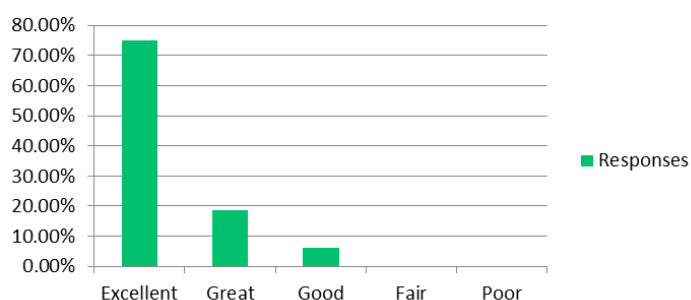
It's a privilege not a right to have this facility, Elmhurst is truly blessed!

The EBNC Board President: Katrina Westerhoff



Our Performance

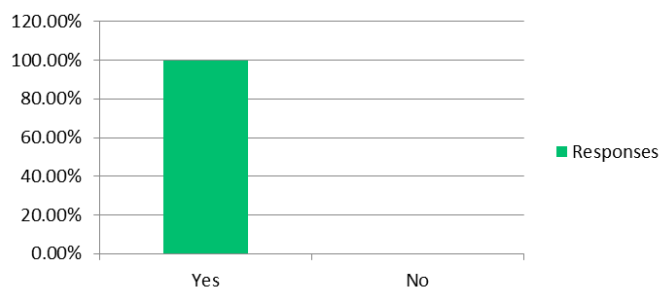
How would you rate your overall experience in the Centre?



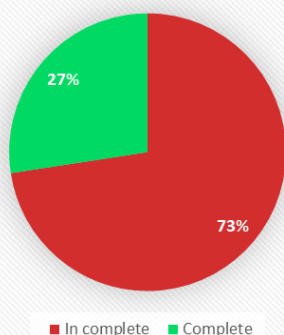
Quality Feedback

Staff Education

Would you recommend our service to others?



Annual Mandatory Education



Safety Audits

	Compliance
Client Documentation Audit (Nursing)	57% Compliant signing Consumer Details Form
	57% Compliant completing Medicare or Healthcare card details
	43% Compliant completing Alert or Allergies form
Goal Directed Care Plan Audit	100% Compliance
Kitchen Cleaning Audit	100% Compliance

September 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2 National Health and Physical Education Day	3
4 Child Protection Week NAPCAN	5	6 Meals	7 DR Connellan 1400-1600	8 NO DOCTOR	9	10
11 Physio	12	13 SSG In-center	14 R U OK? Day	15	16	17
18	19 International Deaf Week	20 Meals	21 DR Connellan 0900—1200	22 NO DOCTOR	23	24
25	26	27 Diabetic Ed SSG Outing	28	29 Public Holiday	30 Grand final	

October 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Heart 	Foundation	Walkathon	Month 			1
2	3	4 Meals	5	6 DR Pretorius 0900—1200	7	8
9	10	11 SSG In-center	12	13	14	15
16 National Nutrition Week	17	18 Meals	19	20 DR Pretorius 0900—1200	21	22
23	24	25 SSG In-center	26	27	28	29
30	31 Halloween					



November 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun
November		1 Meals	2	3 DR Pretorius 0900—1200	4	5
6 National Recycling Week	7 Melbourne Cup	8 SSG Outing	9	10	11 Remembrance Day	12
13 Transgender Awareness	14	15 Meals	16	17 DR Pretorius 0900—1200	18	19 International Men's Day
20	21	22 SSG In-center	23	24	25 White Ribbon Day	26
27	28	29 Meals	30			

Doctors Appointments at Elmhurst Bush Nursing Centre.

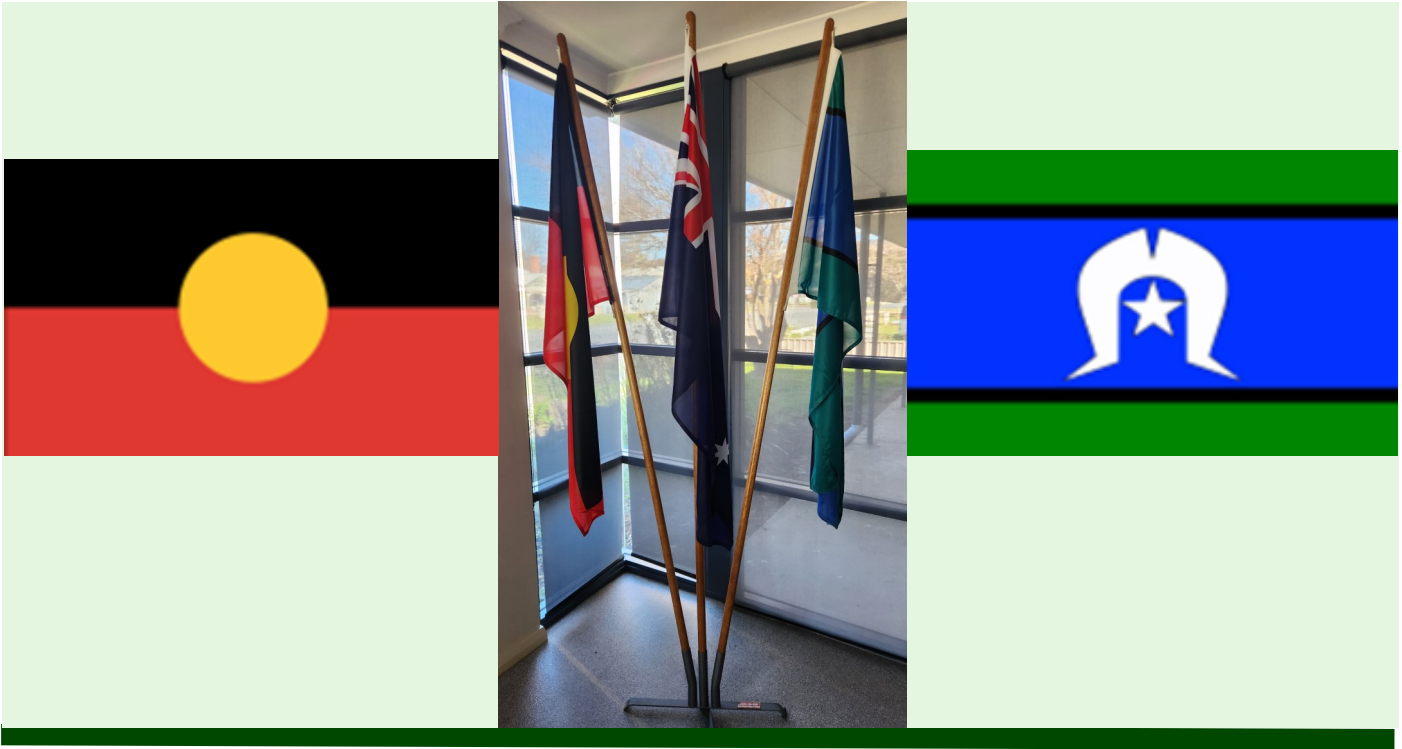
Dr. Pieter Pretorius is once again offering face to face consultations at the Elmhurst Bush Nursing Centre, fortnightly on Friday morning's.

Ararat Medical Centre also offer online appointments to their existing patients for Tele-health Appointments. These consultations are conducted by Telephone, Computer, Tablets or Mobile Phone and may be by voice or video.

To be eligible for this service you must have seen one of our Doctors in person in the last 12 months.



ARARAT MEDICAL CENTRE



Reconciliation Action Plan

The Elmhurst Bush Nursing Centre strongly believe in fostering inclusivity and understanding. That's why we are creating a Reconciliation Action Plan that acknowledges the history, culture, and contributions of all indigenous groups and individuals. By working towards reconciliation, we aim to build stronger relationships within our community.

Elmhurst Bush Nursing Centre will align their Reconciliation Action Plan with its values with the aim to:

- 1) Consult and consider Aboriginal and Torres Strait Islanders in our Centre. Monitor and observe the impact our Centre has on Aboriginal and Torres Strait Islanders. Keeping the public informed to ensure transparency
- 2) Promote, support, encourage and facilitate Aboriginal and Torres Strait Islanders activities that support their social and emotional determinants of health. Recognize the diversity of Aboriginal and Torres Strait Islanders individual care needs to support social and socioeconomical outcomes.
- 3) Review current knowledge and understanding of cultural differences. Imbed cultural training in Continual Performance Developments, and disseminate the findings of history for further understandings Aboriginal and Torres Strait Islander people and culture.
- 4) Participating in Aboriginal, and Torres Strait Islander events such as NAIDOC week and National Reconciliation Week. Eliminate community ideas of prejudice and discrimination while respecting the rights of Aboriginal, and Torres Strait Islanders. Reduce the gap in health dispositions.



Our Services

Nursing Services Mon — Fri

- ⇒ Primary Care
- ⇒ Wound Care
- ⇒ Medication management
- ⇒ Hygiene assistance
- ⇒ Pathology services
- ⇒ Urgent Care
- ⇒ Palliative care
- ⇒ Chronic disease management
- ⇒ Immunization clinic
- ⇒ Child and Maternal Health

Social Support Groups

- ⇒ Strength training Monday Mornings
- ⇒ Library Monday Mornings
- Craft Group
- SSG Outings

Community Car

Our community car and volunteer drivers allows community members to attend vital medical appointments. *This service is specifically used to attend medical appointments/service.

Doctor Services

A General Practitioner attends the Centre every second Friday from 0900—1200hrs

Appointments can be make through EBNC on 53 555 000

Allied Health Service

- ⇒ Diabetic Educator
- ⇒ Occupational Therapy
- ⇒ Physiotherapy
- ⇒ Podiatry

*Unfortunately we currently do not have a podiatrist , alternative podiatry services can be found here:

Agile Podiatry—Shop 3/56 High Street Ararat Phone 0405 212 301

Grampian Podiatry Clinic: Ground Floor 8/22 Patrick St Stawell Ph 03 5358 5899

Ballarat Podiatry Clinic—Soldiers Hill 605 Howitt St Soldiers Hill Ph 5332 3418

Beaufort Podiatry—28 Havelock St Beaufort 53491610

Social Support Meals Program

Elmhurst Bush Nursing Centre currently have a Social Support Meals Program offered every fortnight to the community. Meal prices start at:

- \$12 members
- \$15 non-members *and*
- \$16 for Home Care Package (*meals costs are split 70% to package 30% to consumer*)

The Meals Program are proud to provide a choice of meal options including Main Meal, Soup and Desserts. (*Some limitations of menu items do apply*)

All meals can be delivered in the local area if required or picked up at the Centre.

Please contact the Centre for more Information.



Spring into this zucchini slice

Ingredients

- 5 eggs
- pepper
- 1 large zucchini, grated
- 400 g carrot, sweet potato or pumpkin, peeled and grated
- 1 1/2 cups canned corn kernels or frozen peas, drained
- 1 medium brown onion, peeled and diced
- 2 tsp dried mixed herbs
- 3/4 cup wholemeal self-raising flour
- 1 cup reduced-fat cheddar cheese, grated
- olive or canola oil spray
- 3 large tomatoes, sliced, optional green side salad, to serve



Method

1. Preheat oven to 200°C (180°C fan forced).
2. Whisk eggs in a medium jug, season with black pepper and set aside.
3. Squeeze grated vegetables to remove some of the excess moisture.
4. In a large bowl combine all ingredients except tomato. Add eggs and stir mixture until well combined.
5. Spray a large baking dish with oil. Pour in zucchini mix and flatten with a spoon. Cover with tomato slices arranged in a single layer.
6. Bake for 40-45 minutes or until firm and golden brown.

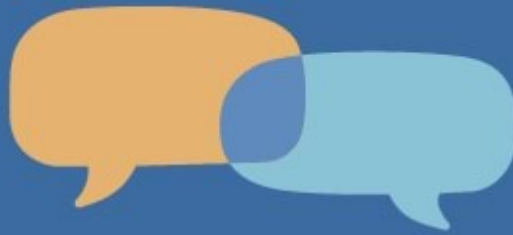
Rest in the pan for 10 minutes before dividing into 6 pieces and cutting into slices. Serve with a green side salad.

per serving per 100g

Energy	1220 kJ	353 kJ
	292 Cal	84 Cal
Protein	19 g	6 g
Fat, total	9 g	3g
— saturated	4 g	1 g
Carbohydrate	29 g	8 g
— sugars	10 g	3 g
Sodium	450 mg	130 mg
Fibre	7 g	2 g



[LiveLighter - Healthy Zucchini Slice Recipe](#)



mental health & wellbeing local

Free support in your community

About Mental Health and Wellbeing Local

Mental Health and Wellbeing Local is a new service that supports Victorian adults to get mental health and wellbeing treatment, care and support closer to home.

Support is free of charge, and you don't need a referral from your doctor or health professional.

Getting Support

If a Mental Health and Wellbeing Local is not yet open near you, you can still call [1300 375 330](tel:1300375330) to talk to someone about your needs and be connected to a [Mental Health and Wellbeing Hub](#) or other supports that are close to where you live.

If you or someone you support is between 12-25 years, it is recommended that you contact your local headspace for mental health and wellbeing support.

Phone: (03) 5304 4777





2023-2024 EBNC Memberships

All previous member should now have received their **Annual Membership Renewal** for the 2023/2024 financial year.

To be able to provide different types of services for different needs we now encourage consumers to participate in the Australian Government - My Aged Care Program. For more information go to myagedcare.gov.au or call 1800 200 422

We are aware that there are members of the community that may not be part of our Centre and we would really like to reach out to support to these individuals. If you know anyone or can suggest our services to those who may require would be greatly appreciated.

We also included our **Annual Community Survey**.

The information collected through this survey enables the Centre to plan for the coming twelve months and helps to ensure that we are providing a service that meets the needs of the Community.

The results of the survey will also be used in the 2024-2027 Strategic Plan to better understand our role and direction for the next 3 years. The survey can be returned via mail, email ebnc@ebnc.org.au, or in person and an online survey is also available.

We will also be having The Elmhurst Bush Nursing Centre Annual General Meeting later in 2023. The date is yet to be arranged; further details will be released closer to the event.

I would like to again thank all members and our community for your continued support of our Centre. Hopefully, we can achieve and expand our services to better meet your needs moving forward in the next 12 months.

Consumer Feedback

"Help us to improve our service"

Elmhurst Bush Nursing Centre is committed to providing quality care and service to our clients, visitors and community members.

To help us improve our service and assess whether we have met your expectations, we ask that you provide us feedback on your experience with the Centre.



You can provide feedback to us by:

1. Writing a letter or coming to see us at:
36 Green Street,
Elmhurst.
Ph: 5355 5000
2. email us at
ebnc@ebnc.org.au
3. Fill out one of our Suggestions, Compliment or Concern form, available at EBNC or Elmhurst Post Office
4. Fill out form below

Your assistance is appreciated and your feedback genuinely valued.
Thank you.

SUGGESTIONS, COMPLIMENT OR CONCERN

Client ☐ Visitor ☐ Staff ☐ Community ☐ member ☐ Volunteer

(Please indicate by marking the appropriate person)

Details: _____

Date of suggestion / compliment / concern: _____

Place of suggestion / compliment / concern: _____

If you have a concern, what could the improvement be?
 (How do we stop it happening again?)

If you wish to remain anonymous, leave this section blank.

Name _____

Address _____

Contact Number _____