



Annual Report

2023-2024



Prepared by Mark Alexander

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Executive Summary

Mission

To support and provide involvement with our community by delivering high standard accessible health services and lifestyle programs which meet community needs.

Vision

Our vision is to provide the community with services promoting health and wellbeing.

Values

Respect

We embrace diversity and inclusivity by providing services which are respectful and responsive to individuals and groups.

Caring

We foster compassion in our community by providing exceptional quality service in a supportive environment.

Friendly

We encourage friendly and approachable connections in our community that support informed decision making

Community

We welcome active participation through shared thoughts, ideas, and feedback, furthermore, embrace community engagement of all individuals and groups through collaboration.

Key Priority Areas:

- 1.Chronic Health and Delivery of Care
- 2.Client Engagement and Health Literacy
- 3.Partnering with Consumers and Collaboration

Business Description



Elmhurst Bush Nursing Centre

The Elmhurst Bush Nursing Centre is a government funded non-for-profit Centre located between Ararat and Avoca on the Pyrenees Highway.

Established in 1916, after encouragement from The Elmhurst Progress Association to meet the needs of Elmhurst and district including Landsborough, Crowlands, Glenlofty, Crowlands, Glenpatrick and Ampitheatre.

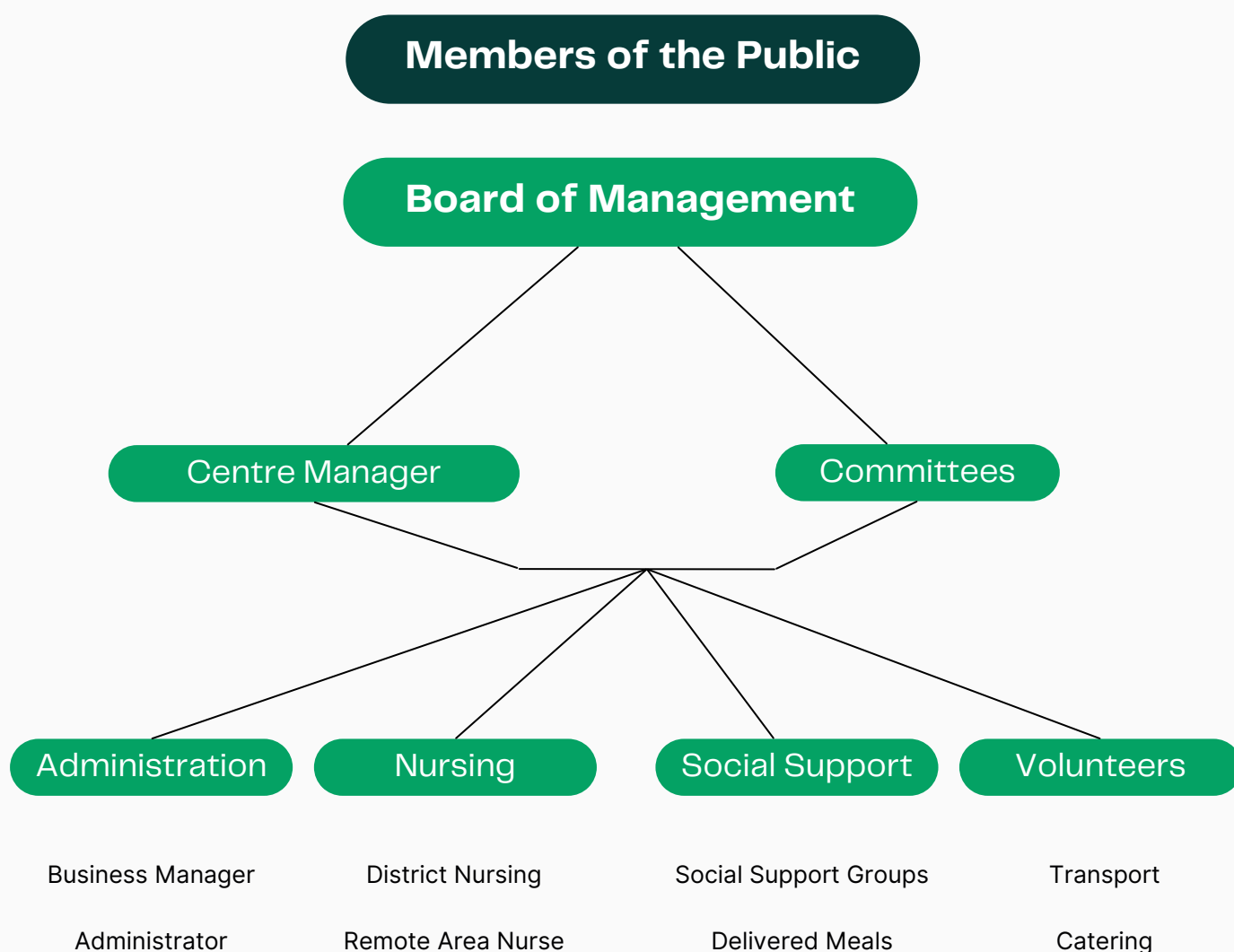
The service is governed by a dedicated and skills-based Board of Management that endorse a Centre Manager to lead the operations of the service.

Clinical care is provided by very experienced (Remote Area Nurses) RANS and the Centre Manager is a qualified (Rural and Isolated Practice Registered Nurse) RIPRN.

The Centre is an integral part of the Community and in fact is the sole reason some community members are able to remain in their homes within the district.

Organisation Chart

Map of the Organisation



Services Delivered



CLINICAL SERVICES

- District Nursing
- Remote Area Nursing
- Community Nursing
- Accident & Emergency
- Palliative Care
- Post Acute Care
- Hospital in the Home
- Pathology Collection
- Wound Care
- Immunization Clinics
- Womens Health
- Medication Management
- Continence Care
- Health Promotion



SOCIAL SUPPORT SERVICES

- Social Support Groups
- Delivered Meals Program
- Community Transport
- Volunteer Program
- Craft Group
- Library Services
- Room & Equipment Hire



VISITING SERVICES

- Visiting Doctor
- Physiotherapy
- Podiatry Services
- Diabetic Educator
- Dietician
- Health Screenings
- Referral Services

Manager Reports



Katrina Westerhoff

Board of Management
President

Responsible for setting the overall strategy and direction of the company while ensuring compliance is met.



Mark Alexander

Centre Manager

Responsible for managing Centre operations, and provides leadership in strategic and operational planning.



Mandy Preston

Business Manager

Responsible for establishing and monitoring all financial resources to achieve our business goals.

Manager Reports President

KATRINA WESTERHOFF

I and the Board of Management are impressed with the truly remarkable journey this financial year.

We achieved our accreditation at the beginning of January this year, which will be valid until January 2027. This is a significant milestone that demonstrates our commitment to excellence and quality.

Throughout the year, we have experienced changes within our board, some members have moved on while new faces have joined us. We farewell Rick Jones and welcome Wess Edgar. Each transition has brought fresh perspectives and ideas that will help drive our mission forward.

I'm also pleased to report that we successfully completed both the community survey and feedback initiative, as well as the staff engagement survey. The insights gathered from these efforts are invaluable for shaping our strategies moving forward.

Additionally, I want to highlight our compliance with mandatory training completion. This is crucial for ensuring that we maintain high standards across all levels of our organisation.

Let's continue building on this momentum together as we strive for even greater achievements in the coming year.



Manager Reports Centre Manager

MARK ALEXANDER

As we reflect on the past year, I am proud to present our annual report, showcasing the remarkable achievements we've accomplished as a team.

This year, we successfully completed the 'My Marathon' initiative, which not only fostered teamwork but also promoted health and wellness among our members.

We hosted numerous impactful events, including the Girls Night In and the Cancer Council's Biggest Morning Tea, which raised awareness and funds for crucial causes.

Our commitment to community health was further demonstrated through initiatives like the Lions Club Skin Cancer Bus and participation in multiple training sessions including governance training, remote area nurse requalification, nurse immunisation education, and ear suctioning courses.

Additionally, we undertook significant construction works at both the front and rear of our Centre to enhance our facilities, with more improvements planned for the future.

While we faced challenges this year, particularly dealing with the devastation from bushfires and the loss of valued team members, we emerged stronger and more resilient. These experiences have united us in ways that will continue to shape our work culture.

Let us take these achievements as a foundation for future growth and collaboration so that we can navigate any challenges that lie ahead.



Manager Reports Business Manager

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MANDY PRESTON

The 2023 – 2024 Financial year has seen the Elmhurst Bush Nursing Centre once again continue to move forward in a positive direction.

The primary focus for the finance committee during the last financial year has been to oversee the construction works at the front and rear of the Centre, these works made possible due to the successful grant applications submitted through the Regional Health Infrastructure Fund. The Regional Health Infrastructure Fund (RHIF) provides government funding to rural and regional health services and agencies across Victoria, enabling services to continue to provide safe and efficient care to local communities.

Elmhurst Bush Nursing were successful with submissions in the 2020-21 RHIF Round 5 RHIFR5091 and the 2022-23 RHIF — RHIF. Both of these submissions were aimed at improving the outdoor areas of the Centre, to improve infection control and to give the Centre the capacity to function during any times of unexpected disruption.

We must thank Greg Wright Building and Tim Carroll from TRC Building & Construction for their professionalism and for the work that they have carried out at the Centre.



We are fortunate to have a dedicated finance committee that meet quarterly to review and monitor all the financial activities of the Centre, contributing an enormous amount of time and effort to ensuring the continued viability of the Centre. This committee has once again been fortunate to have Treasurer Graeme Ferguson oversee and support staff will all financial decisions relating to the Centre. Graeme spends many hours reviewing financial reports and budgets and generally supporting me in the role of Business Manager, for that I will always be very grateful.

Our sincere gratitude to our Community for supporting our Centre once again, for the donations and contributions to fund raising events, without you all we are nothing.

Team Members



Jacy Keith

BoM - Vice President



Graeme Ferguson

BoM - Treasurer



Robyn Wood

BoM - Secretary



Ruth Kaliszewski

BoM - Member



Rick Jones

BoM - Member



Wess Edgar

BoM - Member

Team Members



Elise Tucker

Registered Nurse



Sue Andrews

Registered Nurse



Janine Curtis

Registered Nurse



Sue Keith

Registered Nurse



Michael Scarlett

Registered Nurse



Tashmita Gogia

Registered Nurse

Team Members



Kathie Vines

Social Support



Wendy Harrington

Administration



Lee Simmonds

Personal Carer



Business Analysis

Elmhurst Bush Nursing Centre have worked collaboratively and in consultation with members of the Centre and Community to develop our strategic plan.

The Strategic Plan assists the Centre to understand its role and direction for the Centre over 3 years and is to be reviewed in 2025.

The Strategic Plan was drafted using:

- Australia Bureau of Statistics and Demographical Data
- Consumer Feedback Compliment and Complaint Information
- Annual Members Survey Results
- Community brainstorming and mind mapping sessions

From the results, three key priority areas were identified:

Chronic Health and Delivery of Care

- Reach vulnerable groups in communities
- Empower consumers to manage their individual healthcare needs
- Support Committee engagement with community members.
- Individuals receive the tools to aid their own needs

Client Engagement and Health Literacy

- Consumers are safe and comfortable accessing health care.
- Communicate choices consumers.
- Provide a safe environment free from hazard and harm.
- Improvements of the facility to better meet client needs.

Partnering with Consumers and Collaboration

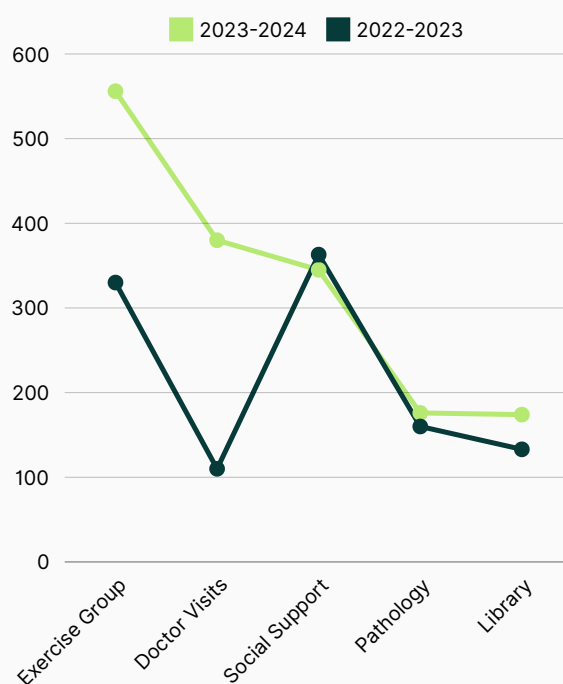
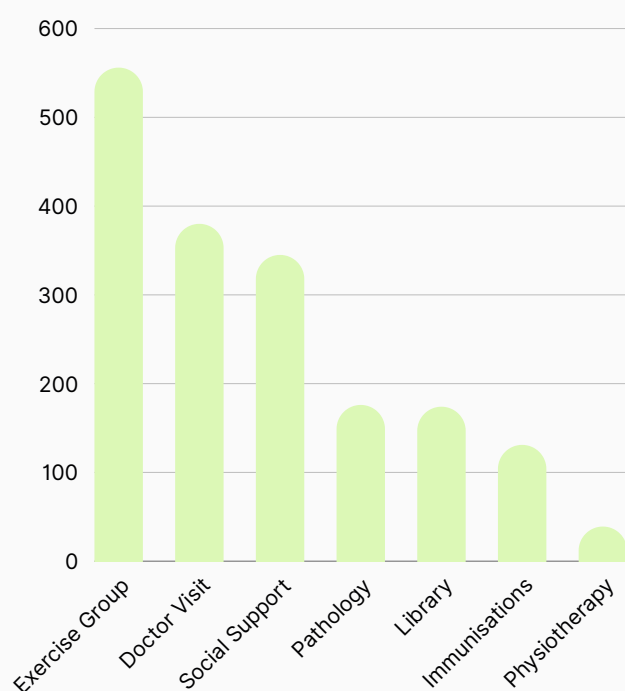
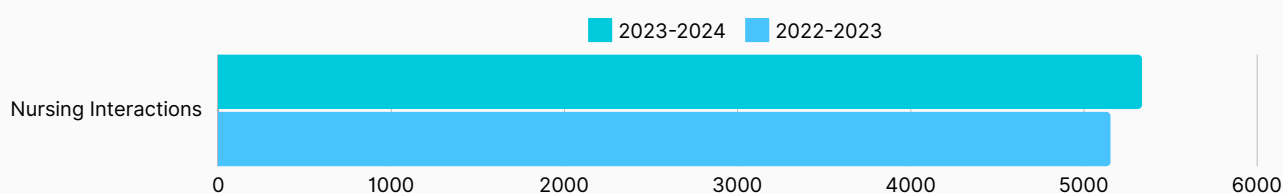
- Plan, design, monitor and evaluate the service specific to consumer needs.
- Community involvement in the planning of future direction and align with community feedback.

Business Analysis

OPERATIONAL REPORT

This year's operation report shows consistent performance with last financial year, but more importantly, we have observed a significant increase in exercise group and doctor presentations. This trend is not only encouraging but also indicative of our growing influence and outreach within the community.

These trends present us with unique opportunities to further enhance our strategies and continue building strong relationships and other healthcare partnerships.



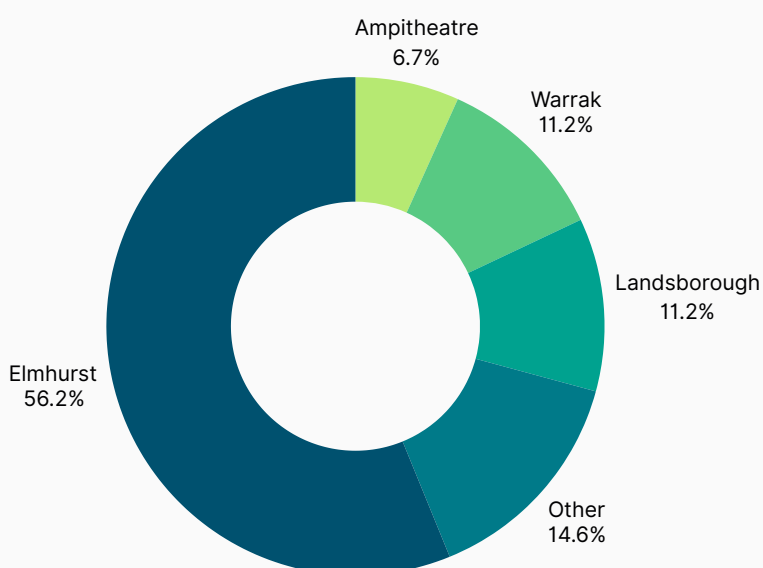
Business Analysis

COMMUNITY SURVEY

Each year, we conduct an annual survey to gather insights from our community at the Bush Nursing Centre. This year, however, we received responses from 32 out of the 250 surveys sent out.

The communities feedback is crucial in shaping our services and ensuring we meet the needs of all our members.

Survey Respondent Location



100% of respondents felt that:

- they feel like they participate in their own care
- they feel included in their healthcare decisions
- they feel that they are provided with information related to their care
- they feel valued and respected while in the Centre

Respondent feedback was mostly positive, some recommendation of improvements included:

- More services, perhaps medical specialists
- More GP appointments
- Social Support cost is expensive

Survey Respondent Gender



Female 72% – Male 28%

Business Analysis

CONSUMER CONSULTATIVE COMMITTEE

The primary purpose of this committee is to implement strategies that will assist us in continually enhancing our service delivery to both our members and the wider community. By actively involving consumers in our decision-making processes, we can ensure that their needs and perspectives are adequately represented. This input is essential for articulating health-oriented themes effectively, allowing us to understand and address the diverse needs within our Centre.

QUALITY AND SAFETY COMMITTEE

The Quality and Safety Committee is tasked with overseeing our quality and safety policies, ensuring that we not only meet but exceed industry standards. Their responsibilities include monitoring and managing risks effectively, which is crucial for maintaining a safe environment for both our staff and clients. Furthermore, the committee continuously reviews our compliance efforts to guarantee that we operate within best practice guidelines.

FINANCE AND IT COMMITTEE

The Finance Committee plays a vital role in overseeing the Centre's financial position and is instrumental in implementing the financial goals outlined in our Strategic Plan. The key responsibilities include:

- Accessing and managing financial risk including policy review.
- Developing budgets within the funding allocations.
- Reviewing financial performance on a quarterly basis.
- Making recommendations to the Board of Management as appropriate.

People and Partnerships

A heartfelt thank you from the people of Elmhurst Bush Nursing Centre!

Elmhurst Bush Nursing Centre would like to thank our volunteers for their commitment to assisting us in social support activities and community transport it is their willingness to help that we are able to serve our community so effectively.

We recognise that it is the collective effort of all of our community who actively participate in our events. Your involvement not only fulfills our programs but also strengthens the bonds within our community. Thank you once again for your remarkable contributions.



People and Partnerships



People and Partnerships



Ross Nagele
26/05/1961 - 27/02/2024
Volunteer of EBNC

As we reflect on this year, it is with a sorrow that we share the loss of two remarkable volunteers who were invaluable members of our team.

Their contributions and dedication were nothing short of extraordinary, and their absence will be deeply felt by all of us.

Both individuals brought unique strengths to our organisation, enriching our community and inspiring those around them.

Let us honor their memory by remembering the moments we shared.

Wayne Purnell
02/05/1959 - 07/07/2024
Volunteer of EBNC



Financial Report

Elmhurst Bush Nursing Centre Incorporated

Financial Report

As at 30th June 2024

Financial Report

Elmhurst Bush Nursing Centre Incorporated

Financial Report

As At 30th June 2024

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Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED

ANNUAL STATEMENTS TO GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF INCORPORATED ASSOCIATION

In the opinion of the Board of Management of the Elmhurst Bush Nursing Centre Incorporate, we certify that the Financial Report as set out on pages 4 to 12 give true and fair view of the financial position and performance of Elmhurst Bush Nursing Centre Inc during and as at the end of the year ending 30 June 2024

.....
President

.....
Other Committee Member

Signed at

2024

At

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED
PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
Revenues from Ordinary Activities	2	636,447	579,741
Expenses from Ordinary Activities	3	(648,127)	(575,807)
Net (Loss)/Profit from Ordinary Activities		<u>(11,680)</u>	<u>3,934</u>
Other Comprehensive Income			
Net gain on Revaluation of Land and Buildings		-	163,368
Total Comprehensive (Loss) Profit Attributable to the association		<u>(11,680)</u>	<u>167,302</u>

The accompanying notes form part of this financial report.

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED

BALANCE SHEET AS AT 30 JUNE 2024

	Note	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	4	22,905	131,388
Receivables	5	8,139	3,402
Investments	6	58,151	56,552
Total Current Assets		<u>89,195</u>	<u>191,342</u>
NON-CURRENT ASSETS			
Property, Plant and Equipment	7	1,572,489	1,486,346
Total Non-Current Assets		<u>1,572,489</u>	<u>1,486,346</u>
Total Assets		<u>1,661,684</u>	<u>1,677,688</u>
CURRENT LIABILITIES			
Payables	8	3,842	38,553
Tax Liabilities	9	32,649	15,973
Short Term Provision	10	106,073	85,277
Total Current Liabilities		<u>142,564</u>	<u>139,803</u>
NON CURRENT LIABILITIES			
Long Term Provision	10	7,806	14,891
Total Non Current Liabilities		<u>7,806</u>	<u>14,891</u>
Total Liabilities		<u>150,370</u>	<u>154,694</u>
Net Assets		<u>1,511,314</u>	<u>1,522,994</u>
MEMBERS' FUNDS			
Retained Profits	11	1,511,314	1,522,994
Total Members' Funds		<u>1,511,314</u>	<u>1,522,994</u>

The accompanying notes form part of this financial report.

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Total Equity at the Beginning of the year	1,522,994	1,355,692
(Loss)/Profit – movements for the year	(11,680)	167,302
Total Equity at the End of the Year	<u>1,511,314</u>	<u>1,522,994</u>

The accompanying notes form part of this financial report

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
Cash flows from Operating activities			
Receipts from Customers		625,066	581,115
Payments to Suppliers and Employees		(597,846)	(551,267)
Interest Received		2,864	1,659
Cash flows provided by operating activities	12	<u>30,084</u>	<u>31,507</u>
Cash flows from Investing activities			
Payments for Property, Plant & Equipment		(136,968)	(52,847)
		<u>(136,968)</u>	<u>(52,847)</u>
Cash flows from Financing activities			
Payments for term deposit		(1,599)	(255)
		<u>(1,599)</u>	<u>(255)</u>
Net Increase in Cash Held		<u>(108,483)</u>	<u>(21,595)</u>
Cash held at the beginning of the year		131,388	152,983
Cash held at the end of the year	4	<u>22,905</u>	<u>131,388</u>

The accompanying notes form part of this financial report.

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

Note 1 Summary of Significant Accounting Policies

a) Basis of Presentation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Victoria). The Board of Management has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

b) Income Tax

The Association has a tax exempt status.

c) Property, plant and equipment

Office Equipment is carried at cost less, where applicable, any accumulated depreciation.

The carrying amount of fixed assets is reviewed annually by members of the Board of Management to ensure it is not in excess of the recoverable amount of these assets.

The recoverable amount is assessed on the basis of expected net cash flows which will be received from the asset's employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining the recoverable amounts.

Land and Buildings were re-valued last financial year in line with a valuation provided by Elders Real Estate Avoca.

The depreciation amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

The average depreciation rate is 20% for office equipment.

d) Revenue

Revenue is accounted for on an accrual basis when it is earned.

e) For the purposes of the statement of cash flows, cash includes cash on hand and in banks and term deposit investments.

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Note 2 Revenue		
Operating Activities		
Operating Grant	501,520	503,611
Fees and Subscriptions	8,431	8,154
Other Income	58,846	16,138
	<u>568,797</u>	<u>527,903</u>
Non-Operating Revenue		
Grants Received inc Donations	60,146	46,713
Other income including rent, interest and fundraising	7,504	5,125
	<u>67,650</u>	<u>51,838</u>
Total Revenue	<u>636,447</u>	<u>579,741</u>
Note 3 Profit from Ordinary Activities		
Expenses include:		
Depreciation	50,825	45,447
Salary & Wage Expenditure	429,546	390,881
Note 4 Cash and Cash Equivalents		
WPC-General Account	3,151	9,323
BB-General Account	2,918	26,236
BB- Gift Account	2,742	2,702
WPC-High Yield Investment Account	1	1
BB-High Yield Investment Account	14,093	93,126
	<u>22,905</u>	<u>131,388</u>
Note 5 Receivables		
Trade Debtors	16,881	8,363
Less Provision for Doubtful debts	(8,742)	(4,961)
	<u>8,139</u>	<u>3,402</u>
Note 6 Investments		
BB-Term Deposit – Cash Reserve Account	58,151	56,552
	<u>58,151</u>	<u>56,552</u>

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Note 7 Property Plant and Equipment		
Land and Buildings at Valuation	1,400,000	1,400,000
Land and Buildings at Cost	93,144	-
Less Accumulated Depreciation	(26,195)	-
	<u>1,466,949</u>	<u>1,400,000</u>
 Plant and Equipment	 302,028	 258,204
Less Accumulated Depreciation	(228,069)	(212,441)
	<u>73,959</u>	<u>45,763</u>
 Motor Vehicles	 69,829	 69,829
Less Accumulated Depreciation	(38,248)	(29,246)
	<u>31,581</u>	<u>40,583</u>
 Total Property Plant & Equipment	 <u>1,572,489</u>	 <u>1,486,346</u>
 Movements in carrying value		
Balance at beginning of year	1,486,346	1,315,577
Additions (net of proceeds from sale)	136,968	52,848
Depreciation expenses	(50,825)	(45,447)
Increase in value of land and buildings	-	163,368
 Closing balance at end of year	 <u>1,572,489</u>	 <u>1,486,346</u>
 Note 8 Payables		
Trade creditors	-	38,219
Superannuation Payable	3,842	334
	<u>3,842</u>	<u>38,553</u>

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Note 9 Tax Liabilities		
Tax Payable	11,939	6,381
PAYG	20,710	9,592
	<u>32,649</u>	<u>15,973</u>
Note 10 Provisions		
Current		
Provision for Annual Leave	30,471	32,409
Provision for Long Service Leave	75,602	52,868
	<u>106,073</u>	<u>85,277</u>
Non Current		
Provision for Long Service Leave	<u>7,806</u>	<u>14,891</u>
Note 11 Retained Profits		
Retained profits at the beginning of the financial year	1,522,994	1,355,692
Net Profit / (loss) attributable to the association	(11,680)	167,302
Retained profits at the end of the financial year	<u>1,511,314</u>	<u>1,522,994</u>
Note 12 Cash Flow Information		
Reconciliation of net cash provided by operating activities to		
Operating surplus (deficit)	(11,680)	167,302
Non cash flows in profit from ordinary activities		
Depreciation	50,825	45,447
Doubtful Debts	3,781	(3,583)
Increase in value of land and buildings	-	(163,368)
Changes in assets and liabilities		
(Increase)/Decrease in Receivables	(8,517)	6,882
(Decrease)/Increase in Tax Liabilities	16,676	2,195
(Decrease)/Increase in Accruals	(34,711)	38,553
(Decrease)/Increase in Employee Entitlements	13,710	(61,921)
Net cash provided by (used in) operating activities	<u>30,084</u>	<u>31,507</u>

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED DETAILED INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
INCOME		
DHS Maintenance Grant	501,420	503,611
Subscriptions	6,152	6,335
Clinic Fees	2,279	1,819
Sundry Income inc insurance recoveries	51,204	14,781
Capital Grant	58,800	43,970
Donations	1,346	2,743
Interest Received	2,864	1,659
Rent Received	4,640	3,465
Medical Supplies	1,273	1,358
Meals Program Income	6,469	-
	<u>636,447</u>	<u>579,741</u>
EXPENDITURE		
Salary Costs		
-Nursing Wages	297,138	274,904
-Domestic, PAG and Admin Wages	90,794	81,493
-Workcover Levy	6,500	5,106
-Superannuation Expenses	41,614	37,884
Staff and Board Development		
- Education	2,531	2,164

Financial Report

ELMHURST BUSH NURSING CENTRE INCORPORATED DETAILED INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Patient Expenses		
- Meals	4,257	-
- Medical Supplies	9,584	11,849
- Maintenance Contracts and Repairs	1,270	1,160
- Clinical Waste Removal	933	799
- Catering PAG Programs	4,030	6,047
Administration		
- Accreditation	10,144	-
- Audit/Accounting Fees	3,000	2,600
- Advertising	672	818
- Bank Charges	915	738
- Consulting	285	16,587
- Doubtful Debts	3,781	1,022
- Insurance	1,854	2,608
- Payroll Preparation	3,048	3,021
- Postage	230	100
- Printing and Stationery	4,314	5,169
- Sundry Expenses	12,528	6,979
- Telephone Accounts	1,214	2,511
Information Technology		
- Computer Consulting Fees and Supplies	15,287	6,179
- Licences and Maintenance	29,526	31,024
Licences and Affiliations		
- Licences and Permits	182	182
- Industrial Relations and Levy	1,660	528
Buildings and Maintenance		
- Building and Grounds	10,140	7,351
- Gardening	2,308	992
- Cleaning Material and P/Clothing	5,206	6,329
- Housekeeping	2,407	2,967
- Plant and Equipment	232	84
- Electricity and Gas	5,965	5,010
- Water	562	645
- Rates and Taxes	2,111	1,933
- Personal Alarms	-	72
- Security	821	618

Financial Report

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ELMHURST BUSH NURSING CENTRE INCORPORATED
DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
- Motor Vehicle Running Costs	6,548	7,288
Non- Operating Expenses		
- Depreciation Expense	50,825	45,447
- Provision for Annual Leave	(1,938)	(12,244)
- Provision for Long Service Leave	15,649	7,843
	<u>648,127</u>	<u>575,807</u>
NET PROFIT (LOSS) FOR YEAR	<u>(11,680)</u>	<u>3,934</u>

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**Contact us
for further
inquiries**

36 Green St, Elmhurst | 03 53 555 000 | www.ebnc.org.au | ebnc@ebnc.org.au