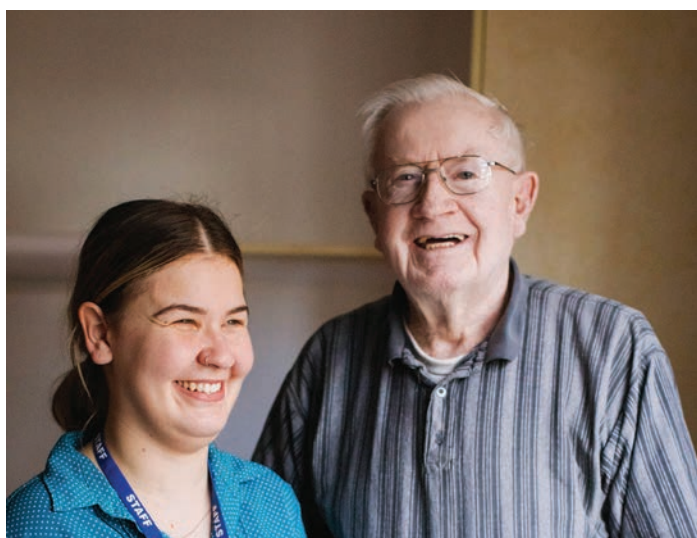


ANNUAL REPORT 2021-2022



Vision

Neerim Health is considered to be the most highly valued provider of community and individual wellbeing.

Values

- Passion - We love what we do; do it the best we can and always enthusiastically
- Professionalism - This is represented in the respect we hold for all people, being a role model in everything we do and always improving and learning
- Growth - We will nurture relationships, grow professionally and personally, and ensure that we meet the growing and changing needs of our community into the future
- Open Mindedness - We accept that we are all different and have a lot to offer so we will listen and embrace the new and different
- Compassion - Kindness and care is at the heart of all we do, and we will take all things into consideration when making decisions
- Teamwork - We will work together toward common goals; play to our strengths and help and support each other
- Commitment - We deliver on our promises, we are an advocate for the organisation; the individuals that serve in it and that we serve, and we turn up even when life becomes difficult

About the Annual Report

The Annual Report is prepared to provide our community with an overview of our services and achievements throughout the year 2021-2022 in an easy to read and understandable format with open and accurate information.

Through the report, we seek to promote our services and our skilled staff and to provide a critical analysis of our clinical and aged care services.

Front Cover

(L-R) Dr Grant Harrison, Anaesthetist, has been performing anaesthetics at Neerim Health for 17 years. He is pictured here with Registered Nurse Sally Sewell, caring for a patient undergoing eye surgery.

Resident Bee Vaitkus came to live at Tarago Views Aged Care to be closer to her family and she couldn't be happier. Bee is pictured with acting Aged Care Nurse Unit Manager Jai Singh.

Tarago Views resident Cliff Throup has lived in Neerim South for most of his life. When he needed a little extra care, Cliff moved across the road to Tarago Views. He loves horse racing and sharing his stories of success with staff. Cliff is pictured with Tarago Views Personal Care Assistant Emma Rhodes.

Operating Theatre Nurse Lisa Ashmore plays an integral role in the smooth running of the Operating Theatre in her capacity as Associate Nurse Unit Manager.



The year in brief

- Expanded Latrobe Regional Hospital (LRH) relationship with two residential based Transitional Care beds and two community beds (see pages 6 & 17)
- Provided shared care public patient arrangement with West Gippsland Healthcare Group (WGHG) for shared care for public patients (see pages 6 & 17)
- \$1.25m upgrade to Central Sterilizing Services Department (CSSD) (see pages 6 & 17)
- \$141,000 grant to update nurse call bell system and closed -circuit television (CCTV), installation of electronic access control system including out of hours front entrance security intercom and a DECT telephone system (see page 6)
- Three years acute accreditation awarded to Neerim Health (see pages 7 & 17)
- Aged Care accreditation undertaken in May (see pages 7 & 18)
- 2,369 surgeries performed (see page 16)
- Covid-19 outbreak in aged care and acute (see page 7)
- Consumer Feedback Survey conducted with pleasing results (see pages 15 & 17)
- 58 Hospital inpatients treated (see page 17)

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Our Profile

Neerim Health is a fully accredited, private health care provider, focussed on providing quality care to the residents of the Baw Baw Shire and beyond. Neerim Health provides a wide range of hospital and healthcare services including general surgery, and a day procedure unit.

In addition, we provide accredited aged care services to 25 residents at Tarago Views Aged Care and 5 community-based care places through the Short-Term Restorative Care Program.

Hospital beds are accessible to patients with private health insurance, Department of Veterans Affairs (DVA) cover and patients who elect to pay full fees.

Public health patients are admitted by arrangement in partnership with West Gippsland Healthcare Group, Latrobe Regional Hospital and, at times, other public health services outside the Gippsland region.

Our Services

HOSPITAL (ACUTE)

Anaesthesia

Day Surgery

Dental Surgery

Endoscopy

- Gastroscopy

- Colonoscopy

General Medicine

General Surgery

Ophthalmology

Oral Faciomaxillary

Plastic Surgery

SUB-ACUTE

Interim Care

Palliative Care

Rehabilitation

Transitional Care

AGED CARE

Tarago Views Aged Care

Respite Care

COMMUNITY HEALTH SERVICES

Short-term Restorative Care

A message from the Board Chair



For many decades Neerim Health has fought for recognition, not only as an essential local healthcare provider, but as a valuable part of the broader health system in Gippsland.

The pandemic quickly cemented our place as a service provider but brought with it more challenges as part of the integrated regional health response rather than providing greater financial support for us as part of that system.

The challenges continue with limited financial support from government for capital works and no ongoing operational funding, although we gratefully acknowledge the state government funding to upgrade our operating theatre in 2022. The core of the issue is that we are a community-owned not-for-profit entity that sits outside the public health funding framework and does not have the commercial underpinning of a true private hospital.

It is a tribute to our executive management, nurses, support staff, visiting doctors and volunteers that Neerim Health has met the challenges head on and again pulled through. We have now passed our 95th anniversary with our centenary looming in 2027.

The current Board remains determined and committed to our future as a small rural 'smart hospital' providing day surgeries, new services for local families and healthcare for the aged, to meet the growing needs and changing demographics of our community.

Unfortunately, the challenges created by COVID-19 have not gone away and it has taken a huge toll on staff, especially nurses, across the health system.

We continue to work closely with Latrobe Regional Hospital and West Gippsland Healthcare Group, as well as our local doctors who have been tireless supporters for decades. A special thanks to Dr Liz Fitzgerald, Dr Steve Jedynak and the GP team at Neerim South Medical Centre for again stepping in to guide and help both staff and clients in our hospital and aged care facility in Neerim South.

I hope this year's annual report gives a sense of the challenges and achievements of the past twelve months and I heartily thank all those who have worked hard to keep us going during tough times.

A handwritten signature in blue ink, reading "Sean Dignum".

Sean Dignum, Board Chair

Chief Executive Officer Report

The past financial year began with lockdowns, as our state and health services were hit with another surge in COVID-19 cases. However, the challenges this presented were also coupled with hope as vaccination programs were well underway for our healthcare workers, and our community.

When a new strain of COVID-19, Omicron, arrived in December 2021, the increase in vaccination rates was a valuable tool, along with the pathways developed through our Health Services Partnerships (HSP). These helped us work together with other health services in our community to provide care.

Through adversity and challenges comes opportunities and for Neerim Health and more broadly the whole of state Private Hospital system came together and supported our Public Health colleagues by collaborating, specifically via the Private Hospital Funding Agreement (PHFA). The state's health workforce was challenged by a rise in high acuity patients and demand for services right across the state. At the same time, the health workforce was challenged by shortages due to staff being directly impacted by COVID-19 illness and fatigue after two years of heightened pandemic response. In recognition of this whole of service challenge, the Victorian Government declared a Code Brown for the state health system in January 2022. Even in these circumstances our people have worked hard to ensure patients/residents have been able to access/receive the care they need.



This year we expanded our partnerships with

- Latrobe Regional Hospital (LRH) entering a relationship providing four Transitional Care beds for LRH, two residential aged care and two community beds.
- West Gippsland Healthcare Group (WGHG) in providing access for shared care for public patients.

The Central Sterilizing Services Department (CSSD) underwent a significant \$1.2 million upgrade, from a Victorian Government Grant, through the Rural Health Infrastructure Fund (RHIF) ensuring that we were able to maintain our accreditation compliance by having the right equipment and processes for reprocessing of reusable theatre equipment and instruments. Due to the extensive works required the theatre closed for three weeks as replacement of non-compliant cleaning, disinfecting and sterilisation equipment was replaced and new equipment installed, including new air and water quality systems.

Further upgrades were undertaken following the approved grant of \$141,000 from the Commonwealth Government, through the Business Improvement Fund (BIF) to support residential aged care providers to improve operations and viability to meet the demands of a strengthened aged care market. This funding allowed for upgrades to our nurse call system, Closed Circuit Television (CCTV), the installation of new electronic access control system inclusive of an out of hours front entrance security intercom and a DECT phone system along with installing a fibre to premise National Broadband Network (NBN) connection.

The incredible dedication, commitment, expertise, and care that our staff provide to both our residents and patients and each other has been truly remarkable. I would like to thank you all again for your service, in one of the most challenging periods for healthcare. You have continued to put people first and lead with kindness to excel together as one Neerim Health.

A handwritten signature in black ink, which appears to read 'G Bailey'.

Graham Bailey, Chief Executive Officer

Director of Clinical Services/Director of Nursing Report



This year presented both challenges and opportunities for the clinical teams at Neerim Health. Our surgical growth was rapid as we worked to assist our surgeons, community, and regional partners to increase our activity. A high quality of care was maintained and reflected by our patient outcomes, performance indicators, increased aged care occupancy and positive consumer feedback.

The challenges of the COVID-19 pandemic continued this year. We continued to refine our COVID plans, implemented strategies to keep our staff, patients, and residents safe with ongoing education to our staff and community.

We were impacted by our first COVID-19 outbreak in June this year. The impacts were far reaching and included a disruption to our surgical services. The Neerim Health team worked in collaboration to provide exceptional care to our patients, residents, and their representatives. The support from our external stakeholders, Public Health Unit, regional partners, and Board was exceptional and appreciated by all.

I would like to acknowledge the tremendous efforts of our staff in adapting and responding to the periods of uncertainty and high demand experienced throughout the year.

Our acute services underwent full accreditation in November. After a rigorous accreditation process, Neerim Health was successfully awarded three years accreditation under the National Safety and Quality Health Service Standards (NSQHS) in March 2022, having met all the eight Standards. This result is a credit to our outstanding staff who work tirelessly to provide a high level of health care to our community.

The accreditation process for Tarago Views Aged Care was conducted in May with the on-site visit of Surveyors from the Aged Care Quality and Safety Commission. The results of the accreditation demonstrated our excellence in the clinical care provided to our residents. The Commission made some recommendations for some improvements at Tarago Views, and we are working with the Commission to meet these requirements.

Recruiting new staff and sustaining our current workforce has been a focus area in the last 12 months. There has been a significant increase from casual to permanent staff and focused recruitment drives to attract new staff. We have created new positions to support the clinical teams including the introduction of a Surgical Access Coordinator and Nurse Educator roles. We welcomed back volunteers into our acute areas and are working towards recommencing the volunteer program at Tarago Views Aged Care.

Staff training and education has been increased. Face to face education that was reduced has been welcomed back by staff and opportunities to attend conferences and forums embraced. Our staff's health and wellbeing is always a priority. A new policy has been endorsed to ensure our values are actioned and reward and recognition incentives have been well received over the last year.

Finally, I would like to commend all our staff who provide quality services to all our consumers. It is through their dedication and hard work that Neerim Health continues to be the successful health service that it is.

A stylized, handwritten signature in dark blue ink, appearing to read 'Bernadette'.

Bernadette McKenna, Director of Clinical Services/Director of Nursing

Board of Directors



Sean Dignum

Chair

Sean joined the Board in 2016 bringing extensive experience as an advisor and strategist to business and government through complex and challenging periods and operational change. His expertise in media, issues management, sector reform and restructuring has been highly valued and sought after by his private advisory firm clients. Sean shares his time between his farm in Neerim South and his firm in Melbourne. He has advised on several major national and state public health campaigns and hospital projects. He is Deputy Chair of the Committee for Gippsland, a former director of Latrobe Regional Hospital and serves on a range of Baw Baw Shire committees and advisory panels.



Margaret Darton

Deputy Chair

Member of the Finance and Audit & Risk committees

Margaret has had an extensive career working in the Victorian public sector, most recently in food policy and regulation. When working in the Department of Primary Industries she led the departmental response to whole of government participation in national food standards. Margaret has extensive experience in governance and has served on several Boards including Dairy Food Safety Victoria. She was awarded the Public Service Medal in 2015 for services to state and national food policy. Margaret is a local resident of Neerim, having lived in the district for the last 30 years. Margaret joined the Board in January 2018.



Phil Ransom

Treasurer

Member of the Finance Committee

Phil has more than 40 years of experience as a practising chartered accountant. He recently retired as a senior Partner at RSM Australia, one of Australia's leading accounting firms. Phil has extensive experience in financial and regulatory reporting and corporate governance and was a Fellow of CAANZ. He has been on the Board and national assurance committee of RSM Australia and has served as a Director, Chair of the Audit Committee and Chairman of Save the Children Australia. Phil is a resident of Neerim South and appointed to the Board of Neerim Health in July 2020.



Christie Bransgrove

Member of the Audit & Risk committee

Christie is actively engaged in the Neerim district community through the kindergarten and primary school in Neerim South. She is one of the organisers of the Winter market that operates at the Algie Hall. Christie is a secondary school teacher in Warragul. As a young mother, she brings a different perspective to the value of the hospital in the community. Christie joined the Board in August 2019.

Simon Fraser

Member of the Clinical Governance & Credentialing and Audit & Risk committees

Simon is a registered medical specialist initially practicing in newborn and general rural paediatric medicine, and since 2000, in medical administration and health service management. Simon has extensive experience in the Australian and Victorian healthcare sectors having been employed as a Director of Medical Services/Chief Medical Officer at several health services in Gippsland and more recently as a Medical Director at Medibank Private Limited. Simon has a strong interest in health service governance with board experience since 2017 and is especially passionate about clinical governance. He is a graduate of the Australian Institute of Company Directors. Simon has lived in West Gippsland since 2005 and is actively involved in community activities in the sub-region. Simon joined the Board in June 2020.



Kim McFarlane

Member of the Audit & Risk committee

Kim is a highly experienced lawyer, specialising in all aspects of criminal law. She is the Principal of McFarlane Criminal Lawyers and has practised law in Gippsland for most of her legal career after moving from Melbourne in 2007. Kim brings an analytical mind and passion for advocacy to the board. Kim holds a Bachelor of Arts (Politics and Policy Major) from Deakin University and the degrees of Bachelor of Laws and Masters in Global Business Law from Latrobe University. Kim was awarded the Law Institute of Victoria President's Award for Rising Star of the Year in 2011. Together with her dedication to her clients and law firm, Kim values the opportunity to contribute to the local community as a small business owner, and through her volunteer roles on several local community committees and sponsoring many local sporting clubs. Kim was appointed to the Board of Neerim Health in June 2020.



Joe Rabar

Member of the Clinical Governance & Credentialing committee

Joe is a retired medical surgeon with extensive experience having worked across metropolitan and rural areas around Australia. His past roles include serving as the Chief Medical Officer for AIG Australia. He is a former council member of the Australian Medical Association. With his broad experience and extensive professional network in the medical and hospital sectors, Joe's appointment to the board is adding value in developing new opportunities for our hospital's theatre services. Joe is a resident of Neerim South and an active member of the local community. He joined the board in October 2017.



Nicole Steers

Member of the Clinical Governance and Credentialing committee

Nicole is a highly experienced senior executive who has worked across many sectors including acute, community and primary health care, social and community services and Not for Profit. Nicole is currently the Chief Operating Officer at Jobs Australia. Her career has been shaped by her ability to combine her passion for high quality health care and community service delivery that improves lives. Her deep interest in clinical governance and taking services to scale has shaped her ability to identify innovative business development opportunities in her executive roles. Nicole joined the Board in August 2019 and brings practical understanding of robust clinical governance systems that will be essential to the successful implementation of new services and ensuring best practice for existing services. Nicole is a Registered Nurse and holds an MBA from the Australian Institute of Business. She raised her family in Gippsland and spends as much time in the region as a proud mother and grandmother.



Our Staff

Executive Leadership Team

Chief Executive Officer

Graham Bailey

Director of Clinical Services/Director of Nursing

Bernadette McKenna (commenced July 2021)

Finance Manager

Michelle Olsen (commenced March 2022)

Executive Assistant/Human Resources and Business Improvement Manager

Alexandra Blackwood

Medical Staff

Anaesthetists

Dr Burger Van Der Merwe
Dr Jennifer King
Dr William Fraser
Dr Richard Bulach
Dr Grant Harrison
Dr Deepak Kerhalkar
Dr Irfan Ul Hassan
Dr Jacob Warwyk
Dr Dhivya Kailasapathy
Dr Tiffany Tam
Dr Vrinda Kartha
Dr Shi Hong Shen
Dr Antony Wong
Dr Anand Thillaisundaram

Dental Surgeons

Mr Joseph Gunn

Gastroenterologists

Dr Elliot Freeman
A/Prof Chris Mills
Dr Anton Rajadurai

General Practitioners

Dr Nathalie Gomes
Dr Elizabeth Fitzgerald
Dr Steve Jedynak
Dr Esther Moses
Dr John O'Donoghue
Dr Shumaila Umer
Dr Archana Vishwanatham

Ophthalmologists

Dr Suheb Ahmed
Dr Michael Chen
Dr Timothy Cheong
Dr Raghuvir Kini
Dr Weng Ng
Dr Danielle (Daini) Ong
Dr Julian Sack
Dr Bernardo Soares
Dr Himanshu Solanki
Dr Jennifer Sue Ling Tan
Dr Mark Troski
Dr Bob Wang

Nursing Services

Community Program Coordinator

Casey Cook

Infection Control

Infection Prevention and Control Officer

Geraldine Freriks

Operating Theatre

Perioperative Nurse Unit Manager

Susan Griggs

Sub-acute and Aged Care

Acting Nurse Unit Manager

Jai Singh

Corporate Services

Administration and Surgery Access Manager

Karlee Bennell

Facilities Coordinator

Gary Bryant

Lead Cook

Linda Agnew



Our Staff

Neerim Health employs more than 90 staff across a range of specialities to deliver high quality acute, community and aged care services to our community. Clinical staff are supported by a dedicated cohort of corporate and support staff who complement the excellent care we provide.

Celebrating our staff

In May, we celebrated International Nurses Day. Whilst this day recognises the valuable contribution made by all our nurses, it also provides us with an opportunity to celebrate all the staff at Neerim Health. It takes great teamwork across every area to ensure the smooth and efficient provision of our services. This year, all staff celebrated International Nurses Day with cupcakes for morning tea.



Left: Operating Theatre Nurses (L-R) Harold Warne, Sue Griggs and Erin Tremewen.

Right: Tarago Views staff (L-R) EEN Maria Kelly, PCA Lorna Brown, EEN Harpreet Bal, RN Raman Kaur and PCA Deb Snelling.



Left: Administration Staff Bronwyn Radford, Robina Sharp, Karen Owen, and Karlee Bennell.

Our Staff

Service Awards

At Neerim Health, we recognise our staff are our greatest asset. We are grateful to each one of them for their commitment and dedication to providing quality care to our community. Each year we recognise staff who have reached a milestone of years of service to Neerim Health. This year we acknowledge the service of the following staff and thank them for their valued contribution:

15 Years - Vivian Tonisson

10 Years - Karlee Bennell

5 Years - Leanne Nuttall

Vale Judy Darcy

We were saddened, in February, by the sudden passing of our long-time employee, colleague, and friend Judy Darcy. Judy worked in the Central Sterile Services Department (CSSD) for 25 years and played an integral role in providing sterile equipment for use in the operating theatre. Judy's work ethic, contribution and friendship is sadly missed by us all at Neerim Health. We will remember her fondly.



Education

Each year all staff are required to complete mandatory competencies related to their scope of practice and department they are employed in. Competencies are either completed on-line or as practical assessments conducted on-site.

All staff complete the following mandatory competencies:

- The Basics of Infection Prevention and Control
- Bullying and Harassment for Employees
- COVID-19 Prevention
- Evacuation – practical and online
- Fire Extinguisher use
- Hand Hygiene
- Manual Handling – practical and online
- Workplace Violence and Aggression in Healthcare
- Donning and doffing of personal protective equipment

Clinical staff complete competencies and training in:

- Advanced Life Support
- Basic Life Support
- Antimicrobial Stewardship in Aged Care

Other specialised training is provided as required. Clinical Educator, Register Nurse Harold Warne, provides education to Theatre, Hospital and Aged Care staff across a range of topics.



Clinical Educator Harold Warne provides Basic Life Support training to Personal Care Assistant Izzy Hiraga.

Quality Report

The primary purpose of the Quality Program at Neerim Health is to monitor, measure and evaluate the services we provide to the community. This is achieved through surveys and feedback, audits, risk management and education. The Quality and Safety committee meets monthly to review the following quality information:

- Quality Improvement Data Clinical Indicators
- Quality Improvement projects
- Accreditation updates
- Incidents, Clinical Reviews and Sentinel Events
- Infection Prevention and Control
- Feedback and Consumer Engagement
- Policy, Procedure and Forms Review
- Occupational Health and Safety; and
- Education and Workforce Planning

This year, a new web-based document management system and information sharing portal was introduced with over 220 policies and procedures uploaded to the system to date. PROMPT allows documents to be allocated against standards, frameworks and legislation requirement to support evidence-based practice and provides ease of access to documents for staff using a simple search engine to locate. We look forward to further developing the PROMPT program going forward and benefiting from the user-friendly platform to improve workplace policy procedure and document management.

How clean are we?

A periodic schedule of cleanings audits is conducted to determine the cleanliness of our operating theatre, administration area, hospital, and aged care. Audit tools vary based on the area of the service being audited. For example, the operating theatre requires a deeper level of cleaning requirements compared to the lounge at Tarago Views Aged Care. To accommodate these requirements, separate audit tools are used to determine how clean our facilities are.



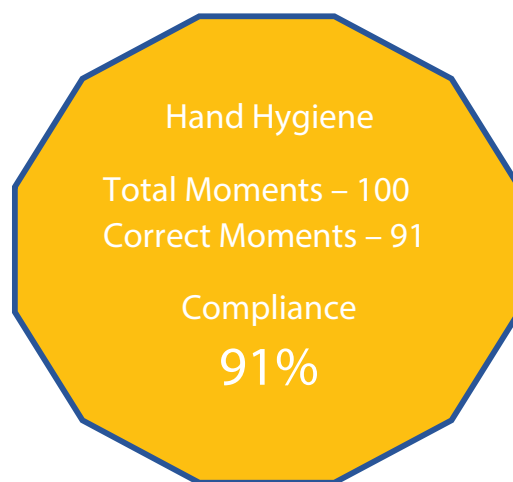
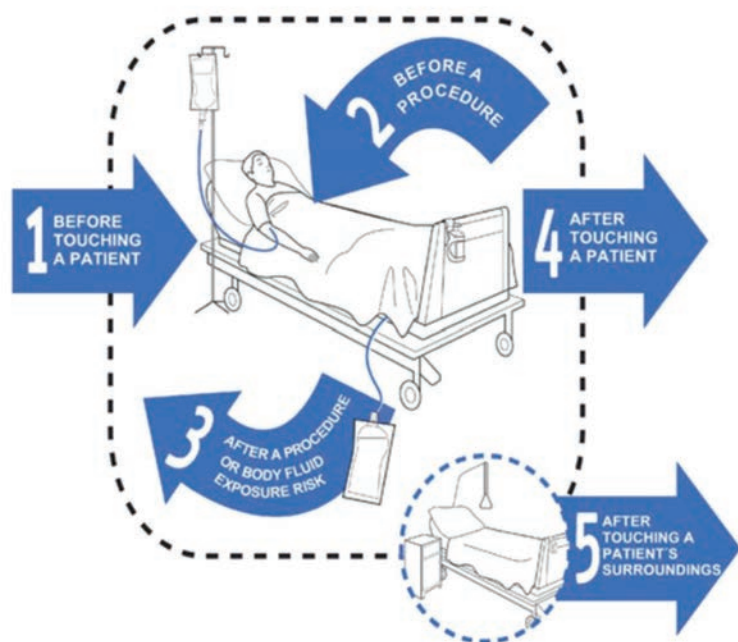
The graph above shows the outcome of cleaning audits based on percentages. As expected, the results of operating theatre audits are higher than that of other areas across the service.

Quality Report

Hand Hygiene

Effective hand hygiene is the single most effective action to reduce healthcare associated infections (Hand Hygiene Australia). Hand hygiene includes either applying an alcohol-based hand rub to the surface of the hands or washing the hands using soap and water. To ensure staff are complying with hand hygiene requirements, Neerim Health conducts hand hygiene audits in accordance with the National Health Hygiene Initiative. A compliance audit conducted for July to October 2021 showed 91% compliance well above the benchmark of 80%.

The FIVE MOMENTS FOR HAND HYGIENE include:



Operating Theatre Patient Questionnaire

Over 195 responses were received to the operating theatre patient questionnaire for patients who had received surgery at Neerim Health between June and December 2021. The surveys questioned patients on topics ranging from physically finding the hospital to their experience at discharge and everything in between. The feedback is invaluable to enable to improve our care. Overall, the results were excellent and are reflective of the quality service provided to patients who attend for surgery.

Overall, the quality of the treatment and care I received was:

- 97.8% - Very good
- 22.2% - Good

"I would like to say thank you to everyone involved in my procedure. I was very nervous, but your kindness and help made me feel so relaxed."

Acute Services

Operating Theatre

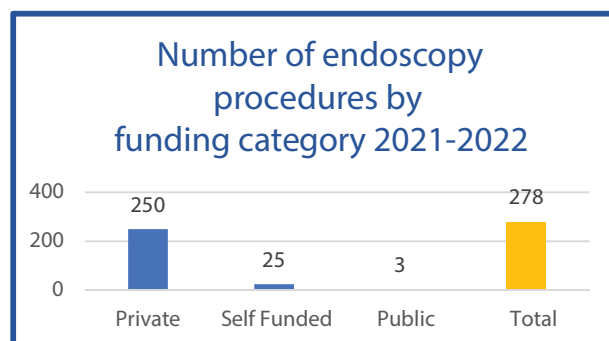
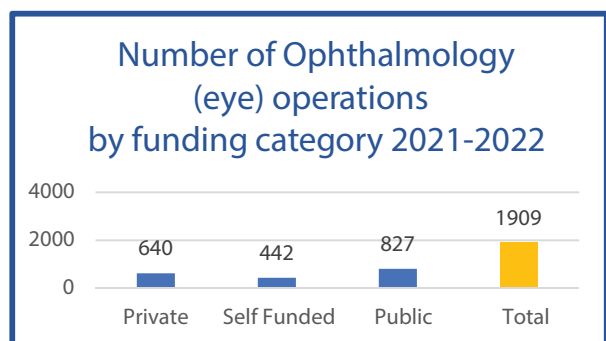
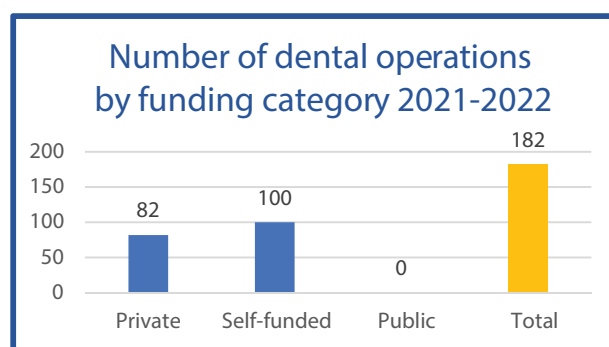
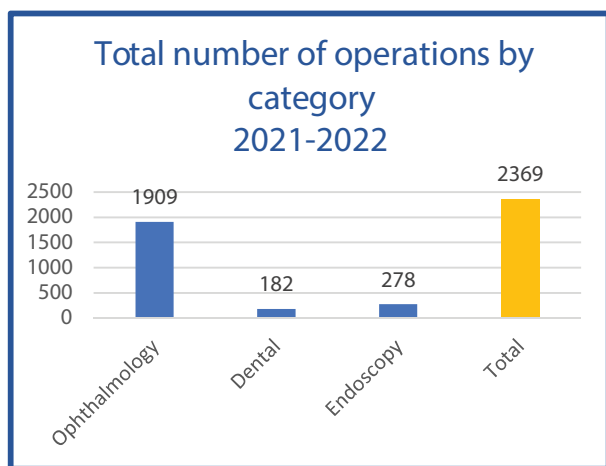
This year, the operating theatre team, led by Perioperative Nurse Unit Manager, Susan Griggs, conducted 2,369 surgeries across three specialities. These included Ophthalmology (1,909), Dental (182) and Endoscopy 278.

Surgery is provided to private and self-funded patients and to public patients through the public-private partnership with Latrobe Regional Hospital and West Gippsland Healthcare Group for cataract surgery. The graphs below provide a snapshot of the theatre productivity for the year.

The Central Sterilizing Services Department (CSSD) underwent a significant \$1.2 million upgrade with funds provided by a State Government grant through the Rural Health Infrastructure Fund (RHIF). The upgrade works ensure the correct equipment, and the processing of reusable operating theatre equipment and instruments are sterilised in accordance with compliance requirements. The work included the replacement and installation of cleaning, disinfecting and sterilisation equipment and new air and water quality systems. As a result of these works, the operating theatres were closed for three weeks during June.



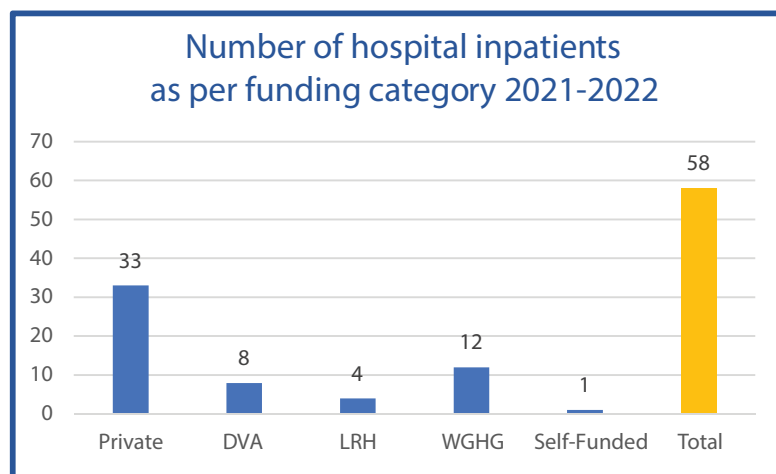
Enrolled Nurse and CSSD Technician, Pam Phillips, working in the sterilising department of the Operating Theatre.



Acute Services

Hospital

The hospital at Neerim Health provides eight inpatient beds, featuring individual and shared rooms, all with private ensuites. This year a total of 58 inpatients including 36 medical patients and 22 surgical patients were cared for in hospital. These patients included private, DVA and self-funded patients as well as those patients cared for under the public-private shared care arrangements with Latrobe Regional Hospital and West Gippsland Healthcare Group. Medical care for hospital inpatients is provided by the Neerim South Medical Centre who provide a 24 hour a day, seven day a week service to the hospital. Neerim Health was awarded three years accreditation under the NSQHS in March.



58 Hospital Inpatients treated

- 36 Medical
- 22 Surgical

Patient Satisfaction Survey

A patient satisfaction survey was conducted in September 2021. Consumers who had been an inpatient between July 2020 and September 2021 were offered the opportunity to provide feedback on their experience at Neerim Health. A range of feedback information is sought. Overall, the feedback received in relation to the quality of treatment the patient received was pleasing.

Overall, the quality of the treatment and care I received was:

- 74% - Very good
- 22% - Good
- 4% - Poor



Patients in hospital wards are spoilt with a beautiful view of the Baw Baw Ranges and Bunyip Ridge.

Tarago Views Aged Care

Tarago Views Aged Care is a fully accredited aged care facility accredited under the Aged Care Quality and Safety Standards. Tarago Views provides 'home away from home' residential care for up to 25 residents with a range of private rooms with ensuites and shared room accommodation. Residents enjoy spectacular views of the Baw Baw Ranges and Bunyip Ridge and the benefits of a formal courtyard and garden area facing the main road of Neerim South. A contemporary lifestyle lounge with kitchenette and dining facilities allows for socialising and event participation.

Residents receive care from a team of qualified and dedicated staff including registered and enrolled nurses, personal care assistants, lifestyle, and allied health support. A multi-disciplinary team approach is provided to ensure every aspect of every resident's needs are met. Medical care is provided by the visiting GP service provided by the Neerim South Medical Centre. This service allows for the prompt response to acute clinical care for aged care residents as required.

The accreditation process for Tarago Views Aged Care was conducted in May with the on-site visit of Surveyors from the Aged Care Quality and Safety Commission. The results of the accreditation demonstrated our excellence in the clinical care provided to our residents. The Commission made some recommendations for certain improvements at Tarago Views, and we are working with the Commission to meet these requirements. A Plan for Continuous Improvements is utilised to record areas for improvements. These are identified through the accreditation process, resident and carer feedback, staff meetings, responses to near misses and data submitted through the National Aged Care Mandatory Quality Indicator Program.



Connecting our residents with the community is a vital component of the lifestyle program at Tarago Views. Residents enjoy the view of the New Years Eve fireworks from the garden courtyard with PCA Deb Snelling.



Resident Rosalea Kane enjoys heading down the corridor to the lounge to participate in Bingo. She is assisted by PCA Leanne Nuttall.

The 8 Aged Care Standards	
1	Dignity and choice
2	Ongoing assessment and planning with consumers
3	Personal care and clinical care
4	Services and supports for daily living
5	Organisation's service environment
6	Feedback and complaints
7	Human resources
8	Organisational governance

National Aged Care Mandatory Quality Indicator Program

At Tarago Views Aged Care, Quality Indicator Data is collected and reported quarterly and reported to government. These indicators measure important components of the quality of care we provide and how it can impact on the health and wellbeing of our residents. The program helps us to measure, monitor, compare and improve the quality of care provided to our residents. The following indicators are reported at Tarago Views Aged Care:

1. Pressure injuries
2. Physical restraint
3. Unplanned weight loss
4. Falls and major injury; and
5. Medication management

From 1st April 2023, six new quality indicators will be introduced in residential aged care including:

1. Activities of daily living
2. Incontinence care
3. Hospitalisation
4. Workforce
5. Consumer experience
6. Quality of life



The Christmas lunch for residents held in December each year is a significant highlight on the calendar. Residents invite family and friends to share in festivities in the lead up to Christmas day. Pictured is resident Bee Vaitkus and her brother Dr Raymond Sarkis enjoying the festivities.

The resident lounge provides a warm, contemporary space for residents to connect with other residents or to enjoy the company of their visitors.



Treasurer's Report

The 2022 financial year was once again extremely challenging. Whilst our operating result has deteriorated, the COVID-19 pandemic has not gone away and still impacts health services nationally. As a small health service provider, the impact on Neerim Health is still significant. Despite these circumstances, we have been able to improve operating revenue in all primary services. This is not a short-term process due to the uncertainty associated with ongoing COVID-19 related issues.

We are no longer receiving COVID-19 related government funding despite the ongoing impact of COVID-19 on the organisation. Staff have been ill throughout the year due to COVID-19 resulting in an increase in workload across the organisation and a greater consequent need to manage the staffing needs of the organisation. Surgeons and other medical personnel have also become ill meaning procedure lists have been affected. There is also a considerable focus on ensuring Neerim Health complies with COVID-19 health requirements for all employees, patients, and visitors. These factors have all contributed to a deterioration in operating results during the year.



Further to the above, the Theatre was closed for a few weeks in June to enable upgrades to be carried out. These updates have provided considerable improvements that will benefit Neerim Health in future however the closure meant we could not undertake procedures during this time resulting in lost revenue.

Pleasingly, as the financial year progressed, we had a considerable improvement in the number of aged care residents and in hospital beds being utilised. Theatre continues to be our primary source of revenue. The Board has had strategic meetings and discussions during the year assessing existing and potential future health services.

We successfully went through our aged care accreditation process this year which involved a lot of time and effort by the management team and staff.

Neerim Health produced an operating loss of \$596k for the year (FY21 – loss of \$143k) and has a net asset position of \$1.27m. As I reported and explained last year, it should be noted that the property is carried on the balance sheet at cost and does not reflect current market value which would be considerably greater.

In years prior to the COVID-19 pandemic, Neerim Health has benefited from some significant bequests and donations and other non-operating revenue (FY18 -\$540k; FY19 - \$384k). During 2020 and 2021 there were no such bequests or donations. We gratefully received \$100,000 this year which will be of immense benefit.

The Finance Committee has continued to meet monthly. Additional meetings have been held to discuss and consider the organisation's annual budget and other matters from time to time. Our audit process this year was again successfully concluded with a clean audit report being provided.

A handwritten signature in black ink, reading 'Phil A Ransom'.

Phil Ransom, Treasurer and Chair of Finance Committee

Donations

We are extremely grateful to our community for their generosity in supporting the work of Neerim Health through donations. We would particularly like to acknowledge the outstanding ongoing support of the Neerim Health Ladies Guild who so faithfully continue to fundraise for the betterment of those in our care. This year we would like to thank the following groups and people for their support:

Up to \$300

Ms M Adams
Ms F Alford-Dyt
Mr D Arnott
Mr G Bailey
Mrs C Berthelsen
Ms J Caughey
Mr J Cowden
Mr & Mrs G & J Darby
Mr B Evans
Dr C Lewis
Mrs P Dyson
Mr D Jones
Ms R Kaine
Mr & Mrs J & E Miller
Mr & Mrs R & J Ostergetel
Mr & Mrs I Smith
Ms L Tarrant
Mr J Tucker

\$301-\$500

Mr & Mrs Atkinson
Neerim District Bowling Club

\$501-\$1,000

Mr & Mrs R & C Gouge

\$1,001-\$2,000

Community House Craft Group

\$5,001-\$10,000

The Clauw Family
Neerim Health Ladies Guild

Several anonymous donations were also received, for which we are extremely grateful.



Members of the Neerim Health Ladies Guild inspect operating theatre equipment purchased with a donation of \$7,416.00 made by the Group in June. Pictured are group members (L-R) Cheryl McKay, Laurelei Vincent, Joan Gleeson, Marjory Price, Marilyn Lewis and Jenny Neil with Dr Grant Harrison, Anaesthetist, Dr Julian Sack, Ophthalmologist and Susan Griggs, Perioperative Nurse Unit Manager.

2021-2022 Annual Report from Neerim Health Ladies Guild

At the AGM of the Ladies Guild in October 2021 a change of committee leadership occurred:

President	Marilyn Lewis
Vice President	Jenny Neil
Secretary	Kathy Irvine
Treasurer	Jacky Bailey

Other Ladies Guild members for this year were:

Margery Price, Cheryl McKay, Narelle Mann, Di Whitford, June Wachter and Jenny Komsky. June Wachter was farewelled from the Guild in July 2021 after 10 years of service.

The Guild focused on trying to increase fundraising activities after limitations due to COVID-19 in previous years.

- Monthly street stalls in Neerim South have been well supported by the local community and visitors alike
- Special occasion raffles have also added to fundraising income over the year
- Plant sales, craft produce sales and the proceeds from catering at several open garden events also resulted in positive profits
- Additional generous donations from members of the public
- Winter markets held in the Algie Hall have also been a source of fundraising with excellent support of our baked goods stalls by the broader community and the organisers of this event

A total of \$6,783.09, including bank interest of \$10.29, was the result of the Ladies Guild fundraising efforts in the financial year 2021-2022.

Every year at Christmas, the Ladies Guild donate \$500 to Tarago Views Aged Care as added support for the residents.

In June 2022 the Guild contributed \$7,500 for the purchase of additional eye surgery instruments. This is only possible due to the dedicated, hard-working volunteers who are the current members and the long-standing commitment of others over many years.

We would welcome new members to join us and participate in our fund-raising efforts.

Kathy Irvine
Secretary
Ladies Guild, Neerim Health
PO Box 498
Neerim South 3831



Our History

- 1910 Victorian Bush Nursing Association formed
- 1912 Nursing Centre established at Neerim Junction to provide medical services
- 1914 Bush Nursing Centre established at Neerim South
- 1926 Public meeting held in the Neerim South Hall affirming the establishment of a Bush Nursing Hospital Committee of Management formed
- 1927 A site at Neerim East Road purchased for £20 funded by public subscriptions and fundraising
- 1928 Hospital built at a cost of £813 and officially opened
Neerim District Soldiers' Memorial Hospital became the new name
- 1931 Neerim Junction Nursing Centre closed due to expansion of hospital services
- 1958 Hospital extended to include operating theatre and enlarged staff quarters
- 1963 Public meeting held where the community unanimously approved the construction of a new hospital on its present site, a fundraising appeal was launched a \$77,700 raised at the meeting
- 1967 New hospital built funded by a grant from the Victorian Bush Nursing Association and local public fundraising appeal. Hospital officially opened by Governor Sir Rowan Delacombe on 15 April 1967
- 1978 Community support to construct 14 bed nursing home to be annexed to existing hospital
- 1979 Dr Steve Jedynek and Dr Elizabeth Fitzgerald commence providing medical services at Neerim District Soldiers' Memorial Hospital
- 1982 Nursing home construction completed
- 1992 Six new beds added to existing nursing home bringing total to 20
- 1997 New Hospital operating theatre opened by Hospital Patron, Mr Bruce Ruxton
- 2002 Construction of further 10 high level nursing home beds



Feedback

We welcome your suggestions, compliments, and complaints and invite you to contact us with any feedback you may have. Feedback is treated with the strictest confidence and helps us to know what we do well and where we need to improve.

You can provide your feedback by:

- Visiting our website at www.neerimhealth.org.au and clicking on 'Your Feedback' on the Patient's tab
- Completing a 'Please Tell us Form' – available from Hospital reception
- Completing a 'Consumer Feedback Form' for any feedback relating to our Aged Care Services – available from Tarago Views Aged Care
- Or by telephoning 5628 1226 to speak to someone in person.

All feedback is acknowledged within 24 hours. We will work with you to arrive at an appropriate outcome. Should you not be satisfied with the outcome of your feedback you can contact:

Acute

The Health Complaints Commissioner at www.hcc.vic.gov.au or by telephoning 1300 582 113.

Aged Care

Aged Care Quality and Safety Commission at www.agedcarequality.gov.au or by telephoning 1800 951 822.

NH+ NEERIM HEALTH



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