



ANNUAL REPORT 2022-2023





Acknowledgement of Traditional Owners

We acknowledge the Traditional Owners of the land on which Neerim Health is located. We pay respects to their Elders, past and present.

We aim to provide a safe and welcoming health service for everyone.

Neerim Health

ABN 77 228 450 675
29-39 Main Neerim Road
Neerim South VIC 3831

P: 03 5628 1226
F: 03 5628 1468
E: info@neerimhealth.org.au

© Neerim Health 2023
Photo Credits: Lauren Murphy
& Neerim Health

NH+ Table of Contents

Content	Page
About Us	2
Connections	3
Board	
Members	5
Committees	6
Reports	
Board Chair	7
Treasurer	8
CEO	9
Director of Clinical Services	10
Our Staff	
Executive	11
Senior Leadership	11
Service Awards	12
Education	13
Students	14
Our Services	
Theatre	15
Hospital	16
Aged Care	17
Ladies Guild Report	18
Donations	20
Volunteers	21
Grants	22

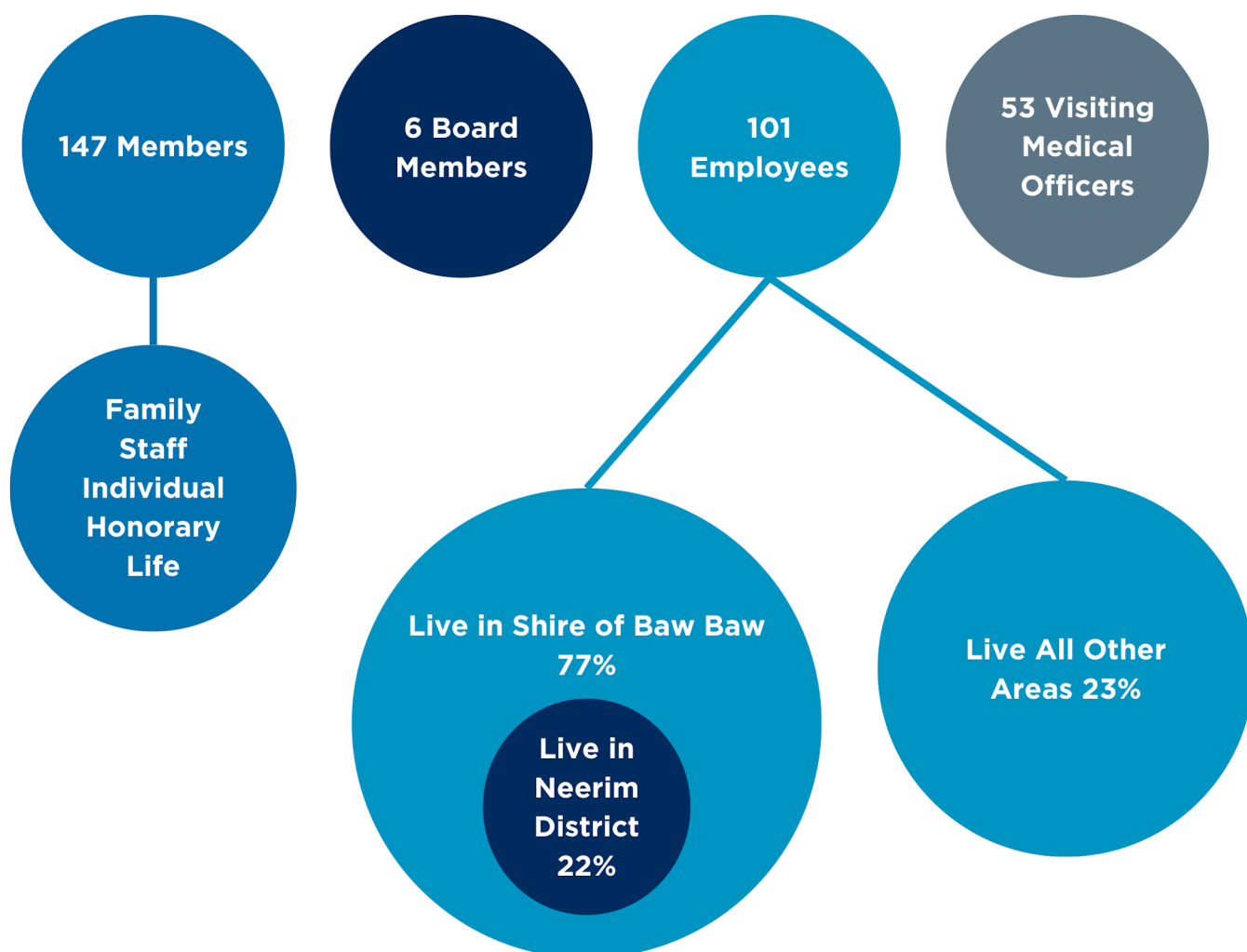
NH About Us

Neerim Health is a fully accredited, private healthcare provider, focused on providing quality care to residents of the Baw Baw Shire and Greater Gippsland Community. Neerim Health provides a range of hospital, theatre and healthcare services.

In addition, we provide accredited aged care services for up 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 Health and, at times, other public health services outside the Gippsland region.



NH Connections

Neerim Health has a rich history going back to 1927, when the community got together to raise funds to establish a local bush nursing hospital, which was completed in 1928. The hospital relocated to its current site in 1967, and was officially opened as the Neerim District Soldiers' Memorial Hospital. As a community owned incorporated association, Neerim Health has close ties to the community through its members, board members, staff, patients, residents, volunteers, and donors. Below are two stories of those connections.

David Wells, Board Treasurer

"My connections to Neerim District Soldiers' Memorial Hospital go way back to before the 'new' Hospital was built. I remember having to help my mother (who was vice-principal at the High School at the time) run a couple of fund-raisers at home in Drouin, as in I had to set up and clear up!

My most vivid memory of the hospital, apart from a few "endos", was when I broke my foot mucking about on Stolls Road with my Morris Moke on Christmas Eve 1971. My friends drove me to the hospital where John Murtagh was called out to assist and ended up putting my foot in plaster for Christmas and New Year.

My nephew was born here when his father was principal at Powelltown Primary School.

After moving to Neerim East in 2011, to be back as Neerim Health's Treasurer after all this time is incredible but an honour."

The Old Hospital



Hospital Approved

New £55,000 Hospital At Neerim South Approved
Enthusiastic Public Meeting Approves Proposal

Despite the cold, rainy day at the late afternoon public meeting at the Neerim South district hospital, the proposal for a new £55,000 hospital was approved by a large majority of the public.

It was pointed out that the district would have to raise £25,000 to meet the cost of the new hospital, but that the district would be able to raise the other £30,000 by selling the old hospital building. The proposal was approved by a large majority of the public.

Matron & Staff Sister



Opening Day



NH+ Connections...

Shirley Le Page, Past Employee & Current Volunteer

"I commenced working with the hospital as a qualified General Nurse in April 1976. My memories of my time include when nurses had the option of living on site and there were Matron's quarters, and the hospital had a maternity and children's ward. I can remember gastrectomies being carried out in the middle of the night and babies being delivered by c-section.

In 1970 I gave birth to my son Tony here. I recall having that morning off milking. I lived locally on the family farm, and it was raining so much my husband didn't see the powerlines hanging across the road as he drove me to the hospital, in the ute, to give birth."

After 45 years of employment, Shirley retired in January 2021. At the AGM in 2021 Shirley became a life member of the Association for her "outstanding record of service to Neerim District Soldiers' Memorial Hospital and the community".

She has been a volunteer here since July 2021, and makes the best cakes for the Ladies Guild Christmas Cake Raffle.

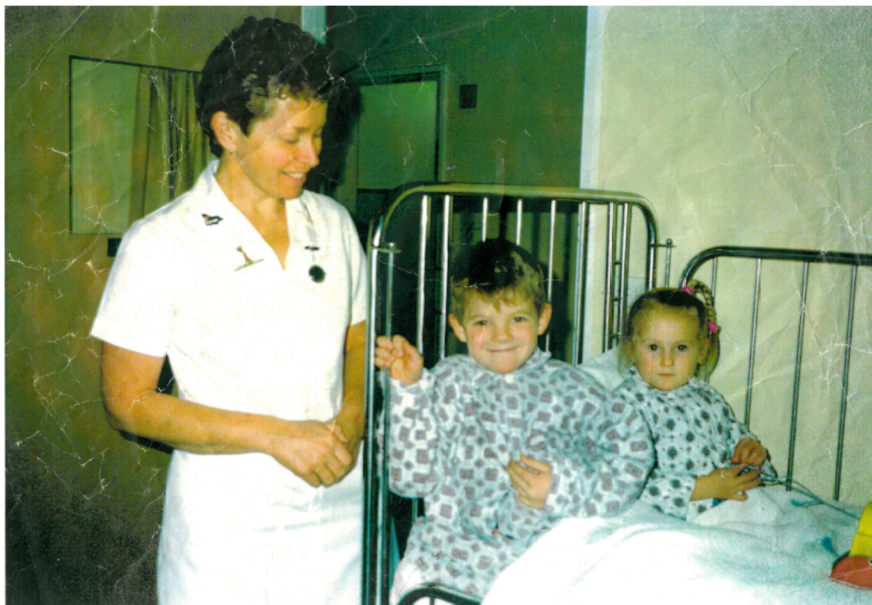


Photo: Shirley Le Page & Hospital Patients

This photo appeared on the front page of the Neerim News on 2nd September 1989. Neerim News wrote in its article, Our Hospital - 'The present building was opened in 1967 and remains a monument to the determination of the local community to provide themselves with a modern practical building from which to serve the health needs of the growing Neerim district.'

NH- Board Members

Sean Dignum

Chair, Member of all Board Sub Committees. Board member since 2016.

Sean Dignum has expertise in media, issues management, sector reform & restructuring and as an advisor and strategist to business and government through complex and challenging periods and operational change.

Margaret Darton

Deputy Chair, Chair of Audit & Risk, Member of Finance, Strategy Review & Nominations Sub Committees. Board member since 2018.

Margaret Darton has extensive experience in governance and in the Victorian public sector, most recently in food policy and regulation.

David Wells

Treasurer, Chair of Finance Committee. Board member since 2023.

David Wells has extensive knowledge and experience as an Investment Advisor and Financial Planner. He has an interest in the aged care sector and has assisted a number of clients into assisted residential living, negotiating bonds and structuring their financial affairs for their greatest benefit.

Garry Wilkes

Member of Clinical Governance & Credentialing and Medical Advisory Committee. Board member since 2023.

Associate Professor Garry Wilkes is a specialist medical practitioner in emergency medicine with over 30 years experience in public and private Emergency Departments across Australia. Garry's interests include clinical redesign, communication skills, leadership development, conflict management and coaching.

Umesh Gupta

Chair of Clinical Governance & Credentialling and member Medical Advisory Committee. Board member since 2023.

Dr Umesh Gupta has extensive clinical experience in anaesthesia & critical care, general surgery, vascular surgery & renal transplant surgery, and is focused on quality improvement, accreditation, patient safety and healthcare system design, redesign and improvement.

Lyndal Turner Guy

Member of Audit & Risk Committee. Board member since 2023.

Lyndal Turner Guy is an accredited specialist property lawyer with a particular interest in the negotiation and drafting of clear and durable structuring arrangements for complex strategic plans. She has previously volunteered on the board of an organisation providing in-home care support in the aged sector for the CALD community.

NH+ Board Committees

The Board of Neerim Health is supported by a number of committees including: Finance, Audit & Risk, Clinical Governance & Credentialing, Nominations and the Medical Advisory Committee (MAC).

In February 2023, the newly invigorated **Medical Advisory Committee** commenced meeting, and was ably led by Dr Simon Fraser (then NH Board Member) and Dr Ian Graham (Chief Medical Officer LRH). This committee is well represented by our Visiting Medical Officers from general practice, pharmacy, anaesthetics and surgical specialties.

The committee members bring their extensive practical medical knowledge and experience to advise on clinical governance improvement strategies, ensuring that strategies are translated into effective organisational practice in relation to safe and high-quality healthcare. The Committee makes recommendations on actions to maintain the National Safety and Quality Health Services Standards (NSQHS) and Aged Care Standards. The MAC consider, review, and make recommendations to the Board and to the Chief Executive Officer (CEO) and Director of Clinical Services (DCS) in relation to clinical care.

Finance

Audit & Risk

**Medical
Advisory
Committee**

**Clinical
Governance &
Credentialing**

Nominations



NH+ Board Chair Report

Regional hospital, health and residential aged care services have a long and challenging history of staying relevant to the changing needs of their community and the broader expectations of small health services in an evolving health delivery market.

Since the community of Neerim District first got together in 1927 to establish a bush nursing hospital, the service has come a long way through many evolutions. In 1967, Neerim District Soldiers Memorial Hospital was built to commemorate the local soldiers who were killed in action during World War Two. Today, the hospital in Neerim South is best known as a leading provider of cataract surgery and day procedures.

In the last financial year, changes to aged care funding and substantially higher operating costs that exceeded our subsidies, resulted in a significant deficit. As a community-owned health service, our funding is neither stable nor fully underpinned by government. The hospital is under State Government regulation and aged care is under the Federal Government. We receive limited ongoing funding from both.

In October 2022, the Federal Government increased requirements for residential aged care facilities to ensure they provide a higher standard of care, but at the same time did not match that with a commensurate increase in funding. The current scale for an aged care facility to be viable is a minimum 100 residents. We only have 25 beds but are required to put in the same level of resources as a larger facility. Maintaining residential aged care has been a challenge for Neerim Health for many years. Now, it is simply no longer viable. We recognise that many small rural services such as ours are struggling. In the case of Neerim Health, we have been fortunate that our recognised capability in the area of cataract surgeries has underpinned our continuing sustainability.

Healthcare is undergoing major change, driven by new technologies and shifting patient expectations. In our district, the post COVID-19 influx of new residents, especially young families and retirees, has created increased and more diverse health service demands. The Neerim Health Board and management recognise that we need to evolve and further build on our core competencies to deliver new services, if we are to emerge from decades of financial challenges and achieve a solid foundation for future sustainability and success.

We look forward to celebrating a century of community service in 2027 by reinvigorating our service to meet the current needs of our community.

- Sean Dignum



Treasurer Report

I am pleased to have the opportunity to provide the 2022-2023 Treasurer's Report, mindful that I only joined the Board in April this year, so I will just highlight a few key points.

The past year has been challenging, including changes to our financial reporting, changes to aged care funding and substantially higher staff costs. Our new auditors discovered a significant accounting error in the 2021-2022 performance report, which had implications for that year's figures resulting in a surplus of \$297,000. This relates to the treatment of a government grant and has no impact on cash flow. All figures stated for 2021-2022 have been adjusted accordingly.

For 2022-2023 we reported a deficit of \$309,772. Although we increased our revenue by \$1.21 million, we faced significant cost increases that exceeded our subsidies. Our main expenses were employee costs, which rose by 24.1%, and materials and services, which grew by 20.1%. These additional expenses amounted to more than \$1.6 million, while our revenues, including government grants, grew by only just over \$1.2 million.

As a community-owned health service, our funding is neither stable nor fully underpinned by government. The hospital is under State Government regulation and aged care is under the Federal Government. We receive limited funding input from both.

In October 2022, the Federal Government announced a funding model to ensure that aged care facilities provide a minimum standard of care to receive funding. This is good in theory, but in practice, it has many challenges, especially for a small facility like ours. In the past ten years, direct care costs have risen by more than 110% but Federal Government support has increased by less than 60%. Across Australia, less than 20% of aged care facilities are covering their costs and Neerim Health is not one of those.

Our aged care has been subsidised for some years by our hospital services, primarily eye cataract surgeries. To be viable, an aged care service requires 75 beds or more and we only have 25. The government is reluctant to spend on residential age care facilities preferring a new model of 'stay-in-home' care. The Board understand that it is critical as a community-owned health care organisation to maintain viability and a positive financial outlook by making and implementing sensible decisions.

I am pleased as Treasurer to see the commitment of the Board and team at Neerim Health to ensuring the sustainability of our valuable community asset and improved services for our local families.

- **David Wells**



CEO Report



Having joined Neerim Health in late August 2023, I have been impressed by the team's commitment to providing caring and professional healthcare services. I value and respect the rich history of the organisation from its origins as a cottage hospital in 1928 through to its current site in 1967, and Neerim Health's proven ability to adapt and grow in response to the changes in community healthcare needs.

In 2022-2023, Neerim Health continued to be impacted by the COVID-19 pandemic, with an outbreak in late June - early July 2022, which started in Aged Care and quickly impacted the availability of staff to work. To ensure the ongoing care of our residents, an executive decision was made to close the hospital theatre for two weeks in July in order to redeploy theatre staff to Aged Care. Whilst an appropriate action, this did result in a significant impact on staffing costs and reduced income from theatre operations. Fortunately, since this time, whilst some staff have individually been impacted by COVID-19 we have not experienced any further outbreaks.

COVID-19 also led to the 'Great Resignation', with changes in flexible working arrangements, the increase in remote working, staff shortages, and workplace stress and burnout, especially in healthcare. Neerim Health did not escape this unscathed, with a 44% turnover rate, at all levels of the organisation, including at the executive level. As is natural with a turnover of staff, this led to a period of instability, but with a core group that remained and continued to provide excellent care and support to our residents and patients.

One positive legacy of the COVID-19 pandemic was the change in how we access medical care and advice - creating a new norm for the delivery of healthcare. Historically, the West Gippsland region has struggled to access local medical specialist, allied health and other medical services. COVID-19 forced the industry to quickly adapt and introduce new technology and systems to continue to provide healthcare safely. Neerim Health has taken advantage of telehealth services including virtual ED and allied health remote consultations, and will continue to develop and utilise new technologies to enable us to expand our services in Home Care Packages, Short Term Restorative Care (STRC), Transition Care Program (TCP), and other community health services.

My sincere thanks to the dedicated staff of Neerim Health over the year, and especially those celebrating service milestones. Well done! My thanks also to the Board, community, donors, volunteers and the Ladies Guild for their steadfast support.

- Andrea Linden



DCS Report

In the 12 months until my appointment as Director of Clinical Services (DCS) at Neerim Health there were many significant changes both clinically as well as executively. Whilst we did not commence the year on a positive note, with our first COVID-19 Outbreak underway, we certainly concluded the year positively. With a new CEO about to join, new appointments to our Nurse Manager roles, and my role commenced to close out the year, we ended the year on a promising note.

Our Theatre utilisation increased, with more than double the number of cases from last year and overwhelmingly positive feedback. Our Acute Hospital bed admissions also more than doubled compared to the year prior.

The quality of care provided to our Aged Care residents has significantly improved over the year, as evidenced by our improved star rating (see page 17 for further information) and Quality Indicators. We were joined by new clinical staff who have worked tirelessly to ensure that all consumers receive quality care.

As we transition to providing healthcare post pandemic we take with us the lessons we have learnt during this time and build our infection prevention systems around these. Infection prevention and control continues to be an important part of our day to day lives and our “new normal”.

At Neerim Health we understand that infectious diseases are a significant health hazard that we must attempt to prevent spreading. Without any further outbreaks this year we look to the future of incorporating these practices into our daily lives and we welcome the improvements to our social and emotional lives, both in Tarago Views and across Neerim Health.



NH- Our Staff

Executive

Chief Executive Officer

Andrea Linden (Commenced August 2023)

Director of Clinical Services

Lauren Mucic

Senior Leadership

Perioperative Nurse Manager

Lisa Ashmore

Acute, Aged Care & Community Nurse Manager

Kelly McMillan

Quality, Learning & Development Manager

Amberley Ashmore

EA & Human Resources Manager

Alexandra Blackwood

Surgery Access & Support Services Manager

Karlee Bennell

Chief Health Information Manager

Diane Draper

Maintenance Officer

Robert Hibbs

NH+ 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:



NH+ Our Staff...

Education

Education and training empowers individuals, and sets them up for success. Improving job satisfaction for employees and ultimately, improving patient and resident care.

In July 2022, NH invested in its employee training and education with the appointment of educators Amberley Ashmore (RN) & Harold Warne (RN), initially three days a week.

The educators focused on reviewing or introducing competency checklists and procedure forms, for example, Basic Life Support, Advanced Life Support and Student Orientation Checklist - just to name a few.

An Educational Calendar was developed to display and promote upcoming Education. The mandatory competency matrix was displayed in tea rooms for staff to track completion, and a 'how to guide' was developed to assist staff to source relevant competencies on ReHSeN (Regional Health Services eLearning Network).

Other achievements include:

- Snap Chat/Toolbox education daily at 2:30pm introduced in Aged Care.
- Education to refresh staff on accountable items for general surgical cases prior to NH doing LRH General Lists on a Saturday.
- Education on use of 'track and trigger charts' in Day Surgery and new OBS charts in use to align with National Standards. The track & trigger charts have a procedure for early recognition and escalation of the deteriorating patient.
- Supernumerary time/buddy shifts planned with educators/experienced staff to upskill staff in more roles and specialties in theatre. Many staff were supported with supernumerary time to upskill in Scrub/Scout and Anaesthetic nurse roles.
- Manual Handling practical days – four dates saw 77% of staff complete their annual Manual Handling competency with the team from Vative Healthcare.
- Fire training dates were secured for 2023, two dates took place in 2022-2023 financial year, participation increased from nine attendees at the first day to 20 at the second.

The year concluded with a significant review of Annual Competencies matrix for 2024, and changes to the annual requirements were suggested in consultation with the leadership team. We have now moved from financial year to calendar year training requirements.

NH+ Our Staff...

Students

In September 2022 we welcomed back our first Registered Nursing Student post COVID-19.

Brendan joined us as a second year Federation University student for a three week placement in our operating theatre.

Throughout the financial year we had five blocks of student placement, increasing from one student at a time to two as our staff became more familiar with their role as preceptors. In the year we had total of seven students undertake placements with us - three of who we employed as Casual Enrolled Nurses after their placement - Brendan, Jennalee & Adriene.

We have continued this partnership with Federation Uni into 2023-2024 with ongoing bookings for second year nursing students locked in. We have had students from a few training providers approach us to complete placement hours in our Aged Care facility.



Left to right: Adriene Eerhard (EN) and Jennalee Moodley (EN) who completed a placement with us in 2022, and are now on staff; and Bailey Flemming and Amy Adamopoulos are current second year students on a three week placement.

NH+ Our Services

Theatre	Hospital	Aged Care
Dental Surgery Endoscopy Minor General Surgery Ophthalmology Oral Faciomaxillary	General Medicine Palliative Care Transitional Care Program	Residential Respite Care Short Term Restorative Care

Theatre

In Australia over 250,000 people undergo cataract surgery every year. Approximately 70% of these procedures are performed in Private hospitals.* Neerim Health is proud of our one theatre facility performing nearly 3,000 cataract procedures in 2022-2023. We are pleased to partner with Latrobe Regional Health in performing all their public cataract surgeries. Our total procedures by type for the year are outlined below.

Procedure Type	# Patients
Cataracts	2,931
Endoscopy	1,974
Dental	155
General	88
Total 22/23	5,148

*<https://www.safetyandquality.gov.au/about-us/latest-news/media-releases/new-standard-improve-care-australians-cataract>

NH Hospital

Our Acute Hospital bed occupancy increased from 12% in the previous financial year to 25% in 2022-2023. Bed utilisation peaked in July 2022 with 65% occupancy, driven by West Gippsland Healthcare Group's (WGHG) use of our beds as an overflow for their patients. The utilisation fell over the financial year as the impact of COVID-19 lessened, and the demand from WGHG declined.

Neerim Health is committed to provided excellence in theatre and hospital patient services, and actively seeks feedback to monitor how we are going.

During the financial year we received 249 responses to our patient satisfaction surveys.

Positive feedback examples included:

"The treatment I received at Neerim Health is the best I've experienced at a hospital. Thankyou nursing and medical staff."

"The staff were wonderful, could not find a better hospital, well done everyone and thank you."

"Nursing staff, doctors etc, extremely good. Felt safe and cared for at all times. I would highly recommend Neerim South Hospital."

"My dad is 88 years old, I can't speak highly enough of all the staff and the care that they gave. Excellent, thank you so much."

"Neerim is the best hospital I have ever been admitted to, staff were very caring 10/10."

"One of the best medical care experiences I have ever had, the staff were fabulous and so professional. Thank you so much."



NH- Aged Care

Star Ratings



Star Ratings were developed to address recommendation 24 of the Royal Commission into Aged Care Quality and Safety, which identified the need for older people in Australia seeking and receiving residential care to have better access to information about service quality.

Star Ratings offers older people in Australia, their families and carers access to information to help them compare the quality of residential aged care services to make choices about care that is right for them, based on an Overall Star Rating and 4 sub-categories.

From December 2022, all residential aged care services in Australia received an Overall Star Rating between 1 and 5 stars, and ratings for 4 sub-categories:

- **Residents' Experience** – feedback from residents about their experiences at their aged care home captured through annual face-to-face Residents' Experience Surveys conducted by a third-party vendor.
- **Compliance** – compliance of aged care homes in meeting their obligations.
- **Staffing** – the average amount of care time residents receive based on care minutes delivered by registered nurses, enrolled nurses and personal care workers.
- **Quality Measures** – using information derived from the National Aged Care Mandatory Quality Indicator Program (QI Program) for 11 crucial areas of care.

Tarago Views received its first Star Rating results for the Quarter 2 FY 2022–2023. We had an overall rating of 3 stars – an 'acceptable' quality of care, with ratings in the sub-categories as follows:

- Resident Experience: 4 stars – Good
- Compliance: 3 stars – Acceptable
- Staffing: 1 star – Significant improvement needed (unfortunately it appears that a reporting period was missed and as a result no data was submitted which gives you an automatic 1 star)
- Quality Measures: 3 stars – Acceptable

By Quarter 3 FY 2022–2023, we had already jumped up to an overall rating of 4 stars with major improvements seen in the staffing rating as it increased from 1 star to 5 stars!

Quarter 4 FY 2022–2023 saw Tarago Views maintain its overall rating of 4 stars – a 'good' quality of care, with ratings in the sub-categories as follows:

- Resident Experience: 4 stars – Good
- Compliance: 3 stars – Acceptable
- Staffing: 5 star – Excellent – this improvement is reflected in the consistent above standard nursing and care minutes provided to our residents.
- Quality Measures: 3 stars – Acceptable

The current rating for Tarago Views can be viewed on the My Aged Care website:
<https://www.myagedcare.gov.au/find-a-provider/search-by-location>

NH Ladies Guild

2022-2023 Annual Report

At the AGM of the Ladies Guild on the 2nd October 2023 the committee leadership was renominated without change:

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

Other members of the Ladies Guild for this year were: Joan Gleeson, Cheryl McKay, Narelle Mann, Di Whitford, Laurelei Vincent and Jenny Komsky. Jenny Komsky will not continue on the committee for 2024 due to work commitments.

An update to the Food Safety program in Baw Baw Shire, has required members to complete some online training to comply with these updates.

In June 2023 the Guild approved \$8,000 be allocated for the future purchase of a new ECG machine and associated consumables.

The Guild focus on fund raising for 2022-2023 included:

- Street stalls in Neerim South, which continue to be well supported by the local community and visitors alike.
- The Ladies Guild provided a free Face Painting activity at the Australia Day Community House and Men's Shed activities held in Neerim South which also promoted Neerim Health (NH).
- Special occasion raffles have also added to fund raising income over the year. For our Father's Day raffle this year, we approached local businesses for donations and we were taken aback by the generosity of the local business community. This allowed us to have 3 wonderful prizes to raffle. It was also a special opportunity to continue displaying the prizes at NH after the last Winter Market in August. This also highlighted for staff and visitors the support from the Ladies Guild to provide funds to NH.
- Plant sales, craft produce sales and the proceeds from catering at an open garden event at "Tall Timbers" in Piedmont also resulted in positive profits.
- The Winter Markets held in the Algie Hall, have also been a source of fund raising with excellent support of our baked goods stalls by the broader community and the organisers of this event.
- Additional generous donations from members of the public, CWA, and Shirley Le Page who makes the delicious Christmas Cake for us to raffle each year.

A total of \$5,812.52 including bank interest of \$63.73 was the result of the Ladies Guild fundraising efforts in the financial year 2022-2023.

NH- Ladies Guild Report...

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

This fund raising is only possible because of the dedicated, hard-working volunteers who are the current members and the long standing commitment of others over many years. We also express our gratitude to the local community and the wider Neerim District for their ongoing support of our efforts.

The committee has appreciated the efforts made by the NH leadership team to attend our meetings and give us updates on the health service.

The committee also recognise the support of the Opportunity shop in allowing us access to the Community meeting room over this year.

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

Kathy Irvine
Secretary



Our sincere thanks to the Ladies Guild for their diligent support of Neerim Health.

Thank
you!

NH- Donations

We are 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.

For the financial year 2022-2023 we would like to thank the following groups and people for their support:

Up to \$300

J Ahern
D & V Arnott
J Caughey
G Chapple
J Cowden
G & J Darby
J Davies
S Dignum
T & D Doyle
L & M Dunsmuir
C & B Evans
K Exner
L Fitzgerald & S Jedynak
B Foster
S & L Fraser
J Gatford
K & B Goodwin
L Johnson
D & B Jones
R Kaine
C Lewis
J Mason
T McMaster
C & D Mooney
L Pattinson
D Pederson
M Rickhauss
M & O Scharley
A & L Smith
W Stammers
N Steers
J Tucker

\$301 - \$500

R Childs & J Hodson
T & F Christian
P & M Darton
J & E Miller
Neerim District Bowling Club
R Oostergetel

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

\$501 - \$1,000

R Gouge

Special Thanks

R Stewart - Painting of Feedback Box in Rural Theme
J & R Blyth & Sons - 150 Bunches of Daffodils
P Veale - King Single Bed
Family of C Kleeven - Two Commode Chairs
Neerim District Community House Craft Group
Kitchenalia Event Donation - \$3,650
A & G Kaiser - \$5,500
NH Ladies Guild - \$7,500

(Right to left) Margery Price,
Tarago Views Resident and
Lynne West (former DCS)
demonstrating the Vital Signs
Monitor, Chairs & Kitchen Utensils
purchased with the Kitchenalia
Event Donation



NH Volunteers

Neerim Health would like to thank all its volunteers for their contributions and support. We truly appreciate the donation of time and expertise to help our service. The compassion that is shown to our residents and patients is an inspiration. Our volunteers actions and words do not pass unnoticed, whether it shines across in our beautiful gardens or through the reassurance and kindness offered face to face.

As with all health organisations, COVID-19 created particular challenges for our volunteers with limited access to the facility and less opportunities to develop this essential contribution. Over the last year we have taken the opportunity to review and revise all our volunteer documentation and onboarding training with the goal of expanding opportunities for volunteers across Neerim Health in 2024 and beyond.

We would especially like to thank Helena and Maryanne Schellekens for their tireless efforts maintaining the Tarago Views gardens, Shirley Le Page for dedication in Theatre, the wonderful Ladies Guild and, of course, our Board Members who all contribute their time and expertise to the ongoing oversight and direction of Neerim Health.

If you are interested in volunteering at Neerim Health in 2024, please contact Alexandra Blackwood.



Photo of the The Pink Ladies and representatives from the Ladies Guild from May 1982.

“The Pink Ladies attend six mornings a week to help out with flower arranging, bed changing and other non-nursing tasks, and the Hospital Ladies Guild run quite a number of fundraising functions throughout the year, including the Hospital fete. Meals on wheels are cooked and served from the hospital kitchen and delivered by Volunteer drivers.”
Neerim News 2nd September 1989

NH Grants

Neerim Health appreciates the support of government and community grants in upgrading our facilities. The following highlights a number of grants received in 2022-2023 for which we are grateful.

Foundation for Rural & Regional Renewal (FRRR) \$3,050

Gardiner Dairy Foundation Community Grant Community Integrity - Satellite Phone

We acknowledge the generous donation of the Foundation for Rural & Regional Renewal which enabled us to purchase a satellite phone and supporting equipment.

In the event of our landline going down and losing mobile coverage, we can stay connected with emergency services and the community.

It is a vital piece of communication equipment, particularly, during the bush fire season.



Roslyn Kaine showcasing the new Satellite Phone equipment.

Gippsland PHN \$8,750

Telehealth Infrastructure Grant Program

The use of this Grant allowed Neerim Health to upgrade the Wi-Fi connectivity within the facility. Previously there were multiple 'blackspots' where WiFi was unavailable, including resident's rooms, hallways, and the nurses station. This impacted the residents' access to Virtual ED, telehealth appointments, virtual meetings, and staff ability to contemporaneously record medical/care notes through the software program which required internet access, or use the portable phone device linked to the call bell system.





Neerim Health

ABN 77 228 450 675
29-39 Main Neerim Road
Neerim South VIC 3831

P: 03 5628 1226

F: 03 5628 1468

E: info@neerimhealth.org.au