



Sunbury Community Health Centre

Report to Members

2012 - 2013





Report from the Chair

The past financial year has been another success for Sunbury Community Health Centre – your community health centre.

As a stand-alone, independent, community controlled ‘for purpose and not for profit’ organisation, our Centre faces

many challenges. However, we also enjoy considerable freedom. We receive support from all levels of government. Though we are required to comply with funding requirements, your Board is also free to set our own direction and chart our own course.

Governance

Your Board takes its responsibilities seriously and has invested considerable time and energy into the development and good governance of the Centre.

Our Board has remained stable over the past year, utilising the talents of each Director and building on their experience and knowledge. Directors have attended relevant community

governance conferences and workshops including a Ministerial governance forum with community health Chairs and CEO’s.

Following our annual Board appraisal process, we worked with Patrick Moriarty to continue developing our governance and stewardship role and practice.



Strategic Planning

The Board has been closely monitoring the successful implementation of the current Strategic Plan and with the support of Andrew Hollo of Workwell Consulting, has been instrumental in driving the development of the Centre's next three year plan.

We started thinking about our new strategic plan towards the end of 2012. A Board Strategy workshop was held in early June where the foundations and directions for the new plan were laid. We achieved a clear understanding of the role we wish the Centre to play in building a strong and health community and our focus on providing services for the whole community with a particular emphasis on those who need us most.

In mid-June, the management team participated in a half day strategic planning session and an 'all staff' session was conducted in late June. Since this time a second Board strategic planning session

was held to review the outline of the plan in greater detail and reaffirmed the vision of the Centre and our role in building social fabric.

The Board were keen to involve other key organisations around our vision for the Centre. More than 30 local agencies including Schools, Neighbourhood Houses, Service Clubs, the Police, Hume City Council and other community and business organisations were invited to a special forum. Planning sessions have been held with our volunteers, our Community Reference Group, life governors and the general public.

The new strategic plan will represent the next level of sophistication in our thinking and planning.

The Board thanks our community, staff and volunteers who have contributed to the development of this plan which will be launched early next year.



Partnerships

A key aspect of our strategy is to build and contribute to strong partnerships with like-minded organisation for the benefit of our local community and the broader community service sector.

This year we successfully applied to become the formal auspice organisation for the Hume-Whittlesea Primary Care Partnership (PCP). The PCP is a voluntary alliance of about 30 primary health, community services and local government across the Cities of Hume and Whittlesea. The PCP uses a population based approach in developing local service systems which responds to growth and is people centred, integral, connected and high quality. While the PCP Governance Group provides overall direction and leadership for the PCP and supervises the PCP Chief Executive, as the legal auspice, Sunbury Community Health manages the PCP's finances and acts as the official employer of the seven PCP staff. While SCHC charges the PCP a small auspice fee, all other PCP income and

expenditure is accounted for separately and not included in SCHC income, expenditure, assets or liabilities.

The establishment of Medicare Locals through the previous Commonwealth Government's health reform agenda has the potential to significantly change the primary health care landscape. Sunbury Community Health Centre has played an active role in the establishment of Medicare Locals and successfully nominated Phillip Ripper to a position on the Board of the Macedon Ranges and North West Melbourne Medicare Local.

Our Healthy Together Hume partnership with Dianella Community Health and Hume City Council has created many opportunities to work with Schools, local businesses and the broader community to create healthier environments in which to learn, work and live. We contributed to many successful events including one with the Sunbury Business Association and numerous local schools.



Finances

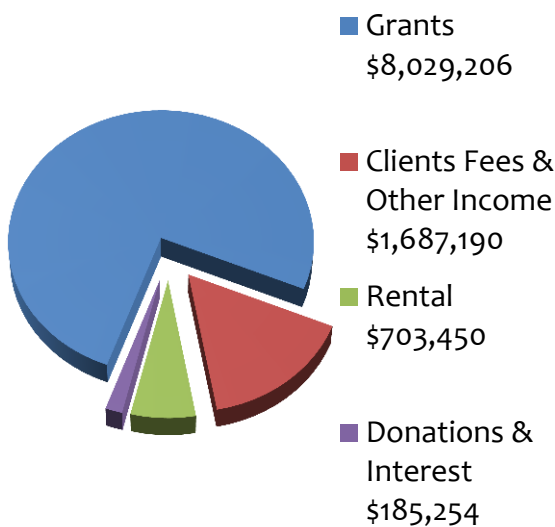
The organisation has continued to manage its finances effectively.

We have again recorded a very strong operating surplus of \$638,522. The surplus is higher than the \$506,819 achieved in the previous year (excluding the one-off donation of \$2,257,972 received in 2011-12 from the Lions Club of Sunbury Elderly People's Homes Inc.).

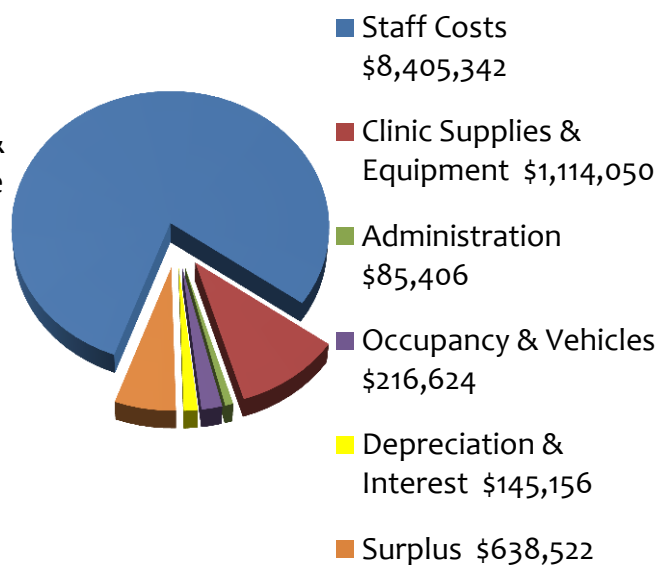
- Revenue is \$936,809 higher than last year, an increase of 12.8%

- Other income is \$437,167 or 22% greater than last year, mainly associated with the expansion of our Family Day Care Service
- Employment costs are 17.3% higher than last year
- Significant provisions have been made for anticipated back pay associated with new Enterprise Agreements, which had not been finalised at 30 June 2013
- Net equity has increased to \$4,332,814.

Income



Expenses





Thank you

I would like to take this opportunity to again thank our wonderful Volunteers who contribute to the work of the organisation in so many ways. Our volunteers provide a genuine link between our organisation and the community we serve.

I would also like to thank our committed and passionate staff and leadership team, and of course, a big thank-you to my fellow directors who volunteer

their time and expertise to the governance of our Centre.

So much of our success has been due to the skill and expertise of Phillip Ripper. He is a CEO of whom we are very proud. Thank you for your great insight and encouragement to be our best.

Mary Rush
Chair

It's been another big year for the Centre and as we have grown and developed our focus on serving our community has not wavered. We have continued to gain additional funding to expand a broad range of services including our Allied Health, Drug and Alcohol and Early Childhood Intervention services.

We have also expanded our Family Day Care program following the

transfer of services in the Macedon Ranges from Cobaw Community Health.

We also prepared to expand our dental services with additional funding which took effect in the 2013-14 financial year.

Over the year we have seen approximately 9,000 clients of which 1,500 have been new clients to the Centre.



People who need us most

While we strive to serve our entire community, we are also committed to supporting those who need us most.

We know carers of aging relatives and people with disabilities can experience significantly diminished quality of life associated with their caring role. As a result we have expanded our respite care services.

We also know that people who are socially isolated experience adverse health and social outcomes. We will continue to seek additional funding to expand our Planned Activity Group programs which provide opportunities for carers to get a well-earned break while providing clients with the opportunity to participate in fun and rewarding social experiences.

People with a mental health issue frequently experience a range of other health related conditions. We have pioneered an innovative program in partnership with Western Region Health Centre to provide supported access to a

range of physical health assessments and an integrated physical health care plan. The initiative has been recognised as leading practice and we have been invited to present our work at national conferences.

Our expanded drug and alcohol service also has a strong focus on supporting people with mental health issues. We are working across the organisation to improve our capacity to meet the needs of these clients while also working with a range of local and regional services to improve the overall service system.

People with disabilities often experience life as passive recipients of service. The ability of everyone to make a contribution to society is important. This is why we are proud to auspice BoilOver Theatre. BoilOver is an inclusive theatre and performance company which provides an exciting and rewarding opportunity for people to take leading roles centre stage and contribute to the community through their artistic pursuits.

BoilOver has been supported by a grant from Hume City Council and is preparing for another major production. Please come along and experience something new, or continue to support this great community endeavour.

While the poor state of health experienced by many Indigenous Australians is well documented, we are committed to working with our relatively small but important Aboriginal community to build on their strength and resilience to achieve better health outcome.

We recently received funding from the State Government to employ a dedicated Aboriginal Engagement Officer.



Early work has included building awareness and understanding across the organisation and making the Centre more welcoming while making strong links with the local Aboriginal community.





Quality, Accreditation and Recognition

Quality and continuous improvement are at the heart of everything we do. This year the Centre successfully underwent three significant quality accreditation processes.

Our Aged Care Facility was successful in gaining the maximum three-year quality accreditation. This is a great achievement by the Director of Nursing and all of the Staff at the facility!

The Centre also achieved the maximum three-year accreditation under the Department of Human Services standards as well as the QICSA accreditation system, where the Centre was awarded an Exceeded rating in relation to three of the standards.

In addition to formal quality accreditation, the work of the Centre has been recognised externally. We have been invited to present our work at national conferences and have hosted numerous visits from community and political leaders including Joanne Duncan MP, Rob Mitchell MP, Daniel Andrews MP, Donna Petrovich MP and the Commonwealth Health Minister Tanya Plibersek MP.

We hosted a visit from the CEO of Dental Health Services Victoria, Dr Deborah Cole who congratulated the Centre for its outstanding work, describing our dental service as a model of best practice.

In addition, our own Staff Health and Wellbeing Plan has been showcased on the WorkSafe Victoria website.



People, Learning and Culture

As with all organisations, particularly those in human services, people are our greatest asset. We are committed to providing ongoing opportunities for growth and learning and regularly hold in-service training sessions as well as supporting our staff and managers with individualised learning and development opportunities.

We also acknowledge our many long serving staff including Joy Fawcus, Counselling Services Manager, celebrating 30 years of service in October 2013 and Fiona Tremlett, Speech Pathologist, also celebrating 30 years of service in November 2013.

We congratulate Robyn Byrne, Family Day Care Service Manager, who has contributed over 30 years of service and Terri Hollingsworth, from our counselling team, who celebrates 25 years of service in October 2013.

We congratulate Jo Howard, Aged and Disability Services Manager, who was awarded Sunbury Citizen of the Year by the Kiwanis Club in 2013. We also celebrated the recognition of Lisa Mackinnon who, for the second successive year, has been awarded Regional Educator of the Year by Family Day Care Australia.





A strong organisation

Growth over the past few years has created both the need and the resources to strengthen our organisation. Throughout 2012-13 we reviewed our structure and the resources we will need to sustain and further develop the organisation.

While we continue to improve our levels of service provision, we have now been able to create a strong executive leadership group. The Board has endorsed a two-stage change process. Stage-1 changes will be implemented in the first half of the 2013-14 financial year with the creation of

two new General Manager positions and an executive role to lead our important strategic direction in Building Health Communities. We have also created a dedicated Quality, Risk and Compliance management position along with increased capacity in Human Resources and Community Engagement.

The new structure aims to ensure we are well positioned to address many of the important strategic issues facing the health, aged care and community service sector in years to come.

The Year Ahead

The coming year promises to be as exciting and demanding as the previous year. The organisation's next strategic plan will be launched early in 2014 and will focus on exploring further partnerships and opportunities for growth while we consolidate our new organisational structure.

We will also plan to celebrate the Centre's rich history as 2014 marks the Centre's 40th Anniversary of service to our community. Please join us on our Journey to 40!

Phillip Ripper
CEO