

# Castlemaine District Community Health



## Annual Report 2017—2018

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Castlemaine District Community Health Board and Staff acknowledge the traditional custodians of the land, the Dja Dja Wurrung, and respect their elders past and present. We acknowledge and honour their living culture and unique role in the life of this region.





# Vision & Values

## Vision

*Our vision is to facilitate better health in our community with a focus on equity.*

## Our Values

### Health is about your life as a whole

- ◆ Healthy lifestyle
- ◆ Social, physical, mental and spiritual health and wellbeing
- ◆ Includes individuals, family and community.

### We value you

- ◆ We provide compassionate and respectful services
- ◆ Your input is important
- ◆ We recognize and value the diversity of all people including, but not limited to, Aboriginal and Torres Strait Islander people; lesbian, gay, bisexual, transgender and intersex people; people with a disability; and culturally and linguistically diverse people
- ◆ Clients, staff and volunteers.

### We are responsive

- ◆ Positive outcomes for better health and wellbeing
- ◆ Person-centred care for high quality service provision
- ◆ Targeted service provision to close gaps
- ◆ Facilitating positive life choices through consumer empowerment.

### We are ethical

- ◆ We work to professional standards and uphold the Code of Conduct
- ◆ We provide services with integrity and fairness
- ◆ We uphold justice and work with diligence and honesty.



# CEO & Chair Report

## Chair and CEO Report

Operating across Mount Alexander Shire during 2017—2018, Castlemaine District Community Health (CDCH) continued to deliver a range of high quality services and programs to people in our catchment. These services and programs have included nursing, diabetes education, chronic disease management, physiotherapy, dietetics, exercise physiology, counselling support, family services and housing services, as well as group programs such as Tai Chi, exercise groups, walking groups, and strength training. Despite being a small service with limited funding, we have wide community connections which enable us to deliver impact in relation to health and wellbeing in our local community.

We were pleased to receive another positive accreditation report across both the QIC Health and Community Standard and the Human Services Standards following our review in May this year. The accreditors remarked that CDCH are to be congratulated on their open and committed approach to accreditation and for providing evidence that was thorough, of high quality and well matched to the standards. They also noted that CDCH is highly respected for its work in the sector and is well-supported in the community and by volunteers.

In addition to our regular services, CDCH continues to innovate to meet local needs. Rising rates of homelessness and insecure housing in Castlemaine has prompted us to develop a tiny house project. Castlemaine has the second most expensive rental housing market in regional Victoria and we believe we need a new solution to provide stable housing options for people experiencing housing stress. The “Tiny Home Sweet Home” project led by our housing support staff is looking to replicate a model used in Gosford, in NSW to provide four tiny homes as transitional housing. We are raising funds to build and support the project and hope to get the first project of this kind off the ground in regional Victoria in the coming year. We look forward to ongoing community support for this initiative.

CDCH have proudly continued to support the Nalderun program over the past year by providing its auspicing body. An independent evaluation of the program funded through the Angel Fund reported on the important outcomes for Aboriginal children and families in the region as a result of Nalderun’s programs, particularly noting the increased attendance of Indigenous high school and primary school children since the program began. CDCH’s family services staff, in particular, work closely with the program and will continue to do so as the program moves its auspice and operations to Castlemaine Community House.

Looking ahead, we are excited to have progressed our relationship with Castlemaine Health and Mount Alexander Shire Council to the stage of a formal partnership between the three organisations to develop a Health and Wellbeing Hub in Castlemaine. Bendigo Health, the Maldon hospital and the Central Victorian



Primary Care Partnership are also involved and supportive. We hope to receive funding for a new community health facility as part of the first stage of a new Health and Wellbeing Hub located in Castlemaine. The Victorian government has committed funding to the master planning process, that should be complete by the first half of 2019. We will then be calling on government to support the development of the hub shortly thereafter. This development, along with funding for our service expansion is essential for delivering a dynamic and contemporary suite of services, and programs that can be integrated with our partners and will meet community need in a sustainable manner.

We would also like to see some other commitments from the government for issues that we see as important to the health and wellbeing of our local community. The most pressing of these is the need for an increase in mental health services. Castlemaine District Community Health continues to receive many more referrals for counselling and psychology support, particularly for families, than we are funded to deliver. We also support our partners in a call for better funding to support suicide prevention and services for people when they are in crisis. In addition to this CDCH would like to see more funding for support services for people who are homeless and for programs that support people with chronic disease.

As we look back and prepare for this coming year, we would like to highlight and thank our staff and volunteers for their commitment to quality and the delivery of effective services and programs to people in the community. The continued reach across the Shire, particularly for vulnerable communities, is an ongoing achievement for a small service. We continue to get positive feedback for the services and programs we provide and are always open to avenues for improving and developing these further. Without the staff and volunteers, none of this would be possible.

A particular thanks this year to our administrative and support staff for the flexible way in which they go about their roles. CDCH implemented a new Cloud payroll system during the year which has significantly modernised our workplace processes. In 2018—2019 we will be implementing a new client management system which will provide us with a greater capacity to analyse our data and understand growing and changing demands.

Castlemaine District Community Health couldn't achieve as much as we do without our many partners. In particular, we would like to acknowledge the support of Castlemaine Community House, Mt Alexander Shire Council, Castlemaine Health, Cobaw and Bendigo Community Health Services, Central Victoria PCP, and Murray PHN. A big thank you also to cohealth who provided generous support and mentoring and lent us a CEO for the later part of the financial year following the departure of Anne Bates in March 2018. We thank Anne for her services and wish her a happy and productive retirement.

And finally thank you to the Board and their ongoing commitment and effort during another challenging year. We said goodbye to Sarah McAdie during the financial year due to her increased personal and work commitments, and for similar reasons our long standing treasurer Derek de Vrieze has recently stepped down from the Board. Thank you to both of them, and to those who remain on the Board and to those new Directors who were willing to step up to the role.

We work together to build strong partnerships with other organisations and government in our endeavours to create a well connected and healthy community. We are looking forward to ensuring a sustainable and vibrant future for CDCH.

Rebecca Edwards  
Chair

Dianne Couch  
CEO



# A Snapshot of our Services

## **Physical Health**

- ◆ Dietetics
- ◆ Diabetes Education
- ◆ Physiotherapy
- ◆ Community Health Nursing
- ◆ Community Gym
- ◆ Exercise Physiology
- ◆ Strength Training Programs
- ◆ Anaphylaxis
- ◆ Asthma
- ◆ QUIT program

## **Community Health and Connections**

- ◆ Heart Health Programs
- ◆ Tai Chi Groups
- ◆ Walking Groups
- ◆ Community Education
- ◆ First Aid & CPR
- ◆ L2P Driver Mentor Program

## **Mental Health & Wellbeing**

- ◆ Youth Mentoring Program
- ◆ Preparation for Puberty
- ◆ Family Services

- ◆ General, Family & Children's Counselling
- ◆ Psychological Services

## **Alcohol and Other Drug**

- ◆ Alcohol & Drug Counselling
- ◆ Home Based Withdrawal
- ◆ Alcohol and Drug Care & Recovery Coordination
- ◆ Needle and Syringe Program

## **Auspiced Nalderun Indigenous Services**

- ◆ The Meeting Place
- ◆ The Koorie Family Homework Centre
- ◆ The Koorie Bus
- ◆ Koorie in-school Student Support
- ◆ Koorie Curriculum

## **Co-located Visiting Services**

- ◆ Matchworks Employment Services
- ◆ ACSO Alcohol & Drug Intake & Assessment
- ◆ Justices of the Peace
- ◆ Endocrinology Clinic
- ◆ Central Victorian Cardiology
- ◆ Cardiologist Clinic
- ◆ Pacer Clinic

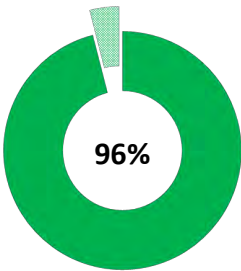


# Staff Feedback

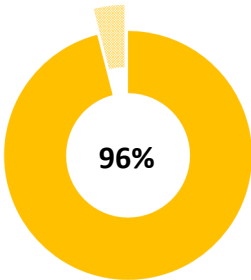
## People Matter Survey

In 2018, 72% of Castlemaine District Community Health staff participated in the Department of Health and Human Services annual People Matter survey. The results of the survey were discussed at a staff planning day where input and suggestions were invited from staff. This information including suggestions from staff, were presented to the Board who have included this information in their strategy work for the next year. Strategic areas that staff sought particularly improvement in included communication between the Board, Executive and staff, and clarity around the future directions of the organization following a decision not to merge with another organisation in late 2017.

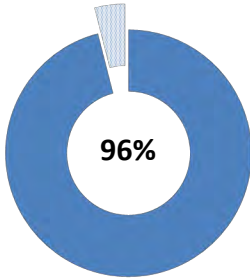
### Key Highlights Relating to Quality and Safety



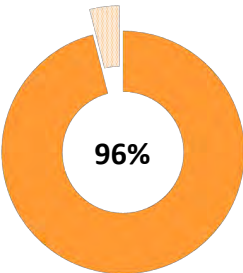
My workgroup strives to achieve client satisfaction



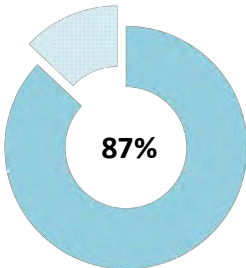
In my workgroup human rights are valued



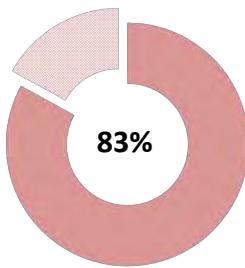
People in my workgroup treat each other with respect



I enjoy my current job



My organisation encourages and supports me to have a good work/life balance

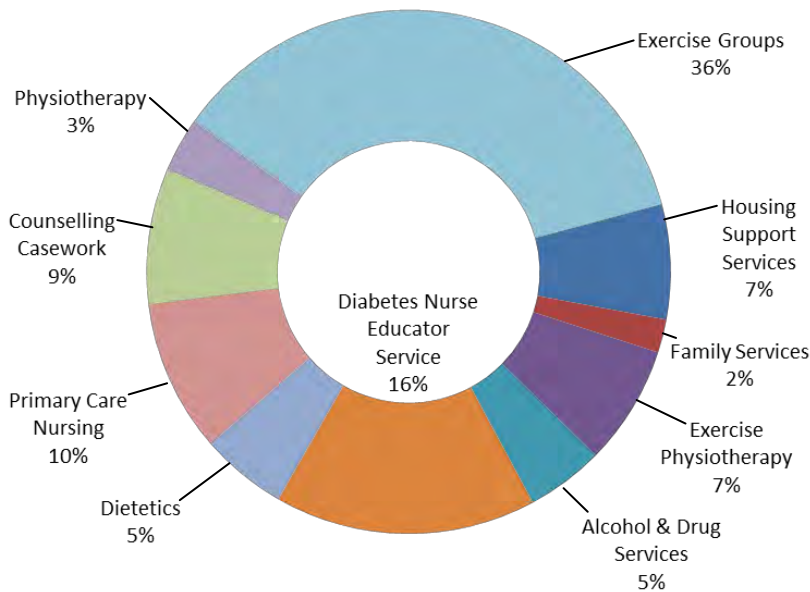


My organisation provides a safe work environment



2017—2018 Clients per Service

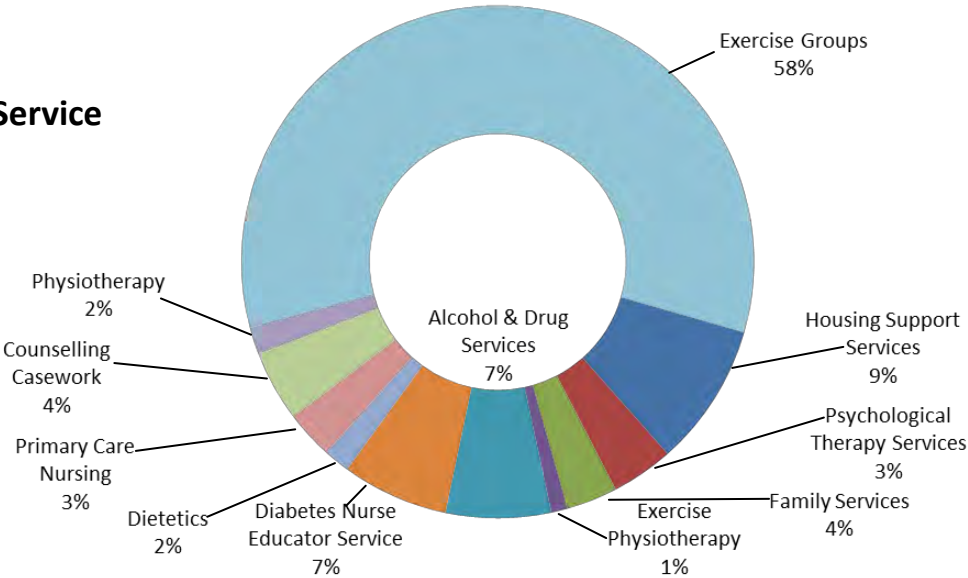
2017—2018  
Number of Clients



CDCH provides many accessible and inclusive services for people within the Mount Alexander Shire.

2017—2018 Visits per Service

2017—2018 Occasions of Service

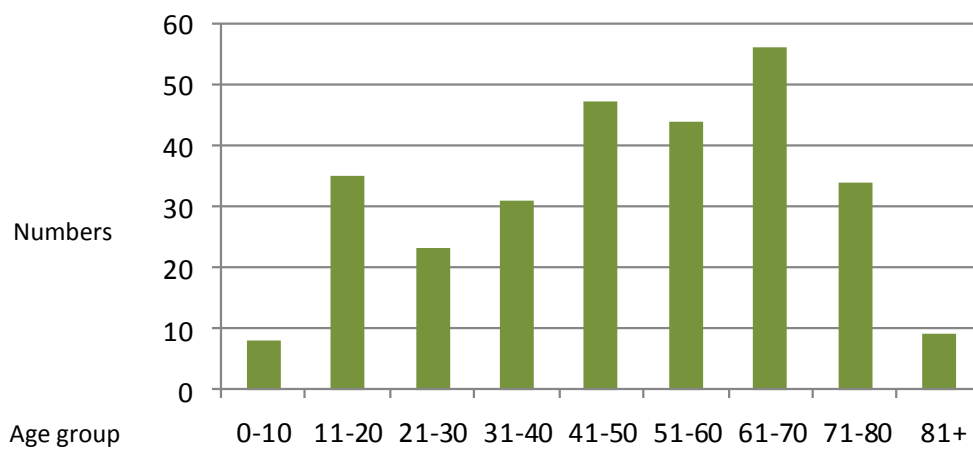


(Psychological therapy services client numbers not available at time of publication)



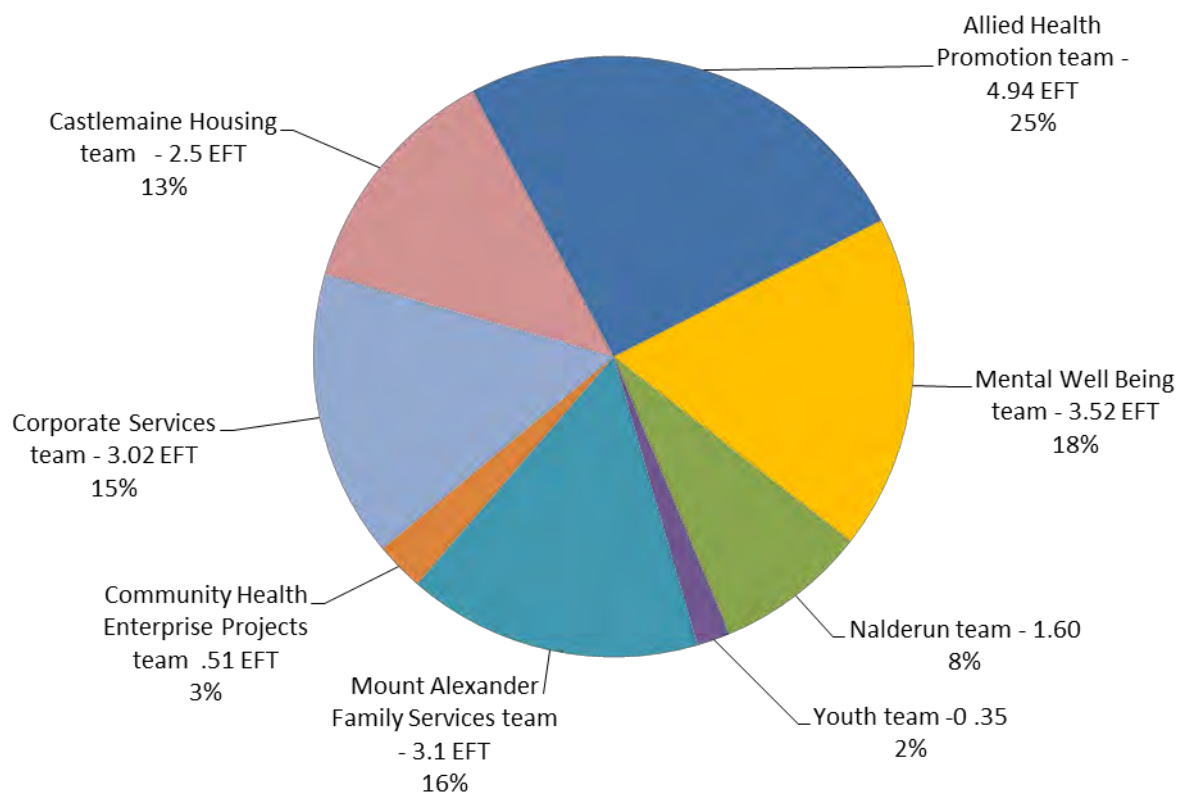
# Reaching People in our Shire

## 2017—2018 New Clients



The total number of new registered clients for the 2017—2018 years was up from the previous year.

## Staff Team Effective Full Time Analysis at 30 June 2018 - Total EFT: 21.65





# Working in the Community

## Kind, Genuine, Supportive Care

CDCH Housing Services aim to support people through a housing first model of care. The Housing First approach is based on the idea that a homeless individual's first and primary need is to obtain stable, permanent housing. It is only once stable housing is obtained that other more enduring issues can be appropriately addressed. Permanent housing is complemented by the provision of services to assist each individual to sustain their housing and work towards recovery and reintegration into the community. Housing First is thus one form of a broader approach called supportive housing.

“  
*CDCH have case managed me for almost two years now, and I have had the utmost polite support and resources offered to me when needed, and when available.*

*I first arrived back in Castlemaine in October 2016 following circumstances which were out of my control, and I was forced to live in a tent in one of the local caravan parks. I made contact with CDCH not long after this, informing my Case Manager of my unfortunate situation.*

*I began volunteering at a local charity organisation. Even though living in a tent wasn't the ideal place to call home, within a few months (in March 2017), I was offered transitional housing, which I have adjusted to well.*

*I continue to help in the community where possible as I have a terminal heart condition. Meeting with my Case Manager, Michael, on a regular basis for ongoing support helps with addressing any issues or needs I may have. I can say with confidence that Michael, Purdy and other staff at CDCH have been very kind and genuinely supportive of me during a time of hardship in my life.*

*I understand that the need for housing is growing due to increased homelessness, and that organisations such as CDCH are in demand and need more funding and assistance.*  
”

Mat W





# Keeping Mobile and Well

## Maintaining Physical and Mental Health

CDCH maintain a busy program of groups throughout the Mount Alexander Shire Council designed to support physical and mental health and wellbeing. Being physically active and socially connected are important ways of maintaining health and managing chronic conditions associated with ageing.

“

*For many years now I have been attending a Strength Training program at CDCH. These sessions are led by physiotherapist Janine, who has designed a varied exercise program which is modified regularly.*

*I commenced Strength Training classes in the hope that I would maintain mobility, strength and balance, which I think I have achieved.*

*Being able to do this in a group has provided interaction with others and the motivation I would otherwise lack.*

*I look forward to participation in the twice—weekly groups, which are held in a friendly, relaxed environment, and hope to continue this well in to the future.*

Di

”



*Tai chi demo at  
the library foyer*



# Helping Families

## Any Issue Can Be Worked Through When You Are Supported

Our Family Services work with families to manage a range of issues. Our service received a referral from a school requesting services for a student who was displaying aggressive behaviour and had difficulty concentrating and following directions. The parent felt unable to cope with the child's behaviour and was becoming overwhelmed with the daily requests from the school to pick up the child and remove them from school.

Our team supported the family to seek professional assessment for the child and to develop some practical strategies on how to communicate better with each other. Staff accompanied the parent to a school meeting to help promote consistency in managing the child's behaviour.

Once the child had been assessed by professionals the parent was assisted to understand the reports and implement the recommendations. The child was enrolled in school holiday activities which broadened their experiences and enhanced their social skills. The family was supported to prepare an NDIS application for funding for the ongoing professional services required. As a result there are improvements in the child's behaviour at home and school, and the family feel more supported.

“

*When I was at home, I was being a Mum and didn't know I had any options for support. We were referred to Family Services through the social worker at the school and it opened up so many doors for us. I think it is important for all families to have access to support from social workers during difficult times. No job is too small or too big – any issue can be worked through when you are supported.*

*I was supported mentally, emotionally and financially.*

Sharon

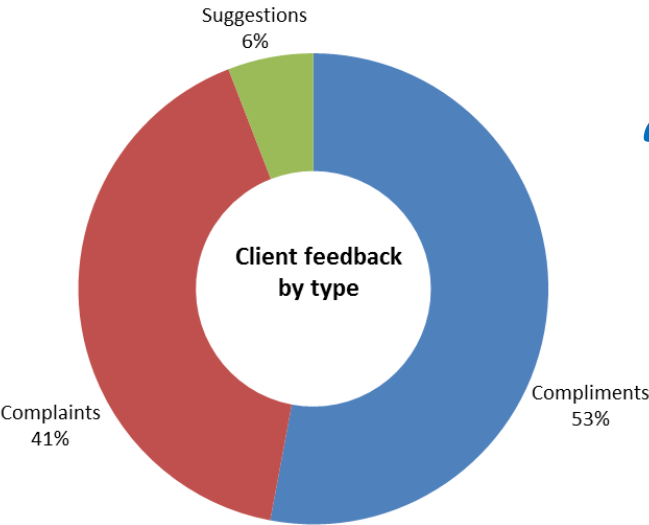
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Our family services have supported two families with applications for Kids Under Cover bungalows for an adolescent family member. This has improved not only the living arrangements, but also ongoing family relationships.





## 2017—2018 Compliments Complaints and Incidents



**Compliments**

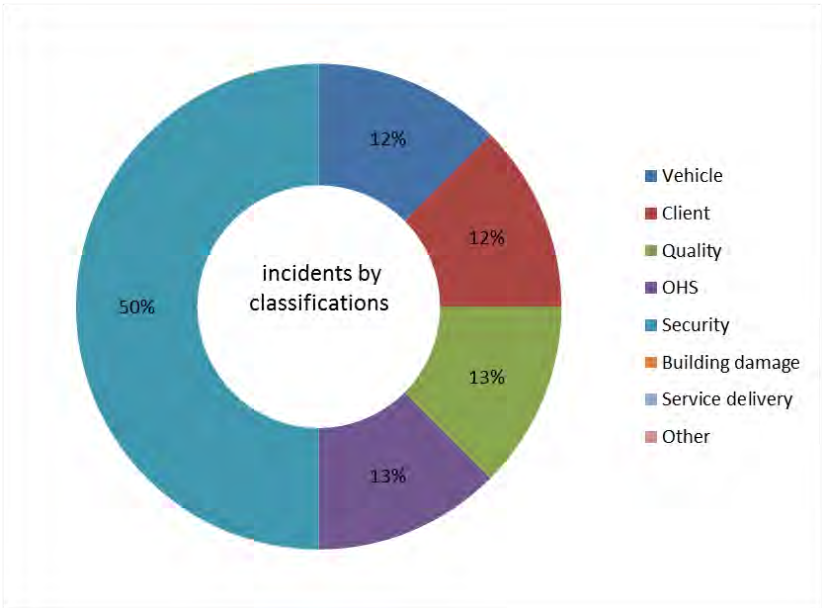
*Sincere thanks for wonderful assistance from the caring and supportive Housing team at CDCH.*

*Thanks for guidance and ongoing assistance and support from the Diabetes team.*

*First Aid training was extremely interactive and informative and delivered by a trainer who was knowledgeable and very professional.*

### What We Can Do Better

- Better waiting room chair set up
- Provision of up to date magazines to read in the waiting areas
- Unable to leave messages on the message bank
- Communication between staff and clients





# Victorian Healthcare Experience Survey

## Survey Results

At the end of last year, we asked all clients to complete the **Victorian Healthcare Experience Survey** on our services. This survey is conducted throughout Victoria and it provides clients with an opportunity to provide feedback on their healthcare experiences.

This year, nearly 60 of our clients completed this survey. We're delighted to report that they rated CDCH very highly. Ninety-eight percent of these clients responded that, overall, they rate the care they received at CDCH positively. Similarly, 98% said the service feels welcoming.

Other highlights include:

- 93% found our staff compassionate
- 86% think that we've helped them do the things that are important to them
- 93% felt like they were treated with respect and dignity
- 100% said that the health worker introduced themselves and their role
- 95% felt comfortable raising any issues and asking questions important to them

For all of these, CDCH's results were better than the Victorian average.

Other Feedback included:

- 95% think time spent waiting for the appointment is "about right"
- 100% said that the health worker introduced themselves and their role (up from 92% last year)
- 93% found it easy to make an appointment
- 95% felt comfortable raising any issues and asking questions important to them
- 97% know who to contact if they have any questions about the care received
- 89% said it was easy to find out this service existed
- For all of these, CDCH's results were better than the Victorian average.

Of course, there were also some areas where CDCH could do better and we will work hard to make sure we improve on these areas, including:

- Consumers knowing how to make a complaint, if needed



- The amount of information given about the client's issue or care
- The provision of a health and wellbeing plan
- Not being referred to another service to improve health and wellbeing

Only 57% of respondents knew how to make a complaint so this area will be one of the first areas for improvement. We also know that the transport accessibility to us is not ideal. However, we are working to make our site as accessible as possible where we can. Over the last twelve months, we've worked with the Maldon Community Centre to support the Maldon bus. Last year, clients told us that they wanted to see improvements in the cleanliness of our service. We made some modifications to our cleaning contract and we can report that this year there was an improvement in how clients rated this aspect of our service.

Although our results on how we work as a team to support clients were positive work planned for the coming year should ensure that we continue to improve in this area. In 2018—2019, we are migrating to a new client management system. This electronic system will replace our paper based files and will streamline how we provide clients with information and better ensure clients receive care that meets all their health and wellbeing needs.

Castlemaine District Community Health (CDCH) is always looking for feedback from our clients so we can continue to improve our services and programs. We collect this feedback in a number of different ways including through:

- The CDCH Consumer Feedback Form, also accessible via the CDCH website
- Castlemaine Housing Service Facebook feedback
- Victorian Healthcare Experience Survey
- CDCH annual program surveys
- The listening post at CDCH's Annual General Meeting,
- Ad hoc community forums and focus groups
- Annual engagement with ATSI (Aboriginal and Torres Strait Island) people, LGBTIQ+ people, people with a disability and CALD (culturally and linguistically diverse) people.

All of this information is analysed and used to inform how we improve our services and programs.





# Reaching out to Community

## LGBTIQ+ survey

CDCH is committed to LGBTIQ+ inclusivity, and has been working towards *Rainbow Tick* accreditation to ensure it delivers safe and inclusive services for the LGBTIQ+ community in Mount Alexander Shire. By achieving this set of standards, *Rainbow Tick* accredited organisations can demonstrate their commitment to LGBTIQ+ pride, diversity and inclusion.

CDCH commissioned a survey during the year to explore barriers encountered by LGBTIQ+ residents in Mount Alexander Shire, to gauge their understanding of CDCH and its services, and to assess needs and gaps in accessing programs and health services.

The LGBTIQ engagement survey also aimed to assess interest in forming a focus group to further explore LGBTIQ+ health service needs.

## Results and Respondents

- The survey was completed by 41 participants with 57% identifying as lesbian, 27% as gay, 6% bisexual, 6% questioning and 2% preferring not to answer.
- Sixty-two percent of respondents were in the 41—60 age group. The next largest group was those aged between 61—75 (25%). There were no survey responses from people 21 years and younger.
- Access to appropriate health and aged care services, bullying, harassment, personal safety and social inclusion ranked as the most important issues for participants.
- Nearly 80 per cent of respondents use their GP to access information or services when making decisions about their health and wellbeing. The next most utilised is friends, family and community (48%) and then online resources (42%).





## Respondent's knowledge and attitude towards CDCH

- Overall, CDCH received a score of 71 out of 100 when asked if participants were satisfied by the services offered by CDCH
- Participants also gave a satisfaction score of 76 when asked if they felt comfortable revealing their sexuality to staff and a score of 77 when asked if they felt confident CDCH would treat their information with confidentiality and sensitivity
- Over 80% of respondents were aware of CDCH and 46% used its services
- 40% of respondents had visited CDCH
- Word of mouth the most popular form of contact or entry (31%)
- Counselling (70%) was the most common CDCH service respondents knew about, followed by drug and alcohol services (48%) and exercise group (43%)
- 40% reported interest in participating in LGBTIQ+ centred activities if they were offered
- 100% of respondents agreed that CDCH should increase promotion of its service to the LGBTIQ+ community. Half of all respondents agreed to participate in an annual focus group to assess the needs of the LGBTIQ+ community on an ongoing basis.

## Next Steps

Overall recognition and satisfaction with CDCH services was encouraging. Respondents to the survey reported high levels of recognition of the various services CDCH offers.

A clear message from these results was the need for CDCH to advertise its services in more LGBTIQ+ centric media and involve this demographic in facilitating a more inclusive environment in Mount Alexander Shire, and within CDCH as an organisation. As a follow up to this work CDCH are leading the Castlemaine Takes Pride project designed to support the local LGBTIQ+ community develop their own advocacy group. This work is being conducted in partnership with Castlemaine Community House, Mount Alexander Shire Council and Central Victorian PCP.

# Quality

## Accreditation

Castlemaine District Community Health service undertakes an independent quality and safety review of its programs every three years. This year, CDCH was independently assessed against two sets of health care standards: the QIC Health and Community Services Standards and the Human Services Standards. We were pleased to meet all standards across both assessments.

The purpose of accreditation is to ensure that CDCH is continuing to provide high quality and safe services. The process helps us maintain compliance with healthcare laws and regulations and keeps us up to date with industry standards. Accreditation provides quality and performance assurance for owners, managers, staff, funding bodies and clients. It also encourages the use of feedback to develop a continuous quality improvement plan for the service.

At the end of the on-site visit, the assessors were very complimentary about CDCH and its work.

“

*The strengths of the organisation include its values, responsiveness, flexibility, and commitment to its target groups.*

*The staff demonstrated a strong values focus and commitment towards meeting the individual needs of clients and a non-judgmental approach.*

*Clients felt well-supported and that the organisation would not give up on them.*

”

## Child Safe Standards

CDCH has updated its policies and procedures in the past year in relation to Child Safe and Privacy to ensure that it is compliant with the new statewide information sharing scheme procedures, the Child Wellbeing and Safety Act (2018), and the Family Violence protection Act (2008). Other changes it has made include staff attending training and development sessions to increase their awareness and understanding of child safe standards, and starting to work with all our volunteers to complete Working with Children Checks.



## **Aboriginal and Torres Strait Islander Health**

Nalderun Aboriginal Services, an Aboriginal-led collective that operates holistic education, health and cultural services in Castlemaine and surrounds has continued to be auspiced by Castlemaine District Community Health during 2017—2018. Nalderun provide programs that deliver various levels of Aboriginal cultural support such as mentoring primary and secondary students and traineeships in the workforce. The program runs the Meeting Place, the Family Homework Centre, a cross cultural curriculum and many other activities. During Reconciliation week activities, CDCH were proud to have staff member Belinda Brain from Family Services recognised for her work with the Nalderun group. She received a Nalderun award for her work with children and families and promotion of Aboriginal culture.

Nalderun commissioned an evaluation report during the year funded through the Angel Fund and undertaken by Leanganook Yarn. The evaluation report found that the Nalderun Aboriginal Services delivered significant social, educational, cultural and health outcomes to the people of the Mount Alexander Shire. This has been done with minimal financial resources (a budget of approximately \$135,000 annually). The work of Nalderun is highly valued and respected by both the local Aboriginal and non-Aboriginal community.

The report also indicated that “local Aboriginal students are happier, more engaged and better supported at school, with improved educational outcomes and post-school pathways”. Some Aboriginal students are achieving excellence at school. Other Aboriginal students, at high-risk of school drop-out or involvement in the justice system, are engaging with school in a positive way. Without the strong advocacy, mentoring and support provided by Nalderun, this would not be the case.

CDCH will continue to support Nalderun in the coming year to move their operations to Castlemaine Community House and to continue to lobby for greater financial support for their effective and efficient programs.





# Governance and Finance

## Treasurers report

As the incoming Treasurer I am pleased to present the 2017—2018 report. 2017—2018 was again a year of change for CDCH from an administrative perspective with the resignation of the Chief Executive Officer as well as the Administrative, Allied Health, Well Being and Finance Managers.

Key points to note in relation to finances:

- The surplus of \$60,008 includes funding for programs where expenditure will be incurred in the subsequent year (2018—2019). For example this includes \$7,500 Influenza (DHHS), \$34,000 LGBTIQ (Department of Premier & Cabinet) and \$55,000 Client Management Software implementation (DHHS).
- Savings were achieved by utilising a contract accounting firm for finance reporting and compliance duties, with other day to day duties remaining with the administration team.
- Funding for Nalderun came in late so was initially only budgeted for six months. There has been both an income and expenditure increase for an additional six months.
- One motor vehicle was written off and not replaced. The insurance proceeds led to a \$9,000 gain on disposal.
- Total revenue and employee benefits reduced in total from 2016—2017 with the cessation of the Learning to Live – A Project of Wellbeing (William Buckland Foundation).
- Current employee benefits reduced by \$50,000 with the payout of leave entitlements of the managers mentioned above.
- Cash and investments remain steady with \$750,000 held in term deposits with Bendigo Bank and Bank Australia, at a weighted average of 2.38%.

Whilst the current asset to liabilities ratio at June 30th is healthy, with sufficient reserves to cover current liabilities, we are mindful that other income streams must be found to help recover all operational costs.





The year ahead will not be without its challenges, with expenditure relating to prior year funding mentioned on the previous page. All Enterprise Bargaining Agreements are due for renewal which will increase both salary and wages cash paid, as well as employee's annual/long service leave provision balances. The ongoing financial issue that the organisation faces was highlighted in a VAGO report into Community Health in 2018, which acknowledged a lack of pricing review for the past 10 years. It is hoped that a new pricing structure will be progressed by DHHS in the coming year. The new management team are continually looking for efficiencies in current practices, as well as identifying new revenue streams and service delivery opportunities.

On behalf of the Board I would like to thank the previous CEO Anne Bates and staff for assisting in achieving a better than expected financial result for the 2017—2018 financial year. It is pleasing to once again acknowledge that the Finance Team were highly complimented by our Auditors on the quality of the audit file allowing for the completion of the audit on a timely basis.

I take this opportunity to thank Derek de Vrieze for his significant contribution to CDCH as the former Treasurer and the members of the Finance and Executive Committee and my fellow directors for their ongoing counsel and support.

Simon Fitzgerald

Treasurer

# Directors

## Ms Rebecca Edwards

**Qualifications:** Bachelor of Arts (Linguistics) , Bachelor of Laws (Honours), Master of Laws, Graduate of the Australian Institute of Company Directors, current PhD Candidate.

**Experience:** A lawyer with a passion for social justice, Rebecca has over 10 years' practice experience in rural and regional Australia and is currently Principal Lawyer at Seniors' Rights Victoria. She has also sought to impart a passion for empowering the disadvantaged and vulnerable to the next generation of lawyers during the last 10 years as a lecturer at Latrobe University. Her significant governance experience was recognised in 2017 with an appointment to the Victorian Fisheries Authority as a Director. Rebecca was brought up and educated in Castlemaine, and now runs a small-scale ethical farm with her family in Harcourt.



**Special Responsibilities:** Deputy Chair to November 2016, then Chair to present date, Member of Finance and Executive Committee.

## Mr Jon Anstey

**Qualifications:** Masters of Law, Masters of Social Sciences in International Relations, Graduate Diploma, Applied Finance and Investment, Graduate Diploma, Law, Bachelor of Law, Bachelor of Arts. Jon is a systems thinker, thought leader, connector, entrepreneur, speaker and panellist. He loves creating value in complex systems, by bringing creativity and agility to governance.

**Experience:** Jon is a Graduate of the Australian Institute of Company Directors, with 20+ years governance experience in environment, resources, health, digital technologies, art and sport. Professionally, he has 20+ years global experience in law, finance, strategy, innovation and culture in 20+ countries, in the government, corporate, professional, international, for-purpose and academic sectors. Since 2010, Jon has worked on national, state and regional water and energy issues in the Victorian state government. From 2000, he worked with the United Nations in Geneva on natural resource aspects of conflict, disaster and development, then with Shell in The Hague on global sustainability partnerships with NGOs. From 1995, Jon advised on energy, resource and banking/finance matters, as a solicitor at Clayton Utz. He holds two masters degrees and two graduate diplomas, in finance, investment, law and international relations, including from Seoul National University.

**Special Responsibilities:** Deputy Chair – Member of Finance and Executive Committee





**Mr Simon Fitzgerald** (Appointed 1 March 2018)

Qualifications: Diploma in Management Practices, Diploma in Training & Assessment.

Experience: Simon spent nine years as the Chief Executive Officer of a not-for-profit organisation and has been a Director on two Boards. He has had extensive senior management experience in Marketing, Human Resources, Industrial Relations and training and has also undertaken Directors and Officers Liability training presented by the AIM. He is now semi-retired and lives in Taradale. Simon has a keen interest in music and theatre, gardening, and home renovation projects.

Special Responsibilities: Treasurer – Member of Finance and Executive Committee

**Mr Glenn Brown**

Qualifications: Master of Business, Graduate Diploma of Management, Graduate Certificate of Applied Management (Police Studies), Diploma Engineering (Mining), Graduate of the Australian Institute of Company Directors, Member of the Australasian Institute of Mining & Metallurgy, Member of the Institution of Fire Engineers.

Experience: Glenn left the Metropolitan Fire Brigade to start a consultancy business in emergency management, risk and recovery. His emergency management career spanned over 33 years at the MFB, at the Senior Operational level for over 18 of those years. He had over ten years' experience on the Victorian, then Australian Boards of the Institution of Fire Engineers and was instrumental in the move from a colonial system of governance to a modern Australian framework of governance. Glenn lives locally with his family. He completed 10 years as the CFA Captain at the Redesdale Brigade, and is now a Deputy Group Officer for the Eppalock Group, and is a past President of the Redesdale Primary School.

Special Responsibilities: Chair of Risk and Clinical Governance Committee

# Directors

## **Ms Margaret Bainbridge**

**Qualifications:** Bachelor of Arts, Graduate Diploma in Educational Administration and Special Education, Graduate Diploma of Special Education, Diploma of Education.

**Experience:** Fifteen years' experience working as a Senior Executive for the Department of Education and Training. Margaret works with schools and their leaders assisting them to take the most effective evidenced based approaches to improvement and has recently worked with schools in the Mt Alexander Shire and with Castlemaine Community Connect. She currently works as a consultant offering coaching to senior executives and has qualifications in corporate investigations. She was a member of the Board of West Ed and advises School Councils and Boards on governance, strategy and finance. Margaret enjoys living in both Castlemaine and Melbourne.

**Special Responsibilities:** Chair of Corporate Governance and Strategy subcommittee

## **Ms Veronica Budnikas** (Appointed 1 March 2018)

**Qualifications:** Bachelor of Arts, – Legal Translation, Masters Online Education, Certificate IV in Training and Assessment.

**Experience:** Veronica is a digital learning professional with over 20 years' experience. She runs her own digital learning consultancy, working with clients from the corporate, not-for-profit and education sectors. Veronica lives locally with her family. She is the Harcourt Valley Primary School Council president and regularly contributes to multiple community projects. She is currently a participant in the Loddon Murray Community Leadership Program.

**Special Responsibilities:** Member of Corporate Governance and Strategy subcommittee





**Dr Ian Patrick** (Appointed 23 August 2018)

- Qualifications:** Bachelor of Education, Master of Public Health (Hons.), PhD
- Experience:** Ian is a self-employed consultant with more than 20 years’ experience in the evaluation, design and management of initiatives in areas such a health, education, governance, community development, human rights and Indigenous issues. He works in both Australia and within the Asia-Pacific region. Ian’s previous experience includes work as the evaluation focal point at the International NGO Training and Research Centre in the UK, and teaching and training roles across a range of contexts. Ian is an Honorary Senior Fellow in the School of Social and Political Sciences, University of Melbourne where he contributes to the teaching of subjects related to evaluation for international development programs. He conducts training on behalf of the Australasian Evaluation Society.

**Special Responsibilities:** Member of the Risk and Clinical Governance sub-committee

**Ms Natalie McCarthy** (Appointed 23 August 2018)

- Qualifications:** Bachelor of Environmental Engineering
- Experience:** Natalie is an engineer who started her career leading resource recovery projects within the minerals industry. After many years in this field, she moved into managing production process and leading organisation transformations, using her qualifications in Lean Production and as a Six Sigma Black Belt. She has extensive International Management experience and worked for three years as Rio Tinto Aluminium Lean Deployment Manager for Europe, the Middle East and Africa. Natalie moved to Central Victoria eight years ago and now splits her time between three passions: raising her three young children, running a sheep farm with her husband, and using her business skills to drive local community projects. Natalie is a Director for the Loddon Mallee Waste Resource and Recovery Board, a school council member at Harcourt Valley Primary School, on the Parent Advisory Group for the Harcourt Preschool, and represents her local council on the Sutton Grange Hall of Management. Natalie is an Alumna of the London Business School.

**Special Responsibilities:** Member of the Corporate Governance and Strategy sub-committee

# Directors

## **Ms Alexandra Randall-L'Estrange** (Appointed 23 August 2018)

**Qualifications:** Bachelor of Environmental Engineering (Hons). Member of Social Impact Measurement Network Australia, Australian Clinical Trials Alliance and Research Australia. Current MBA (Social Impact) candidate (completing in December 2018).

**Experience:** Project and Operations Manager of Research Path since 2013, providing software and health data management solutions for public-good clinical research (trials and registries) that aim to improve patient outcomes and cost effectiveness of care. Prior to Research Path, Lexi worked across environmental and social impact, social enterprise, engineering, and international development. She has over four years' experience as a Board Director having previously retired from the Board of Engineers Without Borders Australia, where she was the Chair of the Strategy and Governance Committee. Lexi has broad skills in governance, business and project management, stakeholder and community engagement, and social innovation. She is involved in local projects centred around strengthening democracy, localisation, and economic development.

**Special Responsibilities:** Member of Risk and Clinical Governance Committee.

## **Ms Mimi Asche** (Resigned 1 August 2017)

**Qualifications:** Midwifery Nursing, Bachelor of Applied Science, Graduate Diploma in Health Services

**Experience:** Experience in operational management with program, organisational and financial accountability; and project management in business process improvement and development projects; in both acute and aged care. Key skills are change management, strategy development, project management, effective communication, active networking and working across diverse teams.

**Special Responsibilities:** N/A



**Mr Derek deVrieze** (Resigned 23 August 2018)

- Qualifications:** Bachelor of Business, Fellow of the Institute of Public Accountants; Graduate of the Institute of Company Directors.
- Experience:** Derek de Vrieze holds a Bachelor of Business (Accounting), is a Registered Tax Agent and a Graduate of the Australian Institute of Company Directors. He has managed an accounting practice and been Company Secretary of a Public Company. Derek has served on numerous company boards and committees, including the BSX Group Holdings Ltd, Land Partners Ltd, Mount Alexander Sustainability Group, the Bendigo Business Council, La Trobe University Regional Advisory Board and Castlemaine District Community Health. He has held management and executive roles in the Finance Industry for over 30 years. Derek has been a Panel Member of numerous Government Innovations. He prides himself with his involvement with the community and not for profit sectors including the Bendigo NAIDOC Committee and Mount Alexander Shire's Indigenous Round Table. He has presented several papers, including "Capital Solutions for Regional Towns", "The Importance of Regional Ethnic Communities in Promoting Export Activity" and "The Role of Community Business Networks in Building Stronger Communities". He has lived in Castlemaine for 35 years.
- Special Responsibilities:** N/A

**Ms Sarah McAdie** (Resigned 26 April 2018)

- Qualifications:** Bachelor of Arts, The University of Melbourne
- Experience:** Experience across FMCG, Government and Health industries both in Australia and the UK working across both the internal and external communications disciplines with particular expertise in change communications and media relations in high pressured environments.
- Special Responsibilities:** N/A

**Company Secretary**

Dianne Couch has been the company secretary since April 2018. Dianne has extensive experience as a community health Senior Executive and a strong governance background as a member of boards in the not for profit sector.



# Finance Report

## Castlemaine District Community Health Limited

### Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

	2018 \$	2017 \$
Revenue	2,316,491	2,329,595
Other income	133,670	133,002
Employee benefits expense	(1,833,090)	(2,000,808)
Program expenses	(197,963)	(172,487)
Occupancy expenses	(142,494)	(136,100)
Depreciation and amortisation expense	(23,585)	(37,156)
Technology expenses	(83,467)	(87,044)
Motor vehicle expenses	(15,609)	(16,065)
Administration expenses	(93,865)	(95,957)
Profit / (loss) before income tax credit	60,088	(83,020)
Income tax credit	-	-
Profit / (loss) after income tax credit	60,088	(83,020)
Other comprehensive income	-	-
Total comprehensive income attributable to members of the entity	60,088	(83,020)

The above Statement of Profit and Loss is an extract from the audited results for CDCH for the year ended 30 June 2018. The full financial statement can be found at [www.cdchcastlemaine.com.au](http://www.cdchcastlemaine.com.au).



## Castlemaine District Community Health Limited

### Statement of Financial Position

As at 30 June 2018

	2018 \$	2017 \$
Current assets		
Cash and cash equivalents	599,437	557,987
Trade and other receivables	29,388	50,396
Investments and other financial assets	359,738	356,940
Other assets	34,445	28,346
Total current assets	1,023,008	993,669
Non-current assets		
Property, plant and equipment	59,648	85,069
Total non-current assets	59,648	85,069
Total assets	1,082,656	1,078,738
Current liabilities		
Trade and other payables	125,555	137,489
Monies held in trust	-	1,000
Employee benefits	226,770	278,313
Total current liabilities	352,325	416,802
Non-current liabilities Employee benefits	157,419	149,112
Total non-current liabilities	157,419	149,112
Total liabilities	509,744	565,914
Net assets	572,912	512,824
Equity		
Retained earnings	572,912	512,824
Total equity	572,912	512,824

The above Statement of Financial Position is an extract from the audited results for CDCH for the year ended 30 June 2018. The full financial statement can be found at [www.cdchcastlemaine.com.au](http://www.cdchcastlemaine.com.au).

## **Castlemaine District Community Health Funding and Support**

**CDCH gratefully acknowledges funding and support from the following:**

Local Government—Mount Alexander Shire Council

State Government—Department of Health and Human Services

Commonwealth Government—Department of Prime Minister and Cabinet

Philanthropic and Local Community Services such as Rotary, Lions and the Angel Fund.



**Castlemaine District  
Community Health**  
*Facilitating Better Health*





## **Castlemaine District Community Health**

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