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The Board of Directors is committed to a program which involves ongoing improvement of patient/resident/client care via the provision of adequate resources to achieve quality objectives as set out in our statement of mission.

MISSION STATEMENT

Euroa Health's mission is to achieve excellence in the provision of health services to the community within the Shire of Strathbogie and its surrounds.

Our goals will be achieved by:

- *Providing a facility of excellence for acute medical care for privately insured patients*
- *Providing emergency and stabilisation service for uninsured patients.*
- *Providing effective quality health care within the community with the resources available.*
- *Providing a facility of excellence for:*
 - *Aged Care*
 - *Day Therapy*
 - *Palliative Care*
- *Offering paramedical and home based services to clients*
- *Co-ordinating with other health care providers to create an effective system of care.*
- *Extending services to the community as far as is compatible with the financial viability of the facility.*
- *Providing a safe and efficient working environment and promoting staff efficiency, flexibility and skills development through continual staff education in clinical and service roles.*
- *Provide an effective framework for communication.*
- *Undertaking and maintaining research and development of health services consistent with the facilities role.*
- *Forward planning to identify opportunities and challenges within the health care industry, and therefore maintaining long term economic viability.*

PHILOSOPHY

The Board of Directors will respond to reasonable community needs and expectations and establish and maintain the necessary environment to:

- *provide client care in a professional manner ensuring delivery of the highest quality*
- *maintain client dignity and the delivery of maximum support, using effective teamwork.*

LIFE MEMBERS:

Mrs J McKernan

Mrs M C Esson

Mr J P Sullivan

Mrs B Webster

BOARD OF DIRECTORS

Meeting Attendance

Mr Robin Morphet – Chairman	100%
Mrs Joan Megee – Deputy Chairman	91.6%
Ms Diane Andary	75%
Miss Nola Dudley	100%
Mrs Lorraine Kubeil	75%
Mrs Kerrie Stackhouse	83.3%
Mrs Sue Walker	91.6%

UNIT PERSONNEL

Chief Executive Officer/DON	Mr Kym Durance
Acute Services Co-Ordinator	Mrs Joy Hill
Nurse Unit Manager – Aged Care	Mrs Wendy Birch
Quality/Risk Manager	Mrs Bev McLaine
Gilburn Co-Ordinator	Ms Heather Houston
Maintenance Supervisor	Mr Alan Wakeling
Administration Manager	Mrs Jo Hoare

EXTERNAL SERVICES

Visiting Medical Officers	Dr Malcolm Alston Dr David Kelly Dr Sanjivi Jayasinghe Dr Srinath Jayasinghe Dr Sira Tagerd Dr Qiu-Man “Amy” Zhao
Radiographer	Mansfield Radiographic Services
Bank	Commonwealth Bank of Australia
Auditors	Davidsons
Consultant Accountants	Smith Dosser
Solicitors	Tehan George & Co

REPORT BY THE CHAIRMAN OF THE BOARD OF DIRECTORS

Once again it is time to report to you, the members of Euroa Health Inc. (EHI). The 2008-09 year has been busy for CEO Kym Durance and his staff, and I express my sincere gratitude on behalf of the Board, to everyone involved in maintaining the smooth operation of our excellent facility.

I have attempted to focus the efforts of the Board on directing, with some lateral thinking, rather than managing, and staff efficiency has enabled me to do this. We administer a business without having full control of the funding, and must operate within budget constraints. We are able to apply for many grants to help upkeep maintenance and repairs but these are limited in size.

It is a challenge to the Board to find ways of generating large funding sources to refurbish our Aged Care facilities. This will require increased internal revenues, substantial external monies, and creative thinking to fulfil our main objectives – providing a broad range of health and aged care services for the people of Euroa. The current economic climate has seen all levels of government funding tighten up, and the cost of health continue to rise. We continue to seek further partnerships with our closest three major Public Hospitals in order to improve access to services when we can.

There has been a “changing of the guard” at Board level and I am extremely grateful to my fellow members for their enthusiasm to learn and perform at this level. There are many tiers of voluntarism in an institution of this size, all vital to its smooth running. Our thanks is extended to the auxiliaries, the Friends of the Hospital, our Aged Care sector volunteers, the Palliative Care workers, our BowerBird Boutique workers and the Mens Shed, all of whom have helped support and improve our service. I therefore express my heartfelt thanks to everyone who has helped to maintain and prosper the profile of EHI.

To the Board – the challenge is before us. To Kym Durance - thankyou again. May we all continue to provide positive progress for Euroa Health Inc.

Robin M. Morphet
Chairman

REPORT BY CHIEF EXECUTIVE OFFICER

The organisation thanks all the staff for their efforts during the 2008-09 year. Our continued capability to maintain accreditation with both the Australian Council of Health Care Standards as well as the Aged Care Standards Agency rests upon their competence and professionalism. Staff efforts in this regard cannot be understated.

Our operating performance has been affected by two independent factors; the first has been the transition to a new Aged Care funding instrument (ACFI) that required a significant adjustment in our method of documenting care and thereby claiming appropriate funding for care provided. The industry experience has been that due to the new system under claiming has been a common feature. The second factor impacting on the service has been the reduction in bed days sold to Goulburn Valley Health for the use of local residents. For the first third of the 2008-2009 financial year, we provided an average number of bed days in the order of 100 per calendar month to local residents in need of further care. Due to an internal decision by Goulburn Valley Health, this number has reduced substantially. Not only has this affected revenue, we are of the view that it has added to the social dislocation caused by hospitalisation away from a person's community.

We were also pleased to see an increase in the number of students from the Rural School of Medicine come to the hospital. The students have been well supported by the Euroa Medical Practice exposing them to the medical practice of a rural town; we have augmented their stay by coordinating access to other rural health workers and rural agencies. The feedback we have received from the students and the University has been very positive.

Late in 2008 EHI engaged the United Hospitality Group to provide catering services. United Hospitality and Euroa Health will continue to work together in order to maintain and improve service levels.

Our partnerships with Benalla and District Memorial Hospital in the provision of Ante-Natal midwifery services and Goulburn Valley Health in the Healthy Heart Healthy Lung Program continue to provide locally based services for the community and remain well supported.

Euroa Health was significantly instrumental in establishing the Euroa Mens Shed; this idea was born out of a partnership between the Rotary Club of Euroa and Euroa Health. Membership has grown to 30 active participants and it is envisaged the group will soon establish themselves as an incorporated body with the view of moving to premises of their own in 2009-10.

The creation of the Bower Bird Boutique Op Shop also was a significant development in our promotion of volunteerism. These two new initiatives along with the Senior Citizens register, now into its second year, serve to enhance social interconnectedness and further develop a sense of community and well being.

The primary objective for the Board going forward is to generate funds to rebuild the Aged Care beds. This represents a multimillion dollar task. A dedicated fund has been established to further this aim, however it will only be achieved with our capacity to improve revenue as well as attract external sources of funds

Kym Durance
CEO/DON

ACUTE SERVICES REPORT

Acute staff continue to strive to provide quality care to their clients and the community. Many have worked beyond their EFT to assist with staff shortages due to annual and sick leave. The bed average in Acute Services decreased slightly from last year and our alliance with Goulburn Valley Health and Hospital In The Home services also continued, enabling community members to remain at home and visit us daily for their treatment.

The majority of emergency presentations continue to be redirected to the appropriate health service. Education and training in First Line Emergency Management has been implemented by a local paramedic who assists staff to update their skills in this area for appropriate triage and assessment.

TAFE Institutes have also continued to place with us students completing their Division 2 training and those current Division 2 nurses who are building on their existing qualifications to attain their Medication Endorsed registration.

Policy development and review continues to ensure Acute Services meets all legislative requirements and standards including admission and discharge. With appropriate Discharge Planning and family consultation, we continue to assist patients to remain in their home with ongoing referrals to Occupational Therapy, Community Services, ACAS / Transitional Care and District Nurses.

Radiology Services continue to be well utilised and available twice a week. Refurbishment and relocation has been very successful with high standards maintained. The Service was successfully accredited in January 2009 with ACHS Diagnostic Imaging Accreditation granted until 2010.

Consulting areas within the Acute area provides community access to physiotherapy (3 days a week), dietetics and podiatry. Community Care counsellors from Shepparton are also available by appointment through Goulburn Valley Community Health while an ophthalmologist visits monthly. Many expectant mothers also access ante-natal services fortnightly in partnership with Benalla Hospital.

Euroa Healthy Heart & Lung program has been established through the HARP Disease Management Team at Goulburn Valley Health and offers a weekly exercise group for clients in the community with chronic obstructive pulmonary disease or chronic heart disease.

Liaison with Hume Region Palliative Care and the Palliative Care Volunteer Service based at Euroa Health continued to have benefits for patients and their families. With assistance from The Friends of Euroa & Men's Shed, a room has been furnished to provide a more home like environment and private areas for family if needed.

Many thanks go to the Friends of Euroa Hospital who have purchased numerous items for Acute Services to assist with patient care and to improve the environment.

Thank you to all staff for their ongoing commitment and support in quality improvement and the provision of high standards of care to clients at Euroa Health

Joy Hill
Nurse Unit Manager – Acute Services

AMAROO LODGE HIGH AND LOW CARE

Amaroo Lodge continues to provide high standards of care to the residents. With diligent care planning, residents receive quality individualised care suited to high or low care needs.

This year has seen improved occupancy in both high and low care, with full occupancy in the second half of the year. Allocated Respite days have continued to provide services and are useful until permanent residency is available. We continue to be able to transfer patients from acute services to residential aged care for respite or permanency.

QPS auditing and data collection for benchmarking and internal auditing continue to provide us with information to continually work toward better practices and environment.

*The transition to computerised documentation has been slow but will be of huge benefit when all staff reach competency in using the entire program
Staff have all had training in ACFI and outcomes are comparable with other facilities.*

We now have four Division 2 staff who have completed the Medication Endorsement certificate. Three staff members are now utilising their certificates and another two staff members are completing the course. With general shortage of Division 1 nurses it has been a relief for aged care to have some dedicated senior nurses.

No Lift continues to be a high priority with staff updating on a regular basis.

Medicare online claiming has relieved us of some tedious paperwork and provides immediate registration and payment

Lifestyle for residents is continually reviewed and is of high priority. Fresh changes are constantly taking place to meet individual interests, maintain independence and continue community involvement, with many attending Gilburn Day Therapy on a regular basis, and participating in outings to Shepparton for lunch. The forming of a Men's group has grown in numbers and continues to meet weekly. It is proving to be a very popular and interactive program for our gentlemen from both Low and High Care. There are some very new and interesting ideas in the planning stages to continue to enhance the residents' lifestyle. Applications for grants are underway for funding to complete the projects.

We were very proud of the enormous effort made by staff and families in creating the Amaroo Daughters Float in the Wool Week Parade last year which was awarded First Prize. With planning already advancing well, we are looking forward to another big effort this year.

We are very grateful for the commitment of our volunteers who share their company and creative skills and help to broaden the interest in lifestyle. The Centre's community visitors scheme continues to provide volunteers to share interests and provide companionship to suitably matched residents.

We continue to provide placement for students who are undertaking Certificate 3 and 4 in Aged Care at the local Education Centre and have been able to provide permanent employment for some.

Maintenance continues in our buildings with ongoing painting and replacement of floor coverings.

Ladies Auxiliaries for both High and Low Care have continued to provide ongoing support to the residents. Their commitment and assistance is invaluable.

Unfortunately, in recent months the Low Care Euroaville Auxiliary has disbanded, bringing to end a very long association with the facility.

We look forward to busy times in fundraising for our new building fund and appreciate the ongoing support of the community.

Wendy Birch
Nurse Unit Manager

GILBURN DAY THERAPY CENTRE

Gilburn provides a Day Therapy service to those members of our community who meet the criteria. The Centre is open Monday, Wednesday and Thursday. An Occupational therapy service is available Wednesday & Friday while physiotherapy services are available Monday & Wednesday

Activities offered include lifestyle support, a dementia specific program, woodwork, creative art, and regular bus outings to maintain social contact with the community. Gilburn also provides day respite for carers of people with high needs.

Kellie Hill, the Occupational Therapist has taken maternity leave and Leesa Tregoning has been appointed for the 12 months.

This year 13 Gilburn clients, 2 staff and 5 volunteers travelled to Yarrawonga/ Mulwala for a two-night stay. The itinerary included a night out for dinner and a cruise around Lake Mulwala on the Lady Murray. A pyjama party promoted lots of fun and laughter, with many happy holiday snaps taken over two days. Once again this would not have been possible without the generous support of our wonderful volunteers.

The raised garden beds provide vegetables for the Monday cooking program, including silverbeet, white onions, beans and celery. We have discussed the possibility of installing a tank to supply water for the garden over the summer months; however this is subject to successful submission for a grant.

The computer program has been a great success- one 82-year-old client has purchased a laptop to maintain contact with her children and grandchildren. Others are following closely behind, full of enthusiasm and eager to learn.

We have raised approximately \$1200 this year through various fundraising efforts. We hope this will double by the end of the year as we have an Open Day planned in November. This money is used to purchase creative art supplies, equipment and subsidize specials entertainment, which assists staff and volunteers to provide a better service to the clients

We continue to be involved with the Euroa Secondary College through the Expedition program. This has been an interesting and worthwhile project where the students spend 1 day a week over a 5 week period at Gilburn. Each student completes a wide range of activities before moving to another area of Euroa Health.

Gilburn House has participated in many community events including the 'Wool Week' parade and the Euroa Show. Gilburn was very successful at the show, taking out the Best Club Exhibit, along with some 38 prizes in the Ralston Pavilion.

We have worked closely with the Shire of Strathbogie Disability officer to provide support and a meeting place for the Men's Shed program. This continues to be a very successful program and will move to the Showgrounds early in November.

Gilburn has also been the venue for a 'Euroa Better Health Self Management Course'; this was a Chronic Condition Self Management Program run by the Goulburn Valley Health Integrated Care Services, with the support of Euroa Medical Practice and Euroa Health Inc.

At Gilburn, we rely heavily on volunteers and their commitment and enthusiasm is valued. They provide vital support for staff and clients through a wide range of services ranging from making cups of tea, to creating a safe woodwork area, and providing assistance on the bus.

I would also like to sincerely thank all staff who have worked in Gilburn throughout the year – their commitment, support and genuine interest in enhancing and improving the lifestyle and opportunities of our clients is invaluable.

Heather Houston
Gilburn Day Therapy Centre Coordinator

PHYSIOTHERAPY REPORT

Physiotherapy is provided to three areas of Euroa Health Inc:

- *Gilburn: Outpatient services for the community*
- *Amaroo: For residents*
- *Euroaville: For residents*

The Service operates Monday, Tuesday and Thursday each week. Waiting time for initial outpatient appointments, unless very urgent, can be 2-3 weeks.

Resident services consist of:

1. *Initial assessment on admission*
2. *Physio exercise programmes for specific musculo-skeletal deficits not addressed by lifestyle activities or supervised walking programmes. These programmes are regularly reviewed and require skilled supervision by trained staff.*

At Amaroo programmes are effectively carried out but at Euroaville better implementation of the prescribed programmes would be an advantage.

In April, Euroa Health provided funding for attendance at a seminar at Goulburn Valley Health conducted by research Physiotherapy, Lorimer Mosley. The seminar was interesting and relevant with significant emphasis and discussion about the "plasticity" of the central nervous system and how it can be "re-wired" to:

1. *Decrease pain*
2. *Increase learning ability*
3. *Assist with rehabilitation programmes*

A follow-up workshop in early 2010 will give practical information on the use and application of these principles.

Pat Koretsky
Physiotherapist

QUALITY REPORT

Full accreditation status with all external agencies continues to be maintained and constantly monitored. These agencies measure performance, care and service against recognised industry standards, guidelines and legislative requirements.

In February 2009, a Self Assessment was submitted to the Australian Council on Health Care Standards (ACHS) in preparation for the full organisation-wide survey early in 2010. This provides opportunities for reviewing existing systems, evaluating improvements and reflecting on outcomes prior to the survey and involves all staff. The Self-assessment also highlighted many improvements and ongoing system reviews that assist in continuing improvement. ACHS were positive in their comments regarding the self-assessment document and commended Euroa Health on its ongoing commitment and enthusiasm in maintaining standards.

Accreditation of our Diagnostic Imaging Service was achieved in March. This is a newly introduced requirement and will be undertaken again within 2 years. It is compulsory for all DI services to now be accredited and Euroa Health Inc is pleased that the service meets all standards and complies with legislation and regulatory requirements. Client surveys also highlight high levels of satisfaction in this area with all clients expressing their approval with the relocation and refurbishing of the service.

In January 2009 an unannounced visit from the Aged care Standards Agency (ACSA) took place and provided staff with feedback to assist continuous improvement activities. The Survey was scheduled for February but with the Victorian Bushfires, this did not occur until April when a further full 3 year accreditation was again obtained endorsing the ongoing quality of practices and systems in Aged Care.

Other external reviews and audits were also successful with positive outcomes and included Food Safety Audit and the annual audit by the Department of Human Services, Private Hospital Unit.

At the end of the 2008-2009 financial year, 85% of quality activities for the period had been completed with positive outcomes and evaluation is ongoing.

Quality focus areas for the year included:

- *Changes to Clinical Care Plans*
- *Implementation of Healthy Heart and Lung Program*
- *Commencement of Ante-natal clinic*
- *Complaints and Comments Review*
- *Implementation of Open Disclosure Policy*
- *Review of Privacy Consent and Privacy Statement*
- *Review of Patient Rights and Responsibilities*
- *Staff Appraisals*
- *Patient, Resident and Staff Satisfaction Surveys*
- *Audit Program*
- *Changes to Catering Services*
- *Infection Control*
- *Volunteer Program*
- *Improved and upgraded information technology*
- *Regulatory Compliance*

Education and Training

Euroa Health Inc. continues its commitment for all staff to have access to external education opportunities. Staff have been encouraged and supported to undertake RN Division 2 Medication Endorsed qualifications, attend clinical education sessions and training in Infection Control, Management of Behaviours and Emergency Planning. The year has also seen a particular focus on Documentation in Aged Care.

Euroa Health also continues to provide a venue for external training organisations to place students during their training. This is primarily for Personal Care Workers and Registered Nurses Division 2 students.

Compulsory education, including CPR, Fire and Emergency and Manual Handling for all staff also continues to be well attended with improved compliance continuing throughout all Departments.

The Quality Program is effective and reviewed annually through survey and indicators to ensure it continues to meet the needs of the organisation.

The commitment of all staff to providing quality care and service to all patients, residents and clients is recognised and appreciated through our achievements.

Bev McLaine

Quality/Risk Manager

ADMINISTRATION DEPARTMENT REPORT

The Administration department not only provides services to all departments within the Euroa Health organisation but also to allied health services such as Physiotherapy, Goulburn Valley Community Health Counselling Services, Seymour Community Mental Health and community based groups such as The Men's Shed, The Women of Euroa and the Senior Citizens Register.

Enquiries regarding The Gym, Shepparton Foot Clinic and Dr Permezal (Ophthalmologist) are fielded through reception. The Gym is available to Euroa Health members and has been very well utilised over the past year.

The X-Ray department has been extremely busy operating on Tuesday mornings and Thursday afternoons.

The workload within the department has stayed constant and there have been no changes to staffing this year.

Improvements include new carpet in the reception, and accounts offices, a new colour laser printer and new computer work stations for the CEO & Quality Risk Manager. The computer network is continually being maintained and upgraded to ensure it continues to be adequate for the organisation's needs.

Thank you to Lois, Alison and Margaret; it is a pleasure working with a team that is dedicated to the provision of quality administration services at Euroa Health.

Jo Hoare

Administration Manager.

MAINTENANCE REPORT 2008-2009

2008-2009 has been another busy year with further ongoing improvements with Gilburn getting a face lift including new spouting and repainting of the exterior.

The ongoing painting program has also seen residents' rooms repainted in Amaroo low care rooms 13, 14, 17 & 18, 19, 23 and 25, as well as Amaroo high care rooms 26 and 27.

Improvements include:

- *A new Convotherm oven purchased for the main kitchen.*
- *Special wing has had both their bathrooms relined and re-tiled due to water leakages through wall areas.*
- *Acute has had a new shade sail fitted over its courtyard due to the old pergola timbers rotting out.*
- *Amaroo low care had a new pathway put in to allow smoother access for both staff and residents when moving throughout the complex.*
- *There have also been several rooms in both Amaroo high and low care fitted with new floor covering.*

We have had an average of 100 work request requisitions received per month with a completion rate of 93.64%; the remainder requiring parts, ongoing repairs or capex work.

There were 16 after hours call outs for the 2008-2009 financial year:

- 4- Plumbing related*
- 1- Electrical related*
- 4- Washing machine & dryers*
- 1- Procurement*
- 1- Co-ordinated services*
- 4- Kitchen equipment*
- 1- HVAC*

This is an increase of 7 from the previous financial year.

ESIS (Essential Services Improvement Systems) manuals have been updated as equipment/machinery changes to ensure all servicing and repairs are carried out and the equipment is performing to maximum efficiency and legislative requirements.

The software is also updated annually to ensure current standards apply and that all safety equipment is maintained under the Building Code of Australia.

Alan Wakeling
Maintenance Supervisor

AMAROO AUXILIARY PRESIDENT'S REPORT

The Amaroo Auxiliary is like all groups in small country towns; we are all getting older and have difficulties in recruiting younger members. Most young people now are in the workforce and have small children making extra commitments difficult.

We currently have 8 – 10 members and have enjoyed the past year doing whatever we could to support the staff of Amaroo High Care and to provide items to make life more enjoyable for our residents.

For the first time in my memory, we had to cancel our raffle in May as members had other commitments at that time. This raffle is now planned for September.

We have been able to provide special shower chairs, an oxygen concentrator and a new DVD/video player and other items for the Lifestyle staff.

When the Euroaville Hostel Auxiliary decided to disband, we invited members to join our auxiliary but this has not been taken up at this time.

I would like to thank members for their unstinting care, support and willingness to help at all times. A special thank you to our Secretary, Diana Kent, and Treasurer, Rae Wight, who make the President's position such a simple and easy task.

Thank you also to the staff who support us and provide refreshments each month

Daphne M Connors
President

EUROAVILLE AUXILIARY PRESIDENT'S REPORT

Again it is with pleasure that I present a report of our activities for the year 2008 – 2009.

I am always amazed that for such a small number of members we are able to achieve so much. Grateful thanks must go to everyone; you are always ready to help with whatever we are doing.

Two of our members have not been well and we wish them all the best.

We conducted our usual Fathers Day and St. Patrick's Day raffles. These do not cost us anything as everyone is most generous with donations for the prizes. For a small effort, we again raised a very good amount.

We have also held our usual Blumes Clothing days. These do not make a large amount of money but the older ladies look forward to enjoying the day.

We purchased a new chair for the Respite room, also a new doona, 2 covers and curtains.

On Mothers Day and Fathers day we presented lovely cards made by Heather Jarvis. Thank you very much to her for her time and effort.

At Christmas we held a lunch for residents and members. Santa gave all residents a small gift and we extend out thanks to Harold Magee for his help.

I would also like to extend our thanks to all staff members and Committee Members for their support this year and extra thanks from us all to Rae Wight for all her help.

Valerie Barker

President

FRIENDS OF EUROA HOSPITAL REPORT

Another busy year has passed with four successful fundraisers held and the completion of the Palliative Care room project which commenced in earnest in July 2008. These activities have been well supported by members and the Euroa community due to imaginative donations of prizes for the three raffles and a great Card Day held at Longwood Community Centre. This was attended by players from Benalla, Mansfield, Seymour, Avenel and Nagambie as well as Euroa.

The October raffle for two accommodation prizes, donated by Homelea Bed & Breakfast and the Euroa Motel, together with meal vouchers from Seven Creeks Hotel and the Silver Spoon was the first raffle held. This was followed by five parcels of toys, donated anonymously, which were drawn in December and were welcomed in time for Christmas by the winners. In June, a large microwave oven and a soup kettle were popular prizes. Again the donor was anonymous and the proceeds of this will be shared with the Senior Citizens Register which is a joint venture between Euroa Health and the Victoria Police. Altogether \$2,730 was raised from our raffles and we sincerely thank the donors.

The Card Day in May was enjoyed by the 42 players. Funds raised contributed to the total for the year and included a multi-prize raffle and produce donated by Jane Davey for a total of \$960. Another source of income for the Friends is the donations received this year of \$520 through collection tins placed at Burton's Stores, the Euroa BP and Euroa Caltex to whom we give our thanks.

The Hospital trolley also operates well for a small financial return and provides some social interaction for the patients.

On June 15th, the Friends handed over the complete bedding, chairs and coffee table for the upgrade of the room to be used at the Hospital for Palliative Care patients. Guests Bob Worotnuik, who donated a lovely landscape painting and members of the Men's Shed who made the coffee table, attended and were all thanked for their generous support and contribution. Thanks also to Gwenda Watkins from Our Emporium for a doona cover, Gwen Lang for a painting, May Hamilton for donating china for the tea bay and Noreen McManus-Stevens for a table lamp. Friends had purchased another doona cover, two doonas and a throw rug, a recliner chair, two armchairs and the coffee table.

I thank all members for their contribution throughout the year including Secretary May for her work including all preparation and delivery of the Toy parcels and devising the menu for the Card Day, Treasurer Anne for her diligence in coin counting and presentation of accounts and financial statements, Alison & Patsy for handling the publicity and organisation of the Card Day, Noreen for seeking out many of our purchases for the year and Diana for rostering and restocking of the trolley.

It's been a good year and the help, support and commitment of all members is appreciated

Beryl Webster
President

COMMUNITY REPORTS

WOMEN OF EUROA GROUP

There were two major events for the group in the past year, as well as the regular quarterly dinner meetings.

In August 2008 the Centenary of Victorian Women's Right to Vote was celebrated with several local speakers telling their personal stories of achievements. Ursula Dutkiewicz from Melbourne gave an overview of the Suffrage Movement, and the struggle involved for Victorian Women to gain the right to vote. Ursula provided a collection of hand-painted porcelain dolls to represent the women's suffrage movement through the years. An outstanding display of memorabilia was presented by the Euroa Historical & Genealogical Society. This event was supported by a grant from the Department of Planning and Community Development.

In September, photographer Sally Hermiston took photos of women from local businesses and some of the residents from aged care, who were posed wearing fascinators made by Tessa Speller, and created a "Fascinators Calendar" featuring women of Euroa. An extra dinner meeting was held in October 2008 to launch the Calendar, and Tess Speller made and donated a large number of Fascinators for auction on the night. We thank all who supported and assisted with this project, and in particular, thanks to Paul from the Euroa Gazette for his input and for printing the calendars. Funds raised from this event were donated to Aged Care.

Susie Reid, Executive Officer for Women's Health Goulburn North East, was the guest speaker at the November Dinner. Susie had her audience "in stitches", as she spoke passionately about health issues experienced by women.

The guest speaker for the February 2009 dinner was Suzanna Sheed, an accredited Family Law Specialist, who spoke on the challenges she had to face in her field of working with broken families.

"Food Security" was the topic for the May 2009 dinner, presented by Claire Penniceard. All in attendance were shocked by the statistics relating to climate change and food production and the resulting stress on poverty stricken communities.

The Women of Euroa Group gratefully acknowledge the generous support given by: Euroa Health Inc through their auspicing of the group; the Shire of Strathbogie for providing a grant towards the running costs of the group; the continuing support from many local businesses; the women who assist with the organising and running of the programs; and all the women who attend the events.

Women of Euroa dinner meetings are planned quarterly, and over an excellent meal, with great conversation and interesting speakers, many friendships are made and strengthened. These gatherings also provide a relaxed atmosphere for new members of the community to meet other women of the district and find common interest and support.

Nola Dudley
Convenor

Women of Euroa Group

EUROA SENIOR CITIZEN REGISTER

The Euroa Senior Citizen Register has now been in operation for 18 months, and as at the 30th June 2009 we had 98 members registered from Euroa, Violet Town and surrounding areas.

Leading Senior Constable Barrow, local Crime Prevention Office based in Benalla, conducted a home safety audit in July 2008 for 8 Register members who requested this service. Home safety audits will be offered on a regular basis, with the next program to take place in November 2009.

A smoke alarm battery replacement program conducted in October 2008 received a positive response from our members, and it is anticipated this will be an annual event. Thanks to the Euroa CFA, North Eastern Country Real Estate, and the Euroa Police for their valued support for this project.

On Tuesday, 24th February, 2009 a very successful morning tea was held at Euroa Health, with 40 members, volunteers and sponsors in attendance. Leading Senior Constable Pat Storer spoke about local crime issues, and while assuring those present that they are living in a relatively safe environment, he did emphasise that anyone feeling threatened should dial 000.

Bi-monthly newsletters have been mailed to members, volunteers and sponsors, to keep all informed of events relating to the ESCR.

Thanks must go to: Bea Anderson of the Violet Town Gift and Op Shop for her generous donations throughout the year to assist with the operating costs of the program; Warren Langsford of North Eastern Country Real Estate for his continuing assistance, particularly with the smoke alarm battery project; Euroa Pharmacy and Yvonne Devanny for donations towards the Register; and the volunteers who continue to make phone calls and home visits to our members.

John Arandall
Program Coordinator

BOWER BIRD BOUTIQUE – OP SHOP REPORT

The Op Shop “Bower Bird Boutique” was opened in September 2008 following consultation and discussion after it was recognised that such an enterprise would have ongoing and substantial benefits for both the community and Euroa Health. Donations are gratefully received, cleaned where necessary and sold giving purchasers the opportunity to obtain good quality items at low cost. It also allows a regular venue to drop off pre-loved goods and the sales will benefit Aged Care at Euroa Health – a “win-win” situation for all concerned.

The Shop itself has undergone some renovation and upgrade including the installation of airconditioners to improve working conditions. The layout has also been changed with support and help from the community to ensure goods are displayed to best advantage.

The commitment and enthusiasm of the volunteers was recognised immediately with everyone helping to be ready for opening day. This support and community focus has continued with the Op Shop opening for longer hours and volunteers always on hand to assist and provide support both front of house and behind the scenes. Volunteers also enjoy the social aspect of their work with strong friendships formed. Although very busy, their hard work together with the enjoyment of social contact, fun and laughter has been a key factor in the success of this flourishing venture.

Our thanks go to all volunteers, Euroa Health staff and members of the community for their support, enthusiasm and interest.

Sue Walker

On behalf of Op Shop Committee of Management

EUROA MEN’S SHED

The Euroa Men’s Shed has been operating from Gilburn House in Kennedy Street since commencing with the support of Euroa Health until an alternative venue is available.

Members meet every Friday morning from 9:00am until 12 midday, and enjoy the opportunity to meet new friends and old mates, gain and use their skills and knowledge to build and/or repair items, and to just generally enjoy each others company in a relaxed and friendly atmosphere.

Members participate in Shed activities or can bring their own projects to work on. Some members enjoy just sitting and having a chat while others appreciate the opportunity to enjoy a good book. Outings are also planned every two months and guest speakers provide interesting and informative sessions on men’s health and wellbeing as well as a variety of other topics.

We are proud to have been able to commence our Shed and pleased to see the group continue to grow. New friendships are made and old ones renewed in a friendly and relaxing atmosphere. It also provides an opportunity to showcase our skills, hobbies and interests.

Men’s Shed is organised and operated by volunteers and a small charge of \$2.00 assists with costs. New members are always welcome and any prospective new member should contact Euroa Health Inc. for further information

Brett Thomas

On behalf of Euroa Men’s Shed members

DONATIONS

The Board Members and Staff of Euroa Health Inc would like to acknowledge with sincere thanks and appreciation all those who have in any way made a donation to the organisation throughout the year.

Major donors are listed below:

Amaroo Auxiliary
Euroaville Auxiliary
Friends of Euroa Hospital
Edith Halsall
Estate Heather Webb
Irene Stevens
Edward Stribling
Violet McKernan
Nancy Austin
Helen Taylor
Cecil Barnes
Ken & Gwen Coroxford
Euroa Cup Committee Inc
Estate Olivia Caverzan
Euroa Hot Bread
Margaret McCracken
Warren Langsford (Mens Shed)
Strathbogie Memorial Committee (Mens Shed)
Ivan Chivers (Mens Shed)
Euroa Garden Club (Mens Shed)
Euroa Pharmacy (ESCR)
Violet Town Gift & Op Shop (ESCR)