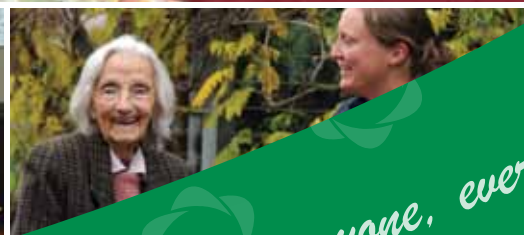


# ANNUAL REPORT 13/14



*"Improving customer experience, everyone, every time"*



**wdhs**

Western District  
Health Service

**PENSHURST CAMPUS**

## Our Mission

To meet the health and wellbeing needs of our community, by delivering a comprehensive range of high quality, innovative and valued, health services.

## Vision

Excellence in healthcare, putting people first.

## Values

### » Our community

We recognise their rights, encourage their participation and are committed to their health and wellbeing.

### » Improving performance

We are committed to a culture of continuous quality improvement and innovation.

### » Our staff

We are committed to their wellbeing and ongoing education, growth and development.

### » Strong leadership

We are committed to governance and management that sets sound directions promoting innovation and research.

### » Safe Practice

We are committed to a safe and healthy environment.



## PENSHURST CAMPUS

The National Safety and Quality Health Service (NSQHS) Standards have been developed to drive the implementation of safety and quality systems and improve the quality of health care in Australia.



1. Clinical Governance Governance for Safety and Quality In Health Service Organisations  
Safe systems, safe outcomes, every time



2. Partnering with Consumers  
With our patients, residents, clients everyone, every time



3. Preventing and Controlling Healthcare Associated Infections  
Cleanliness, everyone, every time



4. Medication Safety  
Right medicine, everyone, every time



5. Patient identification and Procedure Matching  
Right person, right treatment, every time



6. Clinical Handover  
Everyone, every time



7. Blood and Blood Products  
Right blood, right person, every time



8. Preventing and Managing Pressure Injuries  
Safe position, safe person, every time



9. Recognising and Responding to Clinical Deterioration in Acute Health Care  
Urgent action, everyone every time



10. Preventing Falls and Harm from Falls  
Reduce harm, everyone, every time

#### Acknowledgements:

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Photography: K. Northcott, T. Kruger, B. Roberts  
Printers – Hamilton Spectator

## CORPORATE IDENTITY

### HISTORY IN THE MAKING

Originally, the district was serviced by a Bush Nursing Hospital located in Cobb Street, Penshurst. In the early 1950's, Dr. Watt in Penshurst and Pastor Wiebusch of the Tabor Lutheran Church were concerned that a need for a local hospital existed in Penshurst as patients requiring treatment were usually sent to Hamilton Base Hospital. To expedite a hospital project for Penshurst, they set up a committee including Mr. R. Schramm, MBE, Mr. C.G. Ross and Mr. J. Ryan to work toward the construction of a health care facility.

Leased Crown land at the Eastern end of Watton Street had been set aside for a hospital building, however, it was considered unsuitable. Mr. J.O.W. Smith donated a parcel of land presently occupied by the Hospital and additional land to the east of it, which has subsequently been sold.

Construction of the new hospital commenced on 15th August 1955, and the first patient was admitted on the 24th of July 1957. The cost of constructing and furnishing the new five-bed hospital was 46,567 pounds, of which a portion was paid by money raised by the community. A Government Grant paid for the remainder.

- August 1972, work commenced on a four-bed extension to the hospital, bringing the total to nine acute beds. This extension was funded by a Government Grant and completed in January 1973.
- 1984 brought the cessation of theatre operations, with patients then travelling to the Hamilton Base Hospital or elsewhere for surgery.
- January 1987 saw work commencing on an extension to the Hospital to provide a 10 bed Nursing Home wing. The extension resulted in a reduction of the acute beds from nine to seven. In November 1988, the first residents were admitted to the new nursing home. To recognise the efforts made by a Board of Management member, Mr. W.J. Lewis, in securing approval and funding for the project the 10-bed wing was named the W.J. Lewis Wing. The cost of the extension was \$ 528,102 of which the community raised nearly half.
- 1989 the Victorian Nursing Council reviewed the facility's midwifery services and recommended to the Health Department that, due to the hospital's

inability to attract sufficient qualified midwifery staff to cover the service on a 24 hour basis, midwifery services be discontinued. This recommendation was accepted by the Department and subsequently, Penshurst's midwifery-based service ceased.

- 1992 builder Mark Uebergang converted the Boardroom to a patient care area. The room was designed to provide a service to patients with special needs. Funds for the project were provided through community support given to the Murray to Moyne Bicycle Team. The room's amenities and privacy is greatly appreciated by patients and their families. A bequest from the family of the late Mr. A. Uebergang provided furnishings for the room.
- 1994 the former Labour Ward and Emergency Room were converted into two 2-bed rooms with ensuites designed by Robert Miles of Mount Gambier and rebuilt by Mark Uebergang of Penshurst. This facility enabled the hospital to "bid" for the nursing-home type beds being re-allocated within the sub-region, and the nursing home capacity was subsequently increased to 16 residents.
- 1994/95 the Hospital's Board continued to work with the Shire of Mount Rouse and subsequently the Southern Grampians Shire (following Municipal amalgamations), to develop a total aged care and accommodation project based in Penshurst and extending to Dunkeld and Glenhompson. This project provided 2-bedroom cottages on two sites in Penshurst and Dunkeld and a 10 bed Hostel.
- February 1995 major fundraising commenced following a resolution by the Board to undertake a major redevelopment of the Hospital. Over 3 years funding in excess of targets enabled the renovation to be undertaken. In addition to the local funds, \$160,000 (Rural Taskforce Grant) was provided by the State Government towards the redevelopment.
- Late 1995 the Board reconsidered the Hostel design and concluded that redesign was necessary to accommodate changing aged care needs and the associated funding models offered by the Commonwealth Government.
- 7th April 1997 the Hon. D. Napthine opened the newly developed 16 bed Nursing Home.
- May 1997 construction commenced on the 10 bed Kolor Lodge Hostel.



- February 1998 the Hostel was completed and the first residents were admitted. The Hostel provides single accommodation with ensuite bathrooms. There is a large sitting room and dining room with two other guest/quiet areas.
- September 1998 the Sheppard Community Health Centre was completed. A bequest from the estate of the late A.A. Sheppard together with a HACC Grant of \$ 200,000 enabled the construction of this facility.
- The Centre continues to be a benefit to the community providing a facility for Adult Day Activity Support Services, Allied Health Accommodation and as a venue for many outside organisations to utilise.
- January 1998 a bus was purchased for the use of Nursing Home and Kolor Lodge Residents to undertake outings as a group. The bus was replaced with a new model in 2006.
- July 1, 1998 the Western District Health Service was formed whereby the Penshurst and District Memorial Hospital became Penshurst and District Health Service – a member of the Western District Health Service.
- July 1998, the Penshurst and District Health Service received Rural Healthstreams funding approved by the Victorian Department of Human Services. Healthstreams is a service and funding model that encourages flexibility in the design and delivery of a diverse range of primary health services. Resulting in a more responsive, flexible and comprehensive health care system, which encourages co-operation between public health services, local private sector providers and hospital based services.
- December 2004 and February 2005 Fifth and sixth Dunkeld Independent Living Units completed.
- June 2005 New Water Treatment Plant installed at Penshurst Campus (filtering entire site)
- June 2006 Diesel powered Emergency Generator installed.
- 2006, 2009 & 2012 Achieved Commonwealth Aged Care Accreditation (3 years)
- October 2007 Celebrated Penshurst Hospital 50th Anniversary
- 2009 Upgrade to Nursing Home Dining Room, Acute Rooms and Garden Area (Stage 1 master Plan

Upgrade). Official Opening held in December by Mr. Hugh Delahunty MLA, Member for Lowan.

- June, 2011 Completed upgrade of new Laundry area.
- Dec , 2011 Completed upgrade to the kitchen and installation of a new walk cool-room opened by Minister for Aged Gavin Jennings.
- Feb, 2012 Renovations completed on Staff sleep over room, made possible by the Ladies Auxiliary
- July, 2012, Celebrations of the Year of the Farmer
- October 2013 Achieved The National Safety and Quality Health Service Standards
- November 2013 Official Opening of Kolor Lodge Redevelopment by Mr Hugh Delahunty MLA, Member for Lowan.

#### **RECENT CHANGES AND ACHIEVEMENTS**

- June, 2013, Murray to Moyne Presentation Night, Guest Speaker Mr Craig CEO Bicycle Victoria
- October, 2013, Achieved The National Safety and Quality Health Service Standards November, 2013, Official Opening of Kolor Lodge Redevelopment, by Mr Hugh Delahunty MLA, Member for Lowan
- December ,2013 The walk off matting installed at the automatic doors near reception and a small area at the sliding doors in the Sheppard Community Health Centre.
- April, 2014, Participation in the Murray to Moyne Cycle Relay Event, raising nearly \$16,000
- April. 2014 ,replaced kitchen lino



## HONOUR ROLL OF THE WESTERN DISTRICT HEALTH SERVICE (PENSHURST CAMPUS)

### LIFE GOVERNORS:

MR. G.G. BURGER \*  
MR. T.A. RENTSCH  
MR. E. COTTRILL \*  
MR. J. RYAN \*  
MR. F. DUNKLEY \*  
MR. F. SCHRAMM  
DR. L. JENKINS  
MR. R. SCHRAMM \*  
MRS. E. KINNEALY \*  
MR. J.O.W. SMITH \*

MR. W. LEWIS \*  
MRS. H.M. LINKE \*  
MR. A. THORNTON  
MR. H. MIRTSCHEIN \*  
Pastor E.W. WIEBUSCH \*  
MR. N. KRUGER  
MR. A. COTTRILL \*  
MR. T.D. HUTTON  
DR. J.D. FLEMING

### PRESIDENTS OF THE BOARD OF MANAGEMENT:

1956-1959 Pastor E.W. WIEBUSCH \*  
1959-1961 Rev. C.A. GIBSON\*  
1961-1966 MR. R. CHESHIRE\*  
1966-1969 MR. J.G. RYAN \*  
1969-1974 MR. K. CROPPER

1974-1977 MR. G.G. BURGER \*  
1977-1988 MR. W.J. LEWIS \*  
1988-1994 MR. T.A. RENTSCH  
1994-1998 MR. T.D. HUTTON

### CHAIRPERSONS OF THE ADVISORY COMMITTEE

1998-2000 MR. R. GREIG  
2000-2007 MR. P. HEAZLEWOOD  
2007-2009 MR. T. NIEUWVELD

2009-2012 MR. L. PATON \*  
2012-pres MRS. M. EALES

### MATRONS / DIRECTORS OF NURSING:

1956-1957 MRS. J. CHESSWAS \*  
1957-1958 MRS. E. FAIRHURST  
1958-1959 MRS. A. PITT  
1959-1960 MS. M. HIGGINS  
1960-1966 MRS. E. WILSON \*  
1966-1971 MISS. S. MURPHY  
1971-1975 MRS. J. FLYNN \*  
1975-1978 MS. A. BLACK

1978-1979 MRS. G. HARRINGTON  
1979-1984 MRS. M. JEREMY \*  
1984-1987 MR. J. DRUMMOND  
1987-1992 MS. E. DUCKMANTON  
1992 MS. C. FRECKLETON (Acting DON) \*  
1995 MRS. N. GASH (Acting DON 5mths)  
1999 MRS. C. TEMPLETON (Acting DON 3 mths)

### DIRECTORS OF NURSING / MANAGER:

1992-1995 MS. M. DADSWELL (DON/Administrator)  
1995 MS. J.A. DAVIS (Honorary Administrator 5 mths)  
1995-1998 MS. J. ROSS (DON/Administrator)  
1998-1999 MS. J. ROSS (Manager/DON)  
1999-2003 MRS. J. BURTON (Manager/DON)  
2003 MRS. J. PATON (Acting Manager/DON 3 mths)

2004-2008 MR. D. CLARKE (Manager/DON)  
2008-2010 MR. D. MALONE (Manager/DON)  
2010-2011 MRS J. PATON (Acting Manager/DON 6 mths)  
2011-2013 MR. A. DOULL (Manager/DON)  
2013-pres MRS. B. ROBERTS (Manager/DON)

### NURSE UNIT MANAGERS:

2002-2003 MS. A. O'BRIEN  
2003-2011 MRS. J. PATON  
2008 MRS. B. JOOSEN (6mths)  
2011-2013 MRS. A-M WHEATON  
2013-2014 MRS C. TEMPLETON (Acting NUM)  
2014-pres MRS JUNE MORRIS

### MEDICAL PRACTITIONERS:

1956-1958 DR. J.P. WATT \*  
1958-1963 DR. R.J. LEITCH \*  
1963-1970 DR. A.I. MacKINNON  
1970-1982 DR. L. JENKINS  
1982-1985 DR. A. ARKELL  
1985-2006 DR. J.D. FLEMING  
2006-2011 DR. M. FORSTER  
2008-Aug 08 DR. J. BANERJI  
2010-Pres DR. M. ABDULLAH

\* Deceased

## QUALITY IMPROVEMENT

### SUMMARY OF ACHIEVEMENTS 2013 / 2014

Penshurst and District Health Service (PDHS) has continued to ensure our services meet best practice and meet the needs of our consumers, including residents, patients, and the community. In collaboration with the multidisciplinary team within Western District Health Service, we have maintained a broad range of services that are accessible, timely and provided by involving consumers in accordance with the priorities outlined in our Business Plan.

#### Quality Improvement & Risk Management

##### NSQHS Accreditation

- All 209 Core Actions were Satisfactorily Met –Main recommendation for Penshurst was to introduce bedside clinical handover in acute which was introduced Jan 14 pre and post evaluation during Mar 2014 n=16 100% staff were educated, had a good knowledge of ISBAR and will receive ongoing education
- Aged Care Unannounced Support Visit 1 April-expected outcomes met.
- External Food Safety audit achieved full compliance Feb 14
- Internal cleaning audit compliant Feb 14 99%
- External Cleaning audit Jul 14 99%
- Reduced medication and falls incidents
- Medication Management review improvements include:
  - All bedside medication drawer locks replaced due to missing keys
  - Key register established with keys signed in and out on staff allocation sheet
  - Warfarin sheet reviewed and all changes to orders to be rewritten on a new chart
  - All medication charts checked at change of shift
  - Medication administration now allocated to one RN/EN
  - All ceased medications to have a ceased sticker and line to be placed through drug name and remaining administration section
- Improved reconciliation process for websters and medication disposal
- New Medication Trolley
- Leisure and Lifestyle/Resident satisfaction surveys completed –residents satisfied with current program recommended more care with washing personal clothing
- Internal Worksafe Audit conducted Feb 14 (external audit Mar 14) weight load and maintenance dates now displayed on lifting equipment and slings
- Penshurst lifting equipment is now under a maintenance contract-completed Mar 14
- Chemicals removed from pan room and locks installed to laundry cupboards
- PDHS continue to participate in the DHS PSRAC Quality of Care Performance Indicator ongoing monitoring program.
- In addition to ensure quality services can be provided by the organisation the facility keeps a record of and reports on all comments, complaints, compliments and opportunities for improvement suggestions.
- Feedback to the organisation is promoted through resident and relatives and staff meetings all of which are held on a monthly basis.
- Improved security with 5 additional duress alarms

##### Leadership and Innovation

- Cheryle Casey awarded an Australia Day Community recognition award
- Employee of the month Heather McKenry June 14
- Volunteer of the month Tony Auden (Aug 13) Janet Shalders (Jan 14) Joy Darroch (Jun 14)
- Staff development plans and shared values workshop completed
- Senior staff participating in leadership programs
- Penshurst DON/Manager participating in the Aged Care Readiness workgroup in preparation for the Aged Care reforms which commenced 1st Jul 14

## Service Planning & Development

- A submission for \$1.8m has been submitted to the State Department of Health for Penshurst's master plan Capital Redevelopment.
- YTD Occupancy:
  - Nursing home 85%
  - Kolor Lodge 89%
  - ILU Dunkeld 2 vacancies Penshurst 1 vacancy
- Penshurst Community Health Plan reviewed
- Introduced videoconferencing for Hamilton Medical Group appointments

## Human Resources

- Mandatory competencies > 95%
- Appraisals → 95%
- Leisure and Lifestyle position (job share) recruitment Apr 14
- Review of meeting structure completed
- Roster review completed decreased use of casuals fixed term PT contracts to cover outstanding leave
- PDHS continues to participate in the Western District Health Service Registered Nurse Division One and Division Two Graduate Program and a rotation program for second year nursing graduates.

## Facilities and Equipment

- The Kolor Lodge redevelopment was officially opened by the Honourable Hugh Delahunty MP on Friday 8th November 2013 at 12 noon in the Sheppard Community Health Centre.
- The walk off matting installed at the automatic doors near reception and a small area at the sliding doors in the Sheppard centre.
- New Pan Flusher installed
- Bedside patient record cabinets installed
- Kitchen lino replaced
- Ice machine purchased and installed (donated by the Penshurst Hospital Ladies Auxiliary )

- Falls mats purchased
- Refurbishment to Penshurst and Dunkeld ILU's
- New medication and emergency trolley

## Business Sustainability & Innovation

- Business case for Penshurst to be funded under the Small Rural Health Services Model forwarded to the State Department of Health. An interim solution consistent with the Small Rural Health Service Model has been approved by the Department of Health for 2013/14 and 2014/15 pending the outcome of the Small Rural Health Service review.
- Department of Health Ageing and Aged Care Branch funding of \$17,000 to purchase a range of equipment to improve resident care and amenities Jun 30 2014
- Penshurst ACFI workgroup established staff education in progress
- External company Mirus engaged to provide sustainable ACFI education and resulting ACFI uplifts
- Baseline and ongoing ACFI reconciliation implemented.
- Operational Budget surplus

## Community Engagement

- Murray to Moyne 9 riders 5 support crew raised \$16000
- Memorial Services for Residents
- Improved awareness and access to support groups and Allied Health Services
- Womens Health Night well attended Jun 14
- Regular articles including services available placed in Penshurst community newsletter
- Cultural awareness including aboriginal badges introduced
- Penshurst Organisational Effectiveness Survey results (May 14) were amongst the highest in the organisation and there was an overall improvement in all areas. Management effectiveness has increased from 52% to 90%.



## INFECTION CONTROL

Infection Control at Penshurst is managed by monthly onsite visits by the Infection Control consultant from Western District Health Service.

Clinical practice is observed and advice given on infection control and prevention issues when required.

Staff knowledge of infection control is tested through various audits, with the results of some of these audits being compared across the state.

Other than onsite visits, vigilance is maintained by investigating incidents reported, looking for emerging patterns that may indicate an outbreak of infection or a practice which may breach infection control guidelines. Staff education is conducted annually and on a needs basis.

### Gastro enteritis outbreak

In 2013 Penshurst suffered a gastro enteritis outbreak which was caused by the noro virus

11 staff and 9 residents were affected. The outbreak duration was 6 days with all cases reported to the Department of Health.

Recommendations from the outbreak debrief were that a steam cleaner be purchased.

This enables the virus to be killed from all surfaces by the high temperature of the steam

### Accreditation

As part of the Western District Health Service, Penshurst was accredited under the new National Health Standards of which Standard 3 examines infection control.

This standards intent is to Prevent Health Care Associated Infections and to manage and treat infections using best practice.

**Hand hygiene** is the simplest and effective way to reduce the transmission of infection.

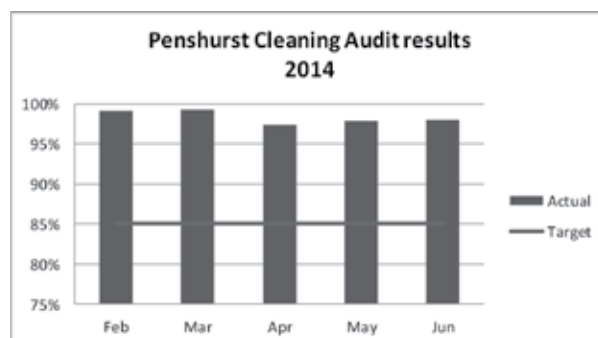
The target set by Hand Hygiene Australia is 70%, with Penshurst staff achieving the national target rate. The 2014 results are preliminary and the audit will be repeated towards the end of the year following increased staff awareness and education

*Carolyn Templeton  
Infection Control*

**Cleaning audits** are conducted each month internally in acute and three times per year in aged care.

Three external audits are conducted in acute care with results reported to the Victorian Department of Health.

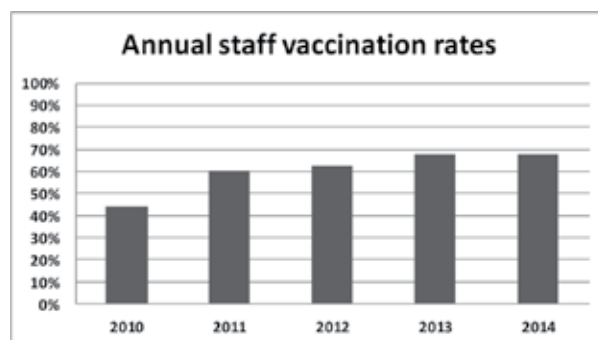
Environmental staff, have maintained a very high standard of cleaning with high scores well above the target of 85%



### Vaccinations

Vaccinations continue for staff and residents with the annual influenza program

Residents are also offered the pneumococcal vaccines free of charge. This vaccine was previously offered in 2 doses five years apart, but current recommendations only advise one vaccination.



*Carolyn Templeton with administration  
staff member Heather Mckenry*

## LEADERSHIP AND MANAGEMENT

### REPORT OF THE ADVISORY COMMITTEE CHAIRPERSON

The Penshurst Campus of the Western District Health Service Advisory Board comprises seven members of the community who are commissioned to advise the Western District Health Service Board on issues in relation to the Penshurst Community and District on Health needs and Services.

In April Mr Richard Jacobs and Mrs. Anna Watson were welcomed to their appointment to the Penshurst Advisory Committee following endorsement by the Board of Management

The Board has again fulfilled its role as a small rural hospital, providing services in Aged and Acute patient care and a range of support and referral services through Allied Health to the Community of Penshurst and surrounding districts.

Alastair Doull, resigned as our Director of Nursing in December and we thank him for his service to the hospital during his time with us. In the New Year we were very pleased to welcome Bronwyn Roberts as our new Director of Nursing and look forward to supporting her as she continues to ensure the best care for our residents / patients.

The level of care the staff provide is reflected in the excellent results of the Accreditation process used to measure and support the care and quality improvement of healthcare services.

I wish to recognise that we could not offer the high quality of service without the skills of our staff.

These skills are not just found in nursing staff but also in maintenance, catering, cleaning and administration . On behalf of the board I extend my sincere thanks.

The Penshurst Campus of WDHS again had a team participating in the Annual Murray to Moyne. These riders who hail from all corners of the country to support us raised approximately \$16,000.

On behalf of the Board, staff, patients and residents, I thank the riders, their support crew, and all generous donors for making this a success.

I thank all collectors for the annual door knock appeal. These collectors give their time each year, for which the Board is extremely grateful.

Our Hospital Ladies Auxiliary is important to us, not only in the fundraising that they do, but also in their public representation of our organization. They are excellent ambassadors for us and help create a community ownership of the Hospital. I am very proud to be associated with the Ladies Auxiliary who have supplied tools for the maintenance team, a new mixer for the

kitchen, Roses and a watering system for the garden, a new ice making machine and Fall Mats for the nursing home and a rather grand light fitting for the hospital entrance foyer. Their donation of these goods came to the value of \$15,779.

I wish to congratulate our auxiliary members for their wonderful contribution and thank them on their efforts.

A busy and satisfactory year has been disclosed by all and any financial assistance is most gratifying and greatly assists the Board in these times of limited finances.

The Advisory Board would like to acknowledge the support and assistance given to us by the Western District Health Service especially Mr Jim Fletcher and Mr Nick Starkie, your guidance and knowledge in reviewing and planning are certainly appreciated. We wish Jim a very long, happy, healthy retirement and thank him sincerely for his years of dedicated service given to the Health Service.

Finally I must take this opportunity to thank my fellow members of the Penshurst and District Health Service Advisory Committee, for their interest and ongoing support and work . Their role plays a vital link in retaining a healthy relationship between the Health Service and the Community and I hope that we can continue to grow and develop in the years to come.

**Margaret Eales**  
**Chairperson.**



*Margaret Eales (Chairperson)*

## MANAGER / DIRECTOR OF NURSING REPORT

It is with great honour that I write my first report for Penshurst Campus of Western District Health Service's annual year in review. I was fortunate to commence this role on 23rd December 2013 and I would like to thank Mr Alastair Doull for his valuable service and leadership to the organisation over the last three years. I would like to sincerely thank Mr Jim Fletcher our CEO, Mrs June Morris PDHS NUM and all staff, volunteers, residents, families and the Penshurst community for their support and for making me feel so welcome.

It has been a very challenging but successful year for the Western District Health Service Penshurst Campus.

The greatest challenge we have faced this year has been maintaining occupancy and therefore revenue in both Aged Care facilities and this will remain a challenge due to the competitive environment following the introduction of the Federal Aged Care reforms. WDHS including Penshurst has developed marketing strategies to ensure we remain competitive.

All staff are to be congratulated on their positive attitude and commitment to providing such excellent person centred care during this changing environment. I have certainly received wonderful feedback from residents, families and the accreditors about the caring nature of staff, the wonderful freshly cooked meals and what a lovely clean and homely environment Penshurst has to offer. This is certainly goodwill that sets us above and beyond other facilities.

The Kolor Lodge redevelopment was officially opened by the Honourable Hugh Delahunty MP in November 2013. This would never have been possible without the wonderful generosity of both Mr Leo 'Sandy' O'Brien and of the late Sheila Harrington.

In April 2014, Penshurst participated in the Murray to Moyne Cycle Relay Event, raising \$16,000 for the health service. I would like to thank the riders, support staff volunteers, sponsors and all staff who helped in raising this incredible amount of money. This year we will be purchasing recliner chairs to improve the comfort of residents.

We are fortunate to have such a generous community and we are truly grateful to those who support us through volunteering and membership of one of our auxiliaries. I would like to thank our wonderful team of volunteers for their continued dedication and support. They are amazing people who capture the life of the organisation, providing comfort and companionship to our patients, their carers and families.

Without the support of community groups like the Ladies Auxiliary, other individuals and organisations, we would not be able to provide such a high level of care.

With the bar continually being raised by accreditation and community expectations, improving our service delivery is integral to achieving best practice outcomes. Penshurst has met a number of accreditation processes which is evidence that we continue not only to meet, but exceed those expectations. Consumers and their families can feel confident that care is of the very highest standard, measured against standards established by external accreditation agencies.

I would also like to congratulate Mrs Margaret Eales the Chair of the Penshurst Advisory Committee who gives so much of her time to offer outstanding leadership and welcome two new Advisory Committee members, Mr Richard Jacobs and Mrs Anna Watson.

Penshurst's long serving, former President of the Advisory Committee, Mr Les Paton passed away earlier this year. Les will be fondly remembered as a passionate advocate for consumers, and he will be sadly missed.

In closing we wish to thank Mr Jim Fletcher for his excellent support and leadership over the last fourteen years and we wish him all the best in his retirement. We also welcome our new CEO Mr Rohan Fitzgerald and look forward to his support and leadership in the future. WDHS Penshurst campus will continue to demonstrate WDHS mission vision and values providing excellence in health care, putting people first, everyone every time.

### Bronwyn Roberts

Manager / Director of Nursing



Bronwyn Roberts



## ADVISORY COMMITTEE OF MANAGEMENT

The Penshurst Campus of the Western District Health Service Advisory Committee comprises members of the community who are appointed to advise the Western District Health Service Board on issues in relation to the Penshurst Community and District on health needs and services.

The Advisory Committee's operation is governed by the by-laws, rules and standing orders of the Western District Health Service.

### Functions of the Advisory Committee

The functions of the Committee as authorised by the Board are:

- Review the performance and operations of the Penshurst and District Health Service.
- Be responsible for service planning, service delivery and service quality activities for the Penshurst Community and make recommendations to the Board of the Service.
- Make recommendations on the strategic plan of the Service (so far as it relates to Penshurst and District Health Service) to the Board of the Service.
- The Committee conduct bi-monthly meetings.

The Advisory Committee are grateful for the assistance provided during the past year by Mr. Jim Fletcher, Mr. Pat Turnbull, Mr. Richard Staude, Mr. Nick Starkie, Mrs Gabrielle Baudinette and staff of the Finance Department of the Western District Health Service in reviewing and planning performance, and Jenny Hutton the WDHS Board representative on the Advisory Committee.

### Community Advisory Committee Members



#### **Margaret Eales (President)**

Resides Penshurst  
Commenced with Advisory  
Committee: 2000  
Term of Appt. 2012-2015

Margaret, now retired, previously was employed as a Trainer Telstra Operator Assisted Services for 4 years prior to holding the position as Manager of Telstra Customer Service centre for 10 years.

Other than her service as President on the PDHS Advisory Committee, Margaret is currently the President of the Penshurst Hospital Ladies Auxiliary and has held the positions as Secretary of St. Joseph's Parish Council, Treasurer of the Penshurst Red Cross. She is currently still Secretary of the Penshurst Senior Citizens Club, President of the Caramut & District Garden Club, Committee member of the Penshurst Memorial Hall, Editor of the Penshurst News, volunteer at Penshurst

and District Health Service and was a member of the Advance Penshurst Committee.



#### **Jenny Hutton B.Ed.**

Resides Penshurst  
Commenced with WDHS Board  
2002  
WDHS Board representative on  
Advisory Committee.

Jenny is a past secondary teacher and is currently Director of Community Relations and Development at The Hamilton and Alexandra College. Jenny plays an active fundraising role in the community and is a Fellow of Educate Plus (Association of Development and Alumni Professionals in Education). Jenny was the President of the Penshurst Botanical Gardens (1995-2010) and was part of the Mulleraterong (2010) and Grange (2011) Fundraising Committees.



#### **Mary Johnson**

Resides Minhamite  
Commenced with Advisory  
Committee: 2009  
Term of Appt. 2011-2014

Mary lives on a property south of Penshurst and is a Research Fellow with RMIT University Hamilton.

She is co-founder of the Secretariat for International Landcare and on the executive of Australian Landcare International.

Mary has worked with communities and all levels of government, nationally and internationally, in natural resource management, policy implementation, training and extension, advocacy and community development.

Other than her service on the PDHS Advisory Committee, she is also a committee member of the Penshurst RSL and Mt. Rouse & District Historical Society.



#### **Tom Nieuwveld**

Resides: Tarrington  
Commenced with Advisory  
Committee: 2003  
Term of Appt: 2012-2015

Along with Tom's Service on the Advisory Committee he also holds the position as a Justice of the Peace and is a member of the local C.F.A. and is also a member of the Wannon Water Customer Engagement Committee.

**Wendy Williams**

Resides Dunkeld  
Commenced with Advisory  
Committee: 2005 - Term of Appt.  
2011-2014

Wendy spent approx. 35 years working for the Education Department of Victoria as a Teacher, Historian, Archives and Records Management Officer in Charge and Principal.

She currently operates her own company which does Consultancy for Schools producing Annual Reports and Reviews including Data analysis and contracts workers to the mining industry. She is also a civil Celebrant qualified to undertake Marriages, Namings, Renewal of Vows, Funerals, Grief and Trauma Counselling.

Other than her service on the Advisory Committee she holds the position as Secretary/Treasurer of the Dunkeld & District Historical Museum, Justice of the Peace and qualified Bail Justice.

**Jenni Kinnealy**

Resides Penshurst  
Commenced with Advisory  
Committee: 2007  
Term of Appt. 2013-2016

Jenni has been a partner on the family farm north of Penshurst for approx. 33 years and is also a part time employee of the National Australia Bank (16 years).

Other than her service on the PDHS Advisory Committee, she is also a member of the Penshurst Hospital Ladies Auxiliary, Treasurer of the Penshurst Pony Club, Treasurer of Penshurst Bowls Club Ladies Section and a playing member.

**Don Adamson**

Resides Penshurst  
Commenced with Advisory  
Committee 2010  
Term of appt. 2013-2016

Don worked for 29 years with General Motors / Electronic Data Systems, as an Information Security Officer and Computer room Supervisor, Despatch.

Don is currently semi retired, however employed part time as a Personal Care Assistant is driving a bus for the Disabled and Aged.

He is also very active in the local community, volunteering his time as a driver for the Planned Activity

Group (PAG), is a member of the Penshurst Show Committee, has been, and is still involved as a member of the Lions Club for 17 years and also assists with the local Penshurst Community newsletter.

**Lucy Cameron**

Resides: Penshurst  
Commenced with Advisory  
Committee 2011  
Term of appt. 2011 – 2014

Lucy lives on the family farm near Penshurst with her husband Damian and their sons Ben and Duncan.

She has completed a Bachelor of Engineering (Hons), Adelaide University.

For the past ten years she has worked for the Glenelg Hopkins CMA where she runs projects aimed at protecting rivers and wetlands. In her spare time she helps run the farm and Damien's Sheep pregnancy scanning business, and enjoys being a mum.

Other interests include reading, playing music, cooking and travelling.

**Anna Watson**

Resides: Penshurst  
Commenced with Advisory  
Committee 2014  
Term of appt. 2014 – 2017

Anna is the Bank Manager at the Dunkeld & District Community Bank® Branch of Bendigo Bank and has over 25 years of banking experience. She is the Secretary & Treasurer of the Penshurst Lions Club and is the Treasurer of the Penshurst A & P Society (show). Anna enjoys travelling, especially to warm places and reading.

**Richard Jacobs**

Resides: Penshurst  
Commenced with Advisory  
Committee 2014  
Term of appt. 2014 – 2017

Rick is a member of the Victoria Police, with a Diploma in Investigation, and is currently employed as Station Commander at Penshurst Police Station and has worked in the Western District for 15 years. He has previously served with the Australian Army with the Special Investigation Branch. Rick has served on many committees in various locations across Victoria and is the current vice president of Penshurst Lions Club and a former RSL Sub Branch president.

## MEDICAL REPORT

This has been another busy year that has progressed well.

Skin treatment has been expanded to every Thursday after obtaining my Primary Skin Cancer Certificate in Medicine and Surgery. This year I obtained another skin cancer certificate in surgery. Now our clinic will be fully covered in surgical procedures for skin lumps, bumps & cancer which is more and more prevalent in our community.

Prevention is the high priority in all fields of health.

This year a range of screening programs have been performed in this clinic with the collaboration of the Tristar Medical Group Head Office such as Audiometry for hearing impairment. A large group of people attended these programs and they will be running on an ongoing basis.

Other screening programs like bowel cancer, pap smears (for cervical cancer), tests for prostate cancer and mammograms are going in full swing with the co-operation of various allied health services.

The success of these programs is attributed to the great effort of our reception staff, Carol Morgan, Melissa Pye,

Keryn Gordon and practice nurse Heather Kelly. An enthusiastic team which facilitates a high level of patient care.

It is a great achievement for our clinic to have the services of a practice nurse for two days a week. This means patients get faster and more effective services for the health assessments and management through the GP Management plans and other procedures.

This year the great achievement of my life is that I passed the Fellowship Examination and became a Fellow of The Royal Australian College of General Practitioners.

In this regard I would like to thank to the Hamilton Medical Group and the Specialists at the Hamilton Hospital for their support and moreover my heartfelt thanks to the Hospital's CEO, Mr Jim Fletcher for his support of me.

Meanwhile we will endeavour to maintain the health needs of both the Penshurst Hospital and Nursing Home and the wider Penshurst community to the highest possible standard.

**Dr. Mohammad Abdullah**



Melissa Pye & Dr. Mohammad Abdullah



## SERVICE PLANNING AND DEVELOPMENT

Penshurst and District Health Service (a member of the Western District Health Service) is a public hospital providing:

- **Acute Care:** inpatient care for six acute care patients
- **Nursing Home (High Level):** residential accommodation for seventeen permanent nursing home residents.
- **Hostel (Low Level):** residential accommodation for nine permanent residents and one respite resident.
- **Independent Living Units:** At Penshurst and Dunkeld providing independent living for ten residents.
- **HACC Services** Meals on Wheels Service operates from the facility seven days per week. An Adult Day Activity Support Service meets weekly in the Sheppard Community centre.
- **Allied Health:** Other services delivered by visiting therapists include, Podiatry, Physiotherapy, Dietitian, Asthma and Diabetes Educators, Women's Health, Social Work, Psychology and Continence.

### CATCHMENT AREA

The catchment area of the Penshurst and District Health Service comprises the area in south western Victoria bounded by Dunkeld, Glenthompson in the north, Chatsworth in the east, Hawkesdale and Macarthur in the south and about 15 km's along the Hamilton Highway in the west. This region corresponds to part of the Southern Grampians Shire (former Shire of Mount Rouse and parts of the former Shire of Dundas) and part of the Shire of Moyne (parts of former Shires of Minnamite and Warrnambool).

### POPULATION

The 2011 Census, conducted by the Australian Bureau of Statistics, indicated that the population within the catchment area of the Penshurst and District Health Service was ageing at a higher rate than the State generally. There were 734 people in Penshurst of which 49.3% were male and 50.7% female. Aboriginal and Torres Strait Islander people made up 1.8% of the population. The median age of the catchment population in the 2011 Census was 48 years (an increase of 5 years since the 2006 census). Children aged 0-14 years made up to 19.2% of the population and people aged over 65 years made up 20.6% of the population. 84.9% of the catchment population stated that they were Australian-born. 92.9 % of households had English stated as the only language spoken at home, with 3.9% of households speaking two or more languages.



*Kolor Lodge*

## COMMUNITY SERVICES AND ALLIED HEALTH

### PRIMARY AND PREVENTATIVE HEALTH DIVISION

#### SOCIAL WORK

Beth Bryant WDHS Social Worker, identified a need for the department to attend Penshurst and implemented regular monthly services for the community.

#### CONTINENCE

The WDHS Continence Service has visited Penshurst on a regular basis. Catheter care has been a major component of our service, both with education of staff and for the Penshurst and district residents.

The continence team of Annabelle Wilson, Sue Langley and Meg Ryan continue to provide care to outpatients and inpatients at Penshurst and the surrounding community.

#### PODIATRY

This financial year Podiatry services have been provided to the Penshurst campus by WDHS chief podiatrist Phuong Huynh and Grade 2 podiatrist Deanne Moyle.

The Penshurst Podiatry department see a vast range of different and complex foot conditions.

Due to high demand for podiatry, appointments have to be arranged to ensure clients with complex and high risk problems are prioritised first. We support clients in preventing and reducing existing foot complications by encouraging clients to participate in their own foot health through education, early identification and self-management.

#### NUTRITION AND DIETETICS

Danielle Creek has now been providing a nutrition and dietetics service to Penshurst for 12 months.

Danielle visits the Hospital, Nursing Home and Kolor Lodge once a fortnight, to help optimise nutritional outcomes for patients and residents. In addition, Danielle has been involved in up skilling staff with in-services.

The dietetics outpatient clinic is designed to cover a variety of nutritional issues and illnesses requiring nutritional intervention. These include diabetes, gastrointestinal disorders, cardiovascular disease and more. Referrals are appreciated but not required for these clinics. These clinics have been a fantastic way to get to know community members and have a real input into their ongoing health and nutritional outcomes.

#### SPEECH PATHOLOGY

Speech Pathologist, Sue Cameron, provides assessment of residents or patients for swallowing difficulties or communication needs when required.

#### PHYSIOTHERAPY

The Physiotherapy department continued to provide a weekly service to the Penshurst and District Health Service. The physiotherapy department values the need to provide a quality care service in this area of the Western District region and endeavours to maintain the frequency of this service despite fluctuating staffing levels.

We continue to see residents of the Penshurst Nursing Home and Kolor Lodge, as well as inpatients in acute care and outpatients. Additionally, clients under the Transitional Care Program (TCP) in Penshurst were also seen to for weekly therapy.

The team continues to enjoy their time at Penshurst, and during this financial year our attending physiotherapists were Reece Bowerman, Caitlin Knee and now Heather Elsworthy, Jane Morris and Kathy Guan. Thanks to the excellent team environment and well organised facility, we are looking forward to continuing this service into 2014/2015.

#### WOMEN'S HEALTH

About 20 people braved a cold June Friday night in Penshurst to hear Sue Watt, WDHS' Women's Health Nurse discuss Women's Health issues. The turn out and great feedback indicate the interest and need for such community sessions.

Sue has also held several pap smear days at the Penshurst campus during the last financial year with 13 women attending.

Women who have regular screenings are 90 per cent less likely to develop cervical cancer than those who don't. Many reasons are given for not attending for a pap smear including distance to travel, difficulty in obtaining suitable appointments as well as preference for a female practitioner.

Sue's provision of this service in the local community is an effective way to encourage women to have regular screenings.

## OCCUPATIONAL THERAPY

The Occupational Therapy department provides service to Penshurst and District Health Service on an as needs basis.

Occupational Therapy includes the following services:

- Inpatients -helping provide home safety for example rails, ramps and other equipment or teaching skills such as activities of daily living like cooking, showering to maximise independence, or rehabilitation services.
- Outpatients/ambulatory care - hand therapy, assistance with daily living skills, provision of equipment, assistance with returning to or staying at work including home visits.
- Staff education and in-services as required.

## HEALTH PROMOTION

Penshurst Primary School demonstrated fabulous initiative by working with WDHS Dietician Jess Nobes and dietetics students from Charles Sturt University.

The school completed the co-ordination phase of an Achievement program. The focus of the program is to increase physical activity and healthy eating. The school is the first to team up with WDHS and the co-ordination phase examples will be used as a local case study at future workshops with other schools.

### Belinda Payne

Manager Primary Health Services



*Danielle Creek Dietitian*



*Caitlyn Knee Physiotherapist*



## COMMUNITY SERVICES AND ALLIED HEALTH PLANNED ACTIVITY GROUP

Planned Activity Group (PAG), formally Day Centre and ADASS has seen a year of integration and development, focusing on Person Centred Care, Active Service Model, independence and wellbeing.

A competition was run to name the new group. The winning name is CHARM group – meaning: Caring Healthy Adult Recreation and Music – how appropriate!

Planned Activity CHARM Group operates from the Allied Health building and Frances Hewett Community Centre Hamilton, and at the Sheppard Community Health Centre Penshurst weekly on Thursdays to support frail aged and disabled residents in our community to remain active, achieve personal goals and provide meaningful social and recreational activities in a supported group environment.

The program is designed around member's choice and interests, maintaining or improving physical and cognitive capacity, building independence and achievement, community connection and learning new skills.

No wonder the Sheppard Centre comes alive with chatter & laughter on Thursdays'.

Planned Activity Group provides valuable support to those who are socially isolated and respite for their carers.

### NEW TRENDS

The new developments have seen

- Increased members and a waiting list applies.
- Increased number of activities and small groups provided
- Choices in daily activities
- Delta Dog visits – pet therapy
- Dementia specific
- Enhancing personal interests and person centred care
- Opportunities for further learning – introduction of computers, made possible through a generous donation of 15 laptops

A larger pool of staff enables more options and individual choices. Throughout the year members of Penshurst group have had the opportunity to participate in additional activities of choice on other days of the week i.e. Seniors Citizens week celebrations, Concerts, Guest speakers, outings and a 3 day trip to Daylesford and surrounds.

The Penshurst group is having regular visits to/from the Hamilton group. This is reconnecting old friends, broadening friendships and building greater opportunities for social engagement and opportunities.

### QUALITY IMPROVEMENTS

A Falls Risk Assessment is completed annually by an Occupational Therapist; Personal Care Plans include areas of concern, strengths and interests, the goals each member wishes to achieve and strategies to achieve these goals by attending Planned Activity Group. Care Plans are reviewed annually.

**Member meetings** are held 3 monthly and minuted with developments, information, suggestions for future planning recorded. Staff act on member requests for additional equipment, resources and fundraising suggestions. Activity requests are recorded with the person's name for inclusion in the program.

**Feedback from surveys:** are held regularly to gauge feedback, satisfaction and suggestions to improve service. Surveys conducted include

- Trip to Halls Gap Zoo – 97% with the trip giving a sense of anticipation and enjoyment
- Christmas breakup – 100% satisfaction with program of the day
- Overnight Trip - 92% of members responded to increasing confidence and independence

### THANKS

Staff and clients greatly appreciate the assistance of volunteers in transporting members and helping on the day. The lives of our members' are enhanced and many wonderful opportunities are made possible with your support, assistance and friendship.

We sincerely thank the Hospital Auxiliary ladies for their ongoing support and to PDHS management and staff for your ongoing support and assistance.

### Brenda Uebergang

Co-ordinator



Mary Doyle enjoying time with Santa.



Graeme Page and Kate Coote on an outing.

# HUMAN RESOURCES

## STAFF OF THE WESTERN DISTRICT HEALTH SERVICE (PENSURST CAMPUS)

1 JULY 2013 – 30 JUNE 2014

### CHIEF EXECUTIVE OFFICER:

Jim Fletcher Bha, Afchse, Che, Mipaa

### MANAGER/DIRECTOR OF NURSING:

Bronwyn Roberts RN, Crit Care Cert, HIV Counsellor  
, Grad Cert Bus Admin, MRCNA  
Alastair Doull {Ceased Employment 6 Dec 13}

### NURSING

#### UNIT MANAGER

June Morris RN, Dippsn, Bsc (Hons), Nip  
Carolyn Templeton {Acting Num Dec 13-Jan 14}  
Anne-Marie Wheaton RN {Ceased Employment 1 July 2013}

#### DIVISION 1 REGISTERED NURSES

Vivienne Bradley RN, Or Cert  
Jane Bartlett RN  
Amanda Nagorcka RN  
Carolyn Templeton RN, Cert. Ster & Inf Control,  
Hepc/ HIV Counsellor, Nurse Immuniser.  
Juby Jacob RN  
Jishamol Abraham RN  
Julie Carter RN  
Dzintra Clarke RN  
Penny Holmes RN

#### ENROLLED NURSES

Debbie White  
Kate Jackson  
Jan Nicholson  
Lyn Peach  
Margaret Meulendyks  
Kim Cameron  
Kate O'Neill  
Sally Casey {Teelow}  
Teresa Holmes  
Joscelyn Mibus  
Stella Smith {Ceased Employment 13 Oct 2013}  
Casey Burrow {Ceased Employment 5 May 2013}  
Rebecca Siemans

#### PERSONAL CARE WORKERS

Cheryle Casey  
Joy Darroch  
Pauline Mclean  
Joy Lambourn  
Lesley Barling  
Marie Shaw  
Laura Collins  
Mathews Mathew

#### SUPPORT SERVICES

General Services Manager  
Rhonda Hamilton

### FOOD AND DOMESTIC SERVICE ASSISTANTS

Liz Ewing  
Belinda Hill  
Leeanne Cameron  
Norelle Bensch  
Kay Linke {Ceased Employment 15 July 2013}  
Robyn Smith  
Linda Speirs  
Diedre Matuschka  
Bianca Kelly  
Precy O'Meara  
Jarrod Pickford  
Mara Orr

### EDUCATION

Hazel Salagari

### LIFE STYLE CO-ORDINATOR

Irene Edwards  
Shona Bendeich  
Jemma Blakeney {Ceased Employment 5 Feb 2014}

### MAINTENANCE

Richard Casey

### ADMINISTRATION ASSISTANTS

Gwen Rentsch  
Heather Mckenry  
Patricia Graham

### PAG CO-ORDINATOR

Brenda Uebergang (Pag Co-Ordinator)  
Michelle Maslen  
Nicole Landwehr  
Stacy Walker  
Kate Coote  
Wendy Waldron  
Jacqui Weinberg  
Fiona Winderlich  
Judy Thornton

### STAFF SERVICE AWARDS

#### 5 YEARS

Amanda Nagorcka  
Marie Shaw  
Robyn Smith

#### 10 YEARS

Lesley Barling

#### 15 YEARS

Gwenda Rentsch

#### 20 YEARS

Rhonda Hamilton

#### 25 YEARS

Cheryle Casey

## NURSE UNIT MANAGER REPORT

I would like to start my first Nurse Unit Manager's report for the Penshurst Campus by thanking the Residents and staff, the wider community of Penshurst and WDHS for the welcome and support my husband and I have received since arriving from the UK.

I took up my position mid-January and am now entering my 5th month and what has impressed me greatly is the commitment of the whole team to deliver quality care. Nurses, hotel services, leisure & lifestyle, administration, the doctor and visiting allied health professionals work together to provide care that reflects current accepted best practice. I must also thank our volunteers for their ongoing hard work in assisting staff and residents/patients and the commitment of Penshurst people in supporting their local health service.

As many of you know, we have the facilities on this campus to provide acute and residential care. The facility underwent an assessment and subsequent successful accreditation of its acute care towards the end of 2013. On the 1st April 2014 we had an unannounced visit by assessors from the Australian Aged Care Quality Agency, standard procedure at least yearly for Residential Aged Care facilities in Australia, and I am pleased to say that we had a very positive outcome for both the Nursing Home and Kolor Lodge. We look forward to our next visit from the Aged Care Quality assessors, this time for the full accreditation process in August 2015.

In order to promote excellence in healthcare our staff are encouraged and supported to attend study days, courses and conferences and bring back information

and ideas to be shared with the team. We also pride ourselves on providing an all-round experience, holistic care, which takes into account the social and spiritual needs of our patients and residents. To this end we are lucky to have two experienced members of staff making up our leisure and lifestyle team and visits from ministers of various denominations. We are currently working on ideas to even further improve the social aspects of Residents daily lives by creating our own in-house 'café' in conjunction with the comprehensive programme of activities already in place.

When I look at the physical environment for our patients and residents here at Penshurst I feel proud of the beautiful grounds, the lovely facilities of Kolor Lodge Hostel and the Acute areas and the homely feel of the Nursing Home. We also enjoy the benefits of the Doctors surgery being attached and the Sheppard Centre and various consulting rooms making this a hub for community health and wellbeing.

There are exciting times ahead as we prepare ourselves in a positive fashion to face any potential challenges of changes expected with regard to Residential Aged Care from the 1st July 2014. As yet I am unclear what the extent of these challenges may be but regardless we will continue to offer care, compassion and warmth and strive for clinical excellence.

**June Morris**  
**Nurse Unit Manager**



*Nurse Unit Manager, June Morris.*

## HOTEL SERVICES REPORT

Our aim is to create food that is full of flavour and nutrition, prepared from scratch using fresh ingredients and old fashioned recipes. Our kitchen staff strive to accomplish this in a responsible manner for the wellbeing of our residents.

We recognise that food is necessary for more than good health. Food also contributes to the social interaction for our Residents. Dayroom/dining room are places where Residents can gather and to use an old expression 'break bread together'. Doing this helps to create a sense of comfort.

Meals are available for guests on request and for special occasions. Our Nursing Home offers a private dining room for Residents and their guests. All meals continue to be cooked fresh daily and can be modified to suit nutritional or special dietary requirements.

Our food safety audits throughout the year have continued to show that we demonstrate a keen interest in providing a quality service, whilst keeping the kitchen maintained in a food safe environment.

### CATERING

Extra catering is undertaken throughout the year. Some events include:

- Planned Activity Groups - 3 course meal on most Thursday's
- Meals on Wheels 5 days a week
- Men's Out and About
- Women's Health Evening
- Advisory Committee every second month
- WDHS Board and Advisory Dinner
- Employee of the Month afternoon tea
- Hospital Ladies Auxiliary Luncheon
- Murray to Moyne food for riders and Sunday BBQ
- Volunteers Afternoon tea

### CLEANING

Our procedures, standards and documentation are all aligned to meet ongoing accreditation. All audits have indicated a high level of cleanliness throughout. This goes to show that we continue to provide our Residents with a clean, safe and welcoming environment.

This year we purchased a steam cleaner with a glide mop attachment. This has been a huge advantage for staff. Simply put, it has meant less time, effort, water and chemicals.

Throughout the year we have strived for continuous improvement that is based on feedback and suggestions from Residents, relatives, visitors and staff, evidenced by meeting all Accreditation Standards in Acute and Aged Care.

Staff have monthly meetings to address any issues that may have arisen. It also gives staff a chance to discuss and review work practices guaranteeing that we continue to meet all requirements.

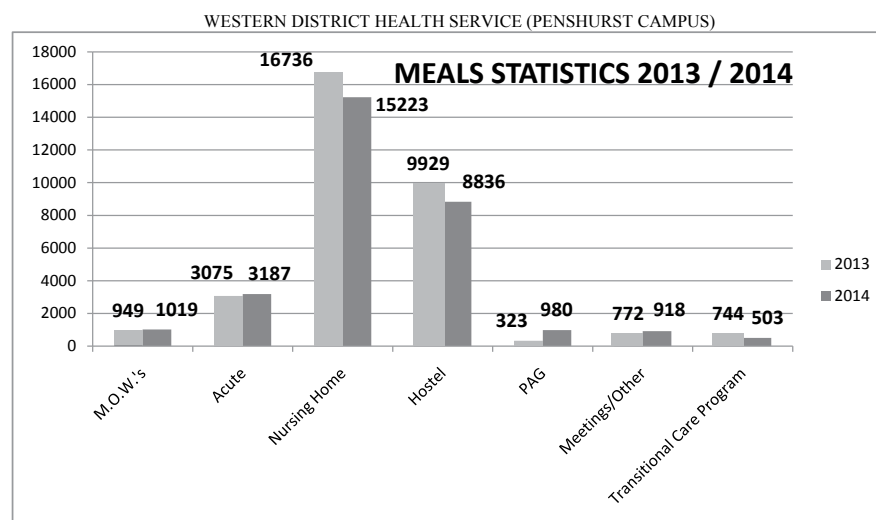
We would sincerely like to thank the Hospital Ladies Auxiliary for their ongoing generosity and support for everything they do.

Thanks must also go to the Schools, Clubs and individuals of Penshurst and District that provide their time so generously for the delivery of Meals on Wheels. This continues to be a vital service that we provide to the people of our community.

Lastly I would like to thank all Hotel and Environmental staff for the wonderful job they do and their ongoing support.

**Rhonda Hamilton**

General Service Manager



*Hotel Services Staff member Jarrod Pickford hard at work.*



*Hotel Services Staff member Liz Ewing preparing a meal.*



## EDUCATION REPORT

Ongoing education of our staff continues to be a priority. Care based on best practice requires staff to keep up to date with current changes for both Residential Care and Acute Care.

Hazel Saligari commenced the full time position as Practice Development Nurse-Aged Care for WDHS in January this year.

An Aged Care Strategic Education plan was developed for this year which provides training for the Aged Care Funding Instrument (ACFI), an Evidenced Based Wound Management program and the Link Nurse Palliative Approach Toolkit.

In addition to these 3 training programs, Trifocal education has commenced for Kolor Lodge staff providing evidenced based education on 6 clinical modules which includes Continence, Nutrition and Hydration, Behaviours of Concern, Depression, Mobility and Medication.

Staff continue to receive monthly in-service education onsite as well as the opportunity to attend any external education that is appropriate to their position. When any new situation arises ie specific resident needs, education is sourced for the staff and delivered.

All training records are recorded on SOLLE (SWARH OnLine Learning Education) and these records are made available to the assessors during an Accreditation Visit if requested.

Education is essential for our staff to deliver the best care possible for people in our care and Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration.

### **Hazel Saligari**

Practice Development Nurse-Aged Care



*Hazel Saligari left with Lifestyle co-ordinator Shona Bendeich*











## LIFESTYLE REPORT

The Lifestyle and Leisure Department is responsible for providing a program of activities that enhance the Residents care and well being using a holistic approach with a focus on person centred care.

The activities may be individual, group or community based. They reflect the physical, emotional, spiritual, social, and sensory needs of each Resident as well as drawing on their interests and past life experiences. There is also the need to provide activities for pure enjoyment and any other benefits are a bonus.

During the past year the department has seen many changes with the departure in June of Miriam Johnston who returned to Qld and the appointment in August and departure in January of Jemma Blackney who returned to W.A. During the interim periods, with the assistance of casual staff, nursing staff and our wonderful group of volunteers, many of the regular activities continued. The department is now at full capacity with the appointment in April of Shona Bendeich (3 days per week) and Irene Edwards (2days a week) as Leisure and Lifestyle coordinators in a job share basis. While Irene is a familiar face, Shona is a new appointment with many years experience and brings with her an abundance of new and creative ideas (as reflected in the Nursing Home Mother's Day and Queen's birthday decorations and displays). We look forward to an exciting year ahead.

We continue to receive fantastic support from our valued volunteers. Janet Shalders visits twice a month to assist the Residents individually or in small groups providing interesting and stimulating conversation and also assists with group activities and outings and as a lay chaplain she is able to provide spiritual support as required. Myra Pohl and Katie Benson visit weekly providing conversation, hand massage, manicures and assistance with resident surveys. Wendy Block who has run the weekly bingo for many years has retired to Horsham and Catherine Hawkins who visited weekly providing hand massage to the residents and assisting with group activities and outings has headed to the West. We thank them for their support and wish them well.



*Lifestyle co-ordinator Irene Edwards enjoying a dance with resident Heather Mirtschin.*

Music therapy features significantly on our calendar of events and includes a past acute patient who returned to entertain the Residents with his wonderful harmonica playing and the Tabor Male Choir and their annual Christmas visit. Most of these people give freely of their time and talent. Music therapy is non-restrictive and while there are many benefits to the individual Resident these events also provide the opportunity for group gatherings and social interaction on a larger scale.

Weekly outings (weather permitting) are offered and range from shopping trips to gallery visits to coffee at the local café to just a pleasant afternoon drive. These are so important in helping Residents maintain a connection with the wider community. The monthly Men's Out and About provides a forum for the male Residents across the various campuses of WDHS to get together and enjoy a variety of experiences, socialise, form new friendships and sometimes rekindle old friendships.

The various local religious denominations provide pastoral care by participating in our monthly Ecumenical Service, the annual Memorial Service and individual visits by clergy and lay clergy. The Uniting Church holds its regular Sunday service in the Sheppard centre at various times throughout the year to which Residents are invited to attend. Residents families are now offered a memorial service at Penshurst to provide Residents, families and staff an opportunity to pay their respects.

Cooking, craft chats, bingo, bowls, garden walks, footy tipping ,hairdressing ,manicures and hand massage and the list goes on are just a few more activities that make up Lifestyle and Leisure.

The Lifestyle and Leisure also coordinate and conduct a weekly community –based strength training activity to which a number of Residents attend.

I would like to conclude this report by once again acknowledging the efforts of our Volunteers without whom many things would not be possible and continue to meet residents Lifestyle and Leisure needs.

### **Irene Edwards and Shona Bendeich**

#### LIFESTYLE CO-ORDINATORS



*Shona Bendeich Lifestyle co-ordinator*



## FACILITIES AND EQUIPMENT MAINTENANCE

The Penshurst site is being capably maintained by Maintenance coordinator Richard Casey whose attention to detail provides a positive outcome for patients, residents, staff and the general public; he is also supported by Hamilton maintenance staff and local contractors.

There are numerous repairs planned and ad hoc that have been undertaken by Richard during the year in maintaining the sites assets. He is also supported by other specialist trade contractors who respond as the need arises

Regular scheduled visits are still occurring to maintain ILU'S (Independent Living Units) owned by WDHS for the residents at Dunkeld (6 units) and Penshurst (4 Units).

Some of the bigger capital items and works completed this year have been:-

- Second & final resealing of rear car park.
- Fire Safety Audit.
- Completion of Kolor Lodge internal refurbishment these works were completed in July 2013 and were funded by the very kind donations from Sandy O'Brien and Shelia Harrington.
- New carpet tiles to Sheppard centre.
- Re vinyl main kitchen floor.

Once again we would like to thank our local contractors and suppliers who continue to provide excellent service and response for planned and emergency maintenance requirements as required along with volunteer Tony Auden who provides an excellent job in maintaining the gardens.

### **Trevor Wathen**

WDHS Facilities Manager



*Richard Casey (Maintenance) installing new television.*



*CEO Jim Fletcher and MLA Hugh Delahunty in upgraded Kolor Lodge Room.*

# OFFICIAL OPENING OF THE KOLOR LODGE REDEVELOPMENT

FRIDAY 8TH NOVEMBER, 2013





## COMMUNITY ENGAGEMENT

### VOLUNTEER PROGRAM – WESTERN DISTRICT HEALTH SERVICE - PENSURST CAMPUS

The following is a summary of contact hours and activities for Penshurst District Health Service registered volunteers for the 12-month period, July 2012 – June 2013

- A total of 17 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours over the period (July 13 – June 14);
- Volunteer Hours Total, Individual Contact 339
- Volunteer, Individual Contact - Ave. hours per week 6.52
- Volunteer Hours Total, Group Contact Hours 52
- Volunteer, Group Contact - Ave. hours per week 1
- Volunteer Hours - other (gardening) 624
- A sample of the activities and services provided by volunteers during the period include;
- Visiting residents for discussion, company, and support.
- Walks.
- Reading to residents.
- Crosswords, playing cards and games.
- Manicures and nail painting/presentation..
- Cooking sessions
- Art sessions
- Gardening
- Football tipping
- Music and singing.
- Spiritual activities
- Group activities eg Bingo.
- External outings.



*Tony Auden hard at work in the garden*

Volunteers recorded an overall total of 1015 hours of volunteer service support for the 12-month period July 2013 – June 2014. Equating to an average of 19.5 hours per week contributed by WDHS registered volunteers.

Staff, Residents and Families of the Penshurst Campus of Western District Health Service, sincerely thank all the volunteers for their ongoing commitment and dedication to improving the well being of residents.

#### Jeanette Ryan

Volunteer Co-ordinator Western District Health Service

I wish to sincerely thank the following volunteers: Tony Auden, Audrey Burger, Wendy Block, Barbara Finlay, Katie Benson, Janet Shalders, Margaret Eales, Barry and Brenda Mirtschin, Myra Pohl, Catherine Hawkins, Trish Graham, Joy Darroch, Don Adamson and Judy Drane.

#### MEALS ON WHEELS

There are numerous individual and clubs who provide their time so generously for the delivery of meals on wheels to the frail and elderly of our community and although it would be difficult to individually name them, we wish to thank each and everyone for doing so.

#### HOSPITAL SUNDAY

Once again the Penshurst Community have displayed their generosity in their support of the hospital through the annual door knock appeal. The Penshurst community donated approximately \$ 8,245 towards the local health service to contribute to its ongoing development. Sincere thanks must go to our local collectors including: Trevor Rentsch, Jenny Hutton, Carolyn Templeton, Lyn Peach, Jenni Kinnealy, Helen Trehar, Anna Watson and Marcus Rentsch.



*Myra Pohl enjoying her win of an easter bunny.*

# *Our Volunteers*





## MURRAY TO MOYNE CYCLE RELAY

The Penshurst Campus of Western District Health Service have been participating in this event since the 1980's, this was the 28th year our riders and the community have raised money for the comfort of the residents in our facility.

This year's riders must have put in some serious training the team completed the relay at the front of the pack.

The team included the faithful regulars, Brenden Cottrill (21st year of riding), Scott Kruger, Andrew Thornton, Peter Ryan, Tony Gurry, Ken McMahon, Scott Grant, Phil O'Neil and Steve Appleby, the latter two first time with our team and we appreciated their involvement, and hope they come back next year.

The dedicated support crew consisted of David Linke (19th time in the team), Joy Lambourn, Don Adamson, Judy Drane and myself.

We set off from the Sheppard Community Health Centre on Friday 4th April, with residents and staff waving goodbye and wishes of safe riding, arriving in Mildura in time to join the Hamilton team for a fun dinner at the Grand.

It was an early start, riders making final adjustments to their bikes and support crew making mile of bread rolls, finalising the tucker to keep the riders well hydrated and fed for the ride ahead of them.

As the sun came up the day proved to be perfect for riding, no strong winds, breeze from behind, our riders

stayed with the leaders all day, getting us in at Hamilton early, before midnight.

Sunday morning some riders rode from Hamilton with David in the 'big red' support vehicle to join the remainder of the crew for the traditional BBQ breakfast supplied and cooked by Trevor and Gwen Rentsch.

The whole team rode together for the 65km's to Port Fairy to a hero's welcome to all riders from across the state, being received by our Premier.

Once again, we enjoyed a fabulous BBQ prepared by our catering staff, cooked by Trevor Rentsch at Gerard Diprose's home. Brenden Cottrill presented the medals and thanked all involved. This year the total amount raised was approx. \$16,000, a fantastic effort, a big thank you to the riders who with out them, this fund raising event would not be possible.

Also to the many sponsors, major and minor, patrons who attended the trivia night, staff who sold raffle tickets and gave time to the fund raising.

The funds raised will be used for new comfortable recliner chairs for the residents.

The Penshurst Campus of Western District Health service would like to thank everyone who supported us and made this event possible.

### **Vivienne Bradley**

Registered Nurse / Volunteer support crew.



*Riders and support crew Sunday morning after the BBQ breakfast in Penshurst.*



*Vivienne Bradley  
Support Crew*



*Rider Brenden  
Cottrill having a  
small break.*

## PENSHURST HOSPITAL LADIES AUXILIARY

The Penshurst Hospital Ladies Auxiliary have once again completed a successful year, and it is on their behalf and with pride that I give you their annual report.

Monthly meetings continue to be held at the Sheppard Community Health Centre on the 3rd Wednesday of each month followed by a very enjoyable chat and afternoon tea.

We were fortunate to have Alastair Doull, the Director of Nursing attend our meetings prior to his leaving in December. Alastair, broadened our knowledge in the Health service and kept us informed of the needs of the Health Service.

At our February meeting we welcomed our new D.O.N, Bronwyn Roberts who has also joined us at our meetings and we value her skills and knowledge and look forward to assisting and working through her "Wish List".

Our fundraising efforts have included a very successful High Tea, Open Garden, Penshurst Show Luncheon as well as the usual the Raffles, and Catering.

Thanks must go to Rob and Gill Sinclair of "Sylvan Grove" for opening their garden for us.

To Stella and Steve Boots at the Penshurst Hotel for donating the proceeds of the Friday night meat raffle to us and to Kit Boyd for her generous donation to all catering functions

At Christmas we had a very traditional lunch at the Bagdad Café, thanks to Greg and Judy for their friendly service and hospitality.

To get the new year under way we once again enjoyed the very pleasant surroundings of Burn Brae, for our meeting followed by one of Liz's great afternoon teas. Thanks again Liz.

This year we have raised and donated \$15779.17 to the Health Service. This has enabled a further donation to the garden area towards the Christmas lights, and the re-planting of the rose gardens. We also financed,

the installation of a watering system and the upgrade of the tool supply. It is pleasing to see the great work Richard and Tony do in maintaining the grounds and buildings. I also must make mention of Rhonda and the kitchen staff who give us a very tasty lunch for our annual meeting and cater for other hospital functions. The kitchen also gained from our support with a new Kenwood mixer.

For the clients and patients entertainment Cd's and Dvd's were purchased for the Lifestyle coordinator and for their safety two fall's Mats were supplied. We funded the purchase of a very modern ice machine for comfort of the patients in the Nursing home

A new light fitting has been installed as part of a revamp to the foyer.

The excellent level of service these employees deliver, ensures us our efforts are well appreciated.

We are involved in the community by providing the luncheon at Penshurst Show, serving tea, coffee, scones and cakes on market days. We are represented at the annual Lion's club dinner and help out with morning tea on Anzac Day.

The Auxiliary meets each month and is most welcoming of new members who are keen to make a contribution to their health service and community.

I thank the current members for their tireless work and I am grateful for the dedication, support and friendship of the members who make our work successful and enjoyable. Thank you to all the great cooks and supporters out there in the community for never saying No.

I wish you all well for the coming year and hope we continue to function as successfully as we have done this past year.

Margaret Eales

President Hospital Auxiliary



Margaret Eales (President)

# Thank You

## HOSPITAL LADIES AUXILIARY – PENSURST

Penshurst District Health service staff and residents continue to be generously supported by the Penshurst Hospital Ladies Auxiliary. The Penshurst Hospital Ladies Auxiliary volunteer their time and work tirelessly to fundraise for equipment and improvements to the facility. This year the Penshurst Hospital Ladies Auxiliary have raised money for the following items of equipment totalling an amount of \$15,779.17 of which we are very grateful.

*Christmas Decorations for large Christmas tree in Garden*

*New Roses for Hospital Garden beds*

*Ice making machine for Nursing Home dining room*

*Medication Cart*

*Botany Led Light for Nursing Home foyer entrance*

*Tub chairs for Nursing Home foyer entrance*

*Vases for Nursing Home foyer entrance*

*Fall mats for use in Nursing Home and Kolor Lodge Hostel*

*Installation of Watering system and Signs for Garden*

*Electric Drill, drill and socket sets etc.*

*New Kenwood mixer for kitchen.*

*Entertainment unit to house CD's and DVD'S for resident use.*

*Lifelike baby doll used in doll therapy for dementia.*

This equipment contributes to improved comfort of the residents and modernisation of the facility to remain competitive in an increasingly competitive aged care environment





# Farewell

## Where do they go to?

Where do they go to, the people who leave?  
Are they around us, in the cool evening breeze?  
Do they still hear us, and watch us each day?  
I'd like you to think of them with us that way.  
Where do they go to, when no longer here?







I think that they stay with us, calming our fear  
Loving us always, holding our hands  
Walking beside us, on grass or on sand.  
Where do they go to, well it's my belief  
They watch us and help us to cope with our grief  
They comfort and stay with us, through each of our days  
Guiding us always through life's mortal maze.



## THANK YOU FOR YOUR DONATION

Allan J Myers AO QC  
RES Australia  
Thornton Engineering  
Dunkeld Community Bank, Bendigo Bank  
Kellys Merchandise, Penshurst  
James Dean Pharmacy, Hamilton  
Royal Mail Hotel, Dunkeld  
Cogger Gurry Accountants  
Matthew Clarke - Artist  
Brendan Roberts Photography  
Worley Parsons Services Pty Ltd  
Hospital Ladies Auxiliary  
First State Super  
Sheila Harrington  
Mrs. Jean Barnes  
Bethlehem Lutheran Church Tabor  
Stuart Burger  
Mrs. Kit Boyd  
Gerard Bourke  
Lucy and Damien Cameron  
Roland and Susan Cameron  
Henry and Karen Cameron  
Cheryle Casey  
Mrs. Beryl Cottrill  
Combined Churches Community Carols  
Committee  
C. Cook  
Kathleen Cook  
Coolibah Penshurst Pty. Ltd  
Maryann Doheny  
Mr. Hugh Delahunty MLA  
Pat Doherty  
Mr. And Mrs. Kevin Doyle  
Beth Francis and Family  
Mrs. Barbara Finlay  
Fishers IGA {Hamilton}  
Jim Fletcher  
Danny Franc  
Nathalie Gash  
Hawkesdale CWA  
Peter & Jane Heazlewood  
Tim and Jen Hutton  
Barry King  
John King  
Bill and Jenni Kinnealy  
Neville and Shirley Kruger  
Peter and Tracey Kruger  
Kruger Family Trust  
Kim Kruger  
Kevin King

Greg and Angela Linke  
Barry and Val Linke  
D.M. McCulloch  
K. and M. Mibus and son  
Mr. & Mrs. Stuart and Heather McKenry  
Mick McKinnon  
Mr. D. and Mrs. K. Merrin  
Mr. Colin and Mrs Kath Mirtschin  
Fraser McKenzie  
Daryl and Jenny Nagorcka  
Tom Nieuwveld  
Mr. L. Des (Sandy) O'Brien  
A.J. Page Electrical  
Richard and Jodie Page  
James and Lucy Peddie  
Penshurst Fire Brigade  
Penshurst Hospital Ladies Auxiliary  
Penshurst Hotel  
Penshurst Show committee  
Mrs. Myra Pohl  
Anthony Page  
Trevor and Gwen Rentsch  
Marcus and Val Rentsch  
Simon and Tanya Rentsch  
John and Annette Rentsch  
Alaister Rentsch  
James and Monica Rentsch  
Molly Roberts  
Simon Ross  
Neil and Irene Ross  
Ryan Pastoral, Hawkesdale  
Betty Symes  
M. Schultz  
South Kolor Partnership  
Elaine Smith  
Warren and Anne Steele  
Tabor Ladies Guild  
Ted Finchett Pty. Ltd, Hamilton  
Tintaen Partnership  
Jeff and Cheryl Roads  
Andrew Thornton  
Carolyn Templeton  
Mary Todd  
Franz Tuechler  
John and Jenny Watt  
Peter & Maree West  
G. and E. Uebergang  
Ron Uebergang  
Virbac

## GIFTS IN KIND:

Don Adamson	Jenni Kinnealy
Mr. Tony Auden	Mrs. Joy Lambourn
Steve Appleby	Mr. David Linke
Mrs. Wendy Block	Coral Luke
Bill and Vivienne Bradley – Stonefield Estate	Mandy's Hair Design - Penshurst
Burn Brae Homestead	Allan McNamara
Katie Benson	Barry & Brenda Mirtschin
Greg and Judy Barnes - Café Bagdad	Ken McMahon
Lucy Cameron	Phil O'Neil
Matthew Clarke - Artist	Lyn Peach
Commercial Hotel - Hamilton	Penshurst Lions Club
Brenden Cottrill	Penshurst Licensed Grocery
Mrs. Joy Darroch	Penshurst Post Office
Dunkeld Red Cross	Penshurst Hotel
Judith Drane	Gwen Platt
Mrs. Margaret Eales	Mrs. Myra Pohl
Jo Collie & Graeme (The Jo & Graeme Show)	Bronwyn Roberts
Mrs Kath Edlich	Gwen & Trevor Rentsch
Mrs. Barbara Finlay	Mr. Alex Rogerson
Mrs Kathleen Golding	Mr. Peter Ryan
Mrs Trish Graham	Mr. Marcus Rentsch
Scott Grant	Brendan Roberts Photography
Tony Gurry	Janet Shalders
Rhonda Hamilton	St. Joseph's Primary School
Catherine Hawkins	Carolyn Templeton
Mrs. Dawn Hoare	Helen Trehar
Hospital Ladies Auxiliary	Dan Tehan – Federal member for Wannon
Jenny Hutton	Mr. Andrew Thornton
Mr. Rick Jacobs	Anna Watson
Kirkstall Hotel	Wesley College String Ensemble & Choir
Scott Kruger	
Tracey Kruger (Photographer)	
Mrs Janet Kelly	

There are many individuals who give their time or other gifts in kind (including donations, sponsorships and assisting fundraising functions). Your efforts are greatly appreciated.

## **PROFILE - CRAIG LAPSLEY**

### **VICTORIAN EMERGENCY MANAGEMENT COMMISSIONER (EMC)**



#### **GUEST SPEAKER - 2014 ANNUAL MEETING**

Craig Lapsley is Victoria's first Emergency Management Commissioner (EMC) with legislated control over all major emergencies in the State of Victoria.

The appointment, which was formally announced on 1 May 2014, will along with the establishment of Emergency Management Victoria (EMV) on July 1 2014, be the biggest change to emergency management in Victoria in 30 years.

Since 2010, Craig has filled the role as Victoria's first and only Fire Services Commissioner. The Fire Services Commissioner has legislative responsibility to provide leadership to the three fire services being CFA, Department of Environment & Primary Industries (DEPI), and the Metropolitan Fire Brigade (MFB), and was the senior operational firefighter in Victoria exercising control over major fires as the State Fire Controller.

Craig has enjoyed a career in the Australian emergency management sector for more than 30 years. The majority of this time has been with the Victorian Country Fire Authority (CFA) including service as a volunteer firefighter. Craig finished his employment with CFA in August 2007 at the rank of Deputy Chief Officer.

In 1996 Craig was seconded to NSW Fire Brigades (Sydney) filling the position of Manager State Operations for a two year period.

Craig was also seconded to Victoria State Emergency Service in 2005 to transform SES from a Government

Department to a Statutory Authority.

In 2007, he was appointed Director Emergency Management – Health and Human Services and was responsible for the health sector emergency response to major incidents including mass casualty, pre-hospital (ambulance) and hospital surge capability. This extended to the state coordination and management of recovery arrangements for all emergencies, including recovery efforts after the 2009 Black Saturday fires.

As Victoria's first Emergency Management Commissioner, Craig believes the shift to an "all hazards, all emergencies" approach to emergency management is the next logical step in ensuring a systematic and coordinated approach before, during and after major emergencies.

It is also an opportunity for the alignment of strategy, planning and investment across multiple agencies, to champion unified information systems, an organisational culture that supports information sharing, and a sharp and deliberate focus on better decision making with the community as a central partner in emergency management.

Craig is a director with the Emergency Services Foundation, APCO, Volunteering Victoria and the Bushfire and Natural Hazards CRC. He is also Patron of SARDA (Search and Rescue Dog Association), the Bendigo Football Netball League and the Central Victorian Fire Preservation Society, as well as Chief Patron of Road Rescue Association Victoria.





## ***Penshurst and District Health Service***

### ***Revenue and Expense Statement for the Year Ended June 30, 2014***

	<b>2013/14</b>	<b>2012/13</b>
	<b>\$</b>	<b>\$</b>
<b><i>Revenue</i></b>		
State Government Grants	1,726,346	1,707,387
Patients Fees	1,532,917	1,591,843
Other Revenue	214,311	135,710
Transfer of Accommodation Charge	51,052	-
<b><i>Total Operating Revenue</i></b>	<b>3,524,626</b>	<b>3,434,940</b>
<b><i>Expenditure</i></b>		
Salaries & Wages	2,804,535	2,728,349
Direct Expenditure	222,916	212,223
Overheads	494,734	497,286
<b><i>Total Operating Expenditure</i></b>	<b>3,522,185</b>	<b>3,437,858</b>
<b><i>Operating Surplus</i></b>	<b>2,441</b>	<b>(2,918)</b>
<b><i>Capital Items</i></b>		
Fundraising and Donations	22,740	110,413
Ingoing Residential Charges - Aged Care	225,232	211,321
Transfer of Accommodation Charge	(51,052)	-
Capital Grants	10,000	28,000
Capital Interest	-	26,132
Depreciation	(230,432)	(286,899)
<b><i>Health Service Result</i></b>	<b>(21,071)</b>	<b>86,049</b>

### ***Statement of Changes in Equity***

<b><i>Total equity at beginning of the year</i></b>	<b>7,302,308</b>	<b>7,216,259</b>
Net result for the period	(21,071)	86,049
Gain on Revaluation of Land & Building	2,012,722	-
<b><i>Total equity at end of the year</i></b>	<b>9,293,959</b>	<b>7,302,308</b>

## Penshurst and District Health Service

### Balance Sheet as at June 30, 2014

	2014 \$	2013 \$
<b>Equity</b>		
Accumulated Surplus / (Deficits)	6,488,606	6,346,335
Asset Replacement Reserve	302,540	465,882
Asset Revaluation Reserve	2,472,604	459,882
Specific Purpose Reserve	30,209	30,209
<b>Total Equity</b>	<b>9,293,959</b>	<b>7,302,308</b>
<b>Current Liabilities</b>		
Payables	-	-
Employee Entitlements	534,767	484,783
Monies Held in Trust	943,849	814,681
<b>Total Current Liabilities</b>	<b>1,478,616</b>	<b>1,299,464</b>
<b>Non Current Liabilities</b>		
Employee Entitlements	73,804	100,047
<b>Total Non Current Liabilities</b>	<b>73,804</b>	<b>100,047</b>
<b>Total Liabilities</b>	<b>1,552,420</b>	<b>1,399,511</b>
<b>Total Equity and Liabilities</b>	<b>10,846,379</b>	<b>8,701,819</b>
<b>Current Assets</b>		
Cash at Bank	2,065,904	1,849,414
Investments	252,797	536,708
Receivables	97,381	72,554
Monies Held in Trust	943,849	814,681
<b>Total Current Assets</b>	<b>3,359,931</b>	<b>3,273,357</b>
<b>Non Current Assets</b>		
Land, Buildings, Plant & Equipment	7,862,661	6,620,083
Accumulated Depreciation	(376,213)	(1,191,621)
<b>Total Non Current Assets</b>	<b>7,486,448</b>	<b>5,428,462</b>
<b>Total Assets</b>	<b>10,846,379</b>	<b>8,701,819</b>









