

ANNUAL REPORT 14/15



"supporting your country lifestyle"



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

» Integrity

We will be open and honest and will do the right thing for the right reason.

» Innovation

We will be an industry leader by breaking new ground and improving the way things are done.

» Collaboration

We will actively work together in teams and partnerships.

» Respect

We will value all people's opinions and contributions.

» Accountability

We will take personal responsibility for our decisions and actions.

» Empathy

We will endeavour to understand other peoples' feelings and perspectives.



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:

Layout & Design: A Quinsey / B. Roberts / H. McKenry

Photography: Brendan 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 was 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.

Refurbishment of the facility has continued from 1972 until the current day. The following is a summary of the changes:

- 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 Glenthompson. This project provided 2-bedroom cottages on two sites in Penshurst and Dunkeld and a 10 bed Hostel.
- February, 1995, major fund-raising 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.
- 27th 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.
- December, 2011, Completed upgrade to the kitchen and installation of a new walk cool-room opened by Minister for Aged Gavin Jennings.
- February, 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

- 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 .
- October, 2014, replaced carpet in the acute section, the nursing home and the medical clinic.
- February, 2015, refurbishment including new curtains and furniture in the lounge, dining room and nursing home bedrooms.



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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 *	1974-1977	MR. G.G. BURGER *
1959-1961	Rev. C.A. GIBSON*	1977-1988	MR. W.J. LEWIS *
1961-1966	MR. R. CHESHIRE*	1988-1994	MR. T.A. RENTSCH
1966-1969	MR. J.G. RYAN *	1994-1998	MR. T.D. HUTTON
1969-1974	MR. K. CROPPER *		

CHAIRPERSONS OF THE ADVISORY COMMITTEE

1998-2000	MR. R. GREIG	2009-2012	MR. L. PATON *
2000-2007	MR. P. HEAZLEWOOD	2012-pres	MRS. M. EALES
2007-2009	MR. T. NIEUWVELD		

MATRONS / DIRECTORS OF NURSING:

1956-1957	MRS. J. CHESSWAS *	1978-1979	MRS. G. HARRINGTON
1957-1958	MRS. E. FAIRHURST	1979-1984	MRS. M. JEREMY *
1958-1959	MRS. A. PITT	1984-1987	MR. J. DRUMMOND
1959-1960	MS. M. HIGGINS	1987-1992	MS. E. DUCKMANTON
1960-1966	MRS. E. WILSON *	1992	MS. C. FRECKLETON (Acting DON) *
1966-1971	MISS. S. MURPHY	1995	MRS. N. GASH (Acting DON 5mths)
1971-1975	MRS. J. FLYNN *	1999	MRS. C. TEMPLETON (Acting DON 3 mths)
1975-1978	MS. A. BLACK		

DIRECTORS OF NURSING / MANAGER:

1992-1995	MS. M. DADSWELL (DON/Administrator)	2004-2008	MR. D. CLARKE (Manager/DON)
1995	MS. J.A. DAVIS (Honorary Administrator 5 mths)	2008-2010	MR. D. MALONE (Manager/DON)
1995-1998	MS. J. ROSS (DON/Administrator)	2010-2011	MRS. J. PATON (Acting Manager/DON 6 mths)
1998-1999	MS. J. ROSS (Manager/DON)	2011-2013	MR. A. DOULL (Manager/DON)
1999-2003	MRS. J. BURTON (Manager/DON)	2013-2015	MRS. B. ROBERTS (Manager/DON)
2003	MRS. J. PATON (Acting Manager/DON 3 mths)	2015-pres	MRS. K. ARMSTRONG (Acting Manager/DON)

NURSE UNIT MANAGERS:

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

MEDICAL PRACTITIONERS:

1956-1958	DR. J.P. WATT *	2006-2011	DR. M. FORSTER
1958-1963	DR. R.J. LEITCH *	2008-Aug 08	DR. J. BANERJI
1963-1970	DR. A.I. MacKINNON	2010 – July 14	DR. M. ABDULLAH
1970-1982	DR. L. JENKINS	July 2014 - Feb 2015	Dr. Ifran Hakeem
1982-1985	DR. A. ARKELL	Feb 2015 – pres	Dr. Loba Haque
1985-2006	DR. J.D. FLEMING		

* Deceased

QUALITY IMPROVEMENT

SUMMARY OF ACHIEVEMENTS - 2014 / 2015

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 based on the needs of the community.

Quality Improvement & Risk Management

- Aged Care Unannounced Support Visit 9th September 2014 (compliant)
- External Food Safety audit achieved full compliance January 2015
- Internal and external cleaning audit compliant 96.5- 100%
- No –lift audit March 2015 100% compliant
- Reduced medication and falls incidents
- Leisure and Lifestyle/Resident satisfaction surveys completed –residents satisfied with current program recommended more care with washing personal clothing and review of menus
- Menu review involving residents resulting in a revised menu including home grown fresh produce May 2015
- 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 the installation of 5 CCTV security cameras

Leadership and Innovation

- Employee of the month Richard Casey August 2014
- Volunteer of the month Myra Pohl August 2014 Penshurst DON/Manager Member of VHA PRACS Marketability Steering Committee for the region
- Aged Care catch phrase “WDHS Aged Care Services “Supporting your Country Lifestyle” “Concept design developed

Service Planning & Development

- YTD Occupancy:
 - Nursing home and Kolor Lodge 96%
 - Independent living units Dunkeld 1 vacancy, Penshurst no vacancies
- Geriatrician telehealth consultations commenced June 2015
- National Centre for Farmers health held Agrisafe clinics in 2015 to improve and promote farmer health in Penshurst

Human Resources

- Compliance with mandatory competencies
- Roster review completed resulting in effective use of resources to meet resident and patient care needs
- 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
- Above and below behaviours for the values implemented Integrity, Innovation, Collaboration, Accountability, Respect, Empathy (iiCARE)
- WDHS Hotel services received the non clinical excellence award in 2014

Facilities and Equipment

- Pan room lino replaced
- Generator approved for replacement following a successful submission through the Local Infrastructure Assistance Fund (LIAF)
- \$10,000 funding received for Specialist Care equipment from the Department of Health and Human Services purchased Arjohuntleigh Sara Steady lifting machine, High Back Bariatric chair, wheelchair Ramp, Shower seats and commodes
- 2 oxygen concentrators donated by the patrons of the Penshurst Hotel and the Penshurst Hospital Ladies
- Replaced insulated food trolley warmers
- Phones replaced with portable cisco phones
- Falls mats purchased

- Refurbishment to Penshurst and Dunkeld independent living units
- Replaced carpet in the acute section, the nursing home and the medical clinic October 2014
- Refurbishment including new curtains and furniture in the lounge, dining room and nursing home bedrooms February 2015

Business Sustainability & Innovation

- Penshurst is participating in the Small Rural Health Services Model review being conducted by the Department of Health. An interim solution consistent with the Small Rural Health Service Model has been approved by the Department of Health for 2013/2014 and 2014/2015 pending the outcome of the Small Rural Health Service review. Recall now applies for unmet maintenance care targets
- External company Mirus engaged to provide sustainable ACFI education and resulting ACFI uplifts now 100% estimated increased revenue has exceeded the initial proposed > \$93,000

- Budget YTD operational surplus (YTD May 2015)
- Electronic alerts and clinical notes in Trak commenced March 2015 and has been going well

Community Engagement

- Murray to Moyne 9 riders and 4 support crew raised over \$5,500
- Regular articles including services available placed in Penshurst community newsletter
- Radio advertisement with a positive testimonial from a relative
- Penshurst Open Day May 24th 2015 attracted over 20 visitors
- Penshurst Hospital Market commenced on April 2015 and has raised over \$900 and is coordinated by volunteers
- Hospital Sunday 12-21st June 2015, raising \$8,518



INFECTION CONTROL

Infection Control at Penshurst is managed by monthly onsite visits by Infection Control based at the Hamilton campus of Western District Health Service.

Within the 10 new National standards, Safety Quality Healthcare (NSQHS) Standard 3 covers all major aspects of infection control in acute hospitals.

Penshurst as part of Western District Health Service passed accreditation in 2013 against the National Standard 3 without any recommendations.

Each month infections that may have occurred in acute patients or aged care residents in our care are examined and tracked.

This is reported back to the team, providing valuable feedback of any possible trends.

It is pleasing to say that in the past twelve months, there has been no outbreak of infections.

Two vital, but simple ways to stop the spread of infection is to ensure that all staff are cleaning their hands at the appropriate times and to clean any shared equipment between patient use.

Staff practice is monitored on the monthly visits and the onsite presence of the infection consultant allows for staff to discuss any infection control issues.

Penshurst cleaning audits have consistently scored well above the Victorian Department of Health targets, with minor issues that are identified and rectified immediately.

The monthly visits allow for education to be delivered on aspects of Infection Control as requested or that are relevant at the time.

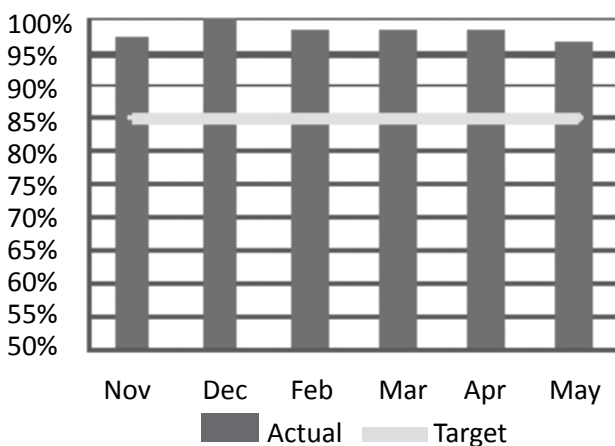
A monthly poster display for infection control has been set up to educate staff.

Influenza vaccinations commenced in May, a later time than usual due to a change of two of the viral strains in the vaccine. The 2015 rate is 72% at this time and we will continue to aim for the 75% government target.

Carolyn Templeton
Infection Control



Cleaning Audit results 2014-2015





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LEADERSHIP AND MANAGEMENT REPORT OF THE ADVISORY COMMITTEE CHAIRPERSON

The Penshurst & District Health Service continues to operate successfully. A wide range of primary health care services are provided on an outreach basis from Hamilton for the people of Penshurst and surrounding district.

The Penshurst Advisory Board consists of members of the public who continue to work closely with the Western District Health Service.

The Board serves as a key link to the community of Penshurst and surrounding district

It strives to enhance and strengthen partnerships between the health service and the local community.

Earlier this year Mary Johnson resigned after serving on the board for 5 years. We thank Mary for her contribution and support over the years and wish her well for the future.

The Hospital Ladies Auxiliary, is a well established and committed organization that as well as raising important funds for the hospital also creates important links between the community and the health service. Their fund-raising activities enabled the purchase of Fall's Mats, raised garden beds, an oxygen generator a Keyboard and funds towards furnishing rooms for inspection by potential new residents. These contributions play a big part in the comfort of our residents and are always very gratefully received.

I would also like to acknowledge the fund-raising of the Murray to Moyne Team and thank the riders, support crew and all generous donors for their efforts.

I thank the collectors for giving their time to the annual door knock appeal. The board is forever grateful for all fund-raising efforts and the time donated by all volunteer groups is valued and appreciated.

Staff are our greatest asset and we acknowledge the dedication, commitment and care each and every staff member puts into their work. Being a small health service staff, has a diversity of responsibilities and these often change on a daily basis.

We particularly thank Director of Nursing, Bronwyn Roberts for her Guidance and support. Her determination and positive leadership saw her overcome challenges to increase performance while continuing to provide high quality care for the community.

The Board appreciates her commitment to the

Health Service in her short time with us and are grateful for her support and service.

It is pleasing to hear the very positive and complimentary comments from our patients and their families.

The clinical standards provided by the health service are of a very high standard and are widely recognized. This requires constant attention to detail and is done so with a caring attitude to our patients and visitors.

Our relationship with the Western District Health Service continues to be very strong and I take this opportunity to acknowledge the support and assistance of the Chief Executive Rohan Fitzgerald, Nick Starkie and Gabrielle Baudinette.

I thank the dedicated board members for their time and their input. Their complimentary skills ensures a very strong board structure.

Thank You everyone associated with our health service for another years support and hard work.

We look forward to another challenging and exciting year for Penshurst Health Service in 2016.

Margaret Eales

Chairperson.



MANAGER / DIRECTOR OF NURSING REPORT

It is with great honour that I write my second report for Penshurst Campus of Western District Health Service's annual year in review.

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 in both Aged Care facilities. 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 and have improved both occupancy and revenue despite the difficult environment.

All staff are to be congratulated on their positive attitude and commitment to providing 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.

In March 2015, Penshurst participated in the Murray to Moyne Cycle Relay Event, raising \$5,500 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 falls mats to improve the safety of residents at risk of falls.

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 thank Mrs Margaret Eales the Chair of the Penshurst Advisory Committee and the members who gives so much of their time to offer outstanding leadership. We also wish to thank Mrs Mary Johnson for her generous commitment to the Penshurst Advisory Committee following her retirement after 5 years of outstanding service. In closing we wish to thank the Chief Executive Mr Rohan Fitzgerald for his excellent support and leadership over the last year. 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



Outgoing CEO Jim Fletcher, Bronwyn Roberts, Manager/DON and incoming CEO Rohan Fitzgerald.

NURSING UNIT MANAGER REPORT

It's hard to imagine that a year has passed, flown by, since my last report. During this time the team, Nursing, Leisure and Lifestyle, Maintenance, Administration, Hotel Services, our local General Practitioner and visiting healthcare professionals have worked together to ensure the continued provision of a high standard of care to our patients and residents and I would like to take this opportunity to thank them for their hard work. I would also like to thank our Volunteers, Ladies Auxiliary, the local community and the Penshurst Advisory Committee for their dedication to the Campus.

One of the key areas that we have been working on throughout the past year and will continue to target going forward is the reduction in avoidable harm, such as falls and medication errors. To this end we have devised a new style clinical handover sheet which highlights such things as Falls Risks and Allergies. We have also been including discussions around avoidable harm in Residents meetings and have introduced patient/resident rounding as part of our falls prevention strategies.

Another area that we will be working on as part of our Leisure and Lifestyle programme at Penshurst, and indeed WDHS wide, is education for nursing and lifestyle staff in techniques aimed at the provision of specialised lifestyle activities for clients with a cognitive impairment. This will complement our already popular lifestyle programme and improve responsiveness to the needs of individual clients.

At the time of writing we are busily preparing for our full Aged Care Accreditation of the Nursing Home and the Hostel which will take place on the 4th and 5th August 2015 and I view this as a chance for our staff to shine in demonstrating to the Aged Care Assessors that they deliver care in line with the aged care standards and beyond. I look forward to reporting on a successful outcome in the future.

June Morris

Nursing Unit Manager



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. Rohan Fitzgerald, 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, was previously 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 WDHS Penshurst Campus Advisory Committee, Margaret is currently the President of the Penshurst Hospital Ladies Auxiliary, President of the Penshurst Senior Citizens Club, Member of the Caramut and District Garden Club, Editor of the Penshurst News, volunteer and Penshurst Campus Western District Health Service and is a member of the Advance Penshurst Committee.



Jenny Hutton

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 fund-raising 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) Fund-raising 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.



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Wendy Williams

Resides Dunkeld
Commenced with Advisory
Committee: 2005- Term of
Appt. 2014-2017

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, along with running a small farm which produces fine wool merinos. 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. 35 years and is also a part time employee of the National Australia Bank (19 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, (ADASS), is a member of the Penshurst Show Committee, has been, and is still involved as a member of the Lions Club for 18 years, assists with the local Penshurst Community newsletter and has recently joined the Advance Penshurst Committee.



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, the Treasurer of the Penshurst A & P Society (show) and the Treasurer of the Mininera & District Football League. This year she was thrilled to be named "Penshurst Citizen of the Year". 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 and is currently Station Commander at Penshurst Police Station (7 years). He has worked in the Western District for 16 years and has a Diploma in Investigation. He served for 12 years 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 Vice President of the Penshurst RSL Sub Branch.

MEDICAL REPORT

This has been another busy year for the Medical Clinic with Dr. Mohammad Abdullah transferring to Canberra in August and Dr. Irfan Hakeem replacing him in a temporary capacity until my arrival from Ballarat in February. I wish to thank you all for helping me make this adjustment from city to rural, for accepting me into your community and extending a warm welcome.

I would like to let the community know that our practice nurse Heather Kelly, is now working at our clinic for 3 to 4 days a week, which has enabled us to offer extra health services to you, for example GP management plans, dressing of wounds and blood tests from our clinic.

We are also working with Western District Health Service National Centre for Farmers Health to provide Farmer Health through Agrisafe Clinics. This Clinic will offer some specific health needs for the farmers.

A regional Geriatric clinic is also being offered from June this year. It provides health care to ageing people through Telehealth and will be available to hospital and community patients. This may save some travelling to bigger centres to seek professional health care.

I would like to thank the Hamilton Medical Group and the Specialists at the Hamilton Hospital for their support and more over my heartfelt thanks to Bronwyn Roberts and Katherine Armstrong. Also Mr. Rohan Fitzgerald (CEO of WDHS) and Dr. Nic Van Zyl (Director of Medical Services WDHS) for their support of me.

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



Dr. Loba Haque and Dr. Irfan Hakeem

SERVICE PLANNING AND DEVELOPMENT

SERVICES

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: residential accommodation for seventeen permanent nursing home residents.
- Hostel: 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, 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 Minhamite 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.

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 Peshurst 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 Peshurst 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 Peshurst 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 fund-raising 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% of respondents agreed the trip gave them a sense of anticipation and enjoyment
- Christmas breakup – 100% of respondents were satisfied with program
- 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



Dulcie Black, Audrey Burger and Betty Symes enjoying an outing to the Ansett Museum Hamilton

COMMUNITY SERVICES AND ALLIED HEALTH

PRIMARY AND PREVENTATIVE HEALTH DIVISION

Continence and Stomal

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 and Sue Langley continue to provide care to outpatients and inpatients at Penshurst and the surrounding community.

Megan Ryan provides care for stoma clients and education for staff in relation to stoma management, as required.

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

Dietitians are responsible for assessing the nutritional needs of clients, planning appropriate interventions and providing nutritional education. Danielle Lee has been providing a nutrition and dietetics service to Penshurst on a fortnightly basis, over the past 12 months.

Danielle has been involved in the Hospital, Nursing Home and Kolor Lodge settings with both inpatient referrals for a variety of nutritional issues and illnesses requiring nutritional intervention, and also in the up skilling of staff.

Danielle has also assisted Hotel Services with the menu review and the new Food Safety Program.

The Dietetics outpatient clinic continues to be strongly supported by the community. Clients can be seen for a range of conditions including include diabetes, gastrointestinal disorders, cardiovascular disease and more. Referrals are appreciated but not required for these clinics. We look forward to continuing to support the Penshurst community in 2015/16.



Danielle Lee Dietitian

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.

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. It is a credit to the staff at Penshurst and the visiting Physiotherapists, that their communication and team work have been excellent, providing access to best practice health care for all residents and the general public.

The team continues to enjoy their time at Penshurst, interacting with the vibrant staff and residents. Thanks to the excellent team environment and well organised facility, especially through the transition to going Live with Trakcare for the outpatient and acute care setting. We are looking forward to continuing this service into 2015/2016.

Women's Health

Sue has held several pap smear days at the Penshurst campus during the last financial year with 10 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.



Diabetic Educator Megan McLeish with client.

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:

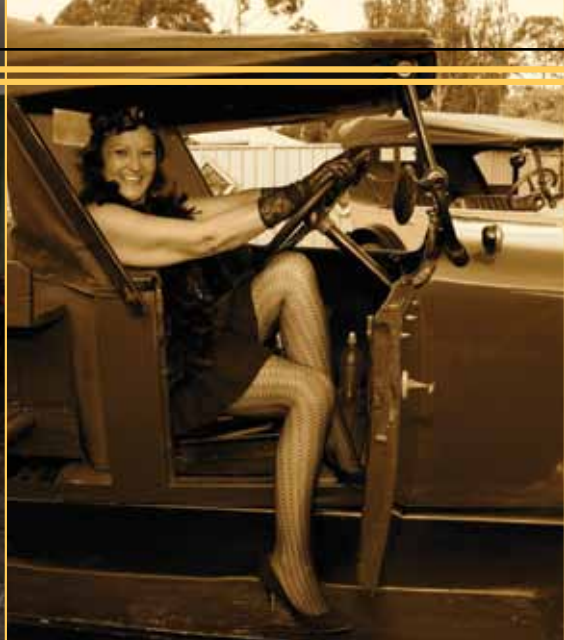
- Inpatients -helping get home safest for example rails, ramps and other equipment or teaching skills such as activities of daily living like cooking, showering to maximise independence, rehabilitation services.
- Outpatients/ambulatory care - hand therapy, assistance with daily living skills, provision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

Belinda Payne

Manager Primary Care Services

ROARING 20'S NIGHT





HUMAN RESOURCES

STAFF OF THE WESTERN DISTRICT HEALTH SERVICE, (PENSHURST CAMPUS)
1 JULY 2014 – 30 JUNE 2015

CHIEF EXECUTIVE OFFICER:

ROHAN FITZGERALD BCOM
JIM FLETCHER BHA, AFCHSE, CHE, MIPAA
{Ceased Employment 31.7.2014}

MANAGER/DIRECTOR OF NURSING:

BRONWYN ROBERTS RN,
CriticalCareCert, GradCertBusAdmin, MACN
KATHERINE ARMSTRONG RN,
BAppSci (Nursing), Grad Cert Bus Admin,
{Acting Manager/DON commenced 22.6.2015}

NURSING

UNIT MANAGER

JUNE MORRIS RN, DipPSN, BSC (Hons), NIP

DIVISION 1 REGISTERED NURSES

VIVIENNE BRADLEY RN, OR Cert, RAN
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
JANETTE RANTALL RN

ENROLLED NURSES

DEBBIE WHITE {Ceased Employment 7.4.2015}
KATE JACKSON
JAN NICHOLSON
LYN PEACH
MARGARET MEULENDYKS
KIM CAMERON
KATE O'NEILL
SALLY CASEY {TEELow}
TERESA HOLMES
JOSCELYN MIBUS
REBECCA SIEMANS

PERSONAL CARE WORKERS

CHERYLE CASEY
JOY DARROCH
PAULINE McLEAN
JOY LAMBOURN
LESLEY BARLING {Ceased Employment 6.7.2014}
MARIE SHAW
MATHEWS MATHEW {Ceased Employment 26.6.2015}

SUPPORT SERVICES

GENERAL SERVICES MANAGER

RHONDA HAMILTON

FOOD & DOMESTIC SERVICE ASSISTANTS

LIZ EWING
BELINDA HILL
LEEANNE CAMERON
NOELLE BENSCH
ROBYN SMITH
LINDA SPEIRS {Ceased Employment 28.1.2015}
DIEDRE MATUSCHKA
BIANCA KELLY
PRECY O'MEARA
ABIGAIL CRAIG
AMANDA SMITH {Ceased Employment 10.4.2015}

EDUCATION

HAZEL SALAGARI

LIFE STYLE CO-ORDINATOR

IRENE EDWARDS
SHONA BENDEICH {Ceased Employment 26.06.2015}

MAINTENANCE

RICHARD CASEY

ADMINISTRATION ASSISTANTS

GWEN RENTSCH
HEATHER McKENRY
MELISSA PYE
PATRICIA GRAHAM {Ceased Employment 8.4.2015}

PAG CO-ORDINATOR

BRENDA UEBERGANG (PAG Manager)
KATE COOTE {PAG Co-ordinator}
MICHELLE MASLEN
NICOLE LANDWEHR
STACY WALKER
WENDY WALDRON
JACQUI WEINBERG
FIONA WINDERLICH
JUDY THORNTON
AMY WATT

STAFF SERVICE AWARDS

5 YEARS

JANE BARTLETT
IRENE EDWARDS
TERESA HOLMES
DEIDRE MATUSCHKA

10 YEARS

NOELLE BENSCH
SALLY CASEY {TEELow}

15 YEARS

BELINDA HILL
LYN PEACH

25 YEARS

JAN NICHOLSON

HOTEL SERVICES REPORT

Over the last 12 months there have been many changes for hotel services, such as the implementation of our new food safety program. This program meets the requirements of the Victorian Food Act and Food Standards Australia and New Zealand. In addition to meeting the legislative requirements, this program is designed for procedures to be in place to ensure the food remains safe throughout the daily meal production and service.

We have compiled a Food Intolerance and Allergen matrix which identifies ingredients present in foods and fluids that are most likely to cause adverse symptoms in people who are food sensitive. All recipes have been catalogued for easy reference to assist with our strict allergen controls.

This year we have undertaken a Menu Review. This has been in response to residents requests and consultation with Residents, Danielle (our visiting Dietitian) Staff and the Hotel Services manager. Our menu has been approved for suitability and nutritional value, whilst being mindful of our Residents current eating patterns and taste preferences. Our residents will continue to have the opportunity to provide feedback on menu choices provided through surveys and Resident and Carers Meetings.

Food safety site audits conducted found that we were compliant within all food safety requirements and kept the required documentation of our food safety program.

Cleaning Audits conducted throughout our facility always score highly. It demonstrates the staff's ability to maintain and manage all required duties following required cleaning standards.

We would like to take this opportunity to thank our meals on Wheels volunteers. Not only do the volunteers provide a meal to our valued clients, but they also provide an important community connection through calling at home each day to provide a cheery welcome, daily contact and even checking their wellbeing.

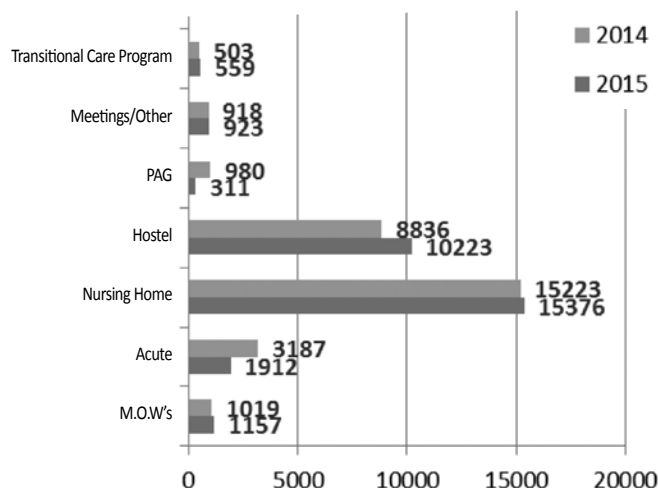
We would also like to take this opportunity to thank our Hospital Ladies Auxiliary. Your role has not changed over the years, the enormous support you give through funds raised from vigorous efforts assist us with purchasing new equipment.

Lastly I would like to thank all Hotel Service Staff for the continued efforts they provide in enhancing the Residents quality of life and meeting all requirements.

Rhonda Hamilton

General Service Manager

Meal Statistics 2014-15



Linda Speirs, Ellie Dufty, Bianca Kelly and Robyn Smith after receiving 99% on their cleaning audit.

EDUCATION REPORT

Ongoing education for 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 residents and Acute Care patients.

In February this year, an Aged Care Events Calendar was developed which provides a yearly plan for in-service education for our staff. Each month's education is based on a different assessment module. There are 11 Assessment modules developed by the Australian Aged Care Quality Association which ensures a broad review of a home's care for residents.

The Aged Care Audit Schedule was also revised and each month audits are conducted which relate to the assessment modules eg In April the assessment module was 'Medication Administration and Management'. Staff received training and audits were conducted around medication management.

Other in-service education is also provided which includes diabetes management, dysphagia (difficulty swallowing) management and emergency and evacuation training. When any new situation arises ie specific resident needs or new equipment, education is sourced for the staff and delivered.

Strategic education for all WDHS aged care facilities has included ACFI (Aged Care Funding Instrument), MOVAIT (Management of Violence and Aggression International Training) and TRAK referrals (online referrals to Allied Health).

External education is also available on a wide range of topics. Staff have attended study days on Dementia Management, Pressure Injuries and Advanced Care Planning which is only a small example of what education is offered and attended.

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



Practice Development nurse Hazel Saligari



"supporting your country lifestyle"

LIFESTYLE REPORT

The leisure and lifestyle program has continued to meet the varied lifestyle requirements of our Residents, with outings and music therapy the most popular. We are very fortunate to have a dedicated and eclectic group of people who regularly provide musical entertainment.

Maintaining contact with the wider community is an integral part of the activities program and these include: participation in Woolly West fest 2014, knitting scarves for the Mission to Seamen Portland, Woolcraft Walk 2014, Australia Day celebrations, Anzac Day commemorations to name but a few.

Highlights of the year included: The Roaring Twenties Evening, "Wizard of Oz" play, and our 100 years of ANZAC commemorative display.

Our small group of Volunteers continue to enhance the quality of life of our Residents in a wide variety of activities however the volunteer hours have been reduced over the past year with most of our group in poor health. We wish them all good health and welcome back on board in the near future. New Volunteers would be most welcome.

Debut Performance of "Dorothy and the Nursing Home"

A very enthusiastic audience was held spell-bound by the acting debut of staff during a recent performance of a play based on The Wizard of Oz.

Set in present-day time, the play tells the story of Dorothy, back from Oz and living her senior years in Penshurst. As the play progresses, the story unfolds to tell how Dorothy is able to settle in to her new home at Penshurst Nursing Home through gentle support, guidance and friendship from both residents and staff.

The play was written by Lifestyle Coordinator, Shona Bendeich as a way of relaying a collective message – take the time to listen; get to know me; let me belong. It also reflects the uniqueness of Penshurst Hospital and the significant role it has played in our community and in life's journey for many of our local residents.

In the spirit of fun, staff from all areas, were very willing to participate in this activity. Adding to the sense of fun and unpredictability we all enjoy, Shona decided it was best to mix strange costumes and no rehearsals to ensure it was uniquely successful.

The play even turned into a 'musical' during the final act thanks to our musician, Barbara Finlay, who played keyboard while everyone sang "Somewhere, Over the Rainbow". Many thanks to Barbara for joining in the fun and ending the play with style.

Further Photographs of our Anzac Display and Wizard of Oz Debut can be found on the back inside cover of this report.

Our cast of characters were:

Dorothy June Morris, Nurse Unit Manager
Tin Man Bronwyn Roberts, Director of Nursing
Scarecrow Brenda Uebergang, Planned Activity Group
Wicked Witch Liz Linke, Hotel Services
Cowardly Lion Janette Rantall, Registered Nurse
Good Witch Gwen Rentsch, Administration
Wizard of Oz Peter Moyle, Resident

Thank you to everyone who came along to join in with this performance, particularly to the staff who took time out of their busy days and those that were 'ring-in's' at the last moment. We don't know what the next performance will be however we did hear Shona mention the word "Bollywood" a few times in recent days... Watch this space.

"Penshurst Remembers 100 Years"

In this significant year, we honoured the service and sacrifice of all Australian Defence Force personnel through a Memorial Wall in the foyer of the Nursing Home. The photographic display was a suggestion from resident, Mrs Bonnie Olle who had four brothers, Patrick, Jack, Jimmy and Billy Whitehead who all served in World War II. Sadly, Billy didn't come home.

Photographs of loved ones who had served in the Defence Forces throughout the last century were on display. Highlights of the display included handmade postcards sent from a brother to his sister during World War I (Mrs H. McKenry), a personal letter from King George V (contributed by Mrs E. Bowen), Naval Service Medals (Mrs G. Thorne) and Army Uniforms (Mrs I. Edwards). The Memorial Wall was appreciated by all as a moving visual tribute of remembrance and respect.

Irene Edwards and Shona Bendeich

LIFESTYLE CO-ORDINATORS



Resident Peter Moyle as the "Wizard of Oz"



Resident Don Adamson with Anzac Display

FACILITIES AND EQUIPMENT

Maintenance

The Penshurst site has been running very smoothly in the last twelve months with no major maintenance issues occurring, Richard Casey (maintenance coordinator) continues to provide an excellent service which has a positive outcome for patients, residents, staff and the general public; he is also supported by Hamilton maintenance staff and local contractors.

The site averages approximately 100 work requests per month as either planned maintenance or requested repairs that are undertaken either by Richard or other specialist trade contractors 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).

No big capital items or works were undertaken this year but there are several in the pipeline for next year, one of them which has just been approved is an emergency generator that will have capacity to run the whole campus and it will commence early September 2015.

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 along with volunteer Tony Auden who provides his time in maintaining the gardens so immaculately.

Trevor Wathen

WDHS Facilities Manager



Penshurst ILU resident Beryl Cottrill



*Richard Casey (Maintenance) August 2014
Employee of the month.*



"supporting your country lifestyle"

COMMUNITY ENGAGEMENT

VOLUNTEER PROGRAM – WESTERN DISTRICT HEALTH SERVICE (PENSHURST CAMPUS)

So you want to be a volunteer and don't think you have any skills that would be suitable for the Penshurst Hospital? When I accepted, I had no idea what was expected of me or the enjoyment I would receive as a volunteer. Now, a number of years later, after my visits I am on a real "high". I knew three people when I started, now I have "103" wonderful friends.

I have discovered that I have been gifted to chat with the various residents and been privileged to share many thoughts with them. When speaking to a fund raising volunteer, she said that no way could she do what I was doing. No way would I be able to cope with the fund raising side of the Penshurst Hospital. Yet, the members of the hospital auxiliary enjoy wonderful times together as they raise much needed funds for those "little" extras which makes the lives of the residents so much more enjoyable. Whereas those intrepid bike riders spend many hours in training for the Murray to Moyne each year as part of their contribution.

Tony spends many hours working in the gardens because he enjoys doing so. Whereas Myra is able to do the nails of the residents and spends time with the fellows on their "Men's Day Out." Barbara is able to spend a couple of hours a month playing music for the residents. Katie is great playing the various games and activities. Before leaving the district, Wendy came weekly for Bingo and afternoon tea while Catherine came for hand massage. Don is a driver who takes those in need of doctor's appointments further afield to their destination. Dennis is a new volunteer who is really starting to find his feet and proving to be a good bus driver.

Without the wonderful support of all members of the staff who provide assistance, help, answer to questions and most of all encouragement, volunteering wouldn't be so much fun.

Each person has the need to feel wanted and loved. It is no less so for myself. To be greeted by a smiling face, to know that your visit was very much appreciated is a wonderful reward and when I was unable to visit for some time, to be told by a resident how much I was missed certainly let me know how loved I was.

Kolor Lodge and the Nursing Home are like a large tapestry made up of residents, and staff members, with volunteers weaving in bright, cheerful colours to help complete a tapestry that is a wonderful, welcoming addition to the local community.

I am very grateful for the privilege and opportunity to be able to weave a little magic into the tapestry of Kolor Lodge and the Penshurst Nursing Home.

Janet Shalders - Volunteer

Thank you

I wish to sincerely thank the following volunteers: Tony Auden, Barbara Finlay, Katie Benson, Janet Shalders, Margaret Eales, Barry and Brenda Mirtschin, Myra Pohl, Trish Graham, Don Adamson, Judy Drane, Ineke Bodley and Denis Peters.

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 \$7,900 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, Jenni Kinnealy, Shona Bendeich, Libby and Joanne Rentsch, Don Adamson, Anna Watson and Marcus Rentsch.

Long Service Awards:

We wish to acknowledge Mrs. Audrey Burger for fifteen years of service commencing as a volunteer with the Hospital Ladies Auxiliary in the year 2000.



Barbara Finlay
15 years of Service



Janet Shalders

Our Volunteers



MURRAY TO MOYNE CYCLE RELAY

Once again this year Penshurst and District Health Service were able to participate in our major fund-raiser, the Murray to Moyne Cycle Relay event.

This enables us to purchase items and equipment to enrich the quality of care for our residents.

Many people have contributed toward this event in the form of fund-raising to help cover the costs in participating, amongst them were raffles and a successful trivia night which was attended by members of our local community, staff and even some of our residents.

This year our major sponsors were Thornton Engineering, James Dean Pharmacy, First State Super, Dunkeld and District Community Bank Branch Bendigo Bank and the Penshurst Lions club.

Unfortunately our Captain Brenden Cottrill who has ridden with us for over twenty years was unable to participate this year. We are very appreciative of Andrew Thornton, a former board member of our hospital, a major sponsor and also one of our riders to step up on this occasion and fill in as Captain.

Our riders this year were Andrew Thornton, Peter Ryan, Tony Gurry, Scott Kruger, Scott Grant, Ken McMahon, Phil O'Neil, Steve Appleby and Rod Bell, who all put in a great effort.

Our support team consisted of David Linke (20 years), Don Adamson, Judy Drane and myself, who did whatever was required which was anything from driving, shopping, assisting with bike changes, first aid, making sure our riders were well fed and any other needs met.

The weather was kind to us and our riders made great time arriving in Hamilton at 10pm, where I'm sure they slept well before everyone got up and back on the road to ride to Port Fairy, with a short stopover in Penshurst for a lovely breakfast cooked by Gwen and Trevor Rentsch assisted by Judy Page.

On arrival at Port Fairy there was a well deserved rest for our riders and an enjoyable meal before we all headed home.

I would like to thank everyone for their involvement on the Murray to Moyne, our riders, sponsors, support crew, health service staff and all who worked behind the scenes to make this event as successful as it is, which to date has raised approx. \$ 5,500.00.

Joy lambourn

Enrolled Nurse / Volunteer support crew.



Support crew Joy Lambourn, David Linke, Judy Drane and Don Adamson.



The Murray to Moyne Cycle Relay Team and Support Crew prior to departure to Mildura.

PENSHURST HOSPITAL LADIES AUXILIARY

The Penshurst Hospital Lady's Auxiliary has been in existence for over 55 years, and it is on their behalf and with pleasure that I give you a report on their achievements over the past 12 months.

The group comprise 15 enthusiastic members who work tirelessly to raise important funds for the health service.

Our fundraising efforts have included Raffles, Catering, and Movie nights

These efforts always strengthen our presence in the local community with our involvement in the Penshurst show, Glenelg games line dancing, Community Market Days, CFA Lunch and the Historical society's world war 2 dedication. Following our catering effort at the Glenelg games we were awarded a certificate for Volunteer services in sport in the South West.

Up until June this year we had Bronwyn Roberts, as the hospital DON, join us each month with an informative report on the progress and needs of the health centre. We value her friendship and really appreciate the significant contribution she made to the Health service in the short time she was with us. We wish her well in her new role and for continued success in the years ahead.

We have helped out financially by purchasing Falls mats, Raised Garden beds, a second Oxygen Generator, assistance with the bed room upgrade to show prospective residents and a Keyboard for the clients enjoyment. Our current fundraising project is to raise funds to erect a much needed storage shed and carport in the hospital grounds.

Thanks to Rhonda and her kitchen staff for the great meals they supply and to the cleaning staff for the excellent reviews and marks they get each time there is an accreditation.

Thanks to Richard and Tony for keeping the garden looking so spectacular.

Thanks to Stella, Steve and the hotel patrons for their generous donations. At Christmas we enjoyed a traditional and enjoyable lunch at the Penshurst Hotel.

Following our break in January we were spoilt by Liz at Burn Brae with a beautiful High Tea which got us started for the year ahead.

I thank Marg, our secretary, and Judy our treasurer, Helen and Aileen for their catering expertise and to all the auxiliary members for their dedication, hard work and friendship. Their hard work has made it another very successful year.

When out and about in this great town I always seem to be approached with offers and promises of scones, slices and cakes so I thank the wider community for their generosity and help also. We are fortunate to have such a generous public which makes our task of raising money a lot easier

The Auxiliary meets each month at the Sheppard centre on the 3rd Wednesday and is most welcoming of new members who are keen to make a contribution to their health service and local community. I wish you all well and hope that there are many successful years ahead for the Auxiliary.

Margaret Eales

President Hospital Auxiliary



Margaret Eales (President)

Thank you

Hospital Ladies Auxiliary Penshurst

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 \$ 7,500 of which we are very grateful.

- Falls Mats
- Raised Garden Beds
- Oxygen Concentrator
- Funded new linen and decorations to refurbish empty rooms to display to prospective residents.
- Keyboard for residents to enjoy

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



Ladies Auxiliary with presentation of oxygen concentrator

Farewell



*Where I have gone
I am not so small.
MY soul is as wide
as the WORLD is tall.*

*I have gone to answer the call,
the call of the ONE
who takes care of us all.*

*Wherever you look,
you will find ME there-
In the HEART of a rose,
In the heart of a prayer.*

*On butterflies' wings,
on WINGS of my own,*

*To you, I'm gone,
But I'm never ALONE-
I am home*





"supporting your country lifestyle"

THANK YOU FOR YOUR DONATION

General

Thornton Engineering	Peter & Tracey Kruger
Bendigo Bank, Dunkeld	Neville & Shirley Kruger
James Dean Pharmacy, Hamilton	Kruger Family Trust
Hospital Ladies Auxiliary	David Linke
First State Super	Glenis Linke
Estate of Mrs. Cora Linke	Ian and Robyn Linke
William Agar	Greg and Angela Linke
Merrin Ag	Jenkyn Morgan
Rod Bell	M.F. and I. McKenzie
Carli Behncke	Mr. & Mrs. Stuart and Heather McKenry
J.L. Barnes	D. and L. Munro
Grenville Burger	Mr. Colin and Mrs Kath Mirtschin
Mr. Clinton Burger	Mark & Jodie Nicholson {Stanich Partnership}
Bethlehem Lutheran Church Tabor	Jenny and Daryl Nagorcka
Mrs. Kit Boyd	Notram Partnership
Roland and Susan Cameron	Penshurst Fire Brigade
Mr. Richard Casey	Penshurst Hospital Ladies Auxiliary
Mrs. Cheryle Casey	Penshurst Hotel
Canafield Partnership	Penshurst Lions Club
Combined Churches Community Carols Committee	Myra Pohl
Coolibah Penshurst Pty. Ltd	Trevor and Gwen Rentsch
Mr. Kevin Doyle	Mr. Marcus Rentsch
Daryl. Edwards	Mr. John Rentsch
Mrs. Barbara Finlay	Mr. Alan Rentsch
John & Karen Huf	Jeff and Cheryle Roads
Hawkesdale CWA	Ryan Pastoral, Hawkesdale
Heazlewood Family	Studio Yackatoon Exhibition
Mr. and Mrs. Chris & Sarah Hines	Yvonne Tripovich
M. P. Holmes	Tabor Ladies Guild
Hutton Partnership	Tintaen Partnership
Barry King	John and Beryl Watson
John King	John and Jenny Watt
W.J., J.M. & S.W. Kinnealy	Peter & Maree West

THANK YOU FOR YOUR DONATION

Gifts in Kind:

Steve Appleby
Don Adamson
Mr. Tony Auden
Katie Benson
Shona Bendeich
Bill and Vivienne Bradley Stonefield Estate
Rod Bell
Burn Brae Homestead
Café Bagdad - Greg and Judy Barnes
Lucy Cameron
Cheryle Casey
Cameron Dance School
Dunkeld Red Cross
Dunkeld Museum
Judith Drane
Mrs. Margaret Eales (Margie's Melodies)
Mrs Kath Edlich
Jenny & Malcom McEachern
Irene Edwards
Mrs. Barbara Finlay
Footprints in the custard
Mrs Kathleen Golding
Mrs Trish Graham
Scott Grant
Tony Gurry
Keryn & Andy Gordon
The Happy Gang (Mick and Pearl)
Hospital Ladies Auxiliary
Eileen Jolly
Ray Jackson
Jenny Hutton
Mr. Rick Jacobs
Mary Johnson
Kellys Merchandise Penshurst
Mrs Janet Kelly
Jenni Kinnealy
Tracey Kruger Photography
Scott Kruger
Bianca Kelly
Mrs. Joy Lambourn

Mr. David Linke
Coral Luke
Liz Leahy
Ken McMahon
Barry & Brenda Mirtschin
Helen & Rob Moore
Tom Nieuwveld
Phil O'Neil
Penshurst Licensed Grocery
Penshurst Hotel Patrons
Penshurst Post Office
Penshurst Lions Club
Ivan Landwehr Music
Jo and Graham Music Mortlake
Penshurst Newsagency
Rhonda Paulsen
Mrs. Myra Pohl
Gwenyth Platt
Gwen & Trevor Rentsch
Libby and Joanne Rentsch
Marcus Rentsch
Bronwyn Roberts
Brendan Roberts Photography
Ragime Rollers
Mr. Peter Ryan
Chris Sharples
Janet Shalders
Ken Smith Music
Gwen Thorne
Carolyn Templeton
St. Joseph's Primary School
Tabor Male Choir
Wilhelmina Van Kalken
Mr. Andrew Thornton
Anna Watson
Fiona Winderlich
Wendy and Tony Williams
Wesley College String Ensemble & Choir

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

Financial

Revenue and Expense Statement for the Year Ended June 30, 2015

	2014/15	2013/14
	\$	\$
Revenue		
State Government Grants	1,740,753	1,726,346
Patients Fees	1,733,855	1,532,917
Other Revenue	162,730	214,311
Transfer of Accommodation Charge	-	51,052
Total Operating Revenue	3,637,338	3,524,626
Expenditure		
Salaries & Wages	2,775,941	2,804,535
Direct Expenditure	202,489	222,916
Overheads	640,761	494,734
Total Operating Expenditure	3,619,191	3,522,185
Operating Surplus	18,147	2,441
Capital Items		
Fundraising and Donations	197,456	22,740
Ingoing Residential Charges - Aged Care	312,339	225,232
Transfer of Accommodation Charge	-	(51,052)
Capital Grants	-	10,000
Expenses using Capital Income	(5,879)	-
Depreciation	(412,679)	(230,432)
Health Service Result	109,384	(21,071)

Statement of Changes in Equity

Total equity at beginning of the year	9,293,959	7,302,308
Net result for the period	109,384	(21,071)
Gain on Revaluation of Land & Building	-	2,012,722
Total equity at end of the year	9,403,343	9,293,959

Financial

Balance Sheet as at June 30, 2015

	2015	2014
	\$	\$
Equity		
Accumulated Surplus / (Deficits)	6,457,646	6,488,606
Asset Replacement Reserve	291,334	302,540
Asset Revaluation Reserve	2,472,604	2,472,604
Specific Purpose Reserve	181,759	30,209
Total Equity	9,403,343	9,293,959
Current Liabilities		
Payables	-	-
Employee Entitlements	489,316	534,767
Monies Held in Trust	1,067,842	943,849
Total Current Liabilities	1,557,158	1,478,616
Non Current Liabilities		
Employee Entitlements	76,064	73,804
Total Non Current Liabilities	76,064	73,804
Total Liabilities	1,633,222	1,552,420
Total Equity and Liabilities	11,036,565	10,846,379
Current Assets		
Cash at Bank	2,440,913	2,065,904
Investments	261,592	252,797
Receivables	85,863	97,381
Monies Held in Trust	1,067,842	943,849
Total Current Assets	3,856,210	3,359,931
Non Current Assets		
Land, Buildings, Plant & Equipment	7,953,602	7,862,661
Accumulated Depreciation	(773,247)	(376,213)
Total Non Current Assets	7,180,355	7,486,448
Total Assets	11,036,565	10,846,379



