



wdhs
Western District
Health Service
Coleraine Campus

“Supporting your
country lifestyle”

2015 YEAR IN REVIEW

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.

Featuring on front cover

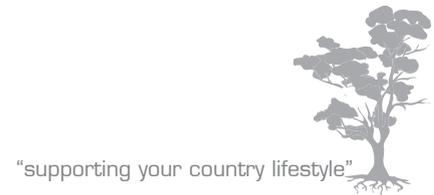
ANZAC Day Centenary Anniversary
-Hilda and her extended family pictured at the Cenotaph in Coleraine paying tribute to those that have served and are serving for our country



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

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CHAIRMAN'S REPORT

On behalf of the Management Committee, Coleraine District Health Service I have the great pleasure in presenting my report to you.

I would like to start this report with six words - Integrity, Innovation, Collaboration, Accountability, Respect and Empathy, our values. To provide a high standard of health care these values cannot be just words on a page each and every person needs to truly believe in them.

On a daily basis the values of respect and empathy for co-workers, patients and residents are displayed by our excellent staff in Coleraine and Merino. Our Merino Centre covers a large community area including Digby, Henty, Tahara, Branhholme and Yulecart. The centre is serviced by a registered nurse who is supported by weekly visits from professionals ranging from GP's, podiatry, dietetics, diabetes educator to drug and alcohol support services. I would like to take this opportunity to thank our great staff at both Coleraine and Merino. From the extra personal touches you provide, your commitment and professional healthcare, please remember that you are fantastic and everything you do is appreciated so thank you.

Providing a proactive and professional service is something that I am very proud of, however you cannot achieve these types of results without the support of many people. To all our visiting clergy, tradespeople, businesses, our wonderful medical staff, allied health professionals, specialists and educators a big thank you. The high quality service we provide in our one stop health precinct is from your influence and collaboration.

To the Department of Health, State and Commonwealth Governments, our local Parliamentarians, both the Southern Grampians and Glenelg Shires and their Councillors and staff thank you for the continued support and assistance throughout the year.

Once again this year we have been blown away by the community support and significant contributions from the community including a massive \$9000 donation from the Pedal Car Grand Prix Committee. All money raised from the 2014 and 2015 annual appeal was directed towards the new lawn irrigation system and a retaining wall at our Strathallan complex. Installing these two elements at Strathallan has helped both the beautification and reduced the maintenance within the complex. On behalf of the residents, thank you for all money donated.

Each year our volunteers, the Coleraine Hospital Auxiliary and members of the Homes for the Aged Auxiliary continue to show us innovative ways to raise money, collaboration and support in the ways of donating time when delivering meals, organising

activities, the community transport services, the book exchange program and fundraising. All of your efforts are greatly appreciated so thank you, please remember that you are not taken for granted.

On reflection a lot has happened in the past 12 months. We have celebrated our first birthday in the new premises. We have seen the sale of Anne Kealy House and we have had interest in the old hospital site.

Staffing restructures were required at Wannan Hostel to meet the increased care needs of the residents, which our staff embraced and over the past six months we have achieved 100% aged care occupancy. We also saw the introduction of "Our Monthly Memories", a two page newsletter with the intent of keeping the community informed about the activities occurring within our facility. It's great to hear positive feedback from community members; with the inclusion of Merino items it is also available at our Merino complex.

As all business, budgets require to be met. I am pleased to announce that recently we have seen ongoing ACFI uplifts throughout Coleraine aged care thus increasing our revenue which is a great achievement. However maintaining our budget will continue to be challenging for the year ahead, we will require our staff to embrace even more changes to be able to meet increasing numbers of high ACFI funded hostel residents.

During the past 12 months our team have undergone many audits, demonstrating the value of accountability and integrity. Good results were achieved through an external and internal cleaning audits conducted.

In December 2014 both our facilities achieved full Aged Care Re-Accreditation with all 44 areas receiving the expected outcomes. This Accreditation is valid for the next three years and is a great achievement.

Our kitchen was also inspected during December via the Shire EHO food premises and we were given an A pass.

In March 2015 we experienced an unannounced visit from the Accreditation Agency on the Aged Care Standards and pleasingly we received a positive report.

Finally the dedication and commitment the members of the Management Committee have shown in the past 12 months needs to be applauded. Anne Pekin, John McMeekin, Gabrielle Baudinette, Lesley Kruger, Allan Millard, Ashely Lambert and Kim Chintock, the Board of Directors of WDHS, Tim Pitt-Lancaster (Coleraine Campus Manager), Rohan Fitzgerald (WDHS CE), Pat Turnbull (WDHS Deputy CE), Nick Starkie (WDHS Finance Manager), thank youalthough that doesn't seem enough.

CHAIRMAN'S REPORT



Sadly we do have some respected dedicated people leaving our team who need to be recognised for their efforts.

- Gabe Baudinette, has completed nine years on the Management Committee, eight years as the Deputy Chairman for both Ron Jones and myself;
- John McMeekin has recently retired from the Management Committee after twenty one years of service;
- Tim Pitt-Lancaster has been the Manager/ Director of Nursing of the Coleraine Campus for the past ten years. During this time Tim successfully managed the integration of Coleraine and Merino into the Western District Health Service organisation.

As the Project Manager, Tim oversaw the building of the new Community Health Centre at Merino.

Tim was the onsite Project Manager for the redevelopment of our one stop shop health precinct for Coleraine. This project and Tim's involvement will probably be referred to in history as the biggest single project for the Coleraine community.

Alongside of these large projects Tim continued to manage the daily requirements for providing a Health Service including: achieving and maintaining all accreditation processes, fundraising campaigns, management of employees and working through any requests from the residents.

Tim will be sorely missed by many and his hard work and dedication during his service at Coleraine is well respected.

On a positive note, I would like to warmly welcome Bronwyn Roberts, Acting Campus Manager/Director of Nursing. Bronwyn has come to Coleraine from Peshurst (so nearly a local) with a lot of experience and knowledge. We look forward to forming a strong working relationship with you Bronwyn.

I look forward to another exciting year ahead.

Grant Little

Chairman



MANAGEMENT COMMITTEE

The Coleraine District Health Service Management Committee comprises eight members of the community who are commissioned to advise the Western District Health Service Board on issues in relation to the Coleraine community and district on health needs and services.

The Committee's operation is governed by the By-laws, Rules and Standing Orders of the Health Service.

Functions of the Management Committee:

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

- Review the performance and operations of the Coleraine District Health Service
- Be responsible for service planning, service

delivery and service quality activities for the Coleraine 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 Coleraine District Health Service) to the Board of the Service
- The Committee conducts bi-monthly meetings

The Management Committee are grateful for the assistance of WDHS CE Mr Rohan Fitzgerald, Deputy CE Mr Pat Turnbull, Finance Manager Mr Nick Starkie and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.



Pictured (L to R): Lesley Kruger, Allan Millard, Gabrielle Baudinette, John McMeekin, Anne Pekin, Grant Little, Ashley Lambert

Absent from main photo: (inset photo) Kim Chintock

RETIRING MANAGEMENT COMMITTEE MEMBER JOHN MCMEEKIN



John was appointed to the Coleraine and District Hospital Board of Management on 1st November 1994 when both the Hospital Board and the Coleraine and District Homes for the Aged Committee were meeting jointly under the banner of the Coleraine District Hospital and Aged Care Services. The amalgamation of these two Committees, along with the Merino Bush Nursing Centre in 2000 formed the Coleraine District Health Service. During John's respective terms he held the positions of Treasurer, Senior Vice President and Vice Chairperson. He was a nominated member and representative of many of the Hospital sub-committees.

Initially when John commenced his role as a Board Member he was confronted by lots of new terminology and acronyms, For example. Casemix funding, CAM/SAM, WEIS, EQUIP, SWARH, etc. and John being John undertook a project to devise a list of terms and acronyms for Board Members to reference. He was always examining the format and consolidation of meetings to cut down duplication and the amount of meetings being held. He was also with us when the world was struck with fear about the impending doom that the Millennium Bug was about to have on the world. Thankfully all the experts were proved wrong in that instance.

John was here during one of the most significant developments for health services in the history of the Southern Grampians Shire the CDHS and WDHS merger was launched and as of 1 July 2005. Coleraine District Health Service became a campus and a member of Western District Health Service. CDHS still maintained its own identify whilst WDHS provides a range of support and clinical specialist services thus ensuring the long term viability of CDHS and the provision of health services to the community.

John has been through many Accreditation processes, involved with strategic direction and planning, battled with the never ending budget constraints, has seen the introduction of advanced technology into the operating systems, been involved in the development of conceptual and master plans. He has been involved in many new building projects, remodelling and refurbishments. but the crowning glory of John's time on the Committee would have to be the master building process. Assessment of existing buildings at Coleraine and Merino were undertaken which highlighted major structural deficiencies with infrastructure services, under floor, above ceiling and severe movement. In addition several buildings no longer met the requirements and design of a modern day health service. Based upon the assessment of the options, conditions of existing buildings and the long term service needs of the Health Service the preferred option was to consolidate all bed based services together on one site at the Mackie site with the Medical Clinic, Allied

Health and Community Services in close proximity. A new facility would also need to be built at Merino to continue to provide our current range of services to provide greater flexibility for our ageing population

In 2010, after numerous submissions, visitations, deputations, rejection after rejection it was sheer delight for everyone that the development would proceed. The State Government had taken the step in granting us significant funding - An allocation of in excess of \$25,000,000 and through a \$500,000 grant in the Commonwealth Budget the erection of a new Community Health Centre in the Merino township would also come to fruition. The two developments would ensure the provision of health services in modern day facilities for the next 50 years and beyond.

To see the completion and opening of the Merino Community Health Centre and the Thomas Hodgetts Primary Care Building and to see the lightening progress and completion of the redevelopment has certainly been an exciting phase of our history and is testament to John, together with current and former Committee Members, and with the support of WDHS, all management and staff and the overwhelming support of the local community that Coleraine and Merino can be justly proud of these facilities. The changes and accomplishments he has seen over the years for which he was a huge part ensure the provision of health services in modern day facilities for the next 50 years and beyond.

After so many years of dedicated service and commitment to the betterment of his local communities John definitely deserves a well-earned rest. On behalf of the community we would like to thank John wholeheartedly for his most valuable contribution to CDHS.

We thank John and wish him and his wife Peg all the best for the future.



RETIRING MANAGEMENT COMMITTEE MEMBER GABE BAUDINETTE

Gabe joined the Management Committee in November 2005, a few months after the WDHS merger on 1 July 2005. Coleraine District Health Service became a Campus and a member of Western District Health Service. CDHS maintained its own identity whilst WDHS provides a range of support and clinical specialist services ensuring the long term viability of CDHS and the provision of health services to the community. It was indeed a huge development for health services in the history of the Southern Grampians Shire.....and it was a promise of exciting times ahead.

Gabe has been here through many successful Accreditation surveys, involved in many building projects, remodelling and refurbishments, involved with strategic direction and planning, battled with the never ending budget constraints and with her accounting and administrative background has seen the introduction of advanced technology into the operating systems and the ever increasing changes in the world of technology in relation to the hospital and healthcare environment.

Gabe will definitely remember the day that finally the announcement was made that the development would proceed. As Gabe will recall there had been many submissions and rejections over the years and that story goes back prior to Gabe's nomination to the Committee.

It is through Gabe's and fellow Committee Members, both current and previous, and their dogged determination and persistence that finally paid off and two significant projects, one for Merino and one for Coleraine have come to fruition. The State Government had taken the step in granting us significant funding - An allocation of in excess of \$25,000,000 and through a \$500,000 grant in the Commonwealth Budget the erection of new Community Health Centre in the Merino township would also come to realisation. The two developments would ensure the provision of health services in modern day facilities for the next 50 years and beyond. The announcement day was definitely one of great rejoicing.

Everyone in the community was filled with pride to finally see the completion of the Merino Community Health Centre, the Thomas Hodgetts Primary Care Building and to see the lightening progress and completion of the redevelopment has certainly been an exciting phase of our history and is testament to Gabe, together with current and former Committee Members, the support of WDHS and all management and staff and the overwhelming support of the local community that Coleraine and Merino can be justly proud of these facilities.

The new Merino Community Health Centre is a wonderful facility for the community and its surrounds and the multi-million dollar redevelopment project for the Coleraine District Health Service into a one stop health precinct servicing the Coleraine community for the next 50 years and beyond cannot be underestimated.

Thank you Gabe for your dedication, commitment and valued contribution given during your time as a Committee Member. Your contribution has been greatly appreciated by all.

On behalf of everyone, wishing you all the best in your future career direction and extending warm wishes to you, Quentin and your family.



COLERAINE FAREWELLS TIM PITT-LANCASTER



"supporting your country lifestyle"

We would like to take this opportunity to say thank you to Mr Tim Pitt-Lancaster, Campus Manager / Director of Nursing who has resigned after ten years at Coleraine District Health Service. Tim commenced with us on the 4th July 2005 and his last day with us was on 12th June 2015. Tim started shortly after the amalgamation of Coleraine District Health Service and Western District Health Service from 1 July 2005 with Coleraine District Health Service becoming a campus and member of Western District Health Service. The coming together of WDHS and CDHS was one of the most significant developments for health services in the Shire, creating many opportunities to strengthen the delivery and effectiveness of services across our catchment area and ensuring the long term viability of CDHS and the continuous provision of health services to the community and Tim was here in those early stages to ensure a smooth transition.

How do we note all of Tim's accomplishments in a couple of paragraphs....it is an impossible task.

Tim was responsible for the management and day to day operation of the Coleraine District Health Service comprising: the Hospital (10 acute beds), Valley View Nursing Home (12 beds), Wannan Hostel (39 beds), 25 independent living units, (Strathallan and St Joseph's Court) and the Merino Community Health Centre. The continued Accreditation and compliance with all expected outcomes is also a glowing tribute to his dedication and commitment.

If we have to make mention of one thing that would convey in volumes Tim's passion, hard work, management and leadership it would have to be his supervision of both the Merino and Coleraine Redevelopments. Tim was here the day it was announced that the development would finally proceed. An allocation of in excess of \$25M from the State Government and through a \$500,000 grant in the Commonwealth Budget the erection of a new Community Health Centre in Merino would also eventuate.

Tim's expertise in project management would truly shine when he undertook the managing of these two immense projects. Spanning several years Tim's management of the developments was outstanding and we must remember that he was also managing the day to day operations of the Health Service at the same time. A mammoth task!

The two developments would ensure the provision of health services in modern day facilities for the next 50 years and beyond.

Tim was an invaluable asset, his knowledge, ability, terrific grasp and clear thoughts on a wide variety of subjects ensured the smooth running and completion of the Merino and Coleraine redevelopments. The hard work of Tim and former Chief Executive

Officer – Jim Fletcher culminated in the opening of the new Merino Community Health Centre in 2011, followed by the opening of the Thomas Hodgetts Primary Care Centre in 2012 and the opening of the CDHS redevelopment in 2013. Coleraine and the surrounding district has now seen the vision become a reality – a fantastic facility for Merino and a one stop health precinct, a facility which would service the Coleraine community for the next 50 years and beyond and one that all the community can be justly proud ofthe dream had become a reality.

Tim has indeed seen and been involved in many major events during his time with Coleraine. He is always the first one to acknowledge the wonderful continued support of the community, volunteers and the dedicated work of both the Homes for the Aged Auxiliary and the Coleraine Hospital Auxiliary. He was so proud to be working with a highly skilled, versatile and dedicated team at CDHS (Coleraine and Merino) providing a high standard of care and a wide range of services and was appreciative of their continuing provision of excellence for all patients, residents, clients, participants and community members.

Tim is kind-hearted and passionate about everything that he does. He has been an extremely hardworking, dedicated and committed member of the community and has worked tirelessly for the betterment of Coleraine, Merino and the surrounding communities.

Tim, on behalf of the community, WDHS Board, CDHS Management Committee, management and staff thank you for the incredible contribution you have made to our community. We have been fortunate and privileged to have you as such a strong advocate, campaigner and supporter for our community. Your skills and talents have truly been noticed and appreciated. Thank you for your incredible contribution you have made and everything that you have done for the betterment of Coleraine District Health Service.

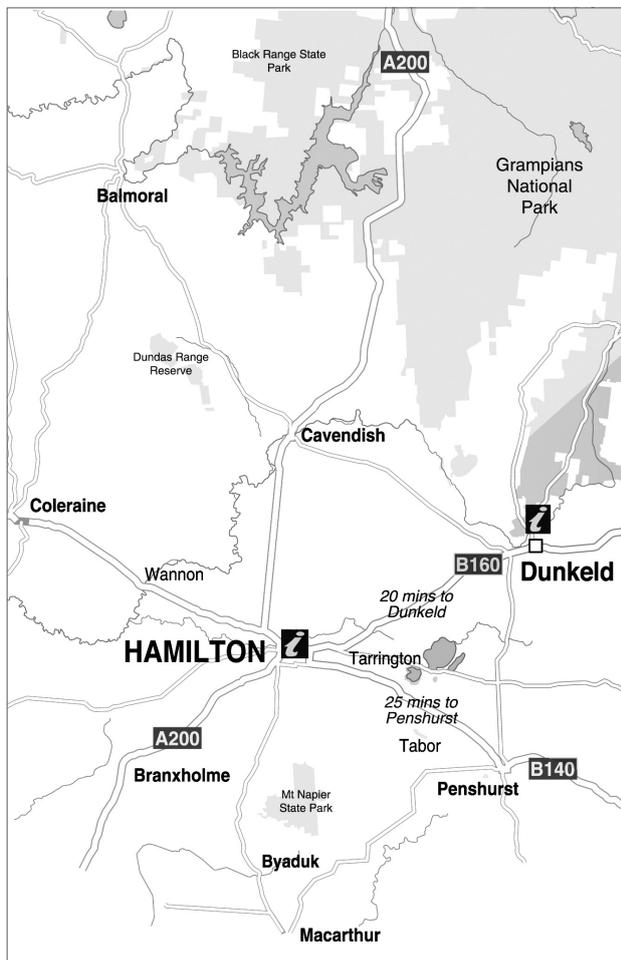
We thank you wholeheartedly and wish you, Kelly and your family best wishes as you start your next adventure.



COLERAINE

Coleraine is situated 34 km North West of Hamilton; Europeans first settled the Coleraine area in 1838 for pastoral grazing. Today the primary products are fine wool and beef.

The town boasts a Historical Railway Station, a Chocolate Factory (open for daily tastings) and the Points Arboretum located on the southern outskirts of town on the Coleraine-Portland Road. The Arboretum has the largest number of eucalyptus species in Australia, along with other native plants, that attract a varied and prolific range of birds.



OUR HISTORY

The original Coleraine and District Hospital was established in 1931 as the result of a public meeting, which demanded the replacement of an unsatisfactory private hospital with a community hospital. At this time, a Committee was formed for the establishment of a Bush Nursing Hospital.

A Hospital was opened on the McKebery Street site in May 1935 with 14 beds and became a District Hospital in 1948, with the number of registered beds increasing to 25 beds in 1954, but reducing to 23 beds in March 1988.

In June 1989, eight of the 23 acute beds were reclassified as Nursing Home beds to meet the need for long term residential care and a further four Nursing Home beds were approved in July 1994, providing the total beds as 27, 12 Nursing Home beds and 15 Acute hospital beds.

On Thursday 12th June 1969, Mr W Templeton, the then Shire President, arranged a public meeting to consider an offer of a house from the Estate of Late Miss Lottie Lyons to be used as a home for the elderly. While the offer was not taken up, the issue of residential aged care was clearly a community concern and a Homes for the Aged Committee was formed.

This Committee purchased a most attractive site with views over the township, where Strathallan now sits today. The first residents moved in April 1972. Later the house next door became available, and after purchasing it the Homes for the Aged Committee set about minor modifications and named the facility Mackie House after Gordon Mackie.

In 1980 the Homes for the Aged Committee purchased the Coleraine Motel with 12 rooms and added a further three rooms in 1991. Mackie Court was built and officially opened in May 1995, providing an additional 26 rooms for low care residential accommodation.

The Committee of Management for the Homes and the Hospital Board of Management amalgamated, and then in July 2000 the Coleraine and District Hospital, Coleraine and District Homes for the Aged and Merino Bush Nursing Centre officially amalgamated to form the Coleraine District Health Service.

Merino was originally established as a Bush Nursing Hospital in 1958 after pursuing government funding since 1944 when soldier settlement began to swell the district's population. The Hospital closed in August 1991 and reopened as a Bush Nursing Centre in May 1992.

Coleraine District Health Service also provides 25 independent living units, 14 units at Strathallan, the first units built in 1972. The Board then purchased

OUR HISTORY

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three units near completion in 1998, on the same site as the Hostel. In 2000 the second stage of St. Joseph's Court independent units was completed with eight units offering a new era of modern, private and secure independent living accommodation, with three new units completed in February 2008 to replace the three units on the Hostel site.

During March 2004 the Boards of Coleraine District Health Service and Western District Health Service signed a Heads of Agreement to amalgamate from 1 July 2005. The amalgamation was launched by the Acting Mayor of Southern Grampians Shire Mr. Mick Leeming on 30 June 2005 with Coleraine District Health Service becoming a campus and member of Western District Health Service on 1 July 2005.

2009/2010 saw the first step in the next phase of the history of our Health Service with funding announcements from both the Federal and State Government. This funding saw new facilities developed in both Merino and Coleraine.

The Official Opening of the Merino Community Health Centre was held on the 8 August 2011. The Centre ensures the long term sustainable local health service and presence for the Merino community. The Centre provides visiting Allied Health Services for the community.

Construction works for the Coleraine Development commenced on 29 August 2011. The new health precinct involved the consolidation of all health services provided in Coleraine, onto the one site, creating a one stop health precinct and was completed in late 2013.

The Official Opening of the Thomas Hodgetts Primary Care Centre, the first building of the Health precinct was held on 20 September 2012. The Coleraine/Casterton Medical Clinic, Dental, Child and Maternal Health and Visiting Primary and Preventative Health programs are located at this site.

The Nursing Home, Acute section and part of the Hostel building was completed which was commissioned on the 19 and 20 November 2013 with residents from Wannon and Mackie moving into the new facilities.

Work then commenced on the demolition of the existing Wannon wing for the location of the maintenance and services wing, extra works for the Mackie wing also undertaken which included the upgrade of bedrooms and ensuites and replacement of all of the old fixtures and fittings.

At the total completion of all these works remaining services at the existing McKebery Hospital site were relocated to the completed redevelopment.

The project ran approximately four months ahead of schedule.

Relocation of Mackie Court residents back into the Hostel occurred on the 10 and 11 October 2013.

Relocation of residents and patients and all essential services from McKebery site to the new site occurred on 18 November 2013.

The new precinct was officially opened by the Member for Western Region the Honourable Mr David Koch on 6 December 2013.

The new health precinct includes a brand new hospital with 10 acute beds and 51 aged care beds with a support services building for catering, maintenance and administration. It also involved the total redevelopment of the 24 bed Mackie Hostel aged residential unit plus new facilities for physiotherapy podiatry, planned activity group and other allied health services along with the Thomas Hodgetts Primary Care Centre.

The opening was a major milestone in the rich history of Western District Health Service, the Coleraine Community and the Southern Grampians Shire.

Coleraine and the surrounding district has now seen the vision become a reality – A facility that all the community can be justly proud of and one which will last well into the future.



HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE

PRESIDENTS OF THE BOARD:

1930-1935	Mr Chas Rolfe	1965-1971	Mr GM Finch	1991-1994	Mr J Dean
1935-1952	Mr RH Nagle	1971-1973	Mr MG Fitzgerald	1994-1996	Mr M Robertson
1952-1953	Mr SJ Reed	1973-1977	Mr HM Wettenhall	1996-1998	Mrs M Broers
1953-1954	Rev AH Leitch	1977-1981	Mr PD Gardiner	1998-2000	Mr LE Baudinette
1954-1955	Mr RH Nagle	1981-1983	Mrs CM Koch	2000-2002	Rev RA Manley
1955-1959	Can WJ Tame	1983-1986	Mr KM Byrne	2002-2005	Mrs S Adams
1959-1963	Mr SJ Bird	1986-1988	Mr RJ Bunge		
1963-1965	Mr DG Robertson	1988-1991	Mr H Templeton		

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

1930-1936	Mr JC Hurry	1953-1954	Mr R Potter	1989-1999	M GR Tschirpig
1936-1972	Mr HA Hill	1954-1961	Miss E Duffell	1999-2002	Miss J Cannon
1942-1947	Mr WE Taylor	1961-1987	Mrs AK Kealy	2002-2005	Ms L Vause
1947-1953	Mr HA Hill	1987-1989	Mr D Jones		

MATRONS AND DIRECTORS OF NURSING:

1930-1932	Sr Prendergast	1942-1947	Sr C Templeton	1978-1985	Mrs AC Fitzgerald
1932-1935	Sr Ramsay	1947-1949	Sr J Gordon	1985-1987	Mrs A Raven-Richards
1935-1936	Sr Ford	1949-1952	Srs J Davey, A McAlpine, F Petchell	1987-1991	Mrs S Malborough
1936-1937	Sr Knox			1992-2000	Mrs J Pymer
1937-1939	Sr Wells (Mrs P McKebery)	1952-1972	Miss RE Fitz-Gerald	2000-2003	Mrs J Handbury
1940-1941	Srs Talbot, Ingleby, Rees, Ramage	1973-1978	Mrs ES Holmes	2003-2004	Mrs L Vause
				2004-2005	Mrs R Mitchell

MEDICAL OFFICERS: (From 1953)

1953-1965	Dr WR Tonkin	1990-1996	Dr J Hryckow	1999-2001	Dr P McGibbon
1953-2002	Dr CR Wain	1992-1999	Dr ST Rudd	2002-2003	Dr G Langainarayanan
1955-1958	Dr C Baldacchino	1992-1996	Dr P Muskett		
1967-2001	Dr SW Hyland	1996-2002	Dr M Magill		

DIRECTOR OF MEDICAL SERVICES:

2001-2005 Dr B Warton

Coleraine District Health Service amalgamated with Western District Health Service - 1st July 2005

PRESIDENT	CHIEF EXECUTIVE OFFICER	MANAGER/DIRECTOR OF NURSING
2005-2008 Mrs Sandra Adams	2005-2014 Mr Jim Fletcher	2005-2015 Mr Tim Pitt-Lancaster
2008-2013 Mr Ron Jones	2014- Mr Rohan Fitzgerald	2015 Ms Bronwyn Roberts (Acting)
2013 Mr Grant Little		
MEDICAL OFFICERS	DIRECTOR OF MEDICAL SERVICES	
1981 Dr BS Coulson	2009 Dr R Taheri	2004-2007 Dr J Dunn
1999-2009 Dr N Wulff	2010 Dr L Thompson	2007-2007 Dr M van der Veer
1999- Dr G Prozesky	2010-2011 Dr T Nguyen	2008-2011 Dr J Christie
2004-2012 Dr L Tan	2012- Dr S Ansari	2011-2013 Dr A Wilson
2005-2006 Dr M Deary	2013-2015 Dr X Zhang	2014- Dr N Van Zyl
2009-2010 Dr C Wilson		

HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE



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LIFE GOVERNORS:

Apex Club of Coleraine
Mrs M Broers
Mrs A Brumby
Mrs B Bunge
Mrs R Bunge
Mrs E Fidler

Mr PD Gardiner
Mr D Gaussen
Mrs MMH Hope
Mrs C Langley
Mrs V Lawson
Mr M Robertson

Mr H Templeton
Mrs L Tippett
Mrs V Wallis
Mr HM Wettenhall
Mrs M Wettenhall

COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette
Mr NR Baudinette

Mrs ES Holmes
Mrs L Tippett

MERINO BUSH NURSING CENTRE

Mr J Northcott

Mrs D Simkin

Some of our wonderful staff



RANGE OF SERVICES



THE HOSPITAL:

- Primary Care Service for minor ailments and accidents only *(Note: any condition or accident of a serious nature must be transferred immediately to Hamilton Base Hospital campus of Western District Health Service)*
- 10 Acute Care Beds
- General Medicine
- Venipuncture – Blood Taking
- Meals on Wheels
- Transition Care Program
- Palliative Care



ALLIED HEALTH:

- Dental Service
- Podiatry Service
- Physiotherapist Service
- Dietetics Service
- Pain Clinic
- Occupational Therapy Service
- Speech Pathology
- Continence / Stomal
- Wound
- Pharmacy
- Psychologist



AGED CARE:

- Valley View Nursing Home (12 residents)
- Wannan Hostel (39 Residents)
- Respite Care (one place)
- Aged Care Assessment Referral Assistance
- Residential-in-reach service

HOME AND COMMUNITY CARE SERVICES:

- Planned Activities Group
- District Nursing



COMMUNITY HEALTH SERVICES:

- Carers' Group
- Diabetes Education
- Dietitian Service
- Asthma Education
- Foot Care
- Walking Group
- Maternal Child Health
- Healthy Living Group
- Keep Fit Classes
- Community Health Activities
- Continence/Stomal



INDEPENDENT LIVING UNITS:

- Strathallan (14 single bedroom units)
- St Joseph's Court (11 two bedroom units)

MERINO COMMUNITY HEALTH CENTRE:

- Diabetes Education
- District Nursing
- Planned Activities Group
- Foot Care
- Asthma Education
- Allied Health
- Visiting Medical Service
- Drug and Alcohol Service

LEADERSHIP & MANAGEMENT ACTING MANAGER / DIRECTOR OF NURSING REPORT



It is with great honour that I write my first report, in an acting capacity, for the Coleraine (incorporating the Merino Community Centre) Campus of Western District Health Service's annual year in review.

I would firstly like to thank Mr Tim Pitt-Lancaster for his dedication and commitment to the Coleraine Campus of Western District Health Service and the Coleraine and Merino Communities over the last ten years.

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

One of the greatest challenges 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 Coleraine has developed marketing strategies to ensure we remain competitive and have improved both occupancy and revenue even managing a budget surplus.

We have also implemented the organisational values of Integrity, Innovation, Collaboration, Accountability, Respect and Empathy. Staff have identified what behaviours they would like to see more of and the values will continue to be imbedded into everyday practice.

I wish to thank Denise Beaton the Nurse Unit Manager and all staff for making me feel so welcome and congratulate them for their commitment to quality improvement and providing such excellent person centred care during this changing environment. We are fortunate to have such a generous community and we are truly grateful to those who support us in so many different ways such as volunteering and membership 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.

I would also like to thank the Coleraine/Casterton Medical Group, visiting Allied Health professionals and corporate Services for their continued support for residents/patients and the wider community.

Without the support of community groups like the Coleraine Hospital Ladies Auxiliary and the Homes for the Aged 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. Coleraine 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 Mr Grant Little the Chair of the Coleraine District Health Service Management Committee and the members who give so much of their time to offer outstanding leadership. In closing we wish to thank Mr Rohan Fitzgerald for his excellent support and leadership over the last year. WDHS Coleraine Campus will continue to demonstrate WDHS mission, vision and values providing excellence in health care, putting people first, everyone every time.

Bronwyn Roberts

Acting Manager / Director of Nursing



SUMMARY OF ACHIEVEMENTS 2014/2015

Coleraine District Health Service (CDHS) has continued to ensure our services are directed towards meeting the needs of our consumers, including residents, patients, clients, and the community at large. In collaboration with the other departments of Western District Health Service, we have maintained a broad range of services that are accessible, timely and provided in accordance with the priorities outlined in our Operational Plan.

Leadership & Management and Community Engagement

- 2014 Year in Review Meeting was held on Monday 6th October 2014 with good attendance. Guest Speaker Prof Steve Holt Director of Nephrology & RMH Kidney Care - Royal Melbourne Hospital presented an informative and interesting talk on "Why I have the best job in the world"



2014 Year in Review - Pictures L to R: WDHS CE Rohan Fitzgerald, Guest Speaker Professor Steve Holt, CDHS Chairman Grant Little and CDHS Manager/DON Tim Pitt-Lancaster



L to R: Dr Greta Prozesky, Leigh Dean and Dr Brian Coulson pictured at the Year in Review

- Articles have appeared in the Hamilton Spectator, Casterton Observer, the Coleraine and Merino Community Newsletters, and the Western Wellbeing
- WDHS stall held at Sheepvention promoting aged care services
- A new set of values have been adopted by the Health Service in consultation with Divisional and Department Heads. These include **Integrity, Innovation, Collaboration, Accountability, Respect and Empathy**

- The third Australian Pedal Car Grand Prix was held on Saturday 4th October 2014 and it was a resounding success with funds raised going to the Hospital for equipment. A big congratulations must go to the organising committee for the outstanding effort that was put into organising the event which is increasing in popularity each year
- The Health Service went live on Facebook on Monday 12th January 2015
- The Health Service has introduced mystery shoppers into our Aged Care facilities. The purpose of the mystery shopper is to evaluate the ease by which people wanting a place at one of our Aged Care facilities can gain information and access to one of our facilities
- The Annual Appeal letter was sent out to households in May 2015 and \$3465 was raised in donations up to the end of June 2015. The funds raised will be directed towards the completion of the automated irrigation system within the Strathallan complex of Independent Living Units which will improve the ambience of the area for the residents of the units and minimise water usage
- The Western District Health Service Board held their June 2015 meeting in Coleraine after which the Board was joined by members of the CDHS Management Committee for a meal
- Regular Resident Meetings are held to keep residents and families informed and as a forum to raise any issues of concern and record of Minutes of Meetings circulated
- Regular Resident Newsletters for both the Valley View Nursing Home and Wannan Hostel distributed to residents and families as well as a full colour electronic version available for family members
- CDHS Management Committee Members Mr Grant Little was elected as Chairperson and Ms Gabe Baudinette as Vice Chairperson for the period 1/7/2014 to 30/6/2015
- Re-appointment of Ms Gabrielle Baudinette, Ms Anne Pekin and Mr Alan Millard to the CDHS Management Committee. The appointments are for the three year period from July 1, 2014 to June 30, 2017
- CDHS Management Committee Member – Mr John McMeekin retired from the Committee at the end of his term after 21 years of dedicated service
- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held functions during the year where there has

SUMMARY OF ACHIEVEMENTS 2014/2015



"supporting your country lifestyle"

been excellent and continuing support from the community. Ongoing fundraising by the Coleraine District Health Service and Homes for the Aged Auxiliaries during the year has greatly assisted our goal of continually enhancing and upgrading our facilities

- Advertising of aged care vacancies in local news
- An Aged Care Open Day was held on the afternoon of 25th May. There were inquiries for aged care and the independent living units
- Increased marketing of good news stories (aged care) with commencement of monthly two page news sheet (Our Monthly Memories) in local Community News

Quality Improvement & Risk Management

The facility participates in numerous audits both internal and external to ensure a high standard of services are provided across the organisation. 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.

- Coleraine Campus achieved 99% in the external cleaning audit – excellent outcome. Across all 3 campuses WDHS achieved 99%
- Press Ganey Resident Satisfaction Survey was completed for the period 1st June to 30th June. The Health Service compared favourably to the national industry benchmark achieving an aggregate score that is 4.5 points higher than the industry benchmark of 81.4. This means that 95% of industry had lower scores than WDHS
- Significant work has been done around our ACFI claiming to bring our funding up to the averages with like sized facilities
- Shire EHO food premises inspection was conducted on the 19th of December with the kitchen given an A pass.
- Food Safety Compliance inspection was conducted on the 13th of January 2015
- Internal cleaning audits conducted in March total hospital score 99.2% issues and in June with 98.3% overall score
- Security changes at Merino have been implemented with the security cameras and their associated infrastructure
- A large amount of work has taken place to ensure our compliance with the Aged Care reforms. Currently focusing on marketing and a new Aged Care Logo and catchphrase was developed
- Victorian Palliative Care Satisfaction Survey result for Western District Health Service overall

satisfaction rate 4.80. BSW Region comparison 4.63 State wide 4.67

- Flu Vaccinations rate 72% as at 30/6/14
- Vaccination awareness and monitoring was made available for all staff
- ACHS NSQHS - ACHS advised Western District Health Service that it provided good information in detailing their progress in undertaking the National Standards Accreditation
- Full aged care accreditation was held on the 2nd and 3rd of December. Both facilities were compliant with all 44 expected outcomes
- Introduction of end of life pathways for patients/residents who are palliative
- On Tuesday 31st March Wannon Hostel and Valley View had an Unannounced Assessment Contact Visit
- The assessment focused on continuous improvement, care recipient lifestyle and staffing management systems. Valley View and Wannon Court met the requirements of the Standards
- All staff complete annual Basic Life Support and CPR Training, Fire and Safety competencies and other competencies as required
- Any new or updated Policies and Procedures are conveyed to staff via Staff /Quality Improvement Meetings

Service Planning & Development

- Continued implementation of the Aged Care Readiness Plan with applications for additional accommodation daily supplement for significant refurbishments for Coleraine, Grange and Kolor Lodge submitted. Marketing and promotional strategy in progress
 - A new aged care governance model has been implemented across the organisation. Its aim is to improve aged care occupancy across all sites; improve networking across sites regarding strategic issues, increase the aged care profile, support the business acumen of managers and streamline clinical meetings
- The structure includes a Governance Committee and 3 subcommittee's Business Management Workgroup; People & Culture Workgroup and Technology and Process Workgroup
- Significant work has been done around our ACFI claiming to bring our funding up to the averages with like sized facilities
 - Better Business, Better Care Application - WDHS has led a joint submission for funding of \$383k under the Better Business, Better Care Aged Care program

SUMMARY OF ACHIEVEMENTS 2014/2015

The aim of the project is to improve the provision of leisure and lifestyle services, in particular management of residents with dementia, across the South West Region of Victoria, with Western District Health Service being the nominated Project Lead

The Montessori model of care principles are based on respecting and appreciating the uniqueness and individuality of every person with dementia, despite the level of care and support they require

- Attendance rates maintained for the Planned Activities Groups in Coleraine and Merino
- Acute occupancy levels remain stable
- Hostel and Nursing Home occupancy has maintained close to 100% occupancy over past six months. Respite is currently fully booked until the end of the year

Human Resources

- 2014 Excellence and Innovation Award awarded to WDHS Personal Services Assistants and Food and Domestic Services Assistants on achieving general excellence and innovation in all areas
- Recruited a registered nurse to work full-time in the Hostel for six months following the resignation of the supervisor from the hostel. This appointment will enable the organisation to evaluate the clinical and operational benefits of this approach before finalising the model of care that will be adopted
- Work has progressed on the implications and changes required to meet the increasing number of high ACFI funded residents in the hostel
- A review of the cleaning and catering hours is also being undertaken
- Ms Janet Kelsh WDHS Director of Nursing retired on 27th February after 28 years of service with WDHS
- Ann Hague commenced a secondment from Barwon Health to Western District Health Service as the Acting Director of Nursing Services with a newly appointed DON commencing in July 2015
- Human Resource Department staff have been onsite conducting 1 on 1 sessions with staff to provide us with a base line for staff perceptions on how the organisation is managing the implementation of the new values and what we can improve on. The process is now complete and we are awaiting a report
- Organisational structure review commenced in Coleraine
- There has been an increase in the use of WDHS trade specific staff - This has allowed us to minimise costs

- Coleraine Staffing Restructure - The restructure is progressing with extensive work done on the rosters across all areas to ensure that there are appropriate resources available to meet the clinical and complex care requirements of residents/patients
- A new maintenance staff member has commenced
- All new staff and post graduate nursing students on placement participate in a structured orientation program specific to our facility
- Manager/Director of Nursing Tim Pitt-Lancaster resigned and finished at CDHS on 12th June 2015
- Bronwyn Roberts commenced as Acting Campus Manager/Director of Nursing on 15th June 2015
- Charlie Watt Volunteer of the month recipients:
Steve Sykes - November 2014
Thelma Wombwell – December 2014
(both proud recipients pictured below)



SUMMARY OF ACHIEVEMENTS 2014/2015



"supporting your country lifestyle"

Facilities & Equipment

Merino:

- Our application to amend the Merino Community Health Centre planning permit to include Library Services has been approved by the Glenelg Shire
- Security changes at Merino have been implemented with the security cameras and their associated infrastructure
- Merino external painting

Coleraine:

- Sale of Anne Kealy House
- Hospital site for private sale
- Shade sails have been installed in key residents areas
- Lawn irrigation and spoon drain works progressed at the Strathallan complex
- General preventative maintenance continues with all buildings
- Concrete works for drains and retaining wall behind block of four units at Strathallan undertaken
- Painting works undertaken as required



Coleraine District Health Service Welcomes Bronwyn Roberts

We would like to welcome Bronwyn Roberts who will be our Acting Campus Manager/Director of Nursing at Coleraine in the interim

Bronwyn brings with her a wealth of knowledge and experience

Business Sustainability & Innovation

- Computer periodic upgrades have continued
- All televisions retuned
- Installation of a radio rebroadcaster to assist with radio reception
- Systems Development - The Health Service implemented CAMMS as its reporting tool across each of the divisional areas as a centralised reporting process tool
- TRAK community program commenced
- The Health Service implemented an electronic medical record across acute services using TrakCare
- Additional laptops and I pads have been sourced to ensure that the staff have access to devices to complete audits, questionnaires and medical records.
- An upgrade of the wireless network is scheduled
- Preliminary work has been done for the installation of 4G coverage of the site
- Encouragement of residents' families and loved ones to utilise Skype to enable them to virtual visiting with their loved ones in our aged care facilities
- Residents' Newsletters (full colour version) are available to family members via email

- Intranet and Internet access available to all staff
- All old IT infrastructure removed from the old site
- Video conference/Webex facilities available for staff meetings and education
- SOLLE (SWARH Online Learning and Education) available for staff to update competencies, enrol in courses and education sessions
- All policies regularly updated and available to all staff on the Intranet utilising the PROMPT system
- 2014/2015 Revenue and Expenditure Initiatives developed for implementation
- Nursing Home, Hostel and Independent Living Units occupancy monitored throughout the year
- A favourable end of year financial result, with a small operating surplus achieved
- Activity targets achieved

COLERAINE HOSPITAL AUXILIARY REPORT

It has been another busy year for the Hospital Auxiliary.

Spring time is the best season for gardens and we were very fortunate to be able to hold a morning tea in Rowena and Ian Plush's garden at Coorabil. The garden was looking beautiful and the morning was enjoyed by many. We were lucky to have the benefit of a recent wedding!

The November Fete was once again well attended and a success. However this day has become increasingly difficult for our small number of members to hold, though we do have help from a wonderful band of extras on this day. As November is such a busy time we have decided to change the format this year for a trial, and hold a winter lunch and fete in August.

Once again the Christmas Stocking Raffle was very well supported by the community and changing the draw to the Christmas Carnival in December seemed a more appropriate date.

The new Hospital needed new Christmas decorations, so the Auxiliary was happy to provide \$1000 towards these. The residents, patients and visitors appreciated the renewed festive look at that time.

The Palliative Care Nurse Co-ordinator at WDHS (Jacqui Page) spoke at our meeting in March and we were all interested to hear about her plans for the service and that palliative care should begin early in a final illness, not at the last minute.

A play "Four Funerals in a Day" was held in May. The Auxiliary felt this was an important event and funded a 'free' bus to make it easy for Coleraine residents to attend.

We said a sad farewell during the year to two of our long standing members, Mary Tippet and Janet Stanton. They both worked tirelessly over many years to help the Auxiliary raise funds for the Hospital. We will miss them.

With grateful thanks to all members of the Auxiliary for their work over the past year. We are a small but enthusiastic group who enjoy raising funds for our hospital (new members always welcome).

Thank you also to the Coleraine community who support us in our efforts to provide our hospital with important extras to make the patients stay a better experience.

Leigh Dean

President



Auxiliary stalwarts Alison and Leigh are ready for the busy day at the Fete



Coralie, Heather, Nan and Helen take a moment for a well-earned cuppa

HOMES FOR THE AGED AUXILIARY REPORT



Currently we have 13 members and we meet once every two months at Wannan Hostel.

During the year we held four HOY afternoons which are held at Wannan Hostel. They commence at 1.30 pm and finish at 3 pm with a delicious afternoon tea to follow. The residents really look forward to these afternoons and we even have some Hamilton visitors come out to play.

Beatrice Bunney and her team of helpers run 500 Cards every Monday afternoon starting at 1.30 pm and they are held at the Karingal Senior Citizens' Clubrooms.

Once again we raffled a \$100 Christmas gift voucher at IGA raising quite a sum of money.

We also raffled a weekend for two at Naracoorte Holiday Park which was kindly donated to us by the proprietors.

We also supplied Christmas cakes and soft drinks to the residents of Wannan Hostel to share over the Festive Season.

Over the year we have purchased a new food trolley to deliver meals to the residents.

We also paid for some of our residents to go out and have a lovely meal at the National Hotel which they enjoyed immensely.

I would also like to extend sincere thanks to our Office Bearers and Members for their continued support throughout the year and wish our Auxiliary a successful year ahead.

Julie Taylor

Secretary



Auxiliary Members Beatrice and Josie wait eagerly while Dawn draws the lucky winner of the Homes for the Aged Auxiliary Christmas Raffle

COLERAINE PLANNED ACTIVITY GROUP

The Coleraine Planned Activity Group (CPAG) is a community based program for older members of our community and those with disabilities living in their own homes.

At least once a month the CPAG's Group like to trek to some of the major centres in our region. This not only enables people to look at and enjoy different experiences, but to pick up the occasional bargain or two.

Coleraine PAG Group participants made quite a few poppies for ANZAC Day and Remembrance Day. It was with a sense of pride and achievement, that those members who were present at the ANZAC Day Ceremony were able to see their poppies adorning the monument.

The craft sessions are a great enjoyment to some of our members providing a sense of fulfilment on creating something with their own hands.

Our Group was involved in the Biggest Morning Tea fundraiser this year. It is great to see all the wonderful community join in and support such a worthwhile cause.

We have welcomed some new members in the past year with delight. It is always nice to meet new people who then become valued friends.

Our door is always open to anyone who wishes to join us.

Dani Telley

Coleraine Planned Activity Coordinator



Green thumbs

Mieke and Gloria are busy planting some new seedlings in the raised garden beds

COLERAINE PLANNED ACTIVITY GROUP



"supporting your country lifestyle"



Christmas Celebrations

Participants and volunteers get together to wish each other best wishes



Concentration

There will be no distractions that will interfere with these players concentration



Anyone for cards

Playing cards with your friends is always a lot of fun and laughs



So cute and cuddly

There is nothing as cute as a brand new little puppy!



Ahoy me maties!

The girls enjoy an outing while enjoying the beautiful scenery whilst cruising up the Nelson



Never too old!

Participants enjoy the opportunity to learn some computer skills





"Supporting your country lifestyle"



COMMUNITY HEALTH REPORT

We welcome Heidi Newley to Community Health to share with me the joys of a small community and we look forward to an exciting year.

Walking Group continues with many footsteps around town, and on our out and about adventures once a month, we average a group of 12. We continue to frequent the Men's Shed (I think it's the walkers morning tea that keeps the invites open to join them for events). We enjoy the welcoming staff and hot beverages of our local cafes. A car pool trip to Pathways to Harrow was once again entertaining, as was breakfast to support Digby's fundraising for cancer.

The Coleraine Men's Shed is just jumping with news, a massive year seeing them celebrate five years of success since opening their doors and the building and occupancy of their very own shed. The new Coleraine Men's Shed is situated in Whyte Street, a prime main street location with wheelchair access. They meet twice a week, Tuesdays 9am – 3pm and Thursdays 9am – 12pm. New memberships throughout the year have increased their workforce, just as well as they are busy with a steady stream of "work" for these retired gentlemen. The Men's Shed hosted the CFA for fire safe and preventative management in November showcasing the trailer they customised for the CFA.

September saw me braving the cold and the golf balls at Coleraine Golf Club doing on the spot health checks for the teams playing in the annual Rolling Hills sponsored golf day.

Breast Screen trip to Portland saw the brave ladies take on Heidi's bus driving, instead of mine via

Merino and then on to the coast, yes it was cold but the lunch at Heywood helped with the journey.

Our Celebration of Life morning for Palliative Care week was held with the Hostel residents and staff this year, thank you to those that shared their life experiences with us. Our rainbow theme and balloon release was wonderful.

Once again we joined with PAGES and community members to consolidate knowledge on Advanced Care Planning with great information provided by the team from Hamilton.

Our Biggest Morning Tea in the PAGES Room was a great success raising much needed funds for cancer research and support. Thank you to everyone who helped and attended, we look forward to your support next year.

We would, as always, like to thank those who support us with any of our Community Health adventures which benefit our community and look forward to another action filled year...

Tracy Plunkett & Heidi Newley

Community Health Nurses



Hostel residents get ready to release their colourful balloons at the Celebration of Life morning

COMMUNITY SERVICES & ALLIED HEALTH REPORT

PRIMARY AND PREVENTATIVE HEALTH DIVISION

"supporting your country lifestyle"



CONTINENCE AND STOMAL

The WDHS Continence Service visits Coleraine on a regular basis. The Continence team of Annabelle Wilson, Sue Langley and Sara Derksen continue to provide care to outpatients and inpatients at Coleraine and the surrounding community.

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

PALLIATIVE CARE

Jackie and her team have been providing palliative care services to Coleraine on a weekly basis.

PODIATRY

This financial year Podiatry services have been provided to the Coleraine campus by WDHS Chief Podiatrist Phuong Huynh and Grade 2 Podiatrist Deanne Moyle.

The Coleraine 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. Natalie Lim has been providing a nutrition and dietetics service to Coleraine on a fortnightly basis, over the past 12 months.

Natalie has been involved in the Hospital and Aged Care settings with both inpatient referrals for a variety of nutritional issues and illnesses requiring nutritional intervention, and also in the up skilling of staff.

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

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 Coleraine 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 Valley View and Wannan Hostel, as well as inpatients in acute care and outpatients. Additionally, clients under the Transitional Care Program (TCP) in Coleraine were also seen to for weekly therapy. It is a credit to the staff at Coleraine 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 Coleraine, 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.

OCCUPATIONAL THERAPY

The Occupational Therapy department provides service to Coleraine on an as needs basis.

Occupational Therapy includes the following services:

- Inpatients-helping patients get home safely for example rails, ramps and other equipment or teaching skills such as activities of daily living like cooking, showering to maximise independence and 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

PAIN CLINIC

In this financial year the HARP team including the nurse and the psychologist have established a monthly telehealth pain clinic in Coleraine.

Belinda Payne

Manager Primary Care Services

COMMUNITY SERVICES & ALLIED HEALTH REPORT

PRIMARY AND PREVENTATIVE HEALTH DIVISION

DENTAL CLINIC REPORT

Okay, so what happened to the last twelve months? As has been the case for many years now, the Coleraine Dental Clinic continues to be very busy looking after the dental needs of the Coleraine community and the surrounding region, even extending well beyond Hamilton in a number of instances.

Because I enjoy running my practice at a relatively comfortable pace, there's generally adequate time to have some pretty interesting conversations with our patients on a multitude of topics before and after their appointments.

We continue to offer family-friendly, comprehensive-procedure dentistry, which seems to suit the majority of our patients. Over the past couple of years we've been lucky enough to have some city specialists spending time in Colac, Hamilton, Naracoorte and Mt Gambier, each month; this has been a great asset to us, and for our private patients requiring extra help for more complex clinical treatment.

Even though we can only offer limited time in Coleraine each week, we still welcome new patients and emergencies when we can.

I wish to take this opportunity to thank WDHS/CDHS for supplying and maintaining Coleraine's dental facilities, and to the Coleraine and district community for your continued support of our Practice.

Dr Tim Halloran BDS., BSc (Hons)

Lyn , Monica, and Chris



FOOT CARE REPORT

Foot care continues to run three Fridays of the month covering the Community, Hostel and Valley View residents with a steady clientele. Service is only available to non-complicated and non-diabetic people.

This has proven over the years to be a great service to the community for those unable to continue to attend their own foot care and have to wait to get into see a Podiatrist.

The Community Car is available on a Friday afternoon to transport clients to their appointments.

The Podiatry / Foot Care room is located in Allied Health situated off Pilleau Street.

Appointments can be made at the CDHS front office or by phone 5553 2011.

Marilyn Callaby EEN



DISTRICT NURSING SERVICE REPORT



The past 12 months has been a year of change for the District Nursing Service beginning with the retirement of long term senior staff member Pam Fraser which was followed by a restructure of the management positions, the aim being to support staff with closer clinical and general supervision. This resulted in the appointment of two Assistant Supervisors, Anne-Marree Simonds and Erin Rhook, with each supervisor managing a team of district nurses in designated areas. This has led to improved continuity of care for our clients and improved job satisfaction for staff.

We are well into our second year working under the Primary and Preventative Health Division and all staff have been very supportive and welcoming. It is great to see how all services come together with the common goal of supporting people to retain or improve their independence to enable them to continue living at home.

Millie Dundon, Katrina Hodgson and Jane Bunge continue to visit clients in the Coleraine area and are ably assisted by Jenny Walsh and Sue Ferrier. These staff members enjoy working in such a supportive community where people are quick to help out when needed and look out for their neighbours and friends.

Over the past few months Ann-Marree Simonds has been visiting the District Nurses at the Merino Campus with the aim being to provide support and ensure work practice including documentation is standardised across WDHS District Nursing. This has been a very rewarding experience for us to provide assistance to this small but extremely dedicated team at Merino.

In recent months District Nursing has obtained two iPads and plan to obtain more over time. Currently these are utilised for wound photography, educational purposes and location of staff when necessary.

Every year our District Nurses attend several education sessions, the knowledge gained by attending such sessions enhances skill levels to ensure that we can deliver quality care to our community based clients.

The District Nurses continue to provide care to clients on the Hospital in the Home, Post Acute Care and Transition Care Programs.

We also work closely with the Palliative Care Service by providing the clinical care for their patients when required. It is rewarding to know that this planned approach to care assists patients to remain in their own home for as long as possible where they feel comfortable and secure.

Once again our annual consumer satisfaction surveys revealed a high level of satisfaction with the service that they receive from the district nurses so it is with pride that I congratulate all the District Nursing staff for the excellent care they deliver to our community based clients.

From the 1st of July 2014 to the 30th June 2015 the District Nursing Service attended 20,509 visits and travelled 90,261 kilometres.

Pat O'Beirne

Unit Manager

District Nursing Service

Western District Health Service

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 Agency which ensure 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 module e.g. 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, infection control and emergency and evacuation training. When any new situation arises i.e. 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 Person Centred Care, OH&S, Palliative Care and Wound Management, 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 all residents/patients in our care. Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration.

Russell Armstrong

Associate Nurse Unit Manager



Staff undertake the practical component of the Life Support competency

HOTEL SERVICES REPORT



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CATERING DEPARTMENT

2014/2015 was as always a very busy year for our Catering Department supplying fresh cooked meals to the CDHS Hospital, Wannon Hostel, Meals on Wheels including Coleraine, Privates, Post Acute Care, Senior Citizens and two Planned Activity Groups - Coleraine and Merino.

MEAL SUPPLIED DURING 2014/2015

MOW (inc Weekend)	Senior Citizens	Acute	Nursing Home	Hostel	PAGs	Other Functions	Staff	TOTAL
4,751	439	8,916	17,520	47,640	917	657	3,078	83,918

We continue to receive very positive feedback about the quality of our fresh cooked meals. Thanks to all concerned for completing feedback forms.

The high level of work would not be possible if it were not for the vast experience provided by the Catering Staff. I would like to take this opportunity to thank them all for their dedication and support during 2014/2015.

One of the advantages of our move is to be able to liaise with the Wannon Hostel Staff and Residents to allow us to be able to cater to their requirements more efficiently.

Over the last 12 months we were visited twice for Food Safety Inspections, once in January by an Independent Auditor Paul Maggs and another in May by Southern Grampians Shire Pauline Porter. Thank you to all catering staff for keeping the department a clean and safe environment.

ENVIRONMENTAL REPORT

Once again the Coleraine District Health Service Non External Cleaning Audits have been of high standards - it is a credit to all cleaning staff involved.

We continue to video link into WDHS for Cleaners' Meetings and Training – this has been of great benefit to all cleaners reducing the need to travel to ensure we are up to date and informed of any changes in practices.

The commitment of all the Environmental staff in providing such a high standard can never be understated and thank you to all staff for their support during 2014/2015.

Leanne Rigby

Hotel Services Facility Supervisor



Some of the fantastic catering team who were lucky enough to be around for 'happy snap' time

INFECTION CONTROL REPORT

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

Within the 10 new Accreditation National Standards, Standard 3 covers all major aspects of infection control in acute hospitals.

Coleraine as part of Western District Health Service passed Accreditation against the National Standard 3 fully 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, very few infections have occurred, and those that have occurred were not due to issues in their care.

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 also clean any shared equipment between uses.

These are monitored on the monthly visits and the onsite presence of the infection consultant allows for a visible presence so that staff may be encouraged to discuss issues.

Coleraine cleaning audits have consistently scored well above the Victorian Department of Health targets, with minor issues that are identified 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 dedicated notice board for infection control has been set up in the Hospital to further educate staff.

Influenza vaccinations only commenced in May, a later time than usual due to a change of two of the viral strains in the vaccine.

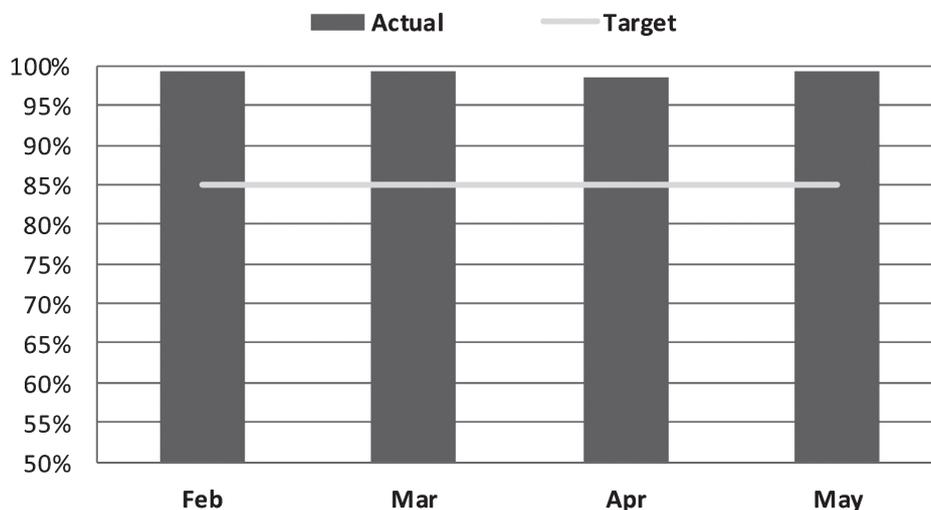
This means a percentage rate for 2015 is not available at this time due to this late start, but it is hoped that the ongoing annual increase that has occurred at Coleraine over the past few years will continue on to achieve the 75% government target.

Mark Stevenson
Infection Control



Mark definitely practises what he preaches

Acute Area Cleaning Audit results 2015



MAINTENANCE TEAM REPORT



Another busy year has flown by and I find myself sitting here writing this report after taking on the role of Maintenance Supervisor after Doug Moore's retirement. Doug has retired from the Health Service after many years of dedicated service and moved into the next phase of his life, we wish him all the best and thank him for all his tireless work over many years.

Another retirement has been that of our local plumber Greg Fry. In most plumbing disasters Greg was only a phone call away and we also wish him all the best and thank him for his service over a very long period.

The new facility has not been without its problems with a couple of major water leaks over the year, a major one at our Primary Care Building was discovered on a Friday night and kept Maintenance staff busy until the wee early hours. A lot of hard work and some help from Mark Davis of Casterton Quality Carpet Care had everything cleaned up and dried out by Monday morning with staff able to resume work with no disruption to service.

Most of our teething troubles have been rectified and routine maintenance has kept everything up to standard with minimal or no disruption to services.

The lawns and gardens across all our Campuses have kept us busy - Mark and his boys have kept the gardens looking magnificent. The Pedal Car Association has kindly donated funds for a new push lawn mower and a set of loading ramps to help with the shifting of ride on mowers between campuses. These items are a welcome addition with Spring coming on and we thank them for this generous donation.

Some raised garden beds have been added to our court yards for our residents to enjoy thanks to some hard work from our local Men's Shed. This community involvement is great to see and I am sure our residents will get much enjoyment from them.

Our Merino Campus has been painted externally before the onset of Winter and we have also been successful in obtaining funding from our budget for some major projects at our Strathallan units with some concreting and retaining wall work to commence very soon as well as some automatic irrigation to be installed.

On top of that our routine maintenance has continued to improve both Strathallan and St Joseph's Court units to make them an attractive and comfortable home for our clients.

A lot of hard work has gone into a variety of functions and events over the past year with the setting up and organising of everything required, also packing and cleaning up afterwards, a lot of this goes unseen but by working as a team with other staff across the

facility our resident and patients have enjoyed a variety of events.

The recent appointment of a new staff member to our team has complemented the maintenance service. Wain Egan has been appointed as a General Maintenance Handyman. Wain brings to the team a wide range of skills and knowledge and has fitted straight in and hit the ground running. He is a very welcome addition to our team.

To all our local businesses and all our contractors who have worked with us over the year I thank you for your dedication and professionalism in helping us meet our audit requirements and keep our services running smoothly. A thank you also must go to our Managers and the Maintenance Team in Hamilton for their backup and support. We look forward to continuing to deliver our maintenance services over the next 12 months.

Rod Nolte

Maintenance Supervisor



Wain and Jarrod are kept busy working on reconditioning of the water softener

MEDICAL SERVICES REPORT

The 2014/15 year at Coleraine Casterton Medical has been one of change and challenges. Whilst in the 2013/14 year we experienced stability with our practicing doctors and delivery of service in our new premises. The Government indecision in 2014/15 and lobbying by the Australian Medical Association and General Practitioners Australia wide resulted in uncertainty in visiting your local GP. Gap payments, visit fees and how our service would to be delivered in the future all came into question, as well as the longevity of the GP Pre-vocation Placement Program (GPPPP) for junior doctors. All community members generally felt unsure of what lay ahead for healthcare at the hands of the federal government.

Unfortunately much correspondence and meetings between Drs Coulson, Prozeksy, our GPPPP intern and our local MP Dan Tehan and the Honourable Minister for Health Fiona Nash resulted in our lobbying being unsuccessful in retaining the GPPPP Intern Program, significantly affecting our workforce and training model. This program ceased in January however did provide us with three very dedicated and studious GPPPP Interns from the Royal Adelaide Hospital, Drs Tim Chew, Chris Harry and Lisa Crouch, all having a 10 week placement and gaining much insight to rural GP and hospitals from their time with all the medical staff and their direct supervisors. We hope it has been a turning point for them to consider General Practice and/or a rural setting in their future.

Gains for the practice in undertaking the lobbying were a greater understanding for the Ministers of the difficulties faced by the 'rural' practice in recruiting and retaining quality doctors, and the importance of the opportunity for new graduates to experience being a rural GP and all the complexities in which it can present.

Through all of this however the clinic and our doctors have continued to support the Coleraine and Casterton communities, and provide weekly services to Merino, Harrow and Balmoral Bush Nursing Centres. Our commitment to the Coleraine District Hospital and Casterton Memorial Hospital remains strong. Continuity of inpatient care and aged care rounds, regular facility based medication reviews, continuing afterhours services and weekend morning clinics are all elements important both to the Hospital and the community and we anticipate all services we provide continuing into 2015/16.

Partnering in Community Health during 2014/15 our doctors have completed regular sun spot clinics throughout the year in Coleraine, Casterton, Harrow and Balmoral. As well, an orientation to the Clinic and our doctors for our local kindergarten children with a field trip occurred.

We have been fortunate to retain most of our workforce over the last 12 months, which has

enabled consistency for the community. Drs Thompson, Taheri and Ansari continue to provide valuable service to our community members and to the hospitals. We thank them for their service and dedication to their role in our clinic and community.

In February we welcomed two GP Registrars Drs Steven Yuan and Kenny Yang for a 12 month training term. In June we said farewell to Dr Zhang, also a GP Registrar who has relocated to Naracoorte where he continues to practice and benefit from being closer to his family. We thank Dr Zhang for his time and contribution to our clinic, patients and community and wish him well in the future and with his Fellowship exams.

The Deakin Immerse Program for Medical Students continued with our student Lucas Wheat being rewarded for his hard work and dedication with successfully passing with a High Distinction in November. In February we welcomed 2015 student Deinion Jones into our clinic and community. We wish him well for the next six months and continue to support his development and education until his exams late this year.

A great credit to the Practice and team is that we are able to accommodate and provide a variety of learning opportunities to young doctors and our medical staff. We appreciate all the efforts of the team, but particularly Drs Brian Coulson and Greta Prozesky who continue to take time during their leave and weekends to attend seminars and conferences to continue developing their skills and qualifications.

Finally I would like to thank all our hard working team especially our reception and administration team: Lorraine Watt, Alana Benson and Andrea McClure whom work tirelessly and sometimes in to the early hours of the evening to ensure every day runs as smoothly as possible and that our community members are able to access services in a timely manner. I thank our dedicated nursing staff: Jenny Trotman, Rowena Plush, Tracy Plunkett, Ellen Brewster and Wendy Davies who take pride in their work and genuinely care for our patients in all manner of ways.

We are greatly appreciative of the continued support of the community and the Coleraine District Hospital throughout this past year and look forward to continuing this strong relationship into the future.

Chris Payne

Practice Manager, Coleraine Casterton Medical

VOLUNTEER PARTICIPATION REPORT



"supporting your country lifestyle"

We appreciate and give our sincerest thanks to all volunteers at WDHS Coleraine Campus

The volunteer hours for the 2014/2015 financial year are:

COLERAINE

Wannon Hostel:

- 647 hours
- 10 volunteers

Coleraine Planned Activity Group:

- 794 hours
- 4 volunteers

Valley View:

- 131.5 hours
- 5 volunteers

Coleraine Community Transport:

- Volunteer hours – 1188.75
- Trips – 940
- Kilometres travelled: -17736

MERINO

The shopping bus had 50 journeys and travelled approximately 3,050 km. Volunteer hours - 200.

The community car travelled 11,918 km with 402 volunteer hours. This is up a bit on last year.

Merino Planned Activity Group have lost all except one volunteer and so figures are a total of 66 hours contributed.

Jeanette Ryan

Volunteer Coordinator

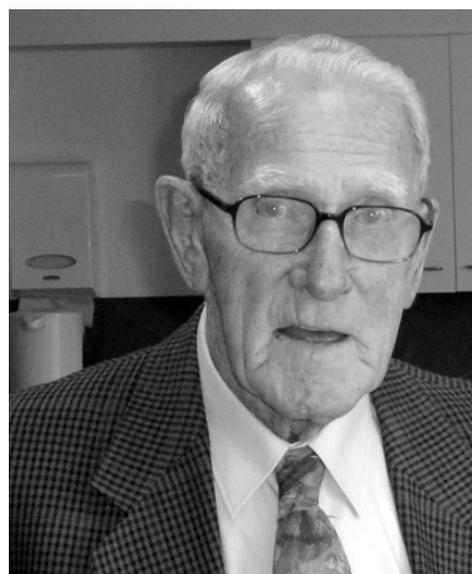
Hearts of Gold

Volunteers are the backbone of our organisation. All our wonderful volunteers both in Coleraine and Merino are worth their weight in gold. Your generosity and willingness to give time to others in need is truly appreciated.

Our Health Service is indeed fortunate to have your support. Thank you for your valued contribution - You all have hearts of gold.



Volunteers get-together at the end of the year where we can say thank you to them all



Phil is one of our wonderful valued volunteers who along with our band of fantastic volunteers is always ready to assist

MERINO COMMUNITY HEALTH CENTRE REPORT

At the Merino Community Health Centre, we try to provide activities for the entire person: mind, body and soul. One such activity that we hosted over the last year was belly dancing.

- ✓ **Mind?** Co-ordinating arm, leg and belly movements, all at the same time
- ✓ **Body?** Sore muscles next day
- ✓ **Soul?** Loads of laughter

Other activities that tick all the boxes but perhaps not so obviously are:

- Dr Ramin Taheri's GP clinic (At times the laughter in this clinic rivals the belly dancing)
- Card players battling it out to be the weekly Euchre champion
- Planned Activity Group
- Glenelg Shire Outreach Library
- Chair based exercise program (another obvious tick in all 3 boxes)
- Providing a base for the monthly Food Swap
- Throughout the year we have also hosted special one-off events
- Glen Howell (Optometrist) visited for a day of consultations
- Australian Hearing also consulted in Merino for a day
- Stu Wilder spent the day giving the local men private one-on-one appointments
- The Centrelink/Medicare Mobile bus visited, allowing easy access to all of the services their static offices offer
- The Old Courthouse Community Centre in Casterton used our building as a base for their six week "Introduction to Technology" program. Participants learnt about tablets, iPads, Skype, Email, etc.

A highly successful program that we will sadly be farewellling at the end of this financial year, (due to lack of funding), has been the Loaves and Fishes program. Loaves and Fishes provided us with long life food hampers for distribution to anyone in need. Over the last two years, we have given away an average of a hamper a month. This is a service that will be sorely missed.

Another area of life at Merino that requires specific recognition, are the volunteers. Over the last financial year, our volunteers contributed 402 hours to drive the community car, a total of 11,918 kilometres. If my mathematics is correct, this equates to just over 10 weeks of 40 hours per week driving! They also drive the weekly shopping bus, assist PAGS, man the library, tend the community garden and run the community kitchen. The Centre would be much poorer without the generous donation of time that these volunteers give. Thank you all.

Alison Wooldridge

RN Div 1



Lots of laughter filled the room when some adventurous spirits tried their 'hips' at some belly dancing

MERINO PLANNED ACTIVITY GROUP MIAKITE CENTRE REPORT



"supporting your country lifestyle"

The Planned Activity Program is aimed at maintaining an individual's ability to live at home and in the community, by providing a planned program of activities directed at enhancing the skills required for daily living and providing physical, intellectual, emotional and social stimulation.

Our Merino Program is on Wednesday and Friday each week, and having access to the 12 seater bus every second week enables us to visit local places/towns of interest, a shopping trip or a visit with another group.

When planning activities the preferences of the group is sought, everyone has an opportunity to discuss the activities program. We want to provide activities that are fun, and healthy in a safe environment.

Trips, food, craft, visitors, games, quiz's, films, footy tips, birthdays, lots of chats.....to name just a few of the things that keep us very busy!



Sandy Parry one of the wonderful volunteers, who mans the library each week.

Susan Dodd

Activities Co-ordinator



Participants listen intently at the Introduction to Technology session



The regular produce swap provides a great opportunity to get some wonderful produce



Girls having fun playing cards with friends in Coleraine

NURSE UNIT MANAGER'S REPORT

Once again I have pleasure in reporting a busy year with many changes in staffing roles and responsibilities.

ACUTE CARE

We have changed to electronic records in acute care with most documentation electronic reducing the paper trail has resulted in more transparency and improved patient outcomes- It allows us to refer to allied health staff – through electronic referrals ensuring referrals are received and actioned in a timely manner ensuring best outcomes for all patients.

Coleraine Medical Clinic continues to provide daily doctor rounds to support you during your time in Hospital when unwell. I thank the GP's for their support over the past 12 months.

GRADUATE PROGRAM

We continue to have on rotation registered nurses both Division 1 and 2 as part of WDHS Graduate Program. We welcome them as part of our workforce and hope they all enjoy their time in working in a smaller Rural Health Service.

RESIDENTIAL AGED CARE

Our aged care residents are keeping us busy with 100% occupancy in both Wannan Hostel and Valley View Nursing Home.

With residents coming into residential care later in their journey, than previous years, their needs are of a more complex nature. As an organisation we have acknowledged this and are now providing more registered nurses both Division 1 and 2 in Wannan Hostel to ensure the safest and best outcomes for all residents are met. The personal care workers whilst providing excellent care to all residents are now more supported in caring for all residents.

I thank Debra Bickley who resigned her role as Hostel Supervisor in late 2014 for her commitment to the Hostel residents and staff.

As part of the staffing restructure, I now supervise Acute, Valley View and Wannan Hostel clinical services, without the support of all staff in these areas it would have been a more difficult change in function than what it has been – Thank you all.

VOLUNTEERS

I would like to thank all the volunteers that give up their free time to support and visit our residents. Your ongoing dedication is truly amazing. Visits are really looked forward to by all residents.

AGED CARE ACCREDITATION

In December 2014 Valley View Nursing Home and Wannan Hostel went through full site Aged Care

Accreditation which I am pleased to report we achieved another three years full Accreditation.

This full site audit was followed up with an unannounced visit in March which again is pleasing to report no concerns were raised.

Aged care accreditation is now much more resident focused. Auditors spend more time observing interaction with staff and residents as well as interviewing residents and talking about their journey into residential care.

TRANSITION CARE PROGRAM

Is for older people who have been in hospital, but need more help to recover and time to make a decision about the best place for them to live in the longer term. Transition care may be provided either in your own home or in a 'live-in' setting. Coleraine continues to provide this service and has supported a number of residents into either going home or into permanent care, this Service is coordinated out of District Nursing in Hamilton.

ALLIED HEALTH SUPPORT

Thank you to all visiting allied health staff from WDHS for their support and continued commitment to providing services to Coleraine District Health Service.

ENTRY INTO AGED CARE

Any enquiries from any community member regarding placing a family member into aged care or if you would like to tour and discuss how to put a name on our wait list for residential care are welcomed at any time.

Please contact: Nurse Unit Manager on 55532002 Monday- Friday to arrange a time to suit.

COLERAINE HOSPITAL AND HOMES FOR THE AGED AUXILIARIES & PEDAL CAR COMMITTEE

Without your tireless fundraising many pieces of equipment and items purchased over past 12 months to support residents, staff and patients whilst in Coleraine would not have been possible- Thank you all.

Thank you to all staff at Coleraine and Merino for your commitment, dedication and loyalty to continuing to provide a high standard of care to residents and community of Coleraine and surrounding district.

I thank the support and assistance of Tim Pitt-Lancaster through the many changes over the past 12 months.

We were sad to farewell our Manager/Director of Nursing over the last 10 years Tim Pitt-Lancaster. Tim has been pivotal in overseeing the construction of the new Coleraine and Merino campuses, leading

NURSE UNIT MANAGER'S REPORT



"supporting your country lifestyle"

the management team and supporting the facility and staff to achieve well against the Aged Care and National Standards.

We wish Tim and his family well and sincerely thank him for his support and dedication to Coleraine District Health Service.

We welcomed Bronwyn Roberts who will be our Acting Campus Manager / Director of Nursing at Coleraine in the interim. Bronwyn brings with her a wealth of knowledge and experience.

Denise Beaton

Nurse Unit Manager

OCCUPATIONAL HEALTH & SAFETY REPORT HOSPITAL & AGED CARE

- WORKING TOGETHER FOR A SAFER FUTURE -

The primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk. By undertaking regular safety checks we ensure that all areas of the Health Service comply with these objectives and any hazards or safety issues have been resolved. We are now very fortunate to have our new hospital and all the modern facilities it supplies. External surveys are also undertaken by a WorkSafe Inspector in conjunction with the OH&S representative to ensure Standards are upheld.

OH&S is an intricate part of a multisystem workplace, working in-conjunction with No Lift, Infection control and Staff to promote a Safe, Healthy and Happy working environment.

OH&S Committee meetings are held at Hamilton Base Hospital every two (2) months, at which OH&S issues are discussed and proposed equipment purchases are discussed. This assists us to make the health service environment a better and safer place.

All staff are encouraged to complete a Riskman if an item of equipment is found to be faulty and to ensure that the fault or hazard is repaired as soon as possible and the equipment is removed from service until repairs are completed.

We are fortunate at our facility to have fitted lifting machines, e.g.: Voyagers as well as stand up lifters, bed baths, shower chairs, etc., to ensure the safety of our residents and staff.

It is a mandatory requirement that all staff attend practical training in Fire Safety and No Lift. Staff are also required to undertake a theory component for these which can be completed via the Intranet. This avoids the problem of staff having to travel for education sessions, and can be undertaken at the workplace.

This year I would like to welcome and congratulate Marilyn Callaby for completing OH&S training offering support to Lyn Marsden and myself. Marilyn has recently undertaken the five day OH&S course.

Coleraine's new hospital is well and truly a pleasure to work in and we owe so many people a big thank you for making this possible for our small country community.

Trudy Cottier

OH&S Rep

VALLEY VIEW NURSING HOME LEISURE & LIFESTYLE REPORT

Leisure & Lifestyle aims to provide enjoyable stimulation for our residents with the aim of making their lives interesting and fulfilling as possible.

Valley View provides an exercise program called Easy Moves for Active Ageing or EMAA for short. It is designed to maintain the movements that we have and perhaps increase some. While they are simple movements that are non-taxing they do assist in keeping everyone as mobile as possible.

We had have had numerous visitors in the past year with the local school children, the Melbourne Museum, Jamie & Kim's Mobile Zoo from Ararat, some local entertainers to name a few.

I would like to thank Phil Deutscher for his continued help with both the Remembrance Day Service and the wonderful ANZAC Day Service. This year was the 100th Anniversary of ANZAC Day and this was an especially moving service thanks to everyone involved.

Our religious services are still a big part of our lives at Valley View. It is good to be able to join with Wannon on most of these occasions and celebrate together.

I would like to take this opportunity to thank all of our religious Ministers and assistants for their untriting devotion.

Our Christmas Party at Valley View this year was entertaining with Leslie Kruger on keyboard with Annie De Vries singing. Somehow we had a crowd of Santas running around!

Our Men's Out & About trips and our Ladies Days out are going well with us flitting all over the countryside enjoying the sights as well as indulging in some lovely food and activities that the region has to offer.

I have to say that all of us have enjoyed the past year and look forward to the next one with anticipation.

Danielle Telley
Leisure Lifestyle Coordinator



Family Get-Together

Dawn catches up with daughter-in-law Wendel and great grandchild Daisy



"supporting your country lifestyle"



Sunshine and fresh air

You don't have to tell us.....all the ingredients for afternoon tea outside



Nostalgia

Jean checks out the Mother's Day display in the foyer



Adventures on the High Seas

Loy and Lorne rug up for their day's outing sailing



Busy Bees

Everyone is kept busy slicing and dicing ...Getting ready for a cooking session



Looking back in time

Volunteer Phil and Elsie check out the ANZAC memorabilia



Secret Men's Business

Lorne and Loy let the younger generation in on some secrets

WANNON HOSTEL LIFESTYLE AND LEISURE REPORT

Here we are at the end of another busy year, with Accreditation behind us once again.

With both the Nursing Home and Hostel joining in with some of our activities, such as Happy Gang, Church Services ,scarf painting and the Mobile Zoo it has been a lot of fun.

Many of our old favourites have also been enjoyed such as Millionaire Auction, Bingo, Community Hoy and Craft and reminiscing with both stories and photos.

Mulleraterong participants still enjoy coming every fortnight and joining in with whatever activity is taking place, and happy to interact with the residents they have known over the time they have spent with us.

Also a visit from our Floral Art ladies, which is always, enjoyed especially getting some advice and making little arrangements to be taken to the residents rooms.

Football tipping is always enjoyed and looked forward to during the Winter months. Last year for the first time we had gentlemen win but jointly with a former lady winner. All enjoyed our windup with guest speaker Mr L Mc Donald.

Both our Remembrance Day and ANZAC Day Services were well received including visits to the Cenotaph on the days. Our celebrations this year for ANZAC Day were made special by our two guests Mr P O'Keefe and Mr H Templeton. We also had a very special cake made which all enjoyed. Being able to use a painting by Mrs J Botterill was also very special.

All enjoyed attending our Victorian Regatta afternoon with boats and trophies being presented to those that won.

Thank you to the Men's Shed participants that made and painted some boats for us to use on the Regatta day which everyone enjoyed.

Special thanks also go to the Duggin family for donating a barbecue to the Hostel in remembrance of their father a former volunteer Dennis. This has enabled us to have many more barbecues than usual.

Once again we give a big thank you to all who have assisted throughout the year, the volunteers who give up their time and also the Ministers and Lay Preachers who come every time and to the many guest speakers and staff that have assisted throughout the year. Without your assistance it would not be possible to have the activities that we do.

I would also like to extend a huge thank you to the Homes for the Aged Auxiliary members for their support and contribution. Their donation for the Mobile Zoo to visit our residents was fantastic and to see the enjoyment on the residents' faces cannot be underestimated. Thank you for your continued support.

Marlene Lee
Lifestyle and Leisure Coordinator



ANZAC Day Commemoration

L to R: Howard Templeton, Ron Tippett, Casey Pentland and Phil O'Keefe



"supporting your country lifestyle"



Fresh air, sunshine and friends

Ladies enjoy being in the beautiful surrounds of the Grampians



Rugged up for the outdoors

Men kept themselves warm when they ventured down to Portland for a boat trip



Guess who made this

Barbara proudly shows off her beautiful creation she made herself



Tickling our funny bones

Stan from the Happy Gang always manages to get lots of laughs from everyone in the room



Catching up with Friends

Gwyn catches up with some friends after the concert given by the Community Singers



Proud Aussies

Residents enjoy attending the Australia Day ceremony and catching up with everyone

FINANCIALS

REVENUE AND EXPENSES STATEMENT FOR THE YEAR ENDED JUNE 30, 2015

	2014/15	2013/14
	\$	\$
Revenue		
State Government Grants	3,547,471	3,654,455
Patients Fees	3,348,754	2,479,447
Other Revenue	325,903	384,858
Transfer of Accommodation Charges	-	100,212
Total Operating Revenue	7,222,128	6,618,972
Expenditure		
Salaries & Wages	5,123,634	4,746,272
Direct Expenditure	534,314	512,710
Overheads	1,487,014	1,314,758
Total Operating Expenditure	7,144,962	6,573,740
Operating Surplus	77,166	45,232
Capital Items		
Fundraising and Donations	20,927	86,682
Ingoing Residential Charges - Aged Care	560,071	368,281
Transfer of Accommodation Charges	-	(100,212)
Capital Grants	-	2,635,870
Surplus / (Loss) on Disposal of Asset	(81,198)	-
Depreciation	(1,134,138)	(171,718)
Net Result for the Period	(557,172)	2,864,135

Statement of Changes in Equity

Total equity at beginning of the year	40,902,411	33,762,614
Net result for the period	(557,172)	2,864,135
Gain on Revaluation of Land & Buildings	-	4,275,662
Total equity at end of the year	40,345,239	40,902,411

FINANCIALS
BALANCE SHEET AS AT JUNE 30, 2015



	2015	2014
	\$	\$
Equity		
Accumulated Surplus / (Deficits)	34,194,678	34,967,922
Asset Replacement Reserve	650,456	449,159
Asset Revaluation Reserve	4,923,454	4,923,454
Specific Purpose Reserve	576,651	561,876
Total Equity	40,345,239	40,902,411
Current Liabilities		
Payables	6,382	6,430
Employee Entitlements	1,185,334	1,218,840
Monies Held in Trust	4,656,522	3,760,907
Total Current Liabilities	5,848,238	4,986,177
Non Current Liabilities		
Employee Entitlements	233,141	221,292
Total Non Current Liabilities	233,141	221,292
Total Liabilities	6,081,379	5,207,469
Total Equity and Liabilities	46,426,618	46,109,880
Current Assets		
Cash at Bank	6,584,324	5,769,507
Investments	2,335,252	2,291,818
Receivables	190,454	336,920
Monies Held in Trust	4,656,522	3,760,907
Total Current Assets	13,766,552	12,159,152
Non Current Assets		
Land, Buildings, Plant & Equipment	34,395,921	34,552,444
Accumulated Depreciation	(1,735,855)	(601,716)
Total Non Current Assets	32,660,066	33,950,728
Total Assets	46,426,618	46,109,880

DONATIONS

GENERAL:

Adams Mrs S	Hill Mr JJ	Muir Mrs G
Anonymous	Koenders Mrs P	Mutch Mr P
Australian Pedal Car Grand Prix	Lane Mr R	Myers Mr & Mrs K
Britten Miss E	Lawson Mr & Mrs J	Norris J & H
Britten Miss P	Leeming Mr & Mrs MA	O'Connell Mrs M
Bunge Mrs B	Little Mr & Mrs G	Parsons Mrs L
Bunney Mr & Mrs GP	Lowery Mr & Mrs K	Pepper Mrs B
Burgess Mr & Mrs G	Lyons Mr & Mrs J	Pepper Mrs V
Cameron Mrs L	McLean Mr P	Pigeon Ponds Sports Social Club Inc
Coleraine Bowling Club	McLeod Mrs P	Rhook Mrs G
Coleraine District Health Services Auxiliary	McPhee Mrs L	Robertson Mr & Mrs M
Coleraine Opportunity Shop	McPhee Mr R	Row Mr P
Deutscher Mr P & Mrs L	Mahoney Mrs NF	Shaw Mr & Mrs J
Egan Mr & Mrs M	Martin Mrs B	Shaw Mrs T
Fitzgerald Mr & Mrs N	Mason Mr & Mrs JE	Smith Mr I
Greed F and Sons	Mills Mrs EM	Waters Mrs F
Heath Rev DC	Mitchell Mrs M	Wettenhall Family
Hempel Mr C	Moore Mrs M	Willis Mr & Mrs AD
Homes for the Aged Auxiliary	Moss Mr & Mrs A	Wishart Mrs B

The above list excludes donations made direct to Western District Health Service on behalf of Coleraine District Health Service

These are noted in the Western District Health Service Annual Report

We would like to also thank those persons who have contributed to our 2015 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year (Your names will be recorded in next year's report)

IN KIND:

Coleraine District Health Service Ladies Auxiliary	Merino Exercise Group	Mr P Deutscher
Coleraine Men's Shed	Merino Produce Swap Meet	Ms J Honey
Family of the late Mr Dennis Duggan	Mrs J Briggs	Mr D Moore
Family of the late Mrs Mary Tippett	Mr P Bunney	Mr R Owens
Homes for the Aged Auxiliary	Mr G & Mrs J Burgess	Mrs Y Robinson
Merino Euchre Group	Mrs G Caulfield	Mrs W Russeller

Our heartfelt gratitude is extended to you all

STAFF

CHIEF EXECUTIVE OFFICER

Rohan Fitzgerald
Jim Fletcher

MANAGER/DON

Tim Pitt-Lancaster
Bronwyn Roberts (Acting)

CLINICAL SERVICES

NURSE UNIT MANAGER

Denise Beaton

ASSOCIATE NURSE UNIT MANAGERS

Russell Armstrong
Judith Burgess
Trudy Cottier
Deborah Overmars
Lorace Parsons
Rosemary Perks
Tracy Plunkett
Wendel Shaw
Toni Simson
Diana Stirling
Felicity Griffiths

REGISTERED NURSES-DIV 1

Alexandra Fredericks
Tenille Oliver
Aparna George
Muchanyorei Ngadziore

ENROLLED NURSES

Susan Anson
Tara-Jane Bailey
Kath Baugh
Margaret Mary Baulch
Marilyn Callaby
Debbie Egan
Karen Forsyth
Claire Goldby
Shane Kneebone
Ann McArlein
Kristen McIntosh
Lyn Marsden
Lynette Monaghan
Elizabeth Talbot
Anne Youl

DISTRICT NURSES

Jane Bunge
Camilla Dundon
Susan Ferrier
Katrina Hodgson
Jennifer Walsh

MERINO

BUSH NURSE
Georgia Gutjahr
Alison Wooldridge

ENVIRONMENTAL SERVICES

Kathleen Rhook

WANNON HOSTEL HOSTEL SUPERVISOR & CARE CO-ORDINATOR

Debra Bickley
Fay Picken

PERSONAL CARE ATTENDANTS

Kimberley Adams
Ronda Baker
Glenise Benson
Pamela Black
Amy Boxer
Larna Brooks
Marilien Broome
Angela Brown
Helen Brown
Kathleen Brown
Lorrae Clarke
Kellie Clayton
Jennifer Fitzgerald
Sharon Gorrie
Lynda Harris
Marlene Lee
Rosemary Lewis
Dianne MacDonald
Melinda Moyle
Catherine Munro
Debbie Nolte
Michelle Nolte
Fiona Peach
Debra Robinson
Rosemary Rowland
Megan Russell
Carol Russell-Bailey
Deidre Spencer
Kathryn Sypott
Susan Townsend

ALLIED HEALTH SERVICES COMMUNITY HEALTH

Tracy Plunkett
Heidi Newley

ACTIVITIES & PAGES

Susan Dodd
Danielle Telley
Amanda Torney

CATERING SERVICES HOTEL SERVICES FACILITY SUPERVISOR

Leanne Rigby

SECOND IN CHARGE

Tania Deutscher

FOOD & DOMESTIC SERVICES

Shirley Broad
Annaleise Burford
Jacente Burford
Patricia Jacobson
Jeanette Kaine
Belinda McCredan
Eisha McKerlie
Shirley Menz
Anne Michau
Cassandra Milton
Kathleen Rhook
Maxine Rigby
Robyn Soulsby
Janene Taylor

ENVIRONMENTAL SERVICES SUPERVISOR

Maryanne Spong

Christine Bunting
Dina Ferreria
Tracey Millard
Shirley Milton
Laurice Picken
Catherine Stiglich

FINANCE

Nick Starkie
Gabrielle Baudinette

ADMINISTRATION

Margaret Grinham
Julie Pollock
Jane Robertson
Kara Templeton
Anne Youl

MAINTENANCE SUPERVISOR

Douglas Moore

Wain Egan
Rodney Nolte
Jarrod Payne

STAFF SERVICE MILESTONES

The Management Committee recognises the service given to the Coleraine District Health Service by a number of long serving staff members, and congratulates the following staff members who have exceeded ten years of dedicated service during the year

10 years

Debra Bickley
Lorrae Clarke
Sharon Gorrie
Patricia Jacobson
Judith Burgess

15 years

Anne Youl

20 years

Kathryn Sypott

25 years

Russell Armstrong
Glenise Benson

*Featuring on back cover
We find a delight in the beauty and
happiness of children that makes the
heart too big for the body....Ralph
Waldo Emerson
Kindergarten children and residents
catch up for Christmas*



Coleraine District Health Service

A Member Western District Health Service
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T: 03 5553 2000 | F: 035575 2312