



2013 Year In Review



COLERAINE DISTRICT HEALTH SERVICE

A Member Western District Health Service
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COLERAINE AND OUR HISTORY

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), the Eucalyptus Discovery Centre 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 present 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 current 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 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 has seen 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 services for the community.

Construction works for the Coleraine Development commenced on 29 August 2011. The new health precinct involves the consolidation of all health services provided in Coleraine, onto the one site, creating a one stop health precinct and is planned for final completion 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 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 have also been undertaken which include 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 will be relocated to the completed redevelopment.

At this stage the project is running approximately four months ahead of schedule so it is anticipated that all existing services will be operating from the one health precinct in early November 2013.



CDHS Campus Manager Tim Pitt-Lancaster, Management Committee Chairman Ron Jones, Minister for Health David Davis, pictured with Annie deVries and Jenny Williams at the Official Opening of the Thomas Hodgetts Primary Care Centre

HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

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

MEDICAL OFFICERS: (From 1953)

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

DIRECTOR OF MEDICAL SERVICES:

2001-2005	Dr B Warton
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Coleraine District Health Service amalgamated with Western District Health Service
1st July 2005

PRESIDENT

2005-2008	Mrs Sandra Adams
2008-2013	Mr Ron Jones
2013-	Mr Grant Little

CHIEF EXECUTIVE OFFICER

2005-	Mr Jim Fletcher
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MANAGER/DIRECTOR OF NURSING

2005-	Mr Tim Pitt-Lancaster
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MEDICAL OFFICERS

1981-	Dr BS Coulson	2009-2010	Dr C Wilson
1999-2009	Dr N Wulff	2009-	Dr R Taheri
1999-	Dr G Prozesky	2010-	Dr L Thompson
2004-2012	Dr L Tan	2010-2011	Dr T Nguyen
2005-2006	Dr M Deary	2012-	Dr S Ansari
		2013-	Dr X Zhang

DIRECTOR OF MEDICAL SERVICES

2004-2007	Dr J Dunn
2007-2007	Dr M van der Veer
2008-2011	Dr J Christie
2011-2013	Dr A Wilson

LIFE GOVERNORS

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

Mrs E Fidler
Hon M Fraser
Mr PD Gardiner
Mr D Gausson
Mrs MMH Hope

Mrs C Langley
Mrs V Lawson
Mr M Robertson
Mr H Templeton
Mrs L Tippet

Mrs V Wallis
Mr HM Wettenthal
Mrs M Wettenthal

COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette Mr NR Baudinette
Mrs ES Holmes Mrs L Tippet

MERINO BUSH NURSING CENTRE

Mr J Northcott Mrs D Simkin

Do you have any historical records relating to Coleraine Bush Nursing Hospital, Coleraine & District Hospital, Coleraine and District Homes for the Aged, Merino Bush Nursing Centre? If so, we seek your assistance.

We are trying to locate any historical files relating to the Coleraine Bush Nursing Hospital since its inception in 1931 and the Coleraine and District Hospital since its establishment on our present site in May 1935, as well as any historical information pertaining to the Homes for the Aged and the Merino Bush Nursing Centre.

Any historical information, Annual Reports, etc. you may have would be invaluable to us and very much appreciated. In particular any historical photographs showing any changes to the facilities, openings, events, etc. would be incredibly welcomed. We would be able to scan these photos to enable us to have a record and return the original to you.

If you have anything you think we might like to have for our records could you please contact the undersigned and thank you also to those that have already kindly contributed to our request.

**Tim Pitt-Lancaster - Manager/Director of Nursing
Coleraine District Health Service
PO Box 42, Coleraine Vic 3315
Tel: 5553 2000**

RANGE OF SERVICES

The Hospital:

- Treatment Room 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
- 12 Nursing Home Beds – Valley View Nursing Home
- General Medicine
- Venipuncture – Blood Taking
- Meals on Wheels



Allied Health:

- Dental Service
- Podiatry Service
- Physiotherapist Service

Aged Care:

- Valley View Nursing Home (as listed above)
- Wannan Hostel (39 Residents)
- Respite Care (one place)
- Aged Care Assessment Referral Assistance



Home and Community Care Services:

- Planned Activities Group
- District Nursing

Community Health Services:

- Diabetes Education
- Dietitian Service
- Asthma Education
- Foot Care
- Walking Group
- Carers' Group
- Healthy Living Group
- Keep Fit Classes: *Silver Sneakers, Pilates Based Mat Classes, Fit Ball, Stretch & Tone, Falls Prevention*



Merino Community Health Centre:

- Planned Activities Group
- Foot Care
- Asthma Education
- Diabetes Education
- District Nursing

Independent Living Units:

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



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 CEO Mr Jim Fletcher, Deputy CEO 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): Tim Pitt-Lancaster (Coleraine Campus Manager), John Northcott (Retiring Member), Grant Little, Anne Pekin, John McMeekin, Jim Fletcher (WDHS CEO), Gabrielle Baudinette, Lesley Kruger, Allan Millard

Absent from main photo: (inset photos L to R) Ron Jones (Retiring Member), Ashley Lambert & Kim Chintock (New Members)

RETIRING MANAGEMENT COMMITTEE MEMBER – RON JONES



Ron was appointed to the Coleraine District Health Service Board of Management on 1 November 2002 and was elected to the WDHS Board of Directors from July 2005 until June 2011. He has been Chairman of the CDHS Management Committee for five years.

During Ron's appointment strategic direction was a key focus and the Board embarked on a service planning process that was linked to facility master planning that underpinned CDHS strategic direction. It was apparent that the health care environment was constantly changing and that the financial, building, accreditation and staffing requirements left a small health service like Coleraine in a vulnerable position into the future. The service planning process commenced, along with community consultation and deliberations. In 2004 it was determined to agree in principle to enter into a Heads of Agreement with Western District Health Service so that the two health services could work towards a formal partnership from 1 July 2005.

In 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 maintains its own identity 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.

During Ron's time the master building process began in 2004. 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.

After numerous submissions, visitations, deputations, rejection after rejection it was Ron's sheer delight to note in his 2010 Chairman's Report that it would be the year of our development. After some five years of hard work and dedication by all parties, the State Government had taken the step in granting us significant funding - An allocation of in excess of \$25,000,000 with anticipated completion late in 2014 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 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 of the redevelopment has certainly been an exciting phase of our history and is testament to Ron, 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.

Ron would be the first to extend his gratitude and appreciation to the wonderful communities, groups and individuals of Coleraine, Merino and surrounds for their continued support which is so evident with their amazing contributions to fundraising efforts.

On behalf of the community we would like to thank Ron wholeheartedly for his most valuable contribution to WDHS and CDHS. 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.

Ron is a community minded person and we know that he would have continued this spirit now that he has relocated to Marysville. We thank Ron for his contribution, wide knowledge and ability which has been invaluable and appreciated by Western District Health Service, Coleraine District Health Service and the community.

We thank Ron and wish him and his wife Margaret all the best for the future.

RETIRING MANAGEMENT COMMITTEE MEMBER - JOHN NORTHCOTT

It is just an impossible task to list someone's accomplishments over some 35 years into a one page summary. John has been an extremely hard working, dedicated and committed member of the community and has worked tirelessly for the community in different capacities through his involvement with local groups and organisations.

John has had involvement with the Merino Bush Nursing Hospital since 30th May 1978 when he was elected to the Committee. In his time at Merino he was firmly entrenched in efforts to retain the Bush Nursing Hospital. However with major changes in public health with the implementation of Medicare in 1984, wage increases, role delineation, etc it had presented serious financial problems to all Bush Nursing Hospitals listed as Category 3. John was involved in renovations, acquisitions, deliberations, deputations, discussions and lots of considerations as to the best option for Merino.

It was not from lack of effort that the Merino Bush Nursing Hospital closed on 12 August 1991 and actively pursued registration as a Bush Nursing Centre to ensure a district nursing service, Meals on Wheels, etc would continue.....time lapsed and.....

During 1998 Merino Bush Nursing Services found some difficulty in providing a Board of Management and agreed to merge with Coleraine. So began John's association when he was appointed to the Coleraine District Hospital and Aged Care Services Committee of Management in 1999. During his time he has also held the positions of Junior and Senior Vice President.

The forthcoming arrival of a Goods and Services Tax and other factors provided an incentive for a formal amalgamation of the Coleraine and District Hospital, Coleraine and District Homes for the Aged Committee of Management and the Merino Bush Nursing Service. After consultation with the relevant Committees and the community the three organisations officially amalgamated on the 1 July 2000, under the new title "Coleraine District Health Services".

John has had many varied experiences and challenges whilst a Committee Member. He was in the thick of things.... shall we say when it was of great concern to it seems everyone at the time, the impending possibility of computer and equipment failure when the calendar ticked over 2000. It was feared that the world would end as we knew it and hospitals and health care providers made comprehensive plans to cover 'critical operations contingencies' in the event. The words 'Millennium Bug' spread fear and panic at the complete unknown quantity of what might happen. Well the moment that many feared came and went and

no problems of any magnitude were evident in our Hospital, Merino or Hostels. The one positive aspect of the exercise was that it did highlight a number of ways we could provide for emergencies in the future.

He has been involved in many building projects, remodelling and refurbishments, 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. John has been with the Committee through its many submissions for its master plan and although there was much rejection over the years, it is through John's and fellow Committee Members dogged determination that persistence paid off and two significant projects, one for Merino and one for Coleraine have and are coming to fruition.



John pictured during a tour of the new redevelopment

Definitely close to John's heart would be the building of the new Merino Community Health Centre which provides a wonderful facility for the community and its surrounds and to say the Committee was thrilled to hear the announcement that the State Government would be funding the multi-million dollar redevelopment

project for the Coleraine District Health Service into a one stop health precinct which would service the Coleraine community for the next 50 years and beyond, would be an understatement.

John, together with the current and former members of the Management Committee, and with the support of WDHS, all management and staff should be justly proud of their input, effort and their continued persistence and determination to ensure the long term needs of the Health Service.

After so many years of dedicated service and commitment to the betterment of his local communities John definitely deserves a well earned rest. The communities of Merino, Coleraine and surrounds are indeed fortunate to have had John's enthusiasm and passion for his local community and we cannot thank him enough for his dedicated service.

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

SUMMARY OF ACHIEVEMENTS 2012/2013

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 outline in our Operational Plan.

Corporate Identity

- The 2012 Annual Year in Review held in October was an outstanding success with full attendance. Guest Speaker was Mr Craig Lapsley-Fire Services Commissioner Victoria who gave a very interesting and informative talk on the topic "Catastrophes-Lessons Learnt and Strategies for the Future" which gave an insight into the aftermath of the fires that engulfed Victoria



2012 Year in Review Guest Speaker Mr Craig Lapsley Fire Services Commissioner Victoria pictured with WDHS CEO Jim Fletcher

- The Annual Appeal letter was sent out to households in May 2013 and \$6,650.57 was raised in donations up to the end of June. The funds raised will be directed towards replacement mobility aides for both Valley View Nursing Home and Wannon Hostel. The purchase of additional staff operated mobility aides will greatly improve the comfort and dignity of our residents
- The Western District Health Service Board held their July meeting in Coleraine after which the Board was joined by members of the CDHS Management Committee for discussion on service delivery in the region
- Articles have appeared in the Hamilton Spectator, Casterton News, local Wannon Community News, WDHS/CDHS Community Newsletter which is delivered via bulk mail to the community and the Western Wellbeing

- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held numerous functions during the year where there has 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
- The 2012 Independent Living Unit AGM was held on the 12th December 2012
- Regular Resident Meetings have been held to keep residents and families informed and to update on the redevelopment
- Coleraine Hospital Auxiliary celebrated 60 Years of Fundraising with a Gala Dinner on Saturday 20th October 2012. 95 people attended the 60th Anniversary. It was an excellent evening enjoyed by everyone, a time to reminisce and celebrate and look forward to the future
- The Official Opening of the Thomas Hodgetts Primary Care Centre was held on Thursday 20 September 2012 with over 200 people attending including relatives and friends of the late Mr Hodgetts. The Centre was opened by the Minister for Health David Davis and was very well attended by the community and the feedback was extremely positive. The Centre was officially commissioned on 24 September 2012. The Opening was not only a major milestone for the creation of the health precinct but also a major milestone in the rich history of Western District Health Service, the Coleraine Community and the Southern Grampians Shire



A fantastic crowd attended the Official Opening of the Thomas Hodgett's Primary Care

- State Public Healthcare Awards: Western District Health Service received 2012 Regional Health Service of the Year Award and Care Coordination Model received a Silver Medal Award
- CDHS Management Committee Members: Messrs Ron Jones and John Northcott retired from the Committee at the end of their terms on 30/6/13
- Coleraine Management Committee members: Messrs John McMeekin, Grant Little and Mrs Lesley Kruger were re-appointed to the Committee for the period 1 /7/2012 to 30 /6/2015
- Mr Ashley Lambert and Ms Kim Chintock were elected to the Committee for the period 1/7/2013 to 30/6/2016
- New website logo launch held 23/8/12 for the intra and internet
- New Consumer and Friends Network established in March 2013
- The Merino Community held its first and very successful Produce Swap at the Merino Community Health Centre on Saturday 13 April 2013. The Produce Swap will take place the second Saturday of each month at the Merino Community Health Centre. While access to wonderful fresh produce was the main agenda item, the event was a chance for community members to catch up with old friends, make new ones, reduce wastage in the home and strengthen community ties
- The Coleraine Community Bank kicked off the Community Fundraising Appeal with \$103,000 donation and this gradually grew to \$158,000 with Community Members and Auxiliaries coming on board
- The Inaugural Australian Pedal Car Grand Prix was held on Saturday 6th October. The event was a resounding success with funds raised going to the Health Service Community Fundraising Campaign and the Blue Ribbon Foundation. A big congratulations must go to Trevor Sweeney and his Committee for the outstanding effort that was put into organising the event. 2013 is shaping up to even better with double the number of vehicles expected
- An enthusiastic Committee was formed to organise a Goods and Service Auction which was held on 2nd November. Committee Members were extremely successful in obtaining amazing donations and rallying support from sponsors and supporters for the Auction. The interest and support from the community was simply amazing for this event



Keen enthusiasts participating in the Inaugural Australian Pedal Car Grand Prix



The Merino Community take full advantage of the fresh produce on hand



The Goods and Services Auction was an outstanding success and was very well supported by the community

SUMMARY OF ACHIEVEMENTS 2012/2013

With the Goods and Services Auction raising a staggering \$42,151 and the Pedal Car Rally raising \$6,500 these events closed out the Community Fundraising Appeal target with just over \$211,000 raised. These funds will put those finishing touches into the new health precinct to ensure a first class finish in keeping with the new modern building



Coleraine Goods and Services Auction Committee Members: Ashley Lambert and Grant Little stand with Community Bank Manager Jeanette McDonnell, Pedal Car Grand Prix organiser Trevor Sweeney, Volunteer Jenny Povey and Coleraine Auxiliary Member Coralie Coulson, after the \$200,000 fundraising target was achieved

The enterprising Committees and organisers of both these events are to be commended and congratulated for their initiative and the amazing organisation and management of these events

To all the sponsors, donors and supporters of these events thank you for your generosity and support

To all community members who supported these events thank you for your continued support of the fundraising efforts on behalf of Coleraine District Health Service

To all members of the community who donated and supported the Community Fundraising Appeal thank you each and everyone for your support and generosity

Congratulations and thank you to all community members and the Coleraine Community Bank for your support and this outstanding achievement

We are very proud and privileged to have such a supportive community

Performance Monitoring

The facility participates in numerous audits both internal and external to ensure a high standard of services 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.

- All facilities in Coleraine underwent an External Cleaning Audit during April. These audits are based on a national standard and strict guidelines are used. All areas returned results above 95/100. These results are well above the required level of 85/100 so big congratulations to all of our Hotel Services staff
- Non-external Cleaning Audit undertaken in February 2013 resulting in: Hospital 98.5%, Valley View 99.1%, Wannan Court 98.8%
- Press Ganey Satisfaction Survey Results for Aged Care: Wannan 83.9, Valley View 83.2. The overall result in the top 11% of facilities benchmarked within Australia. Action plans developed to address recommendations following the Press Ganey Satisfaction Survey
- Merino Community Health Centre – Client Survey Questionnaire during April/May 2013. The results of the survey have allowed us to improve our services to the community
- The CDHS Catering Department underwent a Food Safety Audit and inspection by the Southern Grampians Shire Environmental Health Officer in May. These audits provide confirmation that the work and the environment are the best that they can be and provide valuable feedback on areas that can be improved on. The result was a very impressive “A” rating, a result this high is testament to the dedication of the staff that work in ageing facilities. Congratulations go to all of the staff within our Catering Department

Quality Improvement and Risk Management Initiatives

- Fire evacuation maps have been updated at the hostels as the development progresses
- Positive report from an unannounced visit conducted by the Aged Care Standards Agency on the 13 November 2012 and May 2013 at both Valley View Nursing Home and Wannan Hostel
- Vaccination awareness and monitoring made available for all staff
- All staff complete annual Basic Life Support and CPR Training, Fire and Safety competencies and other competencies as required
- OH&S site visits conducted in July and December each year. No issues identified
- Any new or updated Policies and Procedures are conveyed to staff via Staff /Quality Improvement Meetings
- National Standards: All members of staff have attended education sessions on the new National Standards that have been implemented nationally for acute care facilities. The new standards have allowed WDHS to look at how we provide our core services and how we involve the community, our clients, residents and staff in the provision of services and care. This will allow WDHS to ensure that we are providing "Excellent Healthcare, Everyone Every time. Presentation on the new National Standards has been given to all Advisory Committee Members also
- WDHS will be undergoing a full organisational survey of all acute services in October

Service Planning and Development

- Attendance rates maintained for the Planned Activities Groups in Coleraine and Merino
- Valley View bed numbers increased from 12 to 14 as of the 1st of November to allow for 2 residents from Wannan Court to be relocated for the duration of the Stage 2 works of the redevelopment
- Residents from Mackie and Wannan relocated on the 19th and 20th of November 2012
- Transition plan developed for consultation with District Nursing staff for the integration of District Nursing into Primary and Preventative Health Division from 4/11/2013. Consultation has commenced with the Coleraine District

Nurses on the future integration and impact of the changed role of current District Nurses employed at Coleraine. Once all services are located onto the one site with the redevelopment the Coleraine District Nurses will no longer be required to provide a support service to Wannan Hostel

- Community Survey undertaken for Merino. The results of the survey will allow us to improve our services to the community

Human Resource Management

- Super user training was undertaken for the new patient record system for Health Information which went live in November 2012
- All new staff and post graduate nursing students on placement participate in a structured orientation program specific to our facility
- WorkHealth checks made available for interested staff
- The uniform policy for catering staff has been modified to maintain consistency across the organisation
- Employee of the month for October 2012 was Jane Robertson-Ward Clerk
- Marlene Steers was the recipient of the Volunteer of the Month Award for February
- The new Nursing pay structure has been implemented for the Enrolled Nurse group



WDHS CEO Jim Fletcher pictured with Employee of the Month recipient Jane Robertson

SUMMARY OF ACHIEVEMENTS 2012/2013

- Lachy Patterson appointed as WDHS Community Liaison Manager and commenced 25/3/2013
- Dr. John Christie commenced as a temporary DMS at WDHS from 6/5/13
- Numerous site visits were organised to the new site for all staff
- Review of current staffing profiles to be undertaken prior to the relocation of nursing staff to the new site
- The Victorian Minister for Health and Minister for Ageing agreed to launch an inaugural day celebrating those who work in public sector residential aged care and to launch the "Positive Aspects of Aged Care Nursing" Report which was commissioned by the PSRAC Leadership Committee. To coincide with this event we were invited to host a local event in recognition and celebrating our residential aged care staff. "Aged Care: Making a Difference" and the "Positive Aspects of Aged Care Nursing" were the themes of the day. Staff enjoyed morning and afternoon teas and all were presented with a Certificate of Appreciation in gratitude and to thank them for their ongoing commitment to providing the highest standard and quality of care



Some of our wonderful staff pictured during the celebration for those that work in public sector residential aged care

Facilities and Equipment

Merino:

- The old Bush Nursing Centre site was rezoned from public to township use. The property failed to sell at Auction on 19/4/13 but has since sold with settlement expected in late August. We wish the new owners a long future in Merino

Coleraine:

- General preventative maintenance continues with all buildings
- Renovations conducted on 2 Strathallan units
- Replacement car park lights installed at the Strathallan complex
- Coleraine Redevelopment is moving along at a rapid rate
- New resident orientated furnishings and equipment has been arriving regularly for the redevelopment

Coleraine Redevelopment:

- The first completed building of Stage 1A The Thomas Hodgetts Primary Care Centre opened by the Minister for Health David Davis on 20 September 2012 was commissioned and commenced operating on 24 September 2012 with the Coleraine/Casterton Medical Clinic moving into the new state of the art premises. This was quickly followed by the Dental, Child and Maternal Health and Visiting Primary and Preventative Health programs
- No sooner had the first building of the health precinct opened and it was on with the second building which was completed on 16 November 2012 and commissioned on 19 and 20 November 2012 with residents from Wannan and Mackie moving into the new facilities
- Two residents have been relocated to the McKeberly site for the balance of Stage 1B. The Commonwealth has approved the temporary relocation for funding purposes
- Prior to the relocation of residents site visits were undertaken by: staff, key personnel, Advisory Committee Members, residents, Auxiliaries Members and also for the Coleraine Development Association
- Extra works for the Mackie wing totalling over \$610,000 were approved. The works include upgrades to bedrooms and ensuites, new

ADL kitchen, expansion joints for plastering, replacement of roofing and external works. The extra works have been able to be met within the budget. The refurbishment of the original Mackie Court building is well underway and this upgrade will see the standard of finish in Mackie match that of the new sections of the building

- Site meetings continue fortnightly and weekly site visits occur to ensure issues are identified early
- The Coleraine Hospital Redevelopment is currently four months ahead of the programmed completion date. With the current rate of progress, handover of the building to WDHS is expected by the start of November. This will see all of our residents and staff relocated and settled well before Christmas 2013



The main entrance to the new facility certainly lights up at night

The development of our 'One Stop Health Precinct' for Coleraine is well on the way to realising this vision.

We are extremely privileged to be part of this incredible development of a 'one stop shop health precinct' for Coleraine as it is very rare that you get the opportunity to undertake an entire redevelopment as a single project.

It is extremely exciting to know that by the end of 2013 the health precinct vision will be a reality when all services and programs are relocated from the McKeberly Street site to the new redeveloped health precinct.

Future of the McKeberly Street Site:

- Western District Health Service held discussions with the Department of Health about a number of possible options for the old hospital site in McKeberly Street once all services have been relocated with the preferred option being the demolition of the building followed by sale of the land
- Quotations to be called in October 2013 for demolition. Funding has been identified in the contingency budget

Information Management

- Focusing on increasing the utilisation of virtual visiting in our aged care services
- Intranet and Internet access available to all staff
- 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
- The new TRAK system for Health Information went live on the 1/11/12
- TRAK PCMS implementation of acute patient record system deferred until 1/11/12. Designated staff undertook Super-User training for the new system. The community part of implementation is expected to go live 1/7/2013
- Upgrade of the Lee Total Care system commenced and involved staff training
- New telephones and PC's ordered for the redevelopment
- New telephones lines have been installed into the new building
- Replacement of end of lease PC's is ongoing

Financial and Service Availability

- 2012/2013 Revenue and Expenditure Initiatives developed for implementation
- Nursing Home, Hostel and Independent Living Units occupancy maintained at high levels throughout the year
- A favourable end of year financial result, with a small operating surplus achieved
- Activity targets achieved

CHAIRMAN'S REPORT

I have great pleasure in presenting to you my report as newly elected Chairperson of the Management Committee of Coleraine District Health Service.

Well this year has certainly been memorable and one of huge achievements in many ways. Along with the normal goings-on that occur with the day to day operations of the Health Service we have also had some huge milestones with the progress of our redevelopment projects.

The first building in the redevelopment, the Thomas Hodgetts Primary Care Centre was officially opened by the Minister for Health David Davis on 20 September 2012 with over 200 people attending including relatives and friends of the late Mr Hodgetts. What a wonderful day for the Coleraine community.

The Opening was not only a major highlight for the creation of the health precinct but also of major significance in the rich history of Western District Health Service, the Coleraine Community and the Southern Grampians Shire. The Coleraine Casterton Medical Clinic now has a wonderful modern facility. The Dental, Child and Maternal Health and Visiting Primary and Preventative Health Programs are also located in this building.

No sooner had the first building of the health precinct opened and it was on with the second building which was completed on 16 November 2012 and commissioned on 19 and 20 November 2012 with residents from Wannon and Mackie moving into the new facilities.

The Acute and Nursing Home sections of this building are occupied by the Hostel residents whilst upgrade works to the Mackie wing are undertaken. Extra works for the Mackie wing totalling over \$610k were approved. Works include upgrades to bedrooms and ensuites, new ADL kitchen and replacement of roofing and external works. These extra works have been able to be met within the budget. The refurbishment of the original Mackie Court building is well underway and this upgrade will see the standard of finish in Mackie match that of the new sections of the building.

The Coleraine Hospital Redevelopment is currently four months ahead of the programmed completion date. With the current rate of progress, handover of the building to WDHS is expected by the start of November. This will see all of our residents and staff relocated and settled well before Christmas 2013.

This year was undoubtedly an outstanding one for fundraising and I would like to thank the Coleraine

and Merino communities for their amazing support and generosity.

Not only do community members support our annual appeal they have no hesitation in rallying to raise additional funds.

The Coleraine Community Bank kicked off the Community Fundraising Appeal with \$103,000 donation and this gradually grew to \$158,000 with community members and Auxiliaries coming on board. The target set for the Fundraising Appeal was \$200,000. Some might think this was a mammoth task but some wonderful people came to the fore and rallied and came up with some fantastic fundraising activities.

An enthusiastic and enterprising Committee was formed and they along with their supporters organised the inaugural Australian Pedal Car Grand Prix which was held in October 2012. The event was a resounding success with funds raised going to the Community Fundraising Campaign and the Blue Ribbon Foundation.

Another eager and dedicated Committee was formed to organise a Goods and Service Auction which was held in November 2012. Committee Members were extremely successful in obtaining amazing donations and rallying support from sponsors and supporters for the Auction. The interest and support from the community was simply amazing for this event.

With the Goods and Services Auction raising a staggering \$42,151 and the Pedal Car Rally raising \$6,000 these events closed out the Community Fundraising Appeal target with just over \$211,000 raised. These funds will put those finishing touches into the new health precinct to ensure a first class finish in keeping with the new modern building.

I would like to extend a huge congratulations and thank you to these two hardworking and enthusiastic Committees, for the outstanding efforts that were put into the organisation of these two major events, and of course, I would like to wholeheartedly extend my heartfelt appreciation and gratitude to the wonderful members of the community that support these events and for your continual generosity. If it was not for you then we would not have had the resounding success that we did.

Financially it has been another difficult year, which seems to be the norm with the continuing budget constraints. There are always new challenges and it is with the expert guidance of WDHS and the management of our Campus Manager and Department Heads that we are able to keep a tight rein on the management of the budget.

Cleaning, Food and Safety Audits and Patient Satisfaction Surveys are undertaken regularly and continue to have good results as are reflected in the reports. Our organisation has embraced a culture of continuous improvement and WDHS is committed to this and the wellbeing of its patients, clients, residents, staff and the community.

I would like to take this opportunity to thank the Department of Health, State and Commonwealth Governments, our local Parliamentarians, both the Southern Grampians and Glenelg Shires and their Councillors and staff for their continued support and assistance.

Thank you also to our visiting clergy, entertainers, visiting tradespeople, businesses and supporters. To all our wonderful medical staff, allied health professionals and visiting specialists and educators thank you for providing such a professional, proficient and valued service to our community.

How do you thank all our wonderful volunteers who are the lifeline of our service, particularly the Hospital Auxiliary who have celebrated their 60th Anniversary last year and the Homes for the Aged Auxiliary. To these wonderful Auxiliary members thank you each and everyone for your continued involvement, dedication and untiring enthusiasm in your fundraising efforts.

I would like to extend our heartfelt gratitude to all our volunteers who are involved in the many facets of the day to day operations of our facility - the delivery of meals, community transport services, planned activity groups, book exchange, diversional therapy activities and anything else that we may need a helping hand with. We are indeed so fortunate to have our volunteers for without your continued assistance we would not be able to offer these many services.

To all our wonderful dedicated staff at both Coleraine and Merino - thank you for your achievements of the past year and your continued professionalism to ensure that all residents, patients, clients and the community are looked after so expertly.

Thank you for your commitment to ongoing education and your constant upgrading of skills and competencies to ensure that we are able to offer a quality service and one that families and loved ones can be justly proud and confident of.

To the Western District Health Service Board of Directors, Executive and CEO Mr Jim Fletcher thank you all for your knowledge, expertise and guidance. To our Campus Manager Tim Pitt-Lancaster and WDHS and CDHS Department

Heads thank you all for the very capable manner in which you manage the affairs of the facility.

Finally, I would like to thank my fellow Committee Members for their commitment to the betterment of CDHS. I would like to extend our heartfelt gratitude to our two long serving Members – Mr Ron Jones and Mr John Northcott who recently resigned at the end of June 2013.

Your dedication and contribution to CDHS is truly valued and very much appreciated. I would like to welcome Ms Kim Chintock and Mr Ashley Lambert who have both volunteered their expertise and time to our Committee.

The development of our 'One Stop Health Precinct' for Coleraine is well on the way to the realisation of this vision. We are extremely privileged to be part of this incredible development of a 'one stop shop health precinct' for Coleraine as it is very rare that you get the opportunity to undertake an entire redevelopment as a single project.

It is extremely exciting to know that by the end of 2013 the health precinct vision will be a reality when all services and programs are relocated from the McKeberly Street site to the new redeveloped health precinct.

"A facility that the community can be justly proud of and one which will last well into the future."



Grant Little - Chairman

MANAGER / DIRECTOR OF NURSING REPORT

On behalf of all staff at Coleraine District Health Service, it is my pleasure to once again report on some of our achievements over the past year.

Through the dedication and commitment of all staff across the Coleraine Campuses as well as staff from numerous departments within Western District Health Service, we have continued to provide an extremely high standard of care and a wide range of services, whilst achieving a small budget surplus despite the restrictive financial environment affecting the health sector, thereby, allowing us to provide "Excellent Healthcare to Everyone, Every time.

Our enthusiastic volunteers continue to amaze us with the many hours that they contribute; their efforts have assisted us in so many ways. Furthermore, the dedicated work of the members of both the Homes for the Aged and the Coleraine Hospital Ladies Auxiliaries is as always greatly appreciated.

Our Residential Aged Care facilities, Independent living units, the acute and our allied health services and facilities in both Coleraine and Merino have been well utilised over the past twelve months. However we have seen a decrease in the number of families and individuals seeking residential aged care and this has seen an impact on our occupancy figures over the first six months of the year.

As part of maintaining Commonwealth Aged Care Accreditation of our Residential Aged Care Facilities, the Aged Care Standards Agency conducted unannounced visits during 2012 and 2013, with both the Valley View Nursing Home and the Wannan Hostel receiving very positive feedback and found to be compliant with all expected outcomes.

The commencement of the Coleraine redevelopment in August 2011 has seen rapid changes to the streetscape of Coleraine. The opening of the Thomas Hodgetts Centre in September 2012 saw the first aspect of our new buildings in service. This was followed very closely by the residents from the old Wannan Court and Mackie Court buildings relocating in November 2012 to facilitate the second stage of construction.

The momentum of the project has been maintained over the last year and we are now in a position to plan for the relocation of all services to the new site in November 2013, well ahead of the project completion date.

Along with all staff, I sincerely thank the local community for their valued support during the last financial year and we look forward to their ongoing support as we continue to progress the Coleraine District Health Service.

I am extremely privileged to work with the highly skilled, versatile and dedicated teams throughout Western District Health Service and I would like to acknowledge the outstanding support and assistance that I have received from all staff, including the Western District Health Service Executive team, the Board of Directors and the Coleraine Advisory Committee. The ongoing success of the Coleraine District Health Service is due to the efforts of everyone involved.



Tim Pitt-Lancaster
Manager / Director of Nursing

Chief Executive Officer

Jim Fletcher

Manager/DON

Tim Pitt-Lancaster

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

Wendell Shaw

Toni Simson

Registered Nurses-Div 1

Felicity Griffiths

Heidi-Rose Newley

Endorsed 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

Jane Hartwich

Katrina Hodgson

Jennifer Walsh

Karen Williams

MERINO**Bush Nurse**

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

Kathleen Brown

Lorrae Clarke

Kellie Clayton

Jennifer Fitzgerald

Sharon Gorrie

Lynda Harris

Ann Kearney

Marlene Lee

Rosemary Lewis

Dianne MacDonald

Melinda Mercer

Michelle Monaghan

Debbie Nolte

Michelle Nolte

Janette Omond

Debra Robinson

Carol Russell-Bailey

Deidre Spencer

Kathryn Sypott

Wendy Waldron

ALLIED HEALTH SERVICES**Keep Fit Program**

Valerie Cooper

Community Health

Tracy Plunkett

Activities & PAGs

Susan Dodd

Danielle Telley

Amanda Torney

CATERING SERVICES**Executive Chef**

Leanne Rigby

Second in Charge

Tania Deutscher

Food & Domestic Services

Shirley Broad

Annaleise Burford

Jacente Burford

Tamara Hudson

Patricia Jacobson

Jeanette Kaine

Sharmaine Kiely

Eisha McKerlie

Shirley Menz

Cassandra Milton

Dorothy Milton

Kathleen Rhook

Robyn Soulsby

Janene Taylor

ENVIRONMENTAL SERVICES**Services Supervisor**

Maryanne Spong

Lynda Harris

Tracey Millard

Shirley Milton

Fiona Peach

Laurice Picken

Catherine Stiglich

FINANCE

Nick Starkie

Gabrielle Baudinette

ADMINISTRATION

Margaret Grinham

Julie Pollock

Jane Robertson

Kara Templeton

Anne Youl

MAINTENANCE**Supervisor**

Douglas Moore

Neville Barker

Rodney Nolte

Jarrod Payne

Philip Perry

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 Robinson

15 years

Dianne MacDonald
Kathleen Rhook

20 years

Fay Picken
Kate Brown
Jane Robertson

25 years

Denise Beaton
Lorace Parsons
Wendell Shaw
Maryanne Spong

30 years

Lynette Marsden



The past 12 months since June 2012 have been very busy for Auxiliary Members and the substantial funds we have accumulated are to be directed towards the new Palliative Care room.

Our fundraising year started with the Annual Winter Luncheon and Indoor Fair and proved to be a great success with soup and baked potatoes on the menu. The Quilters and Floral Art ladies provided a wonderful display.

Early October a Morning Coffee Party was held in the lovely scenic garden of Irene and Ian Wooster at Muntham. The Alpacas were greatly admired especially by the children who came.



A job very well done Tammy Hudson and students who helped out with our 60th Birthday Celebration

A very special event of the year was the Celebration Gala Dinner for our 60th Birthday held in the Mechanics Hall on 20 October. Entertainment was provided by Professor James Burlington aka Andrew Martin.

My sincere thanks go to all Auxiliary Members for the mammoth job in setting up the hall and for food preparation and flowers, etc. The kinder parents who manned the kitchen and Coleraine Primary



Auxiliary Members Janet Stanton and Anne O'Keefe were kept very busy selling raffle tickets at the fete

School year 5/6 students, under the guidance of Tammy Hudson who waited on the tables.

Margot Waters provided a stunning floral arrangement for the stage. Mrs Mary Hope one of the founding members and first President was in attendance. Another founding member Mrs Claire Langley was unable to share the evening with us.

Our Annual Fete was held on 20 November where there were delicious things to tempt the taste buds, wonderful handcraft, plants, raffles and much more. The Christmas Stocking proved successful again.

On the Christmas Carnival night we raffled a Gourmet Hamper.

March 2013 we did not have the garden drinks evening but chose to change and held a very successful Progressive Walking Dinner starting with drinks and nibbles in the courtyard of the new Hospital, main course at the home of Sue and Geoff Vickery and finished the evening with sweets at the Old Council Chambers.

Harvest on the Hill in the Hamilton Botanical Gardens we participated in once again selling our jams, relishes and harvest produce.

Many thanks go to the Catering Staff who provide us with a delicious afternoon tea at our meetings and to all Office-Bearers and Auxiliary Members for their untiring support the past 12 months.



Auxiliary Members celebrate another wonderful year of fundraising at their Annual General Meeting

Thank you to all the community and surrounding district who loyally support our functions held during the year.

Sherri Robertson - President

HOMES FOR THE AGED AUXILIARY REPORT

We are a small Committee and currently we only have nine members and we meet on a Tuesday night once every two months at Wannan Hostel.

During the year we held four Hoy afternoons at Wannan Hostel. The afternoons commence at 1:30 pm and finish at 3 pm with a lovely afternoon tea to follow. These days are looked forward to and enjoyed by all participants.

We hold 500 Cards every Monday afternoon at 1:30 pm at the Karingal Senior Citizens Centre. Pearl Benson gives her time to help run these cards and with the profits we purchased five wheelchairs for Wannan Hostel. We thank Pearl for her enthusiasm and assistance.

Through the year we paid \$4,500 to have the Pianola at the Hostel restored.



Staff and visitors love to 'tinkle the ivories' when they have a chance



The Pianola is very nostalgic for the residents who thoroughly enjoy being entertained when it is used.

We also purchased an electric wheelchair at a cost of \$800 for the residents.



Staff Member Kathy Sypott tests out the new electric wheelchair

Once again we had a \$100 Christmas voucher at IGA raising quite a lot of money.

We also supplied Christmas cakes and soft drinks to the residents to share and enjoy over the festive season.

I would 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

COLERAINE PLANNED ACTIVITY GROUP - GOLDEN LODGE REPORT

The Coleraine Planned Activity Group is a community based program for older members of our community and those with disabilities living in their own homes. The past year has seen many varied and interesting activities with lots of outings and socializing.

We aim not only to keep our bodies active, but also our minds and we do this with shopping and sightseeing trips as well as quizzes, minds games and keeping up with current affairs.

We enjoy spending time visiting other groups or having them come and visit us. This has formed many a friendship and everyone looks forward to the next visit with anticipation.

Home days are filled with lots of laughter and a lot of industry, be it craft for pleasure or for our annual stall at the Hospital Fete.

Our outings are wide and varied. We travel wherever the urge takes us, to investigate some new shopping centre or to have a look at something interesting or just to get away for a bit.

We have welcomed some new members in the past year with delight and unfortunately we have had to say goodbye to some dear friends.

Our cooking days are a hit with everyone pitching in to prepare and cook. It is interesting to try foods that we do not normally try or to fill our bikkie tin for when those welcome visitors drop in for a cuppa.

I would also like to take this opportunity to invite any interested people to contact me if they are interested in joining our group.

**Dani Telley - Coleraine Planned Activity Group
Co-ordinator**



Participants and staff pose for that all important "Family Portrait"

COLERAINE PLANNED ACTIVITY GROUP - GOLDEN LODGE REPORT



We're all loaded in the fun bus ready to goall we need is the driver and we-re off



Hermi Schaap checks out the treasures she has found at the Balmoral Jumble Sale



Joan Williams and Amanda Torney are always on the lookout for a bargain



Beautiful surrounds and good company equals a good time



Joan Charlton is in deep concentration as she paints her picture



Dorothy Dern is in the moment as she shows off her artistic skills



Participants wait patiently for a bite!.... but the fish aren't co-operating



The 'Coleraine Walkers' take a well earned break as they put another few kilometres on the 'speedo'

Well the years keep rolling on!!! I am enjoying my community health role more every week!!! The variety of people I meet and the diversity of health promotion I get to be involved in maintains my enthusiasm ...

I always like to start by thanking my wonderful team of work colleagues and community members, without their invaluable support I am certain my projects would not run so superbly.

The Men's Shed continues to flourish....with many projects on the go...so much that they are busy 2 days a week now Tuesdays and Thursdays 9am to 12 midday in the rear of the United Service Stationand if you arrive quietly there will be laughter and bantering, cuppas and of course some work.....feel free to join in....

The Coleraine Walking Group continues to tally up the kilometres....If you're looking for some fresh air, exercise and great company look no further, the Coleraine Walkers Group is on Tuesdays at 9.15 from the front of the Medical Clinic, Whyte Street. 'Get your walking shoes on; we would love to see you!'

We have been everywhere... to Digby in support of breast cancer, to Peshurst for Xmas lunch, then Xmas at Harrow not in the same year (amazing), the Art Gallery and Campe's Museum in Hamilton... checked out the Points Arboretum, to Sandford and the renovated Church (WOW!!!).

Planned for this coming year is a visit to Tarrington for Xmas to see all the decorated Hay Bales. Another visit to Harrow in October. Definitely some thermos packing and traipsing around various exotic spots!!!

We will of course continue to blaze trails around Coleraine...We look forward to many more kilometres and excellent company in the coming year.....

I've been golfing....well not reallyI was kindly invited to carry out health checks at the Coleraine Golf Club, for one of their major events...Thanks for the zip round in the golf cart...

We celebrated International Women's Day in March, with a trip to the North...thanks to our guest speaker Heidi Newly.

This year I am enjoying working with the teacher at St Joseph's Primary School to provide information/ education to the regions parents on a variety of topics...first up is the dietician with healthy food for the kids, breakfast, snacks and lunch box options...

Once again the Coleraine Women's Group hosted a very successful Biggest Morning Tea, raising funds for the Anti-Cancer Council.

That's all I can remember for the year....how the time flies....how busy it seems.....

Keep an eye on the local Community News and feel free to attend any events that interest you, catch up with me if you have any queries, I love a cuppa and a chat.....

Tracy Plunkett - Community Health Nurse



The 'Coleraine Walkers' check out the local school children's fantastic vegetable garden

COMMUNITY TRANSPORT SERVICE REPORT

On behalf of coordinators: Jenny Povey, Thelma Wombwell, Bernard Utber, and myself, I wish to express our appreciation to all volunteers for their time, and the care they show the patrons of Coleraine's Community Car.

The car and drivers are available to clients of our community for transportation to medical and therapy appointments, visits to friends, social activities, group activities, and the shopping centre. The limited availability of public transport in our community, and the inability of clients to access buses etc, creates a need which our service fills.

Approximately 120 trips were undertaken for clients to access specialist care in: Hamilton, Warrnambool, Ballarat, Geelong, Stawell, Portland, Horsham, Mt. Gambier, and Casterton.

We have also supported Coleraine Hospital in returning patients to their homes after hospital stays, and assisting nursing home residents with transport.

The car is on duty in Coleraine four afternoons per week for local appointments and shopping of which there were approximately 500 trips undertaken.

Coordinators are supported by approximately 25 volunteer drivers and phone attendants. We are constantly calling for volunteers as people leave our service.

We thank Coleraine District Health Service for giving us access to hospital cars when needed.



Marlene Steers - Community Car Co-ordinator

In November 2012, the Dental Clinic, located within the Coleraine Hospital, finally made the transition to its new location, within the Allied Health section of the Thomas Hodgetts' Primary Care Centre on Whyte Street, Coleraine.

Despite the inevitable "hiccups" with last minute equipment installation and activation, the whole procedure went pretty smoothly and it was a great time to "clean out" and dispose of things we didn't need in our new clinic.

The new clinic is now working very well, with all equipment functioning faultlessly, and the enlarged clinic space and storage areas greatly appreciated by myself, staff and clients alike.

The last twelve months have been very busy, as usual with old and new patients appreciating the location of the new clinic.

Routine dental procedures continue to occupy the majority of our time throughout the many and varied age groups. We are fortunate also, to continue to have several dental specialists available to us, within an easy drive, should they be required.

The CDHS and WDHS should be congratulated on the new hospital facility that is taking shape now, and hope, that it will be appreciated as much as the Primary Care facility has been.

As for the Dental Clinic, Lyn, Trish, Chris and myself will continue to offer family-orientated dental services to Coleraine and the surrounding communities.

Dr Tim Halloran BDS., BSc (Hons)



'Ready for the day's dental clinic' - Tim pictured with staff member Chris

PHOTOS OF RESIDENTS





DIETETICS & NUTRITION REPORT

It has been a busy year for us providing Nutrition and Dietetics services in Coleraine. Over the past year myself and Natalie Lim have been visiting the Hospital, Wannan Hostel and Valley View Nursing Home once a month to help optimise the nutritional outcomes for patients and residents.

In addition to these services, we have continued to provide outpatient clinics once a month to address the nutritional needs of community members. Referrals are appreciated but not required for these clinics.

They have proven to be very busy and are designed to cover a variety of nutritional issues and illnesses requiring nutritional intervention. These include diabetes, gastrointestinal disorders, cardiovascular disease and more. These clinics have been a fantastic way to get to know community members and have a real input into their ongoing health and nutritional outcomes.

Time has also been spent this year on developing a new Malnutrition Screening protocol, which will be implemented for all aged care residents at the Hostel and Nursing Home in the coming months. This will ensure that those at risk of malnutrition are identified promptly and appropriate interventions put in place early.

I would also like to take the opportunity to thank all the staff, residents and patients I have worked and consulted with over the past 4 years, as I will no longer be visiting Coleraine District Health Service next year.

Natalie will now be taking on the entire dietetic service as this site. Natalie is looking forward to continuing on with the delivery of high quality dietetic services in Coleraine.

Jessica Nobes - Accredited Practicing Dietitian

FOOT CARE REPORT

Foot Care continues to operate monthly for public clients with a steady flow of regular clients and new ones.

Uncomplicated hostel and nursing home residents are attended to monthly or as required being continually monitored and maintaining healthy foot integrity.

Referrals to Podiatrist are advised for any complications and any concerns are notified to District Nurses and in Charge staff. Some acute patients required this service whilst in care.

This service continues to be very beneficial to the Coleraine community.



Marilyn Callaby - EEN Foot Care

The District Nurses continue to work with their community based clients to assist them to achieve a greater level of independence by promoting proactive and /or preventative measures that have the potential to reduce dependency levels with the goal being to enable the person to remain in their own home as long as possible. This person/family-centred approach to care encourages the person to be actively involved with setting goals and making decisions about their care.

The District Nurses have also seen clients on the Transition Care Program and the Hospital in the Home Program.

The Transition Care Program assists clients to safely return home or transition into permanent care following a hospital admission. The program is driven by goals that are set by the client with an emphasis on working towards independence.

Hospital in the Home is the provision of hospital care in the comfort of the client's own home or other suitable environment.

During this episode of care the client is regarded as a hospital inpatient and remains under the care of their treating doctor. Hospital in the Home continues to be very well accepted by all clients who have been treated on the program – customer feedback has been very positive.

Education is a mandatory requirement for all nurses with the District Nurses attending several sessions throughout the year to increase both knowledge and skill levels.

From July 1st 2012 to June 30th 2013 the WDHS District Nursing Service made 25,409 visits and travelled 109,699 kilometres.

**Pat O'Beirne - Unit Manager
Western District Health Service
District Nursing Service**



District Nurses Millie Dundon and Katrina Hodgson catch up before the day's rounds start

EDUCATION REPORT

Last year we received education via many varied means. WDHS Aged Care Educators: Russell Armstrong and Tara Webb provided education sessions both at the Coleraine facility and by Webex from other aged care sites at WDHS.

We have had education delivered by various staff members employed by WDHS and also many sessions from external representatives. We have also been lucky enough to have regular education sessions on topics of medications from our external Medication Review Contractor Adam O’Dea.

Competencies also remain a focus and the Coleraine Campus can boast excellent compliance in all areas of both mandatory and desired competencies. We strive to ensure all staff are well educated in all facets of working in a small rural hospital.

Staff have not only participated in educational activities in Coleraine, but many have attended education sessions in Melbourne, Geelong, Warrnambool, Portland, Mount Gambier and many other venues, often in their own time. We thank all staff for their ongoing commitment to educational activities.

Earlier this year both our Aged Care Educators resigned their positions with WDHS, and whilst we await their replacements, Russell Armstrong has been allocated the Education portfolio, as part of his role as an Associate Unit Manager at Coleraine.

Russell Armstrong
Associate Unit Manager



Endorsed Nurses Margaret Mary Baulch and Debbie Egan familiarise themselves with the new Golvo Lifting/Walking machine

As we move closer to relocation it has been pleasing to be able to continue to have great cleaning audit results. The challenges of cracks in walls, Hospital flooring uneven and moving away from skirting boards has been ongoing- Thank you to Maintenance staff for ongoing repairs this helps reduce dust and assists in our ability to achieve pleasing results. The commitment of all the staff in providing such a high standard can never be understated – thank you all.

We have commenced video linking into Hamilton 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.

New equipment has started to arrive - Cleaning trolleys to replace old metal ones as well as new vacuum cleaners that are in constant use. These pieces of equipment will be going down to the new hospital later in the year. The Hostel are currently using a very large self propelled vacuum which we will all be using once relocated to reduce time vacuuming with much wider passages and a vastly increased carpet area.

Once again thank you to all Environmental staff for their support during the year.



Maintenance Supervisor – Doug Moore and Hostel staff members Debbie Bickley and Lynda Harris check out the new self-propelled vacuum

Maryanne Spong

Environmental Services Supervisor



FITNESS AND WELLBEING REPORT

The Keep Fit program at the Coleraine District Health Service continues to provide opportunities for the members of the community to KEEP FIT!! We offer a variety of fitness classes to meet the needs of the community! We encourage you to speak to our Physical Activity Instructor, Valerie, to find the class most suitable to your needs.

The Valley View Nursing Home and the Wannan Hostel are not left out of the opportunity to improve fitness with the Allied Health Assistant and Lifestyle Coordinators running the Well for Life/Falls Prevention fitness program for the residents. The Community Health Nurse meets with an enthusiastic group of walkers once a week to walk together around the



The Silver Sneakers participants show plenty of style and balance as they enjoy one of their classes



Currently on offer is a workout we call Pilates Based Mat workout & Stretch class. The exercises done on a mat are based on the Pilates principles. They help to strengthen the abdominals and back (the “core”), develop long lean muscles, improve flexibility, increase joint mobility and build strength. All fitness levels are welcome in this class.

Our most popular class is the Silver Sneakers/Falls Prevention class. This class has steadily grown in attendance and once a new member experiences the fun and benefits from the class, they become a regular! The exercises in this class are designed to help with balance, strength, agility and coordination. All of the exercises are done in a chair or using a chair for support when standing. Our aim in this workout is to decrease the risk of falls by strengthening muscles and improving balance. It’s a fun, non-competitive workout with modifications for individual fitness levels and physical restrictions. If transportation is an issue for you, Valerie can arrange a ride to class for you..... The first class is FREE....so come and try!

Coleraine community. This group often explores new walking tracks around the nearby communities. Watch the weekly Community News for their next adventure! Walking with a group is a wonderful way to stay motivated and socialize.

The Keep Fit program also offers Falls Prevention workshops with local community groups. A short presentation is given on techniques for prevention of falls in the home and community and is supported by handouts and checklist for making sure that everyone lives and works in a safe environment. This service is provided by the Coleraine District Health Service free of charge. The Coleraine District Health Service offers some of these services for a minimal cost to the individual and others for free and is committed to offering guidelines and services that help to keep the individuals in its community fit and healthy.

We look forward to you joining us in our ongoing quest for health and fitness!

Valerie McIntosh

2012/2013 was as always a very busy year for our Catering Department supplying fresh cooked meals to the Hospital, Hostels, Meals on Wheels including Coleraine, Balmoral and Privates, Post Acute Care, Senior Citizens and 2 Planned Activity Groups Coleraine and Merino.

MEAL SUPPLIED DURING 2012/2013								
MOW (inc Weekend)	Senior Citizens	Acute	Nursing Home	Hostel	PAGs	Other Functions	Staff	TOTAL
5,828	580	10,297	17,520	61,080	736	943	3390	100,374

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 2012/2013.

Over the last 2 years we have been busy planning the new kitchen which is now a reality as we watch the building go up and start to plan all the equipment to go in the kitchen.

Well it is a pleasure to say that the new kitchen is definitely a reality and is finished just waiting for us to move all our items that we are taking with us to the new site which will be here very soon.

Over the last 12 months we were visited twice for Food Safety Inspections once in January by an Independent Auditor and in May by Southern Grampians Shire. I am happy to report that we passed both audits successfully thank you to all catering staff for keeping the department a clean and safe environment.

Leanne Rigby - Catering Supervisor



'Time for a well earned cuppa' Catering staff member Kath Rhook gives resident Bessie Sharam something to enjoy with her cuppa

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.

At these visits cleaning audits are conducted along with testing of policy and practice throughout the year by various audits and quizzes for the staff.

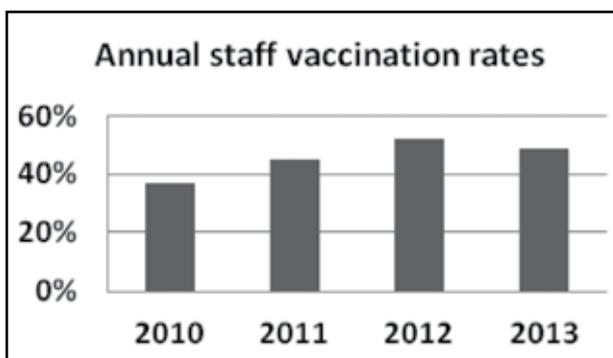
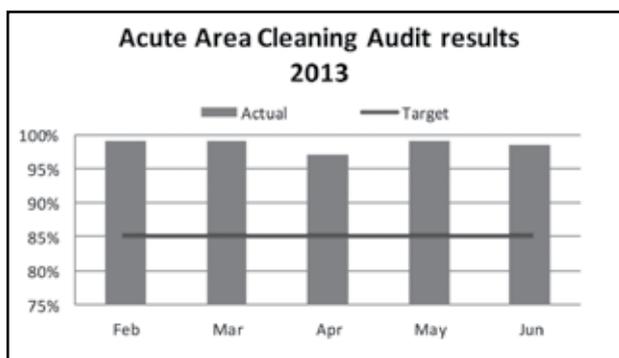
Education is delivered as required on aspects of Infection Control as required.

Between the onsite visits, vigilance is maintained by observing any infections reported, looking for emerging patterns that may indicate a concern that needs addressing.

Coleraine Hand Hygiene is measured at various times over the year with an overall rate reported annually. The target set by Hand Hygiene Australia is greater than 70%, with Coleraine staff achieving 79% in 2012 and the preliminary score at 74% for 2013.

The cleaning team have maintained a high standard throughout the year, well above Department Health targets.

Cleaning audits are conducted each month internally and three times per year an external audit is conducted and reported to the Victorian Department of Health.



Infection control remains mandatory under the new National Standards, with Standard 3 being devoted entirely to Preventing and controlling Healthcare Associated infections.

Work has been underway throughout the year to ensure that Coleraine has the evidence that infection control is ready for accreditation in October 2013.

During the building works for the new hospital infection control has monitored the progress to ensure that infection control standards were not compromised.

Hand Hygiene remains a focus of infection control as contaminated hands are seen as one of the commonest ways to spread infections.

Reducing the risk of spreading influenza is an annual program by offering vaccination to all staff at Coleraine. There has been a steady increase in the numbers of staff taking up the offer over the past years.

Mark Stevenson
Infection Control

Maintenance Team Coleraine Campus

Trevor Wathen
(Maintenance Manager Based in Hamilton)

Douglas Moore (Maintenance Supervisor)
Rod Nolte (Maintenance Handyman)
Phillip Perry (Maintenance Handyman)
Jarrod Payne (Maintenance Handyman)
Neville Barker (Gardener Handyman Part time)



Maintenance staff once again have had a very busy year in providing a range of routine preventative and emergency maintenance to equipment and buildings on all campuses.

Only a few more months to keep the old building together which could be fairly hard to keep in top shape without doing any major repairs, however that's what will have to happen. The guys and I are looking forward to moving down to new site. We realise there will be a lot of work shifting between venues but I am sure we will be up to the task as we have already carried out the shift of Mackie and Wannan into the new Hospital with the help from Hamilton maintenance boys who combined very well and did an excellent job. We will be looking to have that great assistance again near the end of the year when we move the Hospital down and move Mackie residents back into their newly renovated building from the acute and nursing home wing of the new hospital.

The main water line into the hospital failed again in April this year and Tim Pit-Lancaster and Phillip Perry assisted the Wannan Water repairman rectify the problem. Thanks Tim for stepping in and getting wet helping to get the water back on to the hospital.

We have had a few teething problems on the new hospital site with some of the new equipment but are working our way through these with the help of the contractors on site.

At Strathallan all units bar one have new oven/ stoves fitted to them and the last unit will be fitted later this year. There were also new street lights fitted in June.

Three of the new St Josephs Court units have had the bathroom floor ground down and new vinyl relayed to fix the problem of pooling water when showering the residents were very pleased with results.

Doug Moore



No its not Coleraine's 'Old Faithfull', It's a water leak in front of the Hospital

MEDICAL SERVICES REPORT

Such an eventful year at the Coleraine Casterton Medical in 2012/13 and throughout we have continued to provide Medical services to Coleraine District Hospital, township and surrounding areas.

The most significant change has been the completion of our new facilities in September and subsequently our relocation into the new premises, which has been successful however as with any move not without small hiccups along the way.

We are all very happy in our new venue and look forward to the hospital relocating soon to further strengthen the delivery of services to all our community members.

We farewelled Sophie Ping in December who completed her post graduate year with us as part of the Deakin IMMERSe program for post Graduate Medical students. In January welcomed Nayna Purchase as part of this program who was with us for a short time and has since deferred. We will welcome a new student in January 2014 to work with the doctors, nurses and allied health professionals to gain insight and experience as a rural doctor. February was an extremely busy month with the departure of Dr Nazar Osman, who had completed his second year of registrar training. Dr Osman, with his family relocated to Colac and has been missed within the practice and community.



The Thomas Hodgetts Primary Care Centre A facility that the Coleraine and surrounding district can be justly proud of

We had at this point last year been working hard to bring another doctor into our team. In August Dr Syed Ansari commenced employment with us and we are very grateful to have another hardworking member to add to our team. Dr Ansari and his family have settled into our community over the last 10 months and are enjoying the benefits of a rural lifestyle.

In December we sadly lost a long term and integral member of the practice team in our Practice Manager Kim Lane, who at an operational level has been missed by many, myself included, at the practice. We wish Kim all the best for the future.

I was fortunate enough to be the successful candidate to replace Kim in her role as Practice Manager and having been in the role for 6 months now and can fully appreciate the complexity of the role, however I have benefited from the wonderful team around me and local services who have been very patient in my orientation to the role. I look forward to a long term relationship with the practice, local health services and the community.

February also saw the commencement of our new Registrar Dr Yao Zhang who comes to us from Adelaide. Dr Zhang previously worked close by in the wine export business and has been drawn back to our rural setting.

We will be supporting him to work towards his fellowship to the Royal Australian College of General Practitioners and will be with us until at February 2015.

February saw the approval of our three yearly accreditation with AGPAL (Australian General Practice Accreditation Limited) in which we received very favourable comments from the surveyors. Accreditation requires us to meet the highest possible standard in every aspect of General Practice. Accreditation means that we are meeting these standards for you and continuing to provide an excellent level of service within our community.

I would like to thank our hard working team of doctors, nurses and administration for their continued efforts and achievements in maintaining the standard of services to our patients and community.

We again this year have welcomed five new Royal Adelaide Hospital interns who get to experience life in a rural location as a general practitioner as part of the PGPPP program. These interns come into the practice for a 10 week rotation. They consult with patients, do hospital and aged care ward rounds, and assist with on call and emergency requirements. We finished off the second half of last year with Doctors Michael Rooke and Latifa Mah.

This year we have seen Doctors William Pham, Michael Waters and Zlatan Zulfic. They all spend their 10 weeks with us, and they have embraced the experience with great enthusiasm and professionalism.

It must be mentioned again as it is a great credit to the Practice and team that we are able to accommodate and provide a variety of learning opportunities to young doctors in a rural setting, which in itself often present unique challenges. We appreciate all the efforts of the team, but particularly Drs Brian Coulson and Greta Prozesky who have the skills, qualifications and foresight to

welcome and nurture this future medical talent.

Thanks must also be extended to all of our amazing doctors over the last 12 months, Dr Ramin Taheri, Dr Nazar Osman, Dr Linda Thompson, Dr Ansari and Dr Zhang who continue to provide excellent health care to our community.

We also thank as always, our hard working nurses Jenny Trotman, Rowena Plush, Tracy Plunkett and Wendy Davies, and of course our equally hard working and tolerant administration team, Lorraine Watt, Alana Benson and Jane Richardson. All have worked tirelessly through varied challenges from relocation, an untimely Telstra outage and their patience with a new Practice Manager.

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

Chris Payne - Practice Manager
CC Medical



Dr Greta Prozesky welcomes RAH Intern Dr Zulfic to the clinic

MERINO COMMUNITY HEALTH CENTRE REPORT

The past year has seen the Merino Community Health Centre working towards becoming a community hub as well as a health centre. Always bearing in mind that health is not just physical. Towards this end we welcome the opportunity to host weekly card games of Euchre and weekly scrabble sessions. The laughter emanating from both groups testifies to the “serious” nature of both games.

The weekly chair-based exercise class also provokes much laughter amongst participants, with frequent references to “Funniest Home Videos” and the banning of cameras from within the class.

Several community groups have also taken advantage of the facility to hold their gatherings. All of these activities are welcome and provide an opportunity to showcase our facility to people we might not normally meet.

Dr Ramin Taheri continues to journey to Merino each Monday afternoon. His presence and good humour is appreciated by all. Another well patronised service is that provided by Maureen Richter-Rundell. Her monthly podiatry clinic has our feet and nails heaving a collective sigh of relief.

Other services that visit our centre on a bimonthly as-needs basis are Steven Jay (Dietician) and Vicky Barbary (Diabetes Educator).

Into the next financial year they are to be joined by a physiotherapist and occupational therapist. Thanks must go to Heywood Rural Health for assisting us to provide this array of allied health services.

Special events held over the past 12 months were free hearing tests by Australian Hearing. This resulted in a number of our clients continuing on for further assessment or hearing aids.

Glen Howell (Optometrist) also visited for a day, providing free eye checks. Again this day resulted in the diagnosis of conditions needing further treatment and for others it was an opportunity to have their routine checks within Merino. Merino Community Health Centre has also supported the introduction of the monthly produce swap.

On top of all this, our regular clients continue to be seen, the community shopping bus runs weekly to Casterton and Hamilton and the community car is utilized on a frequent basis.

Volunteers feature in many aspects of Merino life, none more so than the car and bus service. Thank-you to all.

Alison Wooldridge
RN Div 1



We can do almost everything with these.....except juggle! Joan Hamill, Frances Broad, Sylvia McKean, Rhonda Owens, Tess Threadgold and standing Heather Bowd get ready for some exercises.....and laughter

MERINO PLANNED ACTIVITY GROUP - MIAKITE CENTRE REPORT

The Merino Community Health Centre's Planned Activity Group has enjoyed an extremely busy 12 months entailing many varied activities and outings, with participant numbers steady, and a group of extremely dedicated volunteers.

Our service aims to maintain 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. We also provide social interaction as well as respite and support for carers.

We target our activities to provide stimulation, both physical and mental in an enjoyable and fun way. There are favourite board and card games, cooking, craft, stories, movies, visitors, hookey, birthdays and lots of chatting.

One of the games participants enjoy is Greed – it is one of the most addictive games ever created. Challenged to keep throwing the dice for a better score, players must learn to stop before raw greed overtakes them.

We are lucky enough to have access to the 12 seater bus every 2nd Wednesday. On bus days we like to go for outings to nearby towns and attractions or sometimes just to shop as some clients are no longer able to drive.

Our clients are provided with a main meal at lunch time and morning and afternoon tea.

The Merino group meet on Wednesdays and Fridays each week for 9.00am until 3.00pm.

Susan Dodd
Activities Co-ordinator



You might see us out with other group participants enjoying their company and a meal or enjoying the great outdoors



NURSING SERVICES REPORT

We continue to be busy with forward planning moving into our new hospital later this year. New furnishings, equipment and wonderful spacious environment is something to really look forward to not only for staff but for our residents.

Our resident's newsletters continue to provide a pictorial review of progress both internally and externally which gives a feeling of belonging and ownership to all. The progress has been truly amazing. We continue to embrace the Registered Nurse Graduate program run by Western District Health Service, having 1st and 2nd year graduate nurses in Coleraine not only helps with staffing but allows trained nurses to experience working in a smaller rural hospital with a focus in Aged Care. We all thank you for your time spent in Coleraine. It is always a pleasure to see new faces in the workforce. Thank you to the clinical nurse educators who visit from Hamilton Campus to check on progress of these graduates offering support and guidance as required.

Thank you to all staff both permanent, part time and casual staff for helping out when rung at short notice or offering to fill gaps in rosters. Unplanned sick leave is often difficult to fill; your helpfulness makes this task much easier.

I would also like to acknowledge and thank the support from specialised services of Western District Health Service for your guidance and advice especially Palliative care, Infection control, Diabetes, Dietetics, Podiatry and Physiotherapy who visit Coleraine on a regular basis. Your ongoing advice and provision of education is invaluable- thankyou.

Thank you to Tim Pitt-Lancaster for his ongoing direction and guidance, all department heads of CDHS, administration staff and the doctors for their support over the past 12 months.

Our Ladies Auxiliary has worked tirelessly to fundraise. Your commitment to funding the equipment in our new palliative care unit demonstrates your commitment to ensuring CDHS can continue to provide the best environment to all palliative care patients and their family members. Thank you.

Our focus has also been on acute accreditation with the 10 new National standards with full site review 22nd, 23rd and 24th October 2013. To briefly explain the 10 standards I have listed.



Leah Swainston WDHS Clinical Teacher & No Lift Co-ordinator catches up with Alexandra Augustinus during her placement at the Coleraine Campus

NATIONAL SAFETY & QUALITY HEALTH SERVICE STANDARDS:

Standard 1 - Governance for Safety and Quality in Health Service Organizations

The intent of the Governance for Safety and Quality in Health Service Organizations is to create an integrated governance system that maintain and improve the reliability and quality of patient care, as well as improve patient outcomes.

Standard 2 - Partnering with Consumers

The intent of the Partnering with Consumers Standard is to create a health service that is responsive to patient, carer and consumer input and needs.

Standard 3 - Preventing and Controlling Healthcare Associated Infections

The intent of this standard is to prevent patients from acquiring preventable healthcare associated infections and effectively manage infections when they occur by using evidence-based strategies.

Standard 4 - Medication Safety

The intention of this Standard is to ensure competent clinicians safely prescribe, dispense and administer appropriate medicines to informed patients and carers.

Standard 5 - Patient Identification and Procedure Matching

The intention of this Standard is to correctly identify all patients whenever care is provided and correctly match patients to their intended treatment.

Standard 6 - Clinical Handover

The intent of Clinical Handover Standard is to ensure there is timely, relevant and structured clinical handover that supports safe patient care.

Standard 7 - Blood and Blood Products

The intent of Blood and Blood Products Standard is to ensure the patients who receive blood and blood products do so appropriately and safely.

Standard 8 - Preventing and Managing Pressure Injuries

The intention of this Standard is to prevent patients from developing pressure injuries and effectively managing pressure injuries when they do occur.

Standard 9 - Recognizing and Responding to Clinical Deterioration in Acute Health Care

The intention of this Standard is to ensure a patient's deterioration is recognized promptly, and appropriate action is taken.

Standard 10 - Preventing Falls and Harm From Falls

The intent of this standard is to reduce the incidence of patient falls and minimize harm from falls.

As this is a new type of Accreditation in the acute setting we have been all busy ensuring systems are in place to ensure we pass.

Aged Care Accreditation Agency unannounced visits on 15th May 2013

It is pleasing to report that Valley View had no areas of non compliance with this visit. Suggestions are always made on how we can improve – all suggestions are valued and investigated for practicality and evaluated to ensure we continue to have an effective Quality Improvement program in place.

Thank you to all residents, family and staff for their valued input on the day feedback is always appreciated.

Feed back: *Now more than ever, what customers think matters*

We continue to value your feedback / suggestions/ appreciations and concerns. If you or your family member has been in Hospital or Aged Care I encourage you to complete a feedback form given out on admission – Often you, the patient/ family member see things through different eyes, as we are always striving to improve we need more suggestions – All suggestions, whether as a positive experience or a concern is feed back to staff to try to improve or to thank staff for their ongoing commitment to ensuring the best for you and your family.

I cannot stress how valued all staff at Coleraine District Health Service are, each department and staff members are a vital chain in our commitment to providing Excellence in Health Care to Everyone, Every time. Thank you all.

Denise Beaton
Nurse Unit Manager

OCCUPATIONAL HEALTH & SAFETY REPORT

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. 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.

Hospital

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 facility.

All staff are encouraged to complete an Incident Form or 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.

We are fortunate at our facility to have fitted lifting machines, Voyagers as well as stand up lifters, bed baths, shower chairs, etc.

This year we were very fortunate in purchasing new and modern equipment for the hospital and staff.

Liko Golvo Lifting Machine: Ordered and supplied from OH&S budget to replace sling lifting machine purchased in the 1990's which has required replacement for some time. This lifting machine will allow patients & residents the ability to get into & out of cars reducing potential staff injury. Also has the ability to assist with mobilizing patients & residents what are high risk of falls to walk safely. Staff Education attended on 4th April 2013.

Weight Chair: Purchased and in use – More dignified for weighing non mobile patients & residents. Arrived November 2012

Carendo Shower Chair: Enhancing lives - Carendo can enhance the quality of life by making assisted showering and other hygiene routines not only safer and more comfortable, but also a more dignified experience.

Making tasks easier and safer. The Care Raiser function removes the stress and strain from showering and other everyday hygiene routines, allowing the nurses to work in a safe and ergonomically sound way.

Improving care and efficiency Carendo raises the efficiency of care because it enables a single carer to perform the whole showering procedure, as well as a wide range of everyday hygiene tasks.

2 X Shower / Commode Chairs: Were funded by the Murray to Moyne Bike relay team from WDHS – through the no lift committee.

We are all very appreciative of the contribution the community and other organisations make towards funding the hospital and the new equipment. Thank you.



Nursing staff trial the new Carendo shower chair

These items of equipment make it easier and safer for staff and patients to be transferred with ease and maintain our No Lift Policy.

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.

Coleraine's new hospital is well and truly underway, and should be completed by the end of this year, hopefully this will eliminate some of the current OH&S concerns. But until then we will continue to work together and stay safe.

Trudy Cottier - OH&S Rep

Wannon Hostel

OH&S has been a vital link this year within the workplace, ensuring continuity of safety in our working environment, whilst redevelopment taking place.

We have been in our partially redeveloped facility since November 2012 and enjoying the advantages it brings, with space, adequate lighting and overhead Vovager system in each room. At present, construction is still taking place, but to no disadvantage to staff, residents or visitors.

As OH&S representative, monitoring and compliance of OHS issues continue to take place whilst redevelopment is in progress. OH&S Committee meetings regularly take place, to allow representatives from different campuses, to discuss issues that arise, and proposed equipment purchases that assist in maintaining a safe workplace.

Staff continue to regularly update mandatory training competencies, to enable us to continue to deliver high standards of care, as well as monitoring of internal and external areas, addressing issues that arise. With this I have to say many thanks to our wonderful Maintenance staff that rectify issues as expediently and swiftly as possible.

Staff, residents and community now have the pleasure of enjoying our new facility, and its advantages and will continue to do so in the future, knowing that, all continue to work together to provide a safe and healthy workplace at all times.

Lorrae Clarke - OH&S Rep



Stuart Boden WDHS Fire and Emergency Safety Officer (pictured above) puts staff through their paces as part of their Fire Practical competency

PHYSIOTHERAPY REPORT

In 2012/2013, the physiotherapy department continues to provide a bi-weekly service to Coleraine District Health Service. The physiotherapy department values the need to provide quality care in this area of the Western District region and endeavours to maintain the frequency of this service despite fluctuating staffing levels. Valerie, the resident Allied Health Assistant at CDHS, continues to provide excellent support and assistance to the visiting Physiotherapist.

We continue to see the residents of Valley View, Mackie House and Wannan Court, as well as acute care patients, and community clients in the outpatient setting. The Physiotherapist conducts annual reviews of all residents within the hostels in order to develop a plan (in conjunction with the resident and/or carer) to maintain their functional independence.

Increased links have been developed through the Falls Working Party this year and the input from Denise Beaton and Debra Bickley has been very helpful. They have been instrumental in the development of the Organisation-wide Falls Management Guidelines which has been implemented as a result of the National Safety and Quality in Health Service Standards. The Physiotherapy department is thankful to the staff of CDHS who provide a pleasing and supportive working environment.

Tatum Pretorius
Chief Physiotherapist

PODIATRY REPORT

Another busy and challenging year for podiatry department due to the high demand of services, turnover of staff, and implementing new booking system via Trakcare. Through Medicare Local funding we were able to engage locum podiatrists to assist us and appointments are arranged to ensure clients with complex and high risk problems and residents from aged care facilities are given priority.

There are 2-3 clinics provided each month. Anyone with foot problems can access our services. Referral is not necessary but due to the limited capacity, we recommend clients seek medical advice if they are concerned about their foot condition.

Phuong Huynh
Chief Podiatrist



Physiotherapist Kathy Guam is very pleased how client Dot Dyke is able to balance on one leg

VALLEY VIEW NURSING HOME – LEISURE & LIFESTYLE REPORT

This has been another extremely busy year with our outings and in house activities.

The EMAA (Easy Moves for Active Aging) is still going strong. This program is designed to keep everyone as active and flexible as possible.

Our outings are looked forward to by everyone involved. Any chance we get to go and have a look around or go shopping we enjoy with delight we have started a Ladies Group day with other groups from WDHS and this is proving very popular as we travel around experiencing different things and socializing over lunch in some lovely restaurants. This complements the Men's Out & About Group where the men from other groups within WDHS get together for the day again to sight see and socialize over lunch somewhere. We have experienced some wonderful sights and formed many friendships where people seek one another out to catch up as soon as we get to our destination. We have many outings planned for the remainder of the year.

Agnes Allan and Michael O'Connell have been coming to entertain us on the first Monday of the month. This is a wonderful treat and most of us enjoy singing along to the old songs.

We have some visiting pets from time to time. This is a wonderful time for our residents who enjoy interacting with the animals.

We also had the Melbourne Museum visit this year and all of our residents got to handle the exhibits and marvel at our unique wildlife.

Our Church Ministers still come every month, this is a wonderful service that some of our residents would miss if this was not available. We would like to extend a warm welcome to our new Uniting Church Minister Rev Will Pickett, who comes to us from Heywood.

We are in the middle of writing our life stories. It is interesting to hear of everyone's achievements and marvel at what wonderful lives everyone has and still are leading. The aim is to eventually do these up into individual books with pictures to compliment the words.

Please feel free to come and join us anytime.

Dani Telley

Lifestyle and Leisure Coordinator



Ladies Day Out at Mt Eccles. Beautiful surrounds, fresh air and good friends



Mates catching up and spinning some yarns! Men's Out & About Group participants on an outing

VALLEY VIEW NURSING HOME – LEISURE & LIFESTYLE REPORT



Residents always enjoy having the local school children visit and entertain them and having a chat afterwards



Debbie Egan joins in with Michael while he goes through his routine exercise program



Loy catches up with his little 'happy feet' mate



No it is not Edwina Scissorhands! It is Bessie ready to make some pickles



Elsie Holmes and her daughters never miss an opportunity to catch up with each other



Dani shows the letter from the Queen to Joan Paton thanking the residents for their congratulations on the occasion of her Diamond Jubilee

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

A total of 16 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours for Wannan Court / Mackie House over the period (July 11 – June 12):

- Volunteer Hours Total, Individual Contact 154
- Volunteer, Individual Contact Average hours per week..... 2.96
- Volunteer Hours Total, Group Contact Hours..... 137.65
- Volunteer, Group Contact Average Hours per week..... 2.64
- Other Volunteer Hours..... 19

A sample of the activities and services provided by volunteers during the period include;

- *Visiting resident for discussion, company, and support*
- *Walks*
- *Reading to residents*
- *Crosswords, playing cards and games*
- *Providing gentle hand and foot massage, foot spas*
- *Manicures and nail painting/presentation*
- *Haircuts and hair setting/presentation*
- *Shopping for residents*
- *Cooking sessions*
- *Music and singing*
- *Spiritual activities*
- *Group activities.*
- *External outings*
- *Footy Tipping*
- *Lotto*
- *Men's Out and About Group*
- *Assist with the Mulleraterong interaction group*

Volunteers recorded an overall total of 310.65 hours volunteer service support for the 12-month period July 2012 – June 2013. Equating to an average of 5.97 hours per week contributed by WDHS registered volunteers at Wannan Court.

Five volunteers give their time to the PAGS group which operates for 10 hours each week and one volunteer assists with the Hospital Nursing Home residents.

Coleraine Community Transport operates on Monday, Tuesday, Thursday and Friday from 1.30 pm to 4.00 pm. Due to the time given by 30 volunteers, bookings can also be made outside these hours. The following statistical information was collected from July 2012 to June 2013:-

- *Volunteer Driver Hours 1,023*
- *Phone Volunteer Hours..... 321*
- *Co-ordinators Volunteer Hours..... 134*
- *Total Volunteer Hours..... 1,478*
- *Kilometres Travelled..... 26,317*
- *Number of Trips 1,379*

The Merino Bush Nursing Centre is supported by 17 volunteers.

Jeanette Ryan
Volunteer Co-ordinator
Western District Health Service



Volunteers enjoy a Christmas Get-together and it is a chance for us all to say "Thank you so much"

WANNON HOSTEL REPORT

Wannon Hostel has had another busy year welcoming new residents and saying goodbye to some we have sadly lost. We have also welcomed some new staff and said goodbye to some who have left to move on into nursing or just retired from WDHS employment.

Wannon Hostel has moved into the new building in November last year which was a very busy two days. All the Wannon residents moved the first day and we had to completely empty the old Wannon building that day for the workers to move in to start demolishing it.

Mackie residents moved the next day into the new Hospital rooms where they still are, waiting to move back into their old rooms at Mackie once the building has been completed.

I would like to thank all the families, volunteers, staff and maintenance men for their help during this transfer to new building. Big thanks to Tim and Denise also who worked tirelessly with me during this time.

watching all the changes.

Changes kept happening throughout the following months with the arrival of new furniture and the art work in December. The gardens which have been completed in stages as new building areas completed. New outside furniture and this last week even some animal statues have sprung up around the inside of the building.

Now we are waiting to see the changes to the Mackie wing and it is planned that as soon as a room is finished and it is safe for residents to be wheeled via wheelchair into the site the residents will be able to see the changes. It is expected at this stage that we will move back into the Mackie building around October with the Hospital moving down in November..... So another very busy time coming up!

Our Homes for the Aged Auxiliary have kindly donated funds to have our Pianola repaired and also bought us an electric wheelchair for any resident with limited mobility but likes to have



'Having a look at our very very new home.' - Residents were given a personalised tour of the new facility

Residents were brought into the new building prior to moving to see the new room set ups and fittings via wheelchairs for safety reasons and a big thank you to Michael and Shane from Nicholson's who made this possible. Michael and Shane had the workers stop during the time the staff were showing the residents through the site and even pushed a couple of wheelchairs themselves answering the residents' questions.

The residents found this glimpse into their upcoming new area very comforting and have enjoyed

some independence to use. A big thank you, to everyone for this support to the Hostel.

Residents have been shown and asked for input of new crockery that is being purchased for use both at the Hostel and Hospital. A big thank you to Leanne and her Catering staff, who have assisted us with ideas and support to overcome changes, now all our residents, have their meals in the one dining room.

Residents report that food temperatures have improved and meals are getting to the tables

warmer now some practices have changed and new equipment is in use. I wish to again thank catering for their excellent food they supply for our residents and also for taking on board any requests that come up at residents meetings.

Some residents and their families have already put to use the new family dining room for a meal and have given positive feedback on how nice it is to have this special area for use. Another favourite is the gas fire in the lounge and also residents like sitting in the little quiet rooms.

One of the staff have supplied four little fish bowls with fish for the lounge room which the residents like watching and there was a naming contest done for a fish name.

The lucky fish was named Bluey which was the most popular name.

I would like to thank all my staff for their support and their dedication to ensuring our residents are given the best of care. Also to the Maintenance, Catering, and District Nurses staff for their support throughout the year. Thanks also to the many staff from the wider Western District Health Service who assist us to deliver best care for our residents.

We are very privileged to have a wonderful team delivering excellence in healthcare, putting people first.

Debbie Bickley
Wannon Hostel Supervisor



“A special thank you for special people”

CDHS Manager/DON Tim Pitt-Lancaster was on hand to thank Hostel staff for all that they do within their jobs in residential aged care as part of a day dedicated to “Aged Care: Making a Difference. Staff enjoyed morning and afternoon teas and all were presented with a Certificate of Appreciation in gratitude and to thank them for their ongoing commitment to providing the highest standard and quality of care

WANNON HOSTEL – LIFESTYLE AND LEISURE REPORT

Once again we have reached this time for reports to be prepared and it provides an opportunity to look back at what has happened throughout this period. One of the biggest things that has happened has been with the moving into the new building. Some of our residents will have one more shift in moving back to their rooms in the Mackie Wing. It has both been fun and at times the odd problem pops up and we get through it with team work.

Just before Christmas some residents were happy to have the opportunity to paint silk scarves. This activity was a great success. Even a couple of the men joined in and gave the handiwork as gifts and it was very much enjoyed by everyone hopefully we will do it again this year with even more participants.



Neil Chenoweth using all his artistic skills to produce a beautiful silk scarf

The Men's Out and About Program is still running strong, even though, I do not have many at this time to attend, but I am still able to plan with the Leisure and Lifestyle Co-ordinators. We have also started a Ladies Out and About Group. Although the Group is not funded as yet we hope to manage this activity with minimal cost to residents. The ladies have enjoyed the days together and are interested in where they will go to next.

With our "Armchair Travel" we have changed this a little bit this year and everyone has had a Passport made to hand over when attending this activity. Our first trip for this was to Indonesia hosted by Marie Patience. Everyone enjoyed this trip with no loss of luggage or discomfort in travelling. At the end of the trip all were given a choice of souvenir to keep, which had been purchased in Indonesia. This just added to the entertainment value.



Passports ready for our next destination Hazel Harriott and Joyce Trotman are set to go

We were able to use our new flag pole this year when holding our ANZAC Service at the Hostel. We all could not go out due to the weather conditions but one of the residents along with her son laid our wreath outside.

Community is a big part of our lives and with the Homes for the Aged Auxiliary and Legacy Ladies meeting in the Hostel it does make it easier for our residents to maintain this contact.

Churches of all denominations attend once a month on designated days and all enjoy the chance to attend their Church of choice and spend time with the Minister or lay Preachers.

As always, with the activities that we do, some remain the same and some new ones have been introduced.



Verna Struthers and her son John lay a wreath in remembrance and commemoration of ANZAC Day

WANNON HOSTEL – LIFESTYLE AND LEISURE REPORT

Old favourites such as Bingo, quiz and our Millionaire Auction remain and are all well attended. Our 'Armchair Travel' which we will expand in the new format is well received.

Attending outings in the community is always great and to see the enjoyment on resident's faces when they meet up with friends in the community is always a joy.

Residents have been busy knitting squares which will be made into rugs and then go onto a charity that they have chosen. This has kept many fingers busy and all have enjoyed seeing how some of the wool has knitted up.

Lastly but not least a big thank you to my volunteers who give up their time to attend and assisting with activities or sitting and talking with residents. This is appreciated by all. To the kitchen staff thank you for making our special days that much more special with the delicious cakes and food that you provide for the residents. Also to the staff that assists me in special activities thank you all for thedressing up, to the serving of bacon and eggs and goodness knows what is planned next! Thank you everyone.

Marlene Lee

Lifestyle and Leisure Coordinator



Bessie Kilpatrick and Mary Fischer were excited to meet the Western Bulldogs pin-up boys



In recognition of Palliative Care Week residents released balloons with the poem 'Footprints' attached to them



"Winners are gridders" – proud Footy Tipping Winners Min Flood, Nancy Kaine, Ethel Armstrong, Barbara Macintyre pictured with Marie Kinnane and Billy Picken (both standing)



Busy fingers knitting at lightening speed Judy Botterill and Margaret Lawson pictured

Coleraine District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2013

	2012/13 \$	2011/12 \$
Revenue		
State Government Grants	3,581,410	3,470,753
Patients Fees	2,615,203	2,853,802
Other Revenue	398,024	347,749
Total Operating Revenue	6,594,637	6,672,304
Expenditure		
Salaries & Wages	4,692,597	4,439,510
Direct Expenditure	552,850	525,429
Overheads	1,285,817	1,413,897
Total Operating Expenditure	6,531,264	6,378,836
Operating Surplus	63,373	293,468
Capital Items		
Fundraising and Donations	104,728	76,955
Ingoing Residential Charges - Aged Care	423,856	493,838
Capital Grants	11,405,465	9,601,834
Surplus / (Loss) on Disposal of Asset	-	(176)
Depreciation	(297,299)	(268,823)
Net Result for the Period	11,700,123	10,197,096

Statement of Changes in Equity

Total equity at beginning of the year	22,062,491	11,865,395
Net result for the period	11,700,123	10,197,096
Gain on Revaluation of Land & Buildings	-	-
Gain on Revaluation of Plant & Equipment	-	-
Total equity at end of the year	33,762,614	22,062,491

Coleraine District Health Service**Balance Sheet as at June 30, 2013**

	2013	2012
	\$	\$
Equity		
Accumulated Surplus / (Deficits)	32,098,629	19,145,599
Asset Replacement Reserve	454,317	803,579
Asset Revaluation Reserve	647,792	647,792
Specific Purpose Reserve	561,876	1,465,521
Total Equity	33,762,614	22,062,491
Current Liabilities		
Payables	6,375	6,382
Employee Entitlements	1,131,714	1,020,000
Monies Held in Trust	2,966,717	3,243,261
Total Current Liabilities	4,104,806	4,269,643
Non Current Liabilities		
Employee Entitlements	212,236	174,669
Total Non Current Liabilities	212,236	174,669
Total Liabilities	4,317,042	4,444,312
Total Equity and Liabilities	38,079,656	26,506,803
Current Assets		
Cash at Bank	5,574,488	4,326,547
Investments	2,196,494	2,100,861
Receivables	281,432	379,794
Monies Held in Trust	2,966,717	3,243,261
Total Current Assets	11,019,131	10,050,463
Non Current Assets		
Land, Buildings, Plant & Equipment	29,588,380	18,750,723
Accumulated Depreciation	(2,527,855)	(2,294,383)
Total Non Current Assets	27,060,525	16,456,340
Total Assets	38,079,656	26,506,803

GENERAL DONATIONS

Adams Mrs SA	Henke Mr & Mrs H	Packham Mrs MA
Baudinette Mr & Mrs LE	Huggins Mrs NE	Pepper Mrs B
Beaton Mr & Mrs GW	Johnson Mrs M	Pepper Mrs V
Botterill Mrs B	Klein Mr H	Pigeon Ponds Sport Social Club
Brackley Mr & Mrs A	Koenders Mrs P	Pitts Mrs M
Britten Miss EM	Koscal Ms L	Rhook Mrs G
Britten Miss PA	Lawson Mr & Mrs J	Robertson Mr & Mrs L
Brumby Mrs AJ	Leeming Mr & Mrs MA	Robertson Mr & Mrs M
Bunge Mrs BD	Little Mr & Mrs GJ	Rogers Mr & Mrs WI
Burgess Mr & Mrs GM	Lowery Mr & Mrs KW	Row Mr & Mrs PH
Caulfield Mrs GK	McLeod Mrs PA	Temby Mrs M
Charlton Mrs VD	Mahoney Mrs NF	The Lions Club of
Coleraine Bowling Club	Meade Mrs M	Merino Digby
Coleraine Homes for the Aged Auxiliary	Merino P & A Society Ladies Auxiliary	Treloar Mrs P
Coleraine Opportunity Shop	Merino Progress Association	Scholfield Mr & Mrs G
deVries Mrs A	Moore Mrs MI	Shaw Mr & Mrs KT
Egan Mr & Mrs MJ	Moss Mr & Mrs A	Sykes Mrs V
Evans Mr R	Muir Mrs GJ	Van Der Breggen Mr N
Farmilo Mrs J	Myers Mr & Mrs K	Ward Mr J
Farrell Mrs B	Nepean Mr & Mrs IM	Waters Mrs FE
Gordon Mr & Mrs R	Norris Mr & Mrs J	Waters Mrs MJ
Heath Mr D	O'Connell Mrs M	Wettenhall Family

The above list excludes donations made direct to Western District Health Service on behalf of Coleraine District Health Service and donations made towards the Coleraine Community Bank Fundraising Appeal
These are noted in the Western District Health Service Annual Report

We would like to also thank those persons who have contributed to our 2013 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)

Donations in Kind

Mr Derek Brody (on behalf of the late Mrs Hannah Brody)	Mr William Gough Mr R & Mrs J Harris	Mr Richard Lane Murray to Moyne Cycle Team	Mr Daryl Torbet (on behalf of the late Mrs Mary Torbett)
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Our heartfelt gratitude is extended to you all



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.

Our Vision

Excellence in Healthcare, Putting People First

Our Values

We value:

- **Our Community** – we recognise their rights, encourage their participation and are committed to their health and wellbeing
- **Improving performance** – we are committed to a culture of continuous quality improvement and innovation
- **Our staff** – we are committed to their wellbeing and ongoing education, growth and development
- **Strong leadership** – we are committed to governance and management that sets sound directions promoting innovation and research
- **Safe practice** – we are committed to a safe and healthy environment