



wdhs

Western District
Health Service
Coleraine Campus



2014 Year in Review

OUR MISSION

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

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

Featuring on front cover

- *Alison smiles when Ian tells her that he taught Arnie everything he knows*

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“ONE STOP HEALTH PRECINCT”

NOW A REALITY

The Official Opening of the new \$27m 'one stop health precinct' saw the vision for the precinct, finally become a reality.

The new health precinct includes a brand new hospital with 10 acute beds and 27 aged care beds with a support services building for catering, maintenance and administration. It also involved the total redevelopment of the 24 bed Mackie Hostel aged residential unit plus new facilities for physiotherapy, podiatry, planned activity group and other allied health services. It also incorporates a new medical, dental, maternal and child health and primary care services building known as the Thomas Hodgetts Centre.

The new precinct was officially opened by the Member for Western Victoria Region the Honourable Mr David Koch on the 6th December 2014.

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.

The project was funded by a \$25.2m grant from the State Government and significant contributions from the community. The community donations included a \$1.3m bequest from long term Coleraine resident Mr Thomas Hodgetts and a community fundraising campaign that raised \$211,000. The Coleraine Community Bank contributed \$103,000, in excess of \$40,000 from a community auction, \$6,500 from the Coleraine Pedal Car Grand Prix and other generous individual donations.

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

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



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Excellence in Healthcare, Putting People First



THANK YOU

TO OUR RETIRING CHIEF EXECUTIVE OFFICER

We would like to take this opportunity to say thank you to Mr. Jim Fletcher who after 44 years in the public sector of which the last 14 years have been as Chief Executive Officer of Western District Health Service announced his retirement.

Jim's last day of duty as Chief Executive Officer was Thursday 31 July 2014.

Jim has been the driving force for the betterment of Western District Health Service and under Jim's watch WDHS has twice been named Regional Health Service of the Year and also Primary Healthcare Service of the Year.

He is passionate about continual improvement and doing things that make a difference. Through his leadership and management of the health service he has created a culture of continually looking at ways to do better.

Jim is always the first one to acknowledge the wonderful support of the community and volunteers and continually pays tribute to all WDHS staff for their continuing provision of

excellence for all patients, residents, clients, participants and community members.

Jim's says that he has been very fortunate and privileged to have been a part of this community for 14 yearsbut we would say that we have been the fortunate ones to have Jim as such a strong advocate, campaigner and supporter for our community.

Thank you Jim for the incredible contribution your have made and everything that you have done for our community.

We would like to wish you a very happy retirement and best wishes to you, Brenda and your family as you start your next adventure.



WELCOME

TO OUR NEW CHIEF EXECUTIVE OFFICER

Rohan Fitzgerald is the newly appointed Chief Executive Officer for Western District Health Service.

Rohan brings a wealth of knowledge and enthusiasm with him to his new role.

For the past three years Rohan has been the Chief Executive Officer of Stawell Regional Health and prior to this appointment he was the Director of Corporate Services at Latrobe Regional Hospital.

Rohan has a strong financial background with a Bachelor of Commerce majoring in accounting and management information systems.

His background included three years as an elected Councillor with the Latrobe City Council. Rohan took up his appointment on Monday 4 August 2014.

We would like to take this opportunity to welcome Rohan and his family as he settles into the role for the next phase of development of Western District Health Service.

CHAIRMAN'S REPORT

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

Firstly I would like to take this opportunity and thank the Management Committee members Anne Pekin, John McMeekin, Gabrielle Baudinette, Lesley Kruger, Allan Millard, Ashely Lambert and Kim Chintock, the Board of Directors of WDHS, Tim Pitt-Lancaster (Coleraine Campus Manager), Jim Fletcher (WDHS CEO), Pat Turnbull (WDHS Deputy CEO), Nick Starkie (WDHS Finance Manager)- Your commitment, support and knowledge are to be commended – thank you.

It has been a great pleasure working with Jim, his guidance, knowledge and persistence to get the redevelopment here in Coleraine is an absolute credit. Jim you have left an impact not only in Coleraine, but Peshurst and Hamilton with the capital works program you and the Board have achieved. Another of Jim's accomplishments was getting WDHS up to speed with the accreditation and audits that the health service regularly receives, both announced and unannounced.

On behalf of the Coleraine Management Committee I wish you all the best in your retirement and sincerely thank you not only for your advice but your leadership. I would also like to welcome Rohan Fitzgerald as the incoming WHDS CEO, we are looking forward to forming a strong working relationship with you.

This year has certainly been very memorable and one of great achievements in many ways. Along with providing day to day health service to Coleraine and surrounding district residents to a high standard we have also had a mammoth milestone with the opening of the final stage of the redevelopment.

After five years of planning, lobbying the State Government for funds and 27 months of construction our new 'One stop Health Precinct' was officially opened by the Member for Western Victoria Region the Honourable Mr David Koch on the 6th December 2013. David's mother Marj Koch was the Chairperson of the hospital from 1981 to 1983 and David was born in the old Coleraine Hospital. David's family farmed at Wando Dale where he was raised and left the area some ten

years ago. We were very lucky to secure David for the opening of our new Hospital.

This massive project was funded by a \$25.2m grant from the State Government and significant contributions from the community. The community donations included a \$1.3m bequest from long term Coleraine resident Mr Thomas Hodgetts and a community fundraising campaign that raised \$211,000. The Coleraine Community Bank contributed \$103,000, in excess of \$40,000 from a community Goods and Services Auction, \$6,500 from the Coleraine Pedal Car Grand Prix and other generous individual donations.

Through these contributions Coleraine and the surrounding district community has now seen the vision become a reality – A facility that all the community can be justly proud of. Our precinct includes 10 acute beds, 27 aged care beds, redevelopment of 24 bed Mackie Hostel aged residential units, new facilities for physiotherapy, podiatry, planned activity group and other allied health services. The new precinct incorporates a new medical, dental, maternal and child health and primary care services building known as the Thomas Hodgetts Primary Care Centre.

I would like to personally thank all of our community for your ongoing support. Without your contributions either by volunteering, donations or choosing our medical centre as your chosen provider our facility that we are all very proud of would not be as successful today.

Following the completion of the redevelopment our next focus point this year was to decide the best outcome of the old McKeberly Street site. Following a consultation meeting with the community in November 2013 arrangements were made for the demolition of our old hospital buildings. A jointly organised clearing sale by the Lions and Apex Club to sell all the redundant equipment raised an impressive \$30,000. Our local service clubs will benefit from these funds, which is another great outcome for our local area as many people will benefit from this money.

Another mammoth effort the Western District Health Services undertook was to adopt the ten National Standards policy statements. After a massive campaign of awareness sessions and

staff education the accreditation was carried out in October with a very pleasing result of 96.5% overall.

We now have the ongoing task to embed the implemented sustainability framework from the National Standards into daily work practices. I would like to commend our staff for working hard to achieve this result and embracing the improvements which have benefited our precinct.

Once again we were able to see our immense community patronage with the annual appeal rising over \$5,000 in donations (up until the end of June). The funds were directed towards the installation of an automated irrigation system within the Strathallan complex of independent living units which will in turn improve the ambience of the area for the residents and minimise water usage.

I would like to take this opportunity to thank the Ladies Auxiliary who again this year have donated an impressive \$30,000 to equip and furnish the palliative care room and associated overnight and sitting rooms. However this group of ladies support us in so many ways other than donations – you are all exceptional women with many hidden talents.

I would also like to extend my heartfelt thanks and gratitude to the wonderful members of the Homes for the Aged Auxiliary for your continued efforts and support. You are only a small band of enthusiastic volunteers who work tirelessly with your Hoy and 500 card afternoons and other fundraising activities to provide those very special things that are very much appreciated by all our Hostel residents.

I am not able to thank all of the wonderful volunteers individually as we have so many helping out each day including people delivering meals on wheels, community transport services, planned activity group, book exchange and therapy activities just to name some. However, I would like to make a special thank you to Sam Ness a young local resident. Your time to do up cards on Valentine's Day made the day wonderful for

many of our residents. Volunteers like you make our district a great place to live so thank you and everyone who has made a contribution no matter how small this year.

Thank you also to 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 for the support from visiting clergy, tradespeople, businesses, our wonderful medical staff, allied health professionals, specialists and educators. We would not be able to provide such a professional service without your support and contribution.

To all our wonderful staff both here in Coleraine and at Merino. Thank you all for your continued provision of excellence in healthcare. Your continued proficiency, dedication and commitment are truly appreciated and not taken for granted. Thank you all for the continued care of all our residents, patients, clients and community.

I look forward to another exciting year ahead.



**Grant Little
Chairman**

MANAGEMENT COMMITTEE

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

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

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

- 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): Lesley Kruger, Allan Millard, Gabrielle Baudinette, John McMeekin, Anne Pekin, Grant Little, Ashley Lambert
Absent from main photo: (inset photo) Kim Chintock*

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)
- Wannon 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

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)



SUMMARY OF ACHIEVEMENTS 2013/2014

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 2013 Annual Year in Review held in October was an outstanding success. Guest Speaker was Ms Angie Laussel – Principal Consultant with JandA Consulting who gave a talk on the topic “How to Change the World”



*2013 Year in Review
Guest Speaker Ms Angie Laussel
Principal Consultant with JandA Consulting
pictured with WDHS CEO Jim Fletcher*

- The Annual Appeal letter was sent out to households in June 2014 and \$5265 was raised in donations up to the end of June 2014. The funds raised will be directed towards the installation of an automated irrigation system within the Strathallan complex of Independent Living Units which will improve the ambience of the area for the residents of the units and minimise water usage
- The Western District Health Service Board held their June 2014 meeting in Coleraine after which the Board was joined by members of the CDHS Management Committee for a meal
- Articles have appeared in the Hamilton Spectator, Casterton News, local Wannan Community News and Western Wellbeing
- The 2013 Independent Living Unit AGM was held on the 5th of February
- Regular Resident Meetings held to keep residents and families informed and to update on redevelopment and a forum to raise any issues of concern
- Regular Resident Newsletters for both the Valley View Nursing Home and Wannan Hostel distributed to residents and families
- CDHS Management Committee Members Mr Grant Little was elected as Chairperson and Ms Gabe Baudinette as Vice Chairperson for the period 1/7/2013 to 30/6/2014

- Coleraine Management Committee welcomed new members: Ashley Lambert and Kim Chintock who were appointed to the Committee for the period 1/7/2013 to 30/6/2016
- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held 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
- At the Ladies Auxiliary lunch held on 3rd March there was a presentation of a donation of \$30,000 to equip and furnish the palliative care room and associated overnight and sitting rooms



Auxiliary President Sherri Robertson pictured presenting the cheque to CDHS Management Committee Chairman Grant Little together with Lesley Kruger Committee and Auxiliary Member and Tim Pitt-Lancaster Campus Manager

- The second Australian Pedal Car Grand Prix was held in October 2013. The event was a resounding success with funds raised going to the Blue Ribbon Foundation and the Health Service. A big congratulations must go to the organising committee for the outstanding effort that was put into organising the event which is increasing in popularity each year
- WDHS Primary and Preventative Health Team awarded Southern Grampians Shire Community Enterprise and Team Achievement Award
- Consumer Participation Plan completed and placed onto Intranet and Internet
- Advertising of aged care vacancies in South Australia
- ILU AGM held on the 5th of February
- Documentation completed for the change of address of both Aged Care Facilities

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.

- The Coleraine External Cleaning Audit Results were 98%, this supports the very good cleaning practices of the staff with the hospital exceeding the accepted quality level of cleanliness of 85%
- Coleraine Non External Cleaning Standards Audit carried out in October 2013 to assess the cleanliness of the facility in line with the cleaning standards for Victorian Public Hospitals – result 98.7%
- Annual external food safety audit completed on 21/1/14 with full compliance
- Triennial Press Ganey Aged Residents Satisfaction Survey completed in June 2014 in readiness for accreditation

Quality Improvement and Risk Management Initiatives

- Western District Health Service Board adopted the ten National Standards policy statements
- Staff involved in work groups looking at the new National Standards and National standards awareness campaign and education carried out across all sites
- The ACHS organisation wide Accreditation survey was carried out on 22 -24 October with 209/209 core elements met including 12 met with merit.
- In other re-accreditation processes - full compliance with Community Care standards with three years re-accreditation and Baby Friendly re-accreditation recommended for 3 years.
- Sustainability framework implemented for the ongoing embedding of the National Standards into daily work practices. This includes Committees and reporting structure, implementation of accreditation recommendations, progressing the 8 remaining developmental standards to Met status, an audit program, education and promotion roll outs
- Documentation undertaken for Aged Care Certification
- Successful unannounced Aged Care Accreditation visit conducted on 6 May 2014 for both Wannon Hostel and Valley View Nursing Home
- A large amount of work has taken place to ensure our compliance with the Aged Care reforms. Advertising, pricing and consumer directed care
- Vaccination awareness and monitoring and 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

Service Planning and Development

- 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. The integration and impact of the changed role of the District Nurses employed at Coleraine has worked satisfactorily
- Acute occupancy levels increased
- Hostel levels remained low during the last stages of the redevelopment and staffing levels reflected this
- Advertisements placed in surrounding area and SA newspapers for interest
- Planning for the Aged Care Reform readiness progressed with the development of marketing and promotion package and workforce readiness in relation to consumer directed care for home care packages. New accommodation pricing to apply from 01/07/14
- Internal review of ACFI completed with uplifts identified and implemented
- Work has commenced on the consumer directed care service model to apply to any new level package immediately and our current home care packages from 01/07/2015
- Application to convert 2 residential beds at Coleraine to home care level 3 packages was unsuccessful as level 3 packages are only available through new funding round
- Attendance rates maintained for the Planned Activities Groups in Coleraine and Merino

Human Resource Management

- Employee of the Month for June 2013 recipient Alexandra Augustinus Nurse Graduate Coleraine (awarded in July 2013)



Smiles all round for Alexandra pictured with CEO Jim Fletcher

- New district nurse recruited for the Merino Community Health Centre
- Steve Laidlaw commenced as WDHS Community Liaison Manager 23/9/13
- Manager/DON Tim Pitt-Lancaster relieved the Director of Nursing at the Hamilton Campus for four weeks. NUM Denise Beaton was acting Coleraine Campus Manager/DON during this period
- All new staff and post graduate nursing students on placement participate in a structured orientation program specific to our facility

- Staffing profiles reviewed to allow us to see how the workloads pan out in the new building
- Western District Health Service Human Resources Organisational Effectiveness Survey conducted from 1 May to 16 May 2014 with reports to be received late June 2014
- Dr Nic Van Zyl commenced as WDHS Director of Medical Services from 22/5/14
- An annual event held celebrating those who work in public sector residential aged care was organised for staff in gratitude and to thank them for their ongoing commitment to providing the highest standard and quality of care
- Marie Kinnane – Coleraine – Charlie Watt Volunteer of the month for September 2013
- Barbara Botterill from Merino was the Charlie Watt Volunteer of the month for March 2014



Barb Botterill



Marie Kinnane

Facilities and Equipment

Merino:

- The old Bush Nursing Centre site was rezoned from public to township use. The old Merino Bush Nursing building has been sold with contracts settled in September 2013
- General preventative maintenance and gardening carried out

Coleraine:

- General preventative maintenance continues with all buildings
- General preventative maintenance increased at Strathallan following concern raised by the tenants and has seen a vast improvement of the environment
- Replacement car park lights have been installed in the Strathallan complex
- Coleraine aged care certification self-assessment report completed by building surveyor - 97.33% overall, fire safety 24.33 out of 25

Coleraine Redevelopment:

- Site meetings and visits continued through redevelopment process
- Daily site visits occurred to ensure any issues were identified early
- Furniture, fittings and equipment procurement completed in advance in readiness for relocation to new site
- The redevelopment of the Coleraine Health precinct practical completion certificate was issued 10 October 2013, 4 months ahead of schedule
- Works on the final stages of the redevelopment progressed ahead of schedule with the upgrade of Mackie House including additional works completed by November 2013, 4 months ahead of schedule
- Relocation of Mackie residents back into Mackie Court occurred on the 10 & 11/10/2013

- Relocation of all essential services from the old site into the new complex occurred on the 18th of November
- The new health precinct officially opened by the Honourable David Koch MP for Western Victoria Region on Friday 6 December 2013 at 11.30am
- Clearing sale of unwanted items organised by the Lions and Apex Clubs held on the 14th December and raised \$30,000 for local service clubs

Future of the McKebery Street Site:

- Following relocation to new site all maintenance work has ceased at the old site
- Documentation developed to allow for the demolition of the old hospital buildings
- Demolition contract let to AW Nicolson with site handover on 17 January 2014
- Demolition progressed well with minor delays experienced around the removal of identified asbestos
- Demolition completed in April four weeks behind schedule but within budget and reseeding of the old hospital site completed
- Following demolition arrangements made for the sale of surplus land – Anne Kealy House and McKebery Street sites following valuation reports received



It is hard to believe that this is the same site that once the Coleraine & District Hospital was located

Information Management

- Focusing on increasing the utilisation of virtual visiting in our aged care services
- Residents' Newsletters are available to family members via email
- Intranet and Internet access available to all staff
- Computer replacement programs increased to address a large number of end of lease PC's with most being replaced with thin client units
- New telephones and PC's ordered for the redevelopment
- New telephones lines installed into the new building
- All old IT infrastructure removed from the old site
- All IT infrastructure relocated to the new site
- Bar code scanning of the imprest system has been re-established in the acute/nursing home area and is being re-implemented in the Catering Department and Wannon Hostel
- 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

Financial and Service Availability

- 2013/2014 Revenue and Expenditure Initiatives developed for implementation
- Nursing Home, Hostel and Independent Living Units occupancy monitored throughout the year
- A favourable end of year financial result, with a small operating surplus achieved
- Activity targets achieved

COLERAINE

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.

The first step in the next phase of the history of our Health Service occurred in 2009 with funding announcements from both the Federal and State Government for new facilities 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.

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 19 and 20 November 2012 with residents from Wannon and Mackie moving into the new facilities.

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

At the total completion of all these works remaining services at the existing McKeberly

Hospital site were relocated to the completed redevelopment.

The project ran approximately four months ahead of schedule

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

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

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

The new health precinct includes a brand new hospital with 10 acute beds and 27 aged care beds with a support services building for catering, maintenance and administration. It also involved the total redevelopment of the 24 bed Mackie Hostel aged residential unit plus new facilities for physiotherapy podiatry, planned activity group and other allied health services along with the Thomas Hodgetts Primary Care Centre.

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

“Coleraine and the surrounding district has now seen the vision become a reality – A facility that all the community can be justly proud of and one which will last well into the future.” - Jim Fletcher 2013

HONOUR ROLL of the COLERAINE DISTRICT HEALTH SERVICE

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

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

MEDICAL OFFICERS: (From 1953)

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

DIRECTOR OF MEDICAL SERVICES:

2001-2005	Dr B Warton
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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
-------	-----------------------

MEDICAL OFFICERS

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

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
2014-	Dr N Van Zyl

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 Tippett

Mrs V Wallis
Mr HM Wettenhall
Mrs M Wettenhall

COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette

Mr NR Baudinette

Mrs ES Holmes

Mrs L Tippett

MERINO BUSH NURSING CENTRE

Mr J Northcott

Mrs D Simkin

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*

STAFF LIST

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

Erin Cooper

Felicity Griffiths

Sheree Robinson

Enrolled Nurses

Susan Anson

Tara-Jane Bailey

Kath Baugh

Margaret Mary Baulch

Marilyn Callaby

Debbie Egan

Karen Forsyth

Claire Goldby

Shane Kneebone

Ann McArlein

Kristen McIntosh

Lyn Marsden

Lynette Monaghan

Elizabeth Talbot

Anne Youl

District Nurses

Jane Bunge

Camilla Dundon

Susan Ferrier

Katrina Hodgson

Jennifer Walsh

MERINO

Bush Nurse

Georgia Gutjahr

Alison Wooldridge

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Hostel Supervisor & Care

Co-ordinator

Debra Bickley

Fay Picken

Personal Care Attendants

Kimberley Adams

Ronda Baker

Glenise Benson

Pamela Black

Amy Boxer

Larna Brooks

Marilien Broome

Kathleen Brown

Christina Bunting

Lorrae Clarke

Kellie Clayton

Elecia Cordy

Jennifer Fitzgerald

Aparna George

Sharon Gorrie

Lynda Harris

Marlene Lee

Rosemary Lewis

Dianne MacDonald

Melinda Moyle

Catherine Munro

Debbie Nolte

Michelle Nolte

Fiona Peach

Debra Robinson

Rosemary Rowland

Carol Russell-Bailey

Deidre Spencer

Kathryn Sypott

Susan Townsend

ALLIED HEALTH SERVICES

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

Eisha Mckerlie

Shirley Menz

Anne Michau

Cassandra Milton

Dorothy Milton

Kathleen Rhook

Robyn Soulsby

Janene Taylor

ENVIRONMENTAL SERVICES

Services Supervisor

Maryanne Spong

Tracey Millard

Shirley Milton

Laurice Picken

Catherine Stiglich

FINANCE

Nick Starkie

Gabrielle Baudinette

ADMINISTRATION

Margaret Grinham

Julie Pollock

Jane Robertson

Kara Templeton

Anne Youl

MAINTENANCE

Supervisor

Douglas Moore

Rodney Nolte

Jarrold Payne

STAFF SERVICE MILESTONES

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

10 years

Ann McArlein

15 years

Marilyn Callaby
Janene Taylor
Alison Wooldridge

20 years

Jennifer Fitzgerald
Marlene Lee
Tania Deutscher

25 years

Kathleen Baugh

30 years

Julie Pollock



MANAGER/DIRECTOR OF NURSING REPORT



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

I would like to recognise the dedication and commitment of all of the staff across the Coleraine and Merino 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 an extensive range of services, whilst again achieving a small budget surplus. Thereby, allowing us to provide excellent health care to everyone, every time.

Our enthusiastic volunteers continue to set a very high benchmark with the many hours that they contribute. The interaction of our volunteers within our aged care facilities allows us to offer extensive interactive programs. Our community transport volunteers in Coleraine and Merino provide a vital service that allows our community members to attend numerous specialist medical appointments from Mount Gambier through to Melbourne. Their ongoing dedication to the health service and the community is a true indication of the overall health and strength of the community. 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 year. However we had seen a decline in the number of families and individuals seeking residential aged care and this has seen an impact on our occupancy figures, but with time and a brand new building this has begun to improve.

As part of maintaining Commonwealth Aged Care Accreditation of our Residential Aged Care Facilities, the Aged Care Standards Agency conducted unannounced visits during 2013 and 2014, with both the Valley View Nursing Home and the Wannan Hostels receiving very positive feedback and found to be compliant with all expected outcomes. Extensive work has been undertaken by our staff in preparation for our full site accreditation visits to be held in December this year.

The completion of the redevelopment in 2013 was the culmination of many years of work by a large number of staff, consultants and builders and I would like to express my thanks to all of those involved. Your commitment has been rewarded with the development of this outstanding facility that will last for many years.

The relocation of all services to the new site allowed for a fantastic opportunity for our local service clubs to conduct a sale of surplus items from the old hospital and many a bargain was had. The funds raised from this event have been retained within Coleraine for the betterment of the community as a whole. Although a sad event the demolition of the old hospital provided an opportunity for many local organisations to obtain materials to conduct various and numerous improvements to their own facilities

On behalf of both the Coleraine and Merino campuses I extend my sincere thanks to the local communities and businesses for their valued support throughout the last financial year and we look forward to their ongoing support as we continue to progress the Coleraine District Health Service.

It is a privilege to work with the highly skilled, versatile and dedicated teams from all campuses of 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

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 most momentous thing in the last year would have to be our move to our brand new activities room, housed within the wonderful Coleraine District Health Service building development. We are definitely enjoying the lovely surrounds and the nice new big room.

There have been quite a few outings on the agenda to places like Mt Gambier, Hamilton, Portland or Casterton to name a few.

Our home days are filled with lots of laughter and a lot of industry at the moment we are making a quilt to raffle at the Hospital Fete later in the year.

We were involved in crocheting red poppies for Anzac Day and Remembrance Day.

The Phillip Island Penguin Sanctuary called for little jumpers to help the penguins when they get caught in an oil slick, so this has been another industrious effort on our part.

Cooking is always a treat either some cakes biscuits, chocolates or the occasional meal, this is interesting to enjoy the tastes and ideas of others.

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

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

Dani Telley
Coleraine Planned Activity Coordinator



Participants proudly display the red poppies they crocheted in readiness for the ANZAC Day ceremonies



Enjoying a great concert held at the Performing Arts Centre in Hamilton



Gloria and Dorothy enjoy the sunshine and getting things ready for the first barbecue held in the new courtyard



Hermina is very happy to see her Mother Willy who popped into see all her friends during a visit from Holland



Marjory and Dawn cut the cake, make a wish and celebrate their birthdays together



Coleraine and Merino participants have fun whilst keeping fit exercising



Gloria and Vera in deep concentration and showing their artistic flair

COMMUNITY HEALTH REPORT

The Walking Group continues with gusto, we average a group of 12. Our 'out and abouts' continue to provide variety of surroundings: We had a Xmas walk at Tarrington to see the hay bales (found a plant nursery) and lunch at the Botanical in Hamilton. We have enjoyed a wet walk in Cavendish and a visit to the new coffee shop (worth another go that one), thermos packing to the Points and the Wannan. We have also had a breakfast at Digby in support of Cancer Research. A couple of visits to the Men's Shed to share morning tea. We also had some swimming mornings over Summer and look forward to perhaps some water aerobics next Summer. Christmas in July is over to Casterton.

The Men's Shed just keeps going from strength to strength; having secured a grant to build their own shed and a very generous donation of land. This is in the process now and so very exciting. They now meet twice a week, Tuesdays 9 am – 3 pm and Thursdays 9 am – 12 pm. Thank you to Stuart Wilder for a very informative and entertaining men's health discussion.

International Women's Day was celebrated at the Coleraine Hotel with Jeanette Ryan as guest speaker talking about the role and value of volunteers in Health Care.

Breast Screen trip to the mobile service based in Hamilton this year for a small group who all fitted in the station wagon so did not need to brave my bus driving...

For the second year we had a Celebration of Life morning for Palliative Care Week with the Hostel residents and staff this year. Thank you to those that shared their life experiences with us.

Meeting with the PAGES Group and discussing Advanced Care Planning brought its own challenges...thanks for the opportunity to join in.

We also did a Summer/heat safe session earlier in the year.

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

This year I joined the crew at the Post Office for a series of stroke prevention promotions and health checks, thank you for having me.

I would as always like to thank those who support me with any of my Community Health adventures to benefit our community and I look forward to another action filled year...

Tracy Plunkett
Community Health Nurse



Our Biggest Morning Tea was a great opportunity for friends to catch up



Our Guest Speaker Jeanette Ryan entertained everyone at our International Women's Day





COMMUNITY TRANSPORT SERVICE REPORT

The Coleraine Community Car and volunteer drivers are available to clients of our community for transportation to specialist medical and therapy appointments, visits to friends, social activities, group activities, and the shopping centre.

The limited availability of public transport in our location, and the inability of clients to access buses etc., makes this service vital to our community.

Approximately 110 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 aged care hostel residents with transport.

The car is on duty in Coleraine four afternoons per week for local appointments and shopping of which there were approximately 300 trips undertaken.

There has been a significant drop in local trips owing to the new proximity of the Wannon Hostel to the Medical Clinic and the Hospital, those former clients no longer needing our assistance with transport.

Coordinators are supported by approximately 25 volunteer drivers and phone attendants. We are

constantly calling for volunteers as people leave our service.

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.

We also thank CDHS for giving us access to hospital cars when needed.

Marlene Steers
Community Car Co-ordinator



DENTAL CLINIC REPORT

I can't believe that it's nearly twelve months since I last penned a report for the Year in Review.

It will, in fact, be two years this November since we moved into our new premises. Everything continues to work smoothly, as far as the new facility is concerned, and we have received many positive comments from our patients..... Very impressive for a small country town!

Routine Dental procedures, as expected, have occupied the majority of our time in the clinic, however, an increasing number of more challenging and complex treatment plans have been arising over the past few years. This is mainly due to the ageing population, and the number of people reaching the later years of life with many, or most of their own teeth. This situation will continue to challenge both our ability to care for the patient's oral health, but will also take up considerable Nursing staff hours within the Hospital and Nursing Home due to the effects of the ageing process, and the patient's inability to maintain their own adequate oral hygiene. This can lead to complications with cardiovascular and respiratory conditions. Australia really needs a significant extension of Special Needs Dental Teams to help manage the institutionalized workload

nationwide; country, remote and regional, as well as the main cities!

However, without our lovely new clinic, everyone would have to travel much further for any dental treatment.

On behalf of all our grateful patients, I would like to thank WDHS for their support in having the foresight to keep a viable and up to date Dental Practice in Coleraine.

Lyn, Chris, Monica and myself are pleased to be able to continue to offer a family-friendly, up-to-date Dental Service to Coleraine and surrounding communities, and look forward to another very busy year.



**Dr Tim Halloran
BDS., BSc (Hons)**

DIETETICS AND NUTRITION REPORT

The past year has been both a busy, but exciting time of change in Nutrition and Dietetics at Coleraine. We farewelled Jessica Nobes who has deftly handled dietetics services in the area for the past four years. This posed an exciting shift in my role allowing me to work with a wider scope of the Coleraine community.

Regular visits at Wannon Hostel have branched out to bi-monthly visits, which include assessing hospital patients and the residents at Valley View Nursing Home to further optimise nutritional outcomes.

In addition to this we have continued to provide a regular outpatient clinic, seeing a wide-range of conditions. Whether it is Diabetes, high cholesterol or high blood pressure, food intolerances and many others conditions, our aim is to continually provide tailored and practical information for clients. We

continue to appreciate the referrals received, but wish to acknowledge that it is not a necessity for an outpatient appointment.

A visit to St Joseph's School was a great opportunity to meet local families, and present information on the new Australian Dietary Guidelines for children. The discussion it generated included clever strategies for creating healthy and appealing lunches too.

Lastly, I wish to thank all the staff who have made me feel welcome in this new role and assisted in ensuring a smooth transition. I look forward to continue working in Coleraine and providing high quality dietetic care.

**Natalie Lim
Accredited Practising Dietitian**

DISTRICT NURSING SERVICE REPORT

The year in review has been a very busy but rewarding time for the WDHS District Nursing Service with staff preparing for both the organisational wide ACHS Accreditation under the new National Standards and the Quality Review against the HACC Community Care Common Standards. We were very pleased to learn that outcomes from both surveys were very positive, which was a wonderful achievement by all staff.

In November 2013 our Coleraine based District Nurses, Millie Dundon, Jane Bunge and Katrina Hodgson relocated to their new office in the Primary Care Building and following an initial period of upheaval have settled in well and are enjoying their new surroundings.

In addition to this they have completed orientation to the Hamilton area where they are now rostered to work an occasional shift while Hamilton staff continues to work in Coleraine on a relieving basis. This has assisted in consolidating the integration process.

Following the opening of the new Coleraine Hospital, the District Nursing visits to Wannan Hostel were ceased with this care now being provided by nursing staff from the adjoining hospital, however in the past few months the District Nurses have been kept very busy with visits to community based clients requiring more complex care.

In December 2013 the WDHS District Nursing Service along with the Palliative Care Service integrated into Primary and Preventative Health from acute nursing. This proved to be a smooth transition and has placed all community based services under the one division.

Throughout the year the District Nurses attended a variety of education sessions with wound care education proving to be very popular as a large proportion of clients we visit require this type of care.

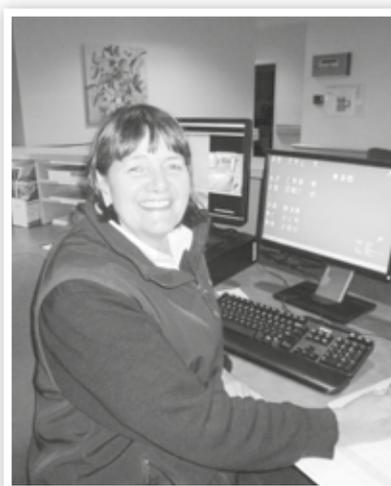
We are also very fortunate to have a Wound Care Champion within District Nursing who provides advice on wound care products, visits clients with complex wounds, monitors progress and has established links with GP'S and the Regional Wound Consultant.

All of this leads to improved outcomes for our clients.

During the year consumer satisfaction surveys were conducted and it was pleasing to note that a high level of satisfaction with our service was achieved. This is a credit to all our District Nursing staff who continually strive to provide excellent healthcare to our community based clients.

From the 1st July 2013 to 30th June 2014 the WDHS District Nurses attended 21,982 visits and travelled 105,120 kilometres.

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



*Katrina and Millie
 preparing for the day's activities*

EDUCATION REPORT

A new facility means a lot of additional learning for all staff at CDHS this past seven months.

During the past twelve months we have received education via many varied means from various staff members employed by WDHS and also many sessions from external representatives. We continue to have quarterly education sessions on topics of medications from our external Medication review contractor Adam O’Dea. In the past six months we have also been educated by WDHS Aged Care Professional Development Nurse Hazel Saligari.

The latter half of last year we had a focus on the New Standards for Health Care, with WDHS being one of the first hospitals electing to under- go accreditation in accordance with these new standards, which was new to all staff at WDHS.

This year one of our focuses has been on documentation requirements in relation to the Aged Care Funding Instrument (ACFI), which is something that is always changing, and needs to continue to be completed to a high standard. Hazel Saligari has been educating all care staff on this important element.

Other focuses have been on Palliative Care and Wound Care, with a number of staff delivering excellent education session on wound care to their colleges here in Coleraine on a monthly basis. This will continue throughout the year.

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.

Russell Armstrong
Associate Nurse Unit Manager

FOOT CARE REPORT

This service to community, Hostel, Nursing Home residents and acute patients continues to be a welcomed service. It enables the elderly and disabled to have basic foot care attended to if they are unable to attend to their own care or unable to get into a podiatrist.

The community car is available for the public for transport if required on Friday afternoons.

All appointments are made through Coleraine District Health Service 55532000.

All diabetics or people with complex foot care issues, need to contact a podiatrist.

Marilyn Callaby EEN
Foot Care

HOTEL SERVICES REPORT

Catering Department:

2013/2014 was as always a very busy year for our Catering Department supplying fresh cooked meals to the Hospital, Hostel, Meals on Wheels including Coleraine, Balmoral and privates, post-acute care, Senior Citizens and two Planned Activity Groups- Coleraine and Merino.

MEAL SUPPLIED DURING 2013/2014								
MOW (inc Weekend)	Senior Citizens	Acute	Nursing Home	Hostel	PAGs	Other Functions	Staff	TOTAL
4,751	439	8,916	17,520	47,640	917	657	3,078	83,918

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

The high level of work would not be possible if it were not for the vast experience provided by the catering staff. I would like to take this opportunity to thank them all for their dedication and support during 2013/2014

On 18th November 2013 we moved down into our new kitchen which was absolutely amazing to have everything brand new to work with. We are still very impressed with our new department and have currently completed some minor works to the sink area to enable us to be able to wash the hostel lunch and tea dishes. One of the advantages of our move is to be able to liaise with the Wannan Hostel Staff and Residents to allow us to be able to cater to their requirements more efficiently.

Over the last 12 months we were visited twice for Food Safety Inspections once in January by an Independent Auditor 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.

Environmental Services:

Last November we relocated to the new Hospital and it has been a challenging time setting up all the new policies and procedures required to accommodate the changes to our work practices.

Once again the Coleraine Hospital Non External cleaning audits have been of high standards it is a credit to all cleaning staff involved.

We continue to video link into WDHS for Cleaners' Meetings and Training – this has

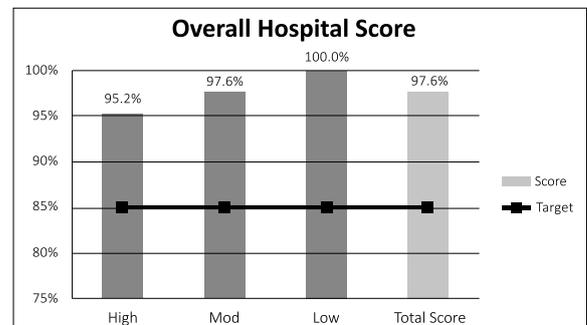
been of great benefit to all cleaners reducing the need to travel to ensure we are up to date and informed of any changes in practices.

With the move we now have a commercial grade laundry which is now allowing us to do all the laundry on one site.

The commitment of all the Environmental staff in providing such a high standard can never be understated and thank you to all staff for their support during the year 2013/2014.

Also thank you for their patience and help during the relocation to our new Hospital.

**Cleaning Audit Report
Coleraine Acute
Jun-14**



**Leanne Rigby
Hotel Services Facility Supervisor**

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.

During these visits the Infection Control Consultant tries to be a visible presence so that staff may be encouraged to discuss issues.

Education is delivered on aspects of Infection Control as requested or that are relevant at the time.

Hospitals are a place to be treated for infections and illness, and it is not expected that harm will occur from a patient's stay.

Infections that occur while on our care are called Health Care Associated Infections, and our aim is to prevent them.

Infections, if they do occur, are monitored by infection control remotely, keeping track of any reported infections that occur during a patient's stay.

This rate is monitored monthly across both the acute and aged care beds to ensure that there is not a trend occurring that should be managed.

As part of the Western District Health Service, Coleraine was accredited under the new National Health Standards of which Standard 3 is aimed at Infection Control.

This standard's intent is to Prevent Health Care Associated Infections and to manage any infections being treated with best practice.

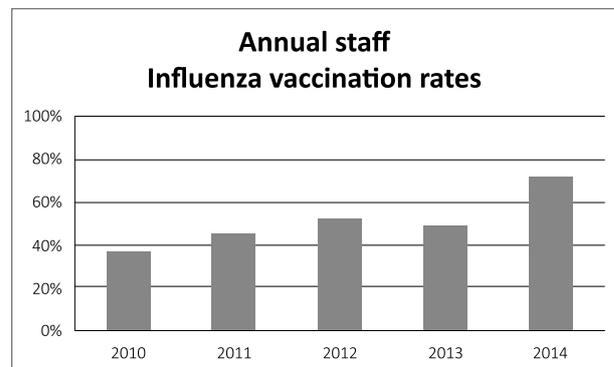
One of the simplest ways that all people in a hospital can assist in preventing the spread of infection is to clean their hands (Hand Hygiene) at the appropriate times.

Hand Hygiene is measured at various times over the year with an overall rate reported annually. The rates have remained consistently above the target of 70% that has been set by Hand Hygiene Australia.

The measured rates at Coleraine have been 2012- 79%, 2013 – 74% and while auditing is still occurring for 2014, the rate is above 75% to date.

Each month there is an internal audit of the cleaning level at Coleraine.

The results have been at a very high level throughout the year, well above Department of Health targets.



Reducing the risk of spreading influenza is achieved by an annual program offering vaccination to all staff at Coleraine. There had been a slow steady increase in the numbers of staff taking up the offer over the past years, but in 2014 the staff are to be congratulated as they have responded well to the program, reaching a vaccination rate of 72%, up from 49% in 2013.

Mark Stevenson
Infection Control

MAINTENANCE & SUPPLY REPORT

Maintenance Team Coleraine Campus

Trevor Wathen
(Maintenance Manager Based in Hamilton)

Maintenance staff have settled into our new Hospital. Our Department has been short in staff due to staff leave and resignations of Phil Perry and Neville Barker midway through the year. We have had an extremely busy year and have continued providing a range of routine preventative and emergency maintenance service to equipment and buildings on all our facilities.

The shift from the old Hospital into the new Hospital went very smoothly and was very successful. This mammoth task was carried out with the help from Hamilton Maintenance boys and Acker Spring whom combined very well and done an excellent job.

We had the main water line into the Hospital fail again but this time it was at the new Hospital in early May. Fortunately the crew from Premier Plumbing were on their bikes and had the burst line repaired by lunch time.

We are still having 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 outside contractors.

The new garden and lawn areas have been a hand full learning how to look after and prune the new plants shrubs and trees which has tripled in size to what we were looking after before, but to the credit of the maintenance staff the lawns and gardens all look magnificent

The ILU's both at Strathallan and St Joseph's Court have had change of residents through the past year which meant a lot of extra work (i.e., painting, cleaning, floor covering and general touch up) for new tenants to move in. Once again on a couple of occasions the Hamilton boys came out and helped Jarrod get these painted for the new occupants.... Thanks guys.

I have Just been up and looked at the old hospital site and the grass is growing very well, maybe too well, as this will be extra work keeping the grass down so it still looks good.

Douglas Moore (Maintenance Supervisor)

Rod Nolte (Maintenance Handyman)

Jarrold Payne (Maintenance Handyman)

I am currently on leave recouping after a knee replacement but have left my job in good hands with Rod Nolte as in the past he has stepped up well. so all the best I hope to be back sooner than later.

Doug Moore
Maintenance Supervisor



MEDICAL SERVICES REPORT

The 2013/14 year at Coleraine Casterton Medical has been one of stability for the Clinic, whilst in 2012/13 year we moved into the new clinic environment and worked through new systems and surroundings. This year we have watched and supported where possible the Hospital move to their new location.

We have continued to provide medical services to Coleraine and Casterton communities, whilst providing weekly services to Merino, Harrow and Balmoral Bush Nursing Centres. Our commitment to the Coleraine District Hospital and Casterton Memorial Hospital continues to remain strong with services provided on a daily basis, including after-hours services and weekend morning clinics available through the oncall doctor.

We have been fortunate to retain our workforce over the last 12 months, which has enabled consistency for the community. Both Dr Ansari and Dr Zhang have been with the clinic for over 18 months and have settled into our community. Dr Zhang will complete his rotation in February 2015 in line with his Registrar program and we shall see another new face commence as a first year registrar.

Dr Thompson and Dr Taheri continue to provide valuable service to our community members and to the hospital. Dr Thompson in 2014 has increased her sessions and her supervisory role with our Intern program.

The Intern program delivery has continued during 2013/14 with visiting GP Interns from the Royal Adelaide Hospital, Drs Tim French, Paul Hosking, James Connell, Steve Brown and Tim Chew all having had a 10 week placement and gained much from their time with all the medical staff and their direct supervisors. These interns have had a wonderful opportunity as part of their intern year to experience General Practice in a rural environment. For many we hope it has been a turning point for them to consider General Practice and/or rural setting in their future. Given the current budget indications this valuable Intern program will be forced to cease in 2015 which we view as a great shame to all involved and to those whom it services in our community.

The Deakin Immerse program continued in

2013/14 with a very motivated and dedicated student Lucas Wheat, who has shown professionalism, great knowledge and problem solving during his time with us this year. We wish him well for the next 6 months and continue to support his development and education until his exams late this year.

Again it must be mentioned, 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 presents 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. We hope we continue having the opportunity to provide these services long into the future.

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

Thank you to 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 Andrea McClure.



Dr Syed, Jenny and Alana ready for the day's work

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

MERINO COMMUNITY HEALTH CENTRE REPORT

MERINO: Merino is where we are based, but our range covers Digby, Henty, Tahara, Branxholme and Yulecart.

COMMUNITY: An office for the nurses, but also a building for the community. Individuals use the computers, pushbike and air conditioned facilities while groups meet to play cards, swap produce, cook and exercise. Currently under construction is a community garden featuring three raised beds and espaliered fruit trees. Computer training, primary school visits and CFA fire prevention talks were all well received during the year. Visiting professionals include GP, podiatrist, dietician, diabetes educator and drug and alcohol worker.

HEALTH: Our services break into three broad categories: physical, mental and emotional. For each of these we offer prevention as well

as treatment. Preventative programs this year included: Bowel scan, BreastScreen, influenza vaccinations, blood pressure monitoring and individual education. Treatments ranged from dressings to cups of tea and everything in between.

CENTRE: The base for all the above activities.

Alison and Georgia are the nurses who juggle these activities. In our spare time we provided 1,480 services to the community (either as home visits or individual consults at the Centre), organized the weekly shopping bus and the community car (which logged over 10,000km in the last 12 months) and still had time to enjoy our work at the Merino Community Health Centre.

**Alison Wooldridge
RN Div 1**



Lots of laughter and fun always promotes good health and wellbeing



MERINO PLANNED ACTIVITY GROUP - MIAKITE CENTRE REPORT

In the past year we have been actively implementing the Active Service Model Principles into Program Planning and Provision at the Merino Centre.

The goal of the Active Service Model is to assist people in the HACC target group to live in the community as independently and autonomously as possible. In this context, independence refers to the capacity of people to self-manage the activities of their daily life, including social and community participation. Autonomy refers to making decisions about one's life.

Our participants are encouraged to decide where we go on trips, what they would like to cook on cooking days and the activities they would like to do...while still providing stimulation, exercise and emotional support.

They have enjoyed outings, cooking, games, physical activities and guest speakers over the past 12 months; we enjoy celebrating birthdays and special days.

Susan Dodd
Activities Co-ordinator



Cooking days are always enjoyed by participants



*Guest speaker from CFA
Winter Fire Safety in the home*



*It is always lovely to celebrate a friend's
Birthday and indulge in a yummy cake*

NURSING SERVICES REPORT

What an exciting year it has been “Coleraine’s New Hospital and Aged Care Facility” – Now completed and in use.

Our move went extremely smoothly in November 2013. Many thanks must go to patients, residents, family members and staff for their assistance and work in this relocation.

Our New Hospital offers all users a much safer environment with no steps within the Hospital and aged care areas – All one level reducing risks of falls and trips for all.

Our climate controlled air-conditioning also provides a very pleasant workplace and home for residents, patients and staff.

All acute and resident’s rooms have a court yard view to ensure all patients and residents have something to look at during the daylight hours- the constant moving around of our farm animals by staff is an ongoing conversation for all. One day it may be a fox chasing a sheep or rabbits, the next day a dog standing by the chooks. Our animal population continues to increase to all residents delight.

The art work and furniture have provided a home like experience for all- the comments and feedback has been truly wonderful.

Our Residents’ Newsletters continue to provide a pictorial review of settling into their new facility, as well as having increased opportunities for leisure and lifestyle activities – I see cooking by the ladies in the kitchen area of Valley View is being used well. Thank you to staff for initiating this.

Also a big thank you to the Ladies Auxiliary for paying for cooking equipment to ensure this could be ongoing and for providing tris (cup, saucer and plates) from your own collection to enhance our residents high afternoon teas- the feedback has been wonderful.

The court yard in the front offering more opportunities for entertainment and larger lounge activities areas now allow Hostel and Valley View residents to share opportunities offered through leisure and lifestyle program.

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.

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 staff who visit Coleraine on a regular basis. Your ongoing advice and provision of education is invaluable- thankyou.

Our Ladies Auxiliary

How do words express our thanks and appreciation for your ongoing efforts and commitment to providing special equipment to our health service?

Palliative care: Now, a fully equipped comfortable end of life suite.

With items supplied to ensure we can meet the needs of our community – A beautiful pictorial DVD of local landmarks and relaxing photos to take your mind off difficult times – Bed spreads – home like but suitable for hospital laundries, small fridge beside a very versatile palliative specific bed, a sofa bed for family to stay and rest in comfort if they choose to as well as many more items.

National Standards Accreditation in October 2013

A very positive outcome with formal notification of reaccreditation for three years achieved.

The Australian Aged Care Quality Agency :

Unannounced visit 6th May to Valley View

Pleasing to report no areas of non-compliance or any suggestions on how we could improve.

This year in early December we have our full site aged care accreditation to be achieved.

We continue to regularly audit all aspects of care provided in aged care with targeted questions asked to residents.

Some areas audited are:

Incident management: Medication errors, falls, skin tears, pressure injuries and other incidents

Care Assessment and planning: Wound / skin management, sensory loss, diabetes management and sleep mobility

Medication administration management: Medication signature audit, Medication storage and anticoagulant management

Infection and Hygiene management: Staff knowledge quiz, hand hygiene, gastroenteritis Infection control compliance

Environmental and safety management: Safety and maintenance inspections, emergency preparedness and smoking management,

Nutrition, hydration oral and dental care: Oral and dental management, nutrition and hydration

Staffing management systems: Orientation manual reviews, duty lists

Improvements and feedback: Review of resident's handbooks, comments and complaints

Supporting independent lifestyle and preferences: Privacy and dignity leisure and lifestyle

Pain management and palliative care: Palliative care wishes, Pain management, Palliative care wishes (post death)

Resident satisfaction: Residents' meeting minutes Resident/relative survey

Feedback:

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 and as we are always striving to improve we need more suggestions – All suggestions, whether as a positive experience or a concern is fed back to staff to try to improve or to thank staff for their ongoing commitment to ensuring the best for you and your families.

Thank you to all nursing staff for your continued commitment to providing Excellence in Healthcare and support over the past 12 months, also your ability to step up and pick up shifts to cover annual leave or sick leave has greatly assisted in reducing our need for casual bank – hence reducing expenditure for wages, again thank you all.

Thank you to Tim Pitt-Lancaster for his ongoing direction and guidance and again all nursing staff, all Department Heads of CDHS, administration staff and the Doctors for their support over the past 12 months.

Denise Beaton
Nurse Unit Manager



Some of our wonderful staff who were on duty when International Nurses' Day was celebrated in May 2014



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. Unfortunately due to the age of our facility, there are a few issues that are not so easy to resolve without a major redevelopment and replacement of facilities. External surveys are also undertaken by a WorkSafe Inspector in conjunction with the OH&S representative to ensure Standards are upheld.

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

OH&S Committee meetings are held at Hamilton Base Hospital every two (2) months, at which OH&S issues are discussed and proposed equipment purchases are discussed. This assists us to make the health service environment a better and safer 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, e.g.: 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 new hospital and staff. Some of our specialty equipment include:

Liko Golvo lifting Machine: Ordered and supplied from OH&S budget to replace sling lifting machine. This lifting machine will allow patients and residents the ability to get into and out of cars reducing potential resident and staff injuries. Also has the ability to assist with mobilizing patients and residents who are at high risk of falling, to walk safely. All staff are educated on how to use this machine.

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

Carendo Shower chair: 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.

2 X Shower / commode chairs: These 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 organisation make towards funding the hospital and the new equipment. Thankyou.

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.

This year the position of OH&S Rep was due for re-election, and I would just like to thank my colleagues for re-electing me to this position. I have just completed the OH&S refresher course in Hamilton, which is an annual event. I would also like to thank Lyn Marsden for accepting a position as OH&S rep also. Lyn is currently our No-Lift person, and will soon be undertaking the 5 day OH&S course. I look forward to your support in this role.

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

Trudy Cottier & Lorrae Clarke
OH&S Reps

PHYSIOTHERAPY REPORT

In 2013/2014, 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. After many years of service, Valerie Cooper resigned her Allied Health Assistant post with CDHS. Sue Coe, took over the position and continues to provide excellent support and assistance to the visiting Physiotherapist and residents of CDHS.

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. The AHA conducts weekly community exercise programs for members of the Coleraine community.

With the completion of the new facilities, the Physiotherapy department now operates out of the new purpose-built gymnasium and treatment room. As well as better access to the residential aged care facilities.

The Physiotherapy department is thankful to the all the staff of CDHS who provide a pleasing and supportive working environment.

Tatum Pretorius
Chief Physiotherapist

PODIATRY REPORT

This year has seen a big change in Podiatry at Coleraine. It has welcomed the commencement of another full time Podiatrist, a new building and brand new Podiatry facilities (which conveniently all coincided in November 2013).

The Podiatry Department's services are still in high demand, as they continue to service the general public, Valley View and the Hospital.

The addition of another full time staff member has allowed Podiatry to run four clinics per month as opposed to the two clinics it was offering last year with the Locum Podiatrist, which has obviously reduced the strain on the

service. Alas, appointments are more readily available and waiting periods aren't as long.

Anyone with foot problems can access our services however, due to the limited capacity patients are screened on a priority basis and patients from aged care facilities and those with complex and high risk problems are given priority over others. Referral to see a Podiatrist is not essential.

Deanne Moyle
Senior Podiatrist

VALLEY VIEW NURSING HOME – *Leisure & Lifestyle Report*

Valley View has had a busy year, the highlight being of course our move into the new building.

This is a fantastic opportunity for us, and everyone is relishing the new and wonderful facilities available to us. The gardens are a hit and having the animals hidden around is making everyone aware of their surroundings and keeping an eye on things to see where an animal will pop up next.

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

We had the Portland Brass Band visit us earlier in the year. This was great treat and an opportunity for Valley View and Wannan residents to get together to enjoy some wonderful music with friends and family.

The children from St Joseph's also came to visit singing a few songs for our benefit, before getting to know some of the residents. This again was a time for Valley View and Wannan to get together. The residents of Valley View cooked some morning tea for the children, which was greatly appreciated.

I would like to thank Phil Deustcher for his continued help with both the Remembrance Day Service and the ANZAC Day Service. Everyone at Valley View appreciate his assistance in running these events.

Our religious services are still a big part of our lives here at Valley View, it is good to be able to join with Wannan on most of these occasions and celebrate together. I would like to take this opportunity to thank all of our religious ministers and assistants for their untiring devotion.

Our first Christmas Party at our new Valley View was held in the lounge with Agnes Allan entertaining us along with Santa of course. The lounge at Valley View is a wonderful venue for large groups to celebrate together. It is certainly a pleasure to be able to get together in a home like atmosphere with plenty of room.

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

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

Danielle Telley
Leisure Lifestyle Coordinator



*We were lucky enough to be entertained by the Portland Brass Band
It was a fantastic concert with lots of clapping and foot tapping and even some dancing*



St Joseph's School children put on a concert with an Australian flavour for the residents



Dorothy, Dawn and Gwen Just can't wait to try the brownies they cooked



Gwen and Margaret toast their glasses and make a wish on St Paddy's Day



Proud residents celebrate Australia Day with everything that's dinky di Aussie



A lovely sunny day to enjoy the outdoors with a picnic



Loy and a St Joseph's School student take the time for a biscuit and a chat

VOLUNTEER PARTICIPATION REPORT

The following is a summary of contact hours and activities for Coleraine registered volunteers for the 12-month period, July 2013 – June 2014.

- A total of 12 individual WDHS registered volunteers regularly provided and recorded the following service support hours for Wannan Hostel over the period (July 13 – June 14):
 - Volunteer hours total, individual contact 278
 - Volunteer, individual contact average hours per week 5.3
 - Volunteer hours total, group contact hours 152.5
 - Volunteer, group contact average hours per week 2.93
 - Other volunteer hours 23

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 453.5 hours volunteer service support for the 12-month period July 2013 – June 2014. Equating to an average of 8.72 hours per week contributed by

WDHS registered volunteers at Wannan Hostel. This is a 142.85 hours increase in volunteer hours compared to last financial year.

Three volunteers give their time to the PAGS group which operates for 12 hours each week and two volunteers assist in the Nursing Home. The “Men’s Out and About Program” is supported by a volunteer for six hours each month.

Coleraine Community Transport

Operates Monday, Tuesday, Thursday and Fridays from 1.30pm to 4.00pm with 30 volunteers available. Bookings can also be made outside these hours.

The following statistical information was collected from July 2013 to June 2013:-

• Volunteer driver hours	864
• Phone volunteer hours	267
• Coordinators volunteer hours	153
• Total Volunteer Hours	1284
• Kilometers travelled	28182
• Number of trips	915

Merino and Community Car Service

The Merino Bush Nursing Centre is supported by 17 volunteers assisting with activities at the Centre fundraising and providing volunteer transport.

• Car kilometers travelled	10254
• Number of trips	93
• Shopping bus kilometers	3018
• Number of trips	52
• Car, bus and PAG volunteer hours	617
• Number of trips	915

Jeanette Ryan
Volunteer Coordinator
Western District Health Service

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.

Mackie stage of redevelopment finalised last October with residents moving back into their rooms from the hospital rooms they had occupied for 11 months. Everything new and fresh, staff settled into new routines and a few signs around so residents can find their way. This has helped families as well find their way back to the entrance.

We are having ongoing staff education with Hazel and Russell over many areas to assist staff in their work. Also since Coleraine Hospital moved in their new building beside us staff have more support from nurses. This has been a great bonus which has meant residents can be checked by a DIV 1 Nurse if unwell and if they need closer monitoring in the acute setting it is just a trip up the corridor in a wheel chair instead of an ambulance trip.

We are very lucky to have also employed Freedom Physio to assist residents with pain control via tens machine which is a new service for our residents. And just recently Wannon has employed a DIV 1 Nurse Aparna who comes twice a week to do wound dressings and massages for residents' pain relief as well. This has been embraced by the residents who now are able to have better pain control.



Santa made some time during his busy schedule to pop in and check which members of our staff had been 'good'!

Wannon has Barbara Botterill who has started a volunteer program to tend gardens for the hostel and hospital courtyards. This has ensured these areas are well weeded and tidy and assisted with plant wellbeing.

The latest Residents' Meeting has seen changes to menus due to ideas from the residents themselves with many thanks to Leanne and all the kitchen staff for their ongoing excellent meals and understanding of changing shifts in residents tastes.

There have been a few more animal statues for the gardens and a water feature for our main courtyard which residents enjoy.

This month we had an unannounced visit from the Aged Care Quality Agency which is the new name for the Aged Care Standards and Accreditation Agency. A very positive visit with great feedback about the new building and also the care staff were giving to residents. There were no areas they felt we were not meeting the standards which made us very proud. We have a full accreditation visit in December this year so it was good to have the positive feedback.

I would like to thank all my staff for their support this last year and their dedication to ensuring our residents are given the best of care. Also a thank you to maintenance, catering, cleaning and nursing staff for all their support. Thanks to Tim and Denise and all the wider WDHS staff who assist us to deliver the best of 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

WANNON HOSTEL – *Lifestyle and Leisure Report*

We always say “where has the time gone” seems that I was writing last year’s report not long ago and here it is around again. All residents are now in their permanent rooms after the Hospital relocated to the new site and now we are all under the one roof.

Some activities have been held with both Wannon and Valley View residents together, such as the Portland Brass Band and St Joseph’s School concerts and Church services.

As always we still have the good old favourite Bingo but there were also some changes this year, with Christmas and Olympic Bingo. This made a change from the normal Bingo so much more concentration required.

Also other popular activities like our quizzes, bus outings, luncheons, exercises and of course the ever popular Millionaire’s Auction. Arm chair travel is another one that we have and everyone enjoys visiting the many places that we have been.

We have been very lucky to be visited by the Mobile Zoo seeing many different animals live and being able to handle them.....with much nervous laughter and talking around the room.

We also enjoyed a visit by the Melbourne Museum Outreach Programme when they came to show us their dinosaurs and fossils display. To see these things up close was really interesting and really enjoyed by our residents.

Along with our regular Egg and Bacon breakfasts, we always enjoy pancakes and love our get-togethers with our afternoon Happy Hours.

With our many regular visitors from Mulleraterong, the Floral Art ladies, Laurel Ladies meetings each month, and the community outings that we are able to take part in you can definitely see that we are all kept very busy and entertained.

The most anticipated activity and looked forward to each year is our Football Tipping.

Residents look forward to discussing their choices with the volunteers who do this each week .This is always missed when the Footy Season is over for another year.

We have had a great afternoon with our Winter Olympic Games with those participating enjoying the games and those that were successful in their events receiving medals. Many thanks must go to those that assisted with this afternoon, dressing up in their selected countries outfits and colours.

Our Community Hoy afternoons which are a fundraiser for the Homes for the Aged Auxiliary are always looked forward to enabling some of our residents to get together with friends from the community.

Our special days of celebration for this year were Australia Day with our guest speaker being the Mayor of Hamilton Mr Albert Calvano with everyone very interested in his talk. Also for our ANZAC Day we had the Member for Wannon Mr Dan Tehan who joined us in laying a wreath at our flag pole along with resident Rose Cameron who laid one on behalf of residents. In both of these programs we had the assistance of Rev Robin Elliott so a big thankyou for that.

Also big thank you to all those that have assisted through the year- volunteers and staff without whose support some of these activities would not happen.

Also we are very proud of Marie Kinnane who was nominated for Volunteer of the month which she won. This was well deserved.

Thank you everyone.

Marlene Lee
Lifestyle and Leisure Coordinator



Mary and Min try out some of the beautiful handmade patchwork quilts made by Shirley (pictured centre)



Residents celebrate Australia Day with the Mayor and Mrs Calvano



Gillian presents David with the medal he won for his event at the Winter Olympics



St Joseph's School students ask Ethel a few questions for their project during a visit



Catching up and getting together with friends for a chat and to reminisce



It was a beautiful day for Australia Day Celebrations held at the beautiful surrounds at the Information Centre

COLERAINE HOSPITAL AUXILIARY REPORT

The Annual Meeting was held in June 2013 with a soup and sandwich luncheon provided by staff and Leigh Dean showed a presentation on her trip to Cambodia and Vietnam.

The highlight for the year was providing equipment, furnishings, etc. for the Palliative Care room and adjacent sitting room and the presentation of our cheque for \$30,000 to Campus Manager Tim Pitt-Lancaster and Management Committee Chairman Grant Little.

We are delighted with the new Palliative Care rooms and it has been a very worthwhile project for our members to work and raise the finance for.

The September 2013 meeting was our first held in the new Hospital Board room.

Fundraising for this half of the year was catering for a ram sale. The Annual Fete was held on a Sunday in an endeavor to attract families and working people and it was delightful to have children from the Kinder, Primary School and St Joseph's School participating with Christmas themes. Once again we raffled the Christmas stocking and a gourmet hamper at the Street Parade evening.

This year fundraising was selling of our jams at a car boot sale in Coleraine. \$500 was given to help set up the Valley View Nursing Home kitchen for residents and some members provided pretty cup, saucer and plate sets for them also.

My thanks go to all Office Bearers and Auxiliary Members for their untiring support and to the catering staff who provide us with delicious food when required and the support of the community and surrounding district.

**Sherri Robertson
President**



Happy snaps of some of the wonderful members and supporters at the Hospital Fete



HOMES FOR THE AGED AUXILIARY REPORT

The Homes for the Aged Auxiliary are a small band of workers and we were very excited this year in gaining some new members.

We have our meetings every second month and the second Monday at 4.00pm, these being held at the Hostel.

This year the Auxiliary have worked hard for the Wannan Hostel and were able to pay for the Mobile Zoo which visited Hostel Residents and it was an outstanding success for those that were able to join in this 'hands on' activity. We also provided drinks and cake for Christmas Cheer again.

The Auxiliary have also put money aside for a Ladies' Day outing so that they are able to do something special.

Our Hoy afternoons are still continuing and are very popular with residents and community members getting together for this fun afternoon.

Monday afternoons 500 cards are held at Karingal starting at 1.30 pm and with afternoon tea following.

I would like to take this opportunity to extend sincere thanks to our Office-Bearers and our very loyal and fantastic members for their continued support throughout the year and wish our Auxiliary a successful year ahead.

Julie Taylor
Secretary



The room is always abuzz when it's Hoy Afternoon



Its heads down and total concentration



One of our valued community supporters at the Hospital Fete

COLERAINE DISTRICT HEALTH SERVICE

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

	2013/14 \$	2012/13 \$
Revenue		
State Government Grants	3,654,455	3,581,410
Patients Fees	2,479,447	2,615,203
Other Revenue	384,858	398,024
Transfer of Accommodation Charges	100,212	-
Total Operating Revenue	6,618,972	6,594,637
Expenditure		
Salaries & Wages	4,746,272	4,692,597
Direct Expenditure	512,710	552,850
Overheads	1,314,758	1,285,817
Total Operating Expenditure	6,573,740	6,531,264
Operating Surplus	45,232	63,373
Capital Items		
Fundraising and Donations	86,682	104,728
Ingoing Residential Charges- Aged Care	368,281	423,856
Transfer of Accommodation Charges	(100,212)	-
Capital Grants	2,635,870	11,405,465
Surplus / (Loss) on Disposal of Asset	-	-
Depreciation	(171,718)	(297,299)
Net Result for the Period	2,864,135	11,700,123
Statement of Changes in Equity		
Total equity at beginning of the year	33,762,614	22,062,491
Net result for the period	2,864,135	11,700,123
Gain on Revaluation of Land & Buildings	4,275,662	-
Total equity at end of the year	40,902,411	33,762,614

COLERAINE DISTRICT HEALTH SERVICE

Balance Sheet as at June 30, 2014

	2014 \$	2013 \$
Equity		
Accumulated Surplus / (Deficits)	34,967,922	32,098,629
Asset Replacement Reserve	449,159	454,317
Asset Revaluation Reserve	4,923,454	647,792
Specific Purpose Reserve	561,876	561,876
Total Equity	40,902,411	33,762,614
Current Liabilities		
Payables	6,430	6,375
Employee Entitlements	1,218,840	1,131,714
Monies Held in Trust	3,760,907	2,966,717
Total Current Liabilities	4,986,177	4,104,806
Non Current Liabilities		
Employee Entitlements	221,292	212,236
Total Non Current Liabilities	221,292	212,236
Total Liabilities	5,207,469	4,317,042
Total Equity and Liabilities	46,109,880	38,079,656
Current Assets		
Cash at Bank	5,769,507	5,574,488
Investments	2,291,818	2,196,494
Receivables	336,920	281,432
Monies Held in Trust	3,760,907	2,966,717
Total Current Assets	12,159,152	11,019,131
Non Current Assets		
Land, Buildings, Plant & Equipment	34,552,444	29,588,380
Accumulated Depreciation	(601,716)	(2,527,855)
Total Non Current Assets	33,950,728	27,060,525
Total Assets	46,109,880	38,079,656

COLERAINE HOSPITAL AUXILIARY REPORT

Adams Mrs S	De Vries Mrs A	Leeming Mr & Mrs MA	Plush Mr & Mrs I
Beaton Mr & Mrs GW	Dunn Mrs S	Little Mr & Mrs G	Rhook Mrs GJ
Bennett Mr R	Egan Mr & Mrs MJ	Lions Club of Coleraine	Rickards Ms SM
Benson Mrs P	Fisher Mrs M	McIntosh Mrs K	Robertson Mr & Mrs MJ
Birkett LL	Fitzgerald Mr & Mrs N	McKean Mr & Mrs IK	Robinson Mrs PD
Britten Miss E	Friends & Neighbours Inc	McLean Mr P	Row Mr P
Britten Miss PA	Fry Mr & Mrs GJ	McLeod Mrs PA	Scholfield Mr & Mrs G
Brown Mr RE	Fry Mr J	McPhee Mr A	Shaw Mrs TM
Bunney Mr & Mrs GP	Gardiner Mr & Mrs PD	Mahoney Mrs NF	Smith Mr I
Burgess Mrs J	Greed Mr BG	Moore Mr D	Sutherland Mr & Mrs R
Cameron Mrs L	Harrow Bush Nursing Centre Inc	Moore Mrs MI	The Lions Club of Merino-
Charlton Mrs VD	Hearn Mr & Mrs DJ	Moss Mr AG	Digby
Coleraine District Health	Hill Mr & Mrs I	Muir Mrs G	Tippett Mr R
Service Auxiliary	Huggins Mrs NE	Neeson Mr R	Troeth Mr & Mrs B
Coleraine Opportunity Shop	Joss Mr & Mrs D	Packham Mrs MA	Ward Mr J
Cox Mary & Mareeta	Kelly Mrs F	Parsons Mrs LA	Waters Mrs F
Dalla Zanna B & L	Lai/O'Connell Ms M	Pepper Mrs B	Waters Mrs MJ
Dean Mr & Mrs J	Lambert Mrs V	Pepper Mrs V	Wettenhall Family
Delahunty Mr H	Langley Mrs S	Pigeon Ponds Sports Social Club	

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

These are noted in the Western District Health Service Annual Report

We would like to also thank those persons who have contributed to our 2014 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 & Mrs R Briggs	Mrs E Holmes	Ms S Macintyre	Mrs Willy Russeller-
Coleraine District Health	Coleraine & District Homes	Northcott Family	Hazenberg
Service Ladies Auxiliary	for the Aged Auxiliary	Mr C Plunkett	Mrs M Tippett
Ms V Downard	Merino Produce Swap	& Family	

Our heartfelt gratitude is extended to you all

Featuring on the back cover

*- It's smiles all around when Rhonda
and Sharon are about*



Coleraine District Health Service

A Member Western District Health Service

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