



COLERAINE DISTRICT HEALTH SERVICE
 A Member of the Western District Health Service

COLERAINE DISTRICT HEALTH SERVICE



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YEAR IN REVIEW 2008





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REPORT OF THE CHAIRPERSON

As part of the early works program for the major redevelopment of facilities at Coleraine and Merino, construction of three replacement independent living units on the St Joseph's site has been completed. The residents of the Wannan ILU's have moved into the new units designed in accordance with new building standards for Independent Living Units. An official launch of the St Joseph's Court Independent Living Units Residential Development was also an opportune time to recognise the bequest of the Estate of MB Wishart which made the original St Joseph's Court development possible was held on Tuesday 5 August 2008. The project was opened by Ms Gayle Tierney MP and State Government Member for Western Victoria.

Whilst we have been pleased that the Minister for Health Daniel Andrews and other invited representatives have visited Coleraine to inspect facilities first hand and discuss the redevelopment to date we have been unsuccessful in our funding bids. We were bitterly disappointed that the 2007/2008 and 2008/2009 State Budget did not make any funding announcement on the Coleraine/Merino redevelopment. The redevelopment is a high priority for capital funding and although we continue to compete against other projects under consideration across the State we will continue to pursue all avenues to enhance our case for funding and are hopeful of funding in the next State Budget.

We continue to maintain excellence and this is shown by all campuses of Western District Health Service having contributed to our top rating for our peer group in external patient satisfaction surveys undertaken by Consultants on behalf of the Department of Human Services. Our Insurers VMIA regularly conduct audits of Health Services to assess their risk and how they are managing and minimising their risk. As a result of our survey we were awarded a Gold Medal which is an outstanding effort. We were also awarded a Silver Medal for waste management which was a very good result. The annual external food safety audit of our food safety standards was conducted in January and pleasingly we came through with flying colours and have been accredited for a further 12 months. Resident satisfaction surveys results have placed Valley View and Wannan Hostel above the National average. These are all very pleasing results and are credited to management and staff for their continued excellence with the quality improvement programs and risk management initiatives in all areas of service that are provided.

The Aged Care Accreditation Standards Agency continues to make unannounced visits to all Aged Care facilities. Wannan Hostel and Valley View Nursing Home have both received unannounced visits from the Aged Care Standards Agency. Both facilities were well prepared and maintained their accreditation status. The feedback from assessors was very positive and valuable leading up to our full Accreditation Audit which will be conducted towards the end of 2008.

All staff continue with their ongoing and mandatory education and training and we are committed to their ongoing professional growth, development and wellbeing. We are privileged to have such wonderful, caring staff providing services so professionally to our local community. Our staff are undeniably our most precious resource and we are appreciative of their continued loyalty and dedication.

To our wonderful visiting medical officers and all our professional allied health service and other visiting staff we are truly appreciated of the quality services you provide to our community.

We continue to be indebted to all members of the Coleraine District Health Service Ladies Auxiliary and the Homes for the Aged Auxiliary. These wonderful groups of ladies continue to work tirelessly to support Coleraine District Health Service and Wannan Hostel and we are indeed appreciative of their continued hard work and commitment.



We also extend a sincere thank you to the many individual volunteers and supporters of Coleraine District Health Service and our services who so generously assist us in so many ways through our Nursing Home, Hostels, Meals on Wheels, Planned Activity Groups, Community Transport, Book Exchange, Auxiliaries, etc. Your efforts are greatly appreciated. We are fortunate to have such caring people who give their time so freely for the benefit of us all and we are well aware that we would not be able to offer some of our wonderful services if it were not for volunteers.

We acknowledge the contribution of the Department of Human Services staff, State and Commonwealth Governments, local Parliamentarians, local Councillors, business associates and the media for your continued support and contribution.

I would like to thank Mr Tim Pitt-Lancaster, the Manager/Director of Nursing of Coleraine District Health Service for his ongoing proficient management and knowledge and to all CDHS Department Heads for their appreciated contribution and management skills.

The management of financial resources is a continual challenge for health services and I would also like to express gratitude to Western District Health Service Divisional and Department Heads for their continued expertise and support to our staff; Mr Jim Fletcher – Chief Executive Officer for his adept leadership and management and to the Western District Health Service Board of Directors for their continued leadership.

I would like to extend a special thank you to Mr Richard Walter who has recently retired after 12 ½ years of outstanding service as President and Board Member. We are indebted to Richard for his leadership during the period when Coleraine District Health Service and Western District Health Service amalgamated.

On behalf of the Management Committee I would like to extend appreciation to Sandra Adams who has served the Committee as Chair for six years and overseen many changes and developments for our Health Service. We thank Sandra for her outstanding work as Chairperson and look forward to her ongoing contribution as a Committee Member.



Thank you to my fellow Committee Members for your dedication and commitment to the betterment of Coleraine District Health Service.

Finally, I would like to thank the community for your continuing support and commitment to Coleraine District Health Service in collaboration with Western District Health Service. In these harsh times of economic challenges we will continue to be committed to the provision of optimum health care services to our community and look forward to the further development of services and look optimistically towards the redevelopment of our wonderful health facility.

RON JONES
Chairperson
Management Committee



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 Rd. 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.



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 classified to 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 in recognition of Mr Gordon Mackie.

In 1980 the Homes for the Aged Committee purchased the Coleraine Motel with 12 rooms and added a further 3 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 & 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 3 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 8 units offering a new era of modern, private and secure independent living accommodation, with 3 new units completed in February 2008 to replace the 3 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.



Pictured left to right: Richard Walter (former WDHS BOD Chairperson), Sandra Adams (former CDHS Chairperson), Minister for Health Daniel Andrews, Ron Jones (CDHS current Chairperson), Jim Fletcher (WDHS CEO) during a visit to Coleraine to inspect facilities first hand



RANGE OF SERVICES

The Hospital:

- Emergency 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)
- 15 Acute Care Beds
- 12 Nursing Home Beds – Valley View Nursing Home
- General Medicine
- Venipuncture – Blood Taking
- Meals on Wheels

The Allied Health:

- Dental Service
- Podiatry Service
- Physiotherapist Service

Aged Care:

- Valley View Nursing Home (as listed above)
- Wannon Court Hostel 15 Residents
- Mackie Court Hostel 25 Residents
- Respite Care (1 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
- Footcare
- Walking Group
- Carers' Group
- Healthy Living Group
- Keep Fit Classes:
*Silver Sneakers,
Pilates Based Mat Classes,
Tai Chi, Relaxation, Fitball*

Merino:

- Nursing Centre
- Planned Activities Group
- Footcare
- Asthma Education
- Diabetes Education
- District Nursing

Independent Living Units:

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





MANAGEMENT COMMITTEE

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

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

Functions of the Management Committee

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

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

The Management Committee are grateful for the assistance of Mr Jim Fletcher, Mr Pat Turnbull, Mr Nick Starkie and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.



Mr Ron Jones
Chairperson
Commenced 2002
Term of Appointment:
2007 - 2010



Mrs Sandra Adams
Commenced 1997
Term of Appointment:
2006 - 2009



Mr Wilf Dinning
Commenced 1999
Term of Appointment:
2005 - 2008



Mr John McMeekin
Commenced 1994
Term of Appointment:
2006 - 2009



Mr John Northcott
Commenced 1999-2002, 2004
Term of Appointment
2006 - 2008



Ms Gabrielle Baudinette
Commenced 2005
Term of Appointment:
2006 - 2008



Mr Grant Little
Commenced 2006
Term of Appointment:
2006 - 2009



Mr Colin Warnock
Commenced 2006
Term of Appointment:
2006 - 2008



HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE

LIFE GOVERNORS:

Apex Club of Coleraine
Mr CN Austin *
Mrs SJZ Austin *
Mr SJ Bird *
Mrs M Broers
Mrs A Brumby
Mrs B Bunge
Mr MGK Bunge *
Mrs R Bunge
Mr RJ Bunge
Mr KM Byrne *
Mr DE Calvert *
Mr FR Denney *
Mr CH Dew *
Mrs EJ Douglas *
Mrs E Fidler
Mr GM Finch
Miss RE Fitz-Gerald *
Mr AH Francis *
JN Fraser *
Hon M Fraser
Mr PD Gardiner
* *Deceased*

DW Gardner *
Mr D Gausson
Mrs MMH Hope
Mr RS Hope *
Dr SW Hyland *
Mrs M Kelso *
Mr LJ Kerr *
Mrs CM Koch *
Mrs C Langley
Lady J Law-Smith *
Sir RR Law-Smith *
Mr LW Learmonth *
Mrs V Lawson
CG Mackie *
J McNair *
Mrs J McNair *
Mr R Muir
Mr RH Nagle *
Mrs B Pearce *
Mrs ME Pearce *
Mr AW Punshon *
Mr JAD Riddoch *

Mr GF Riordan *
RIC Roberts *
Mr M Robertson
Mrs C Rolfe *
Mr ER Simson *
Canon WJ Tame *
Mrs AM Taylor *
Mr WE Taylor *
Mr H Templeton
Mr PA Thornley *
Mrs L Tippett
Mr GR Tschirpig *
Dr WR Tonkin *
Dr CR Wain *
Mrs M Waldron *
Mrs V Wallis
Mr Claude Ward *
Mr HM Wettenhall
Mrs M Wettenhall
Mr RG Wishart *
Mr JC Wright *

COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette
Mr NR Baudinette

Mrs B Fitzgerald
Mrs ES Holmes

Mrs H Hutchins
Mrs L Tippett

MERINO BUSH NURSING CENTRE

Mr R Ball
Mr D Clayton

Mr G Henty-Anderson
Mr J Northcott

Mrs D Simkin



HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

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

MEDICAL OFFICERS: (From 1953)

1953-1965	Dr WR Tonkin	1992-1996	Dr P Muskett
1953-2002	Dr CR Wain *	1996-2002	Dr M Magill
1955-1958	Dr C Baldacchino	1999-2001	Dr P McGibbon
1967-2001	Dr SW Hyland *	2002-2003	Dr G Langainarayanan
1990-1996	Dr J Hryckow	2005-2006	Dr M Deary
1992-1999	Dr ST Rudd		

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 - Mr Ron Jones

CHIEF EXECUTIVE OFFICER

2005 - Mr Jim Fletcher

MANAGER/DIRECTOR OF NURSING

2005 - Mr Tim Pitt-Lancaster

MEDICAL OFFICERS

1981- Dr BS Coulson
1999- Dr N Wulff
2000- Dr G Prozesky
2004- Dr K Tan

DIRECTOR OF MEDICAL SERVICES

2004 - 2007 Dr J Dunn
2007 - 2007 Dr M van der Veer
2008 - Dr J Christie

Dear Community Member

***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.

Tim Pitt-Lancaster
Manager/Director of Nursing
Coleraine District Health Service
PO Box 42
Coleraine Vic 3315
5553 2001

THE YEAR IN REVIEW

SUMMARY OF ACHIEVEMENTS 2007/2008

COLERAINE DISTRICT HEALTH SERVICE

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

- In October 2007, between 95-100 attended the 2007 Year in Review for Coleraine District Health Service. Guest Speaker was Director of Greater Health, Professor James Dunbar, who enthralled the audience talking on the findings and issues of Dr Patel (better known as Dr Death) at Bundaberg Hospital.
- The Annual Appeals letter was sent out to households in May 2008. and \$8900 was raised in donations up to the end of June.
- Community Newsletter circulated on regular basis as well as articles appearing in the Hamilton Spectator, Casterton News and Wannan Community News.
- The Casterton Pipes and Drum Band donating half of the profits from the Annual Debutant Ball.
- WDHS awarded the Premier's Award for Outstanding Regional Health Service of the Year.
- An invitation has been extended to the Minister for Aged Care to visit the Coleraine and Merino buildings in an effort to enhance our case for funding in the 2008/2009 State budget.
- \$32,000 grant received from the Brockhoff Foundation for beds for CDHS Redevelopment
- Letter to Gavin Jennings MLC, Minister for Community Services re deteriorating conditions at Coleraine and Merino and extending an invitation to meet and discuss the report and concerns.
- Minister for Health Daniel Andrews visited Coleraine on 18 January 2008 to inspect the facilities first hand and discuss the redevelopment with residents, Advisory Committee members and staff.
- No funding in State Budget for CDHS redevelopment. Informal advice from the Minister for Health advising that the Government was looking to fit the project into 09/10 budget. Possibility of some one off funding this year 08/09 for documentation work.
- Letter to the Premier Mr John Brumby inviting him to inspect the condition of the buildings in Coleraine



*2007 Year in Review
Guest Speaker – Professor James Dunbar
pictured with Mr Hugh Delahunty MLA*



- Mr Ron Jones elected as new Chairperson and Ms Gabrielle Baudinette elected as Vice Chair. Ron takes over from Ms Sandra Adams who has served the Committee as Chair for six years and overseen many changes and developments for our Health Service.
- The CDHS Ladies Auxiliary held fundraising functions during the year, of which the Annual Hospital Fete was held on 20th November 2007 and was again very successful and well supported by the community
- Homes for the Aged Auxiliary although a small but dedicated band of ladies continue to work tirelessly to support the Homes for the Aged
- Ongoing sponsorship received from Bendigo Community Bank for Coleraine and Merino Community Transport Service
- Site visit by Mr Peter Bunter, Manager Health and Aged Care for the Department of Human Services Barwon-South Western Region
- Richard Walter retired from the WDHS Board of Directors as President and Board Member. Ms Mary-Ann Brown elected as the Board Chair with Mr Ron Jones as the Vice President. Mr Peter Duffy is the new WDHS Board Member.



*Former CDHS Management Committee
Chair Sandra Adams pictured with
Tim Pitt-Lancaster-Manager/DON CDHS*

Performance Monitoring

- All acute hospital campuses of Western District Health Service have performed exceedingly well in the latest external patient satisfaction survey recently undertaken by Consultants employed by the Department of Human Services.
Western District Health Service achieved an overall rating of 86% the highest for our grouping and well above the average for both our peer group and State wide of 78%. We achieved highest rating in all 7 areas surveyed – overall care, access and admission, patient information, care and treatment, management of complaints, physical environment and discharge and follow up. 99% of patients also expressed their satisfaction with their hospital stay.
- RCS Monitors returned to Wannan Court on the 5th July to collect supporting documentation for consideration with our appeal
- Victorian Managed Insurance Authority (VMIA) conducted a site risk survey of the main hospital site on the 12th September which resulted in a Gold Award.
- The Aged Care Accreditation Standards Agency continues to make unannounced visits to all aged facilities
- Visit by the Aged Care Branch of DHS
- AGM of the ILU's held in December. Good attendance from tenants.
- WDHS awarded the Premier's Award for Outstanding Regional Health Service of the Year. Minister visited on 11/9/07 to congratulate staff.
- Final report received and comments provided for ACHS Alignment Survey 9 & 10 May 2007 accreditation status maintained. Action plan developed for implementation of 10 recommendations
- Organisation effectiveness survey to be conducted 17/9/07 to 28/9/07.



Quality Improvement and Risk Management Initiatives

- Medication Management All current residents have had a full medication review. The review reports are discussed with the medical clinic and nursing staff with some recommendations implemented
- Notification received from Department of Health and Ageing stating that our appeal against the reclassification of a resident's RCS score had been successful. This will result in additional payments of \$6000.
- Gold Medal rating achieved from VMIA Survey of Site Risk – a very good outcome.
- Silver Medal awarded for Waste Management which is also a very good achievement
- The annual external food safety audit of our food safety standards was conducted in January and pleasingly we came through with flying colours and have been accredited for a further 12 months.
- Top Peer Group rating for Patient Satisfaction Survey 83%. Peer average 77%, State 78% - 100% of patients surveyed indicated satisfaction with their overall stay in hospital
- Press Ganey Satisfaction Reports – Aged Care – Report was positive for all facilities with scores of:
 - Grange 81.7%
 - Kolor Lodge 94.2%
 - PDHS Nursing Home 92.2%
 - Birches 88.2%
 - Valley View 87.9%
 - Wannan 89.9%
- External cleaning audit conducted 18/3/08 with a result of 94%.
- Comprehensive medical assessments have commenced on all residents in preparation of the ACFI funding model conducted.
- DHS Aged Care indicators - Coleraine & Penshurst restraint reduced to nil which is below State average.
- Final Security review report received 94% compliance with AS4485. Best result by any hospital in last 2 years.

Service Planning and Development

- Coleraine Merino Redevelopment - Property at 19 & 21 High Street Merino purchased
- Transfer land title of Wannan site to DHS
- Offer extended to Merino/Digby Lions Club to attend a meeting to provide update on redevelopment.
- Meeting held with Coleraine Community Transport, Volunteer Co-ordinator in relation to how to improve the service. New brochures being developed, new driver information kits being developed, education/information sharing session planned.
- Community health survey distributed with Appeals letter.
- \$2.9m over 2 years for expansion of SFF project from Dept of Primary Industries under the Victorian Government Drought initiative for 1000 farming families across 50 locations.
- Establishment of National Farmers Centre
- \$56K received from DHS to provide additional counselling support in response to drought.
- \$120K over three years donated by Geoff Handbury for YouthBiz



Human Resource Management

- Staff attended education sessions on: Influenza, Acute and Chronic Asthma Management, PIC line and stat lock changing techniques, New blood glucose meters, Practical Emergency Evacuation, Practical Fire Training, Infection Control, Falls Risk Management, CPR and SAED Acute Chest Pain, Palliative Care.
- Staff attended a number of external courses
- Emergency procedure training sessions well attended.
- Staff continue to undertake mandatory fire safety training.
- Denise Beaton and Leonie Nolte have successfully completed their Aged Care Leadership Program – 2 of 24 in the BSW Region .
- Recruitment of new staff has been successful with the following vacancies filled: Division 1 Registered Nurses, Maintenance Supervisor, Plumber Handyman, Diversional Therapist, Ward Clerk, PCA's, District Nurse.
- Dr Christine Wilson appointed as a Registrar with the Casterton/ Coleraine Medical Group.
- Graduate Nurses continue at CDHS
- Strategies are being implemented to reduce the amount of accrued annual leave
- Staff Christmas BBQ was well received by those that attended.
- Mandatory annual staff appraisals continue



Leonie Nolte and Denise Beaton who took part in the Aged Care Leadership Program

Facilities and Equipment

- The purchase of land at 19-21 High Street Merino has been finalised in readiness for the building of a new facility on this site.
- New blinds have been installed into the observation ward and the staff dining room
- Minor modifications undertaken in A & E
- Mr Keith Brown of Mackie Court has kindly donated \$5000 towards equipment for the Hostels. These funds will allow for the purchase of an electric bed and outdoor furniture.
- A leak was detected under the hospital and was thought to be linked to the Hydrotherapy Pool. Sessions were cancelled whilst the leak was investigated.
- New Independent Living Units completed - As part of the early works program for the major redevelopment of facilities at Coleraine and Merino, construction of three replacement independent living units on the St. Joseph's site has been completed. The residents of Wannan Court ILU's have moved into the new units designed in accordance with new building standards for ILU's. An official opening was held on 5/8/08.
- The three vacated Wannan Units available for short term lease to the general public in the near future.
- \$35K allocated by DHS to repair retaining walls and floor coverings
- A cracked underground water pipe at Mackie has lead to our water storage being below average. Water has been pumped from Anne Kealy House to top up storage.

- There has been an increase in the number and size of cracks in the internal walls of the main hospital building. These are being monitored and repaired as required.
- Major service of the emergency generator was undertaken without incident in September
- Several gaps have opened up in the vinyl floor and wall coverings.
- Painting and minor building maintenance work was carried out to the Merino campus during January
- A water leak in the ceiling required the hot water to be isolated so that repairs could be conducted.
- A replacement overhead lifting machine was purchased due to inability of repairing the old unit.
- Painting of the corridors in Valley View has been completed.
- The retaining wall at the rear of the main car park has received a face lift with a large amount of clay removed.
- Work has commenced on re-laying sections of lino in the nursing home bathrooms.
- Installation of additional power points in the acute rooms to eliminate the need for power boards was undertaken.
- A replacement ECG machine has been ordered on behalf of the Hospital Ladies Auxiliary
- The concrete driveway outside Wannan Court has been removed and replaced with compacted gravel.



Earthworks were carried out to construct a retaining wall on the southern side of the Hospital car park



Information Management

- CDHS / WDHS information available on WDHS intranet/internet pages.
- Lee Total Care compliance continues to improve with all residents added to the system and more accessible reports.
- The Lee Total Care data system has received updates to ensure that it will be compliant with the funding model changes in March.
- The printer/fax/photocopiers in the main administration area have been replaced with a single multifunction centre. This has removed a capacity to undertake A3 photocopying, however this was minimal
- Applications have been lodged to allow for electronic business data transfer associated with ACFI
- Staff are able to undertake competencies on the Intranet e-learning site
- Virtual Visiting utilising video-conferencing technology allows residents to visit family and friends remotely. This service is available at Wannan Hostel and Valley View.

Financial and Service Availability

- Nursing Home, Hostel and Independent Living Units occupancy maintained at high levels throughout the year
- DHS Fees Policy – New Community Health and Allied Health Fees Policy implemented 1/10/07. Allied Health fees adjusted to ensure consistency across WDHS
- Annual fee increase for ILU's took affect from 1st January.



Local St Joseph's School pupils visit and entertain the residents for their Christmas Party



MANAGER / DIRECTOR OF NURSING REPORT

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

Through the dedication and commitment of all staff across the Coleraine District Health Service as well as staff from a variety of departments within Western District Health Service, we have continued to provide an extremely high standard of care and a wide range of services, whilst achieving a small budget surplus thereby, achieving excellence in service provision through the most cost effective way.

Whilst conducting the duties required with my role I have the privilege of working with a highly skilled, versatile and dedicated team and I would like to acknowledge the outstanding support and assistance that I have received from all staff, the ongoing success of the Coleraine District Health Service is due to the combined efforts of everyone involved.

It is important to mention the many hours that are contributed by our enthusiastic volunteers, whose efforts have assisted us in so many ways. Furthermore, the dedicated work of the members of both the Homes for the Aged and the Coleraine Hospital Ladies Auxiliaries is as always greatly appreciated.

Occupancy levels of all residential aspects of the Health Service have remained extremely high through the year. This is a great reflection on the staff and the services offered.

As part of maintaining Commonwealth Aged Care Accreditation of our Residential Aged Care Facilities, the Aged Care Standards Agency conducted unannounced visits during 2008, with both the Valley View Nursing Home and the Wannon Hostels receiving very positive feedback and found to be compliant with all expected outcomes.

We continue to audit our Aged Care Facilities against various criteria's with the results bench marked against other aged care sites across Victoria to make certain we are providing the very best of care.

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

TIM PITT-LANCASTER
Manager/Director of Nursing



Manager/DON Tim Pitt-Lancaster pictured right, with Keith Brown, a resident at Wannon Hostel, who kindly donated funds for the purchase of an outdoor setting and electric bed for the Hostel



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
Susan Ferrier
Lorace Parsons
Rosemary Perks
Tracy Plunkett
Wendell Shaw

Registered Nurses-Div 1

May Ferguson
Katrina Hodgson

Registered Nurses-Div 2

Susan Anson
Kath Baugh
Margaret Mary Baulch
Marilyn Callaby
Ann Cameron
Debbie Egan
Karen Forsyth
Claire Goldby
Melissa Jacobson
Nicola Jones
Lyn Marsden
Lynette Monaghan
Jade Roberts
Lucy Speirs
Elizabeth Talbot
Anne Youl

Ward Assistant

Tara-Jane Bailey
Catherine Munro

District Nurses

Alison Armistead
Gwendoline Baulch
Jane Bunge
Leigh Dean
Camilla Dundon

MERINO

Nurse Manager

Jan Koch

Bush Nurse

Pamela Meiszies

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Hostel Supervisor & Care Co-ordinator

Leonie Nolte

Personal Care Attendants

Kelly Arnold
Ronda Baker
Christine Barnes
Glenise Benson
Debra Bickley
Marilyn Broome
Kathleen Brown
Lorrae Clarke
Belinda Day
Jennifer Fitzgerald
Sharon Gorrie
Maureen Irving
Marlene Lee
Dianne MacDonald
Abby-Jean McKerlie
Elizabeth Millard
Cassie Milton
Janine Milton
Debbie Nolte
Jillian Peterson
Fay Picken
Lorraine Plunkett
Debra Robinson
Deidre Spencer
Kathryn Sypott

ALLIED HEALTH SERVICES

Keep Fit Program

Valerie McIntosh

Community Health

Judy Joyce

Activities & PAGs

Susan Dodd
Marie Rigby
Amanda Torney

CATERING SERVICES

Executive Chef

Leanne Rigby

Chef

Marie Grinham

Food & Domestic Services

Kathryn Armstrong
Shirley Broad
Tania Deutscher
Tamara Hudson
Patricia Jacobson
Shirley McCarthy
Cassandra Milton
Dorothy Milton
Maxine Rigby
Robyn Soulsby
Beverley Spring
Janene Taylor

ENVIRONMENTAL SERVICES

Services Supervisor

Maryanne Spong

Tracey Millard
Shirley Milton
Fiona Peach
Laurice Picken
Catherine Stiglich

FINANCE

Nick Starkie
David Knight
Gabrielle Baudinette

ADMINISTRATION

Kerryn Feely
Margaret Grinham
Julie Pollock
Jane Robertson
Kara Templeton

MAINTENANCE

Supervisor

Mark Bateup

Neville Barker
Philip Perry
Rodney Nolte
John Rhook
Jordan Roberts

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 five years of dedicated service during the year.

5 years

Katrina Hodgson
 Catherine Munro
 Jillian Peterson
 Marie Rigby
 Debra Robinson

10 years

Camilla Dundon
 Dianne MacDonald
 Kathleen Rhook

15 years

Gwendoline Baulch
 Susan Ferrier
 Fay Picken
 Jane Robertson

20 years

Denise Beaton
 Lorace Parsons
 Lorraine Plunkett
 Leanne Rigby
 Wendell Shaw
 Maryanne Spong

25 years

Lynette Marsden
 Julie Pollock





COLERAINE DISTRICT HEALTH SERVICE

- LADIES AUXILIARY REPORT

Once again I am pleased to present my Annual Report and to say what a productive year we have had. We commenced our year with a delicious lunch and were treated to a very interesting talk by Goodram Joyce on her life in South Africa – a very delightful lady. Early in the 07-08 year we enjoyed a very pleasant afternoon tea at the home of Keith and Kaye Chiller, their hospitality was greatly appreciated. The funds from this day and our successful annual Fete went towards two air mattresses and 10 mobile chairs for the Nursing Home. The marvellous effort of all our stall holders, members, and of course the help and support of the wider community on Fete day was really overwhelming, the hard work of the Hospital staff and to all concerned my heartfelt thanks and congratulations.

The Coleraine Art Group has been very generous to us over the years and we are sorry that this group has decided to call it a day.

This year we enjoyed a great social get-together at the home of Lorna Baulch for our Drinks Evening – the weather was rather cool but the views and beautiful garden gave us all much pleasure. The Bochara Winery kindly gave us tastings of their wines and a donation from sales was made, generous donations were also received on the night. Grateful thanks to Lorna and all helpers.

The Coleraine Tourist Centre is another generous supporter of our Auxiliary, for which we say thank you.

To the ladies who purchase goods and donations for our Christmas Stocking and Hamper many thanks and to Thelma Wombwell for her help in making these look so attractive. Our raffle ticket sales on Show Day was disappointing, with the weather doing its best to dampen or drench our spirits. Carnival Night was another disaster – better luck this year ladies.

Our latest purchase for the Hospital in is in the pipeline, this being a new ECG machine. The funding for our new Hospital seems to have been put on hold for the time being, but our two term deposits continue to gain interest for when needed.

Special thanks must go to all our willing ladies (and a gentleman) that sit for hours selling raffle tickets. I feel very privileged to work with such a great band of generous and willing workers for our Auxiliary – and I thank you all very much. To several of our members who have suffered ill health my wishes for better times ahead.



Some of the wonderful members of the Ladies Auxiliary sit down to enjoy a luncheon prior to their AGM held in June. CDHS Chairman Ron Jones is the "rose among the thorns"

In conclusion special thanks to Secretary Bev for her wonderful job, Treasurer Allison for keeping us honest, Vice President Heather, Coralie and all members for help and advice. I wish the incoming Office Bearers every success and good health and happy times to all members for the future.

ROSALIE FITZGERALD
President



HOMES FOR THE AGED AUXILIARY REPORT

It is with pleasure that I give this report of the Homes for the Aged Auxiliary for 2007-2008.

Currently we have nine members and meet bi-monthly at the Karingal Centre.

We had a Christmas Hamper Raffle at the Christmas Carnival which raised \$191. Sunday night Euchre Cards has raised \$1041.00. Hoy afternoon \$53.00.

During the year we have purchased chairs \$6237.00.

We also supplied Christmas drinks and cakes for Wannon and Mackie Court residents.

We convey much appreciation and gratitude to those who organise and run the cards and many thanks are extended to the supporters who come along to those cards nights.

A sincere thank you is extended to our Office-Bearers and Members for your continued support.

We wish our Auxiliary a successful year ahead.

HILARY HUTCHINS

Honorary Secretary



Staff try out some of the chairs kindly donated by the Homes for the Aged Auxiliary while they catch up with resident Jean Carter



COLERAINE PLANNED ACTIVITY GROUP - GOLDEN LODGE

The Coleraine Planned Activity Group has once again had a very busy year with a variety of activities being offered.

We have continued with our craft and woodwork and have attended several markets selling our finished products.

Our group had another very successful year at the Coleraine Show with several prizes being won for our roses, craft and photography. This is a great way for us to show the wider community what we get up to.

We hosted a Fishing Day at the Railway Station inviting other Day Centre participants to attend. This was a fantastic day with over 100 people attending from as far away as Edenhope, Macarthur and Portland. The other centres were very impressed with our facilities and we are now making it an annual event.

We have travelled to other Day Centres in the area and attended many concerts allowing us to keep in touch with old friends and make new ones.

As a group we purchased a paver at the new skate park play ground and we are looking forward to them being laid.

Our 'sticky beak' tours continue to be of great interest to our clients, keeping us in touch with our community and allowing us to see the changes that are happening all the time.

Recently we have participated in a Community Health Expo show-casing what services we have in our local area and how we can contact them, our group found this very beneficial.

Our Volunteers are a huge part of our program and assist us by contributing each week with their many and varied skills and for this we are truly thankful to have them.

I would also like to thank the other members of the Coleraine Planned Activity Group team for the continued support I have received over the past year.

MARIE RIGBY
Activities Co-ordinator



PAGs participant Ian Leggett and assistant Amanda Torney share a joke and a smile



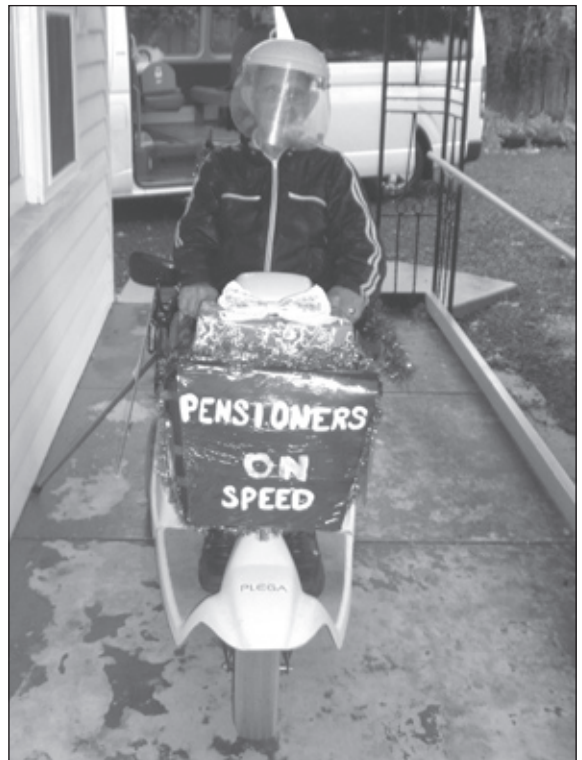
PAG participant Dot Woolley chats to a very little Santa at the Christmas Parade



*'Girls just wanna have fun'
PAG participants and staff share good times*



*"Yes Santa, I've been good"
says PAG participant Joan Sagar*



PAG participant Colin Pugh decorated his scooter ready for the Christmas Parade

Our Health Service at Work in the Community





COMMUNITY HEALTH REPORT

I have been fortunate enough to commence the role of Community Health Nurse for Coleraine District Health Service recently. I take this opportunity to congratulate Judy Joyce for her role over the last several years and wish her well in her changing roles with her career.

What an all encompassing position this is, with scope to develop Health Promotion to Coleraine's Community in many and varied formats geared towards gaining the best possible benefits. Having now lived in Coleraine for many years and working in the Health Industry I feel I have some insight into the health needs of our rural area. I am however always willing to accept ideas and requests as they arise, so please contact me if you have any health areas of interest and require health information. I aim to provide a service to all areas of our community at varied times as my position evolves, so rest assured I will get to you.



Tracy Plunkett enjoying her new role as Community Health Nurse

I am extremely privileged to have a very qualified and competent network of colleagues who team with me in providing optimal health education. I also have a very able group of community volunteers who provide an invaluable support for many areas of our health promotion program.

In May we celebrated International Women's Day with a brunch and guest speaker. Sabrina Watt enthralled around 30 attendees with her wonderful humour and life experiences. The venue at the Coleraine Hotel supplied an outstanding menu and atmosphere on short notice and it was nice to have our local business support.

Also in May our Women's Health Group supported the Anti Cancer Society by hosting an event for The Biggest Morning Tea, raising much needed funds as donations to this very worthy cause.

June found me working together with our Leisure and Lifestyle Co-ordinator, Marie Rigby in providing an opportunity for our community members to sample a small selection of available services to facilitate ongoing independence at home. Karingal Senior Citizens Centre was our great venue with the catering provided by Coleraine Health Service catering department. What an informative day for all, around 30 attendees gained a wealth of information through verbal and visual displays.

On the burner (slow Burner) currently is scoping out the possibilities of establishing a Men's Shed in Coleraine...this is in its very, very early stages hence any community input would be most welcome. We are currently working at developing an interested core of people to facilitate the starting processes...look forward to hearing from you.

On a Tuesday morning you may find me out and about with our own Coleraine Walkers Group, the group walk every week and I join in whenever possible. If you are in need of some fresh air feel free to join in, we leave from the front of the Eucalyptus Discovery Centre at 9.15am. 'Get your walking shoes on - we would love to see you!'

I am looking forward to developing an ongoing Community Health Plan for the Coleraine & District Community and will enjoy all the challenges associated with that role.

TRACY PLUNKETT
Community Health Nurse



COMMUNITY TRANSPORT SERVICE REPORT

The Community Car is available to clients of our district for transportation to medical, therapy appointments, visits to friends, social activities, group activities and shopping centres.

The limited availability of public transport, and the inability of some clients to access buses, etc makes this a very important and necessary service in our community.

Clients this year have been conveyed to Ballarat, Warrnambool, Portland, Mt Gambier and Hamilton.

The car is also on duty in Coleraine four afternoons per week for local appointments and shopping.

The service is run by four co-ordinators and approximately 30 volunteer drivers and phone attendants.

We wish to express our appreciation to all volunteers for their time, and the care they show our patrons.

We also thank the Coleraine and District Community Bendigo Bank for their sponsorship, Coleraine District Health Service for the use of hospital cars when needed, and our clientele for their support.

MARLENE STEERS

Community Car Co-ordinator



Community Transport volunteers display the new vehicle logos displayed on both the Coleraine and Merino Community Cars and kindly sponsored by the Coleraine Bendigo Community Bank



DISTRICT NURSING SERVICE REPORT

Alison Armistead, Millie Dundon, Topsy Baulch, Katrina Hodgson, Leigh Dean and Jane Bunge make up our dedicated team of District Nurses. Unfortunately Leigh has decreased her working hours but she is enjoying the time she now has, to spend with her family and pursue her other interests. We all miss her friendly face and her wealth of knowledge. We were also sad to say farewell to Alison in July this year. She is travelling north to take up an exciting new job, with new challenges, we wish her well.

The District Nurses spend a busy eight hour day visiting clients in Coleraine and the surrounding area. A large part of our work is in Mackie and Wannan Court, helping the wonderful staff there to care for the residents. We also receive a number of referrals from WDHS and other hospitals. In many cases we can continue the care they were receiving in hospital, in their own home. This means a hospital bed is made available and the client is more relaxed and comfortable in their own home.

We are able to help clients with their hygiene needs, attend to wound care, medication delivery, palliative care, social support and referral to other agencies for additional services when needed eg: Meals on Wheels, Home Help etc.

Looking at our computer statistics for the past 12 months, it shows we have visited 171 clients, on 8812 occasions and spent 3078 hours delivering that care.

All the District Nurses are required to do annual competencies in cardio pulmonary resuscitation, anaphylaxis, fire training as well as attending study days to increase their knowledge base and keep up to date with the current ideas and treatments.

Our aim is to continue to deliver a high level of service to the wonderful people of Coleraine and District.

JANE BUNGE
on behalf of
District Nursing Service



*District Nurses
Millie Dundon and Jane Bunge
always have a smile for everyone*



DIVERSIONAL THERAPY & ACTIVITIES - WANNON HOSTEL

Once again we have reached the end of a busy year. Residents have enjoyed some of their favourite activities and some new ones.

We were very lucky to be given a guided tour one evening of the Iluka Plant in Hamilton. We were able to see trucks unload and what is extracted out of the material that is brought from the Douglas Mine. Some have attended night performances at the Performing Arts Centre – Hamilton seeing Chinese acrobats and magicians. Participants also enjoyed seeing some Irish dancing. At Christmas time we continued with our Christmas Parties which were looked forward to by residents. We also enjoyed driving around town to see the many houses decorated with their Christmas lights

Residents had a very successful Summer garden and have now replanted for Winter. The garden gives much enjoyment to those who work in it and those who like to go out and see what is happening.

Special services were held by RSL Members for both Remembrance Day and ANZAC Day with some residents going to the service on ANZAC Day and laying our own wreath.

Church services are held each month with each denomination in town and we are also lucky to have now been joined by the Presbyterian Church from Hamilton.

Also a special thanks to the Carer Pam and the ladies from Mulleraterong who visit us each fortnight – your smiling faces are a joy to us and bring pleasure to our residents and your friendship is valued.

Finally with modern technology we also enjoy 'Quiz a Month' with Kolor Lodge in Penshurst utilising the Virtual Visiting video-conferencing and residents are looking forward to hook-ups to families in the very near future.

We are now also producing a quarterly newsletter which is circulated to residents and their families. The newsletter outlines what we have been up to as well as upcoming events and other items of interest. The newsletter has proved to be well received by residents families and loved ones which keeps them up to date and involved in what their family members are doing.

We have been fortunate to have received some wonderful donations recently. The Lions Club Fun Day Committee made a donation from the proceeds of their Fun Day from which we were able to purchase two games. The Coleraine Bowling Club have also generously donated a bowling mat and two sets of bowls. These valued acquisitions have enhanced our Diversional Therapy Program and are proving to be an immense pleasure and enjoyment for our residents. Residents gets lots of delight playing these games and there is great interaction between the residents who give lots of encouragement and support to each other.

As always special thanks to our volunteers who give so much of their time to the residents. We have also maintained our community contact with clubs and individuals who have also joined us for different activities. Thank you also to all staff that support us with our program.

MARLENE LEE
Diversional Therapist



Ladies enjoying a get-together and a friendly game of cards



Residents and visitors enjoy listening to a poetry recitation given by John McMeekin during Poet's Corner



Residents workout during a group exercise class with instructor Val McIntosh



Resident Norma Soawyer enjoys playing with the cutest and cuddliest, little four-legged visitor



Local school children get ready to entertain the residents with a play



Residents show their style during a game of 'indoor bowls'

EDUCATION REPORT

Once again I am happy to report that with Coleraine and Western District Health Services commitment to providing ongoing education opportunities to staff my report is comprehensive and validates Coleraine's commitment to staff in education to ensure that highly skilled and trained staff is meeting the needs of all residents and users of CDHS and best outcomes are achieved.

WHDS now has numerous competencies on the intranet for staff to complete their theory annually.

New competency available for staff to complete is Elder Abuse. This is a comprehensive educational video then multi-choice answers for all staff to complete. With online competencies the time spent away from work attending education and testing has reduced significantly. WDHS staff are very active in updating competencies and information on the intranet site for all staff to access to ensure they are always up to date in all aspects of Residential and Patient care.

Coleraine staff attend monthly in-service education with WDHS supplying educators lecturing in specialised areas. Some areas covered this year are:

- Influenza.
- Acute and Chronic Asthma, management
- PIC line and stat lock changing techniques
- New Blood Glucose Meters
- Practical emergency evacuation
- Practical Fire Training
- Infection Control
- Falls Risk Management
- CPR and SAED
- Acute Chest Pain
- Palliative Care

Some of the external courses attended by staff:

- Alzheimer's Australia – Dementia Care
- Certificate IV in Wound Care
- Enrolled Nurse: Aged Care Funding Instrument
- Wound Management Association of Victoria
- Stomal Therapy Workshop:
- Wound Management seminar
- No Lift
- Predict, assess and respond to aggressive / challenging behaviour
- Pressure Ulcer Prevention

Thank you to all lecturers. Thank you to all staff for your own commitment to education and completion of competencies.

DENISE BEATON
Nurse Unit Manager

Associate Charge Nurse Rosie Perks shows her fire-fighting skills during some Fire Training exercises with WDHS Fire Safety Education Officer – Rod McCreddan





ENVIRONMENTAL SERVICES REPORT

It is with great pleasure that I write this report. We have had a busy year with the ongoing challenges of meeting external and internal cleaning audits with the continued issues of the hospital cracks and ongoing repairs required to meet infection control standards and improve the overall environment for patients and residents.

Our cleaning audit results were again positive with results above the State averages.

Thank you to our dedicated team of cleaners, for continuing to strive for these high results. Without your ongoing commitment to maintaining such high standards Coleraine District Health Service would not be able to achieve these results. Thank you also to the public for completing the consumer feed back forms and supplying such valuable input. Your comments are always acted on if required.

MARYANNE SPONG

Environmental Services Supervisor

FITNESS AND WELLBEING REPORT

The Keep Fit Program at the Coleraine District Health Service continues to provide opportunities for the members of the community to KEEP FIT! This year we have added a new dimension to the Silver Sneakers Exercise Group by including exercises to improve balance, flexibility and strength. These exercises are performed while sitting in a chair and standing, with a chair for support, if necessary. Our aim is to decrease the risks of falls by strengthening muscles and improving balance. It's a fun, non-competitive workout with modifications for individual fitness levels and physical restrictions. This class is not just for those getting "silver on top"!! Come and give it a try.....The first class is FREE!!

The Keep Fit Program consists of different types of exercise classes and is run by qualified VicFit Instructors who have special training in Gentle Exercise for Older Adults, Strength Training for Chronic Illnesses, Tai Chi, Falls Prevention, Pilates Mat and Reformer Technique, Pregnancy Fitness, Fit Ball Core Strength Training, Relaxation and General Fitness Programming. A twice weekly Fit Ball Plus! Class is offered to the active members of our community. This class concentrates on Core Fitness, Strength, Balance and Flexibility. The class incorporates exercises on the ball and on the mat and all fitness levels are welcome.

An enthusiastic group of walkers meets once a week with the Community Health Nurse. Walking is ideal for improving cardiovascular health, strength, balance and improves bone density. Walking with a group is a wonderful way to stay motivated and socialize.

The Keep Fit Program also offers Falls Prevention workshops with local community groups. A short presentation is given on techniques for prevention of falls in the home and community and supported by handouts and checklists for making sure that everyone lives and works in a safe environment. This service is sponsored by the Coleraine District Health Service.

The Coleraine District Health Service offers some of these services for a minimal cost to the individual and others for free and is committed to offering guidelines and services that help to keep the individuals in its community fit and healthy.

VALERIE MCINTOSH

Keep Fit Program

HOTEL SERVICES REPORT

2007/2008 was a very busy year for our Catering Department with a huge increase in our Meals on Wheels as well as still supplying our usual meals to our Senior Citizens, Hostels and Planned Activity Group.

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 staff. I would like to thank them all for their dedication and support during 2007/2008.

MEAL SUPPLIED DURING 2007/2008								
<i>MOW</i> <small>(inc Weekend)</small>	<i>Senior Citizens</i>	<i>Acute</i>	<i>Nursing Home</i>	<i>Hostel</i>	<i>PAGs</i>	<i>Other Functions</i>	<i>Staff</i>	<i>TOTAL</i>
7,325	1,012	14,725	17,520	61,320	1,187	790	2,245	106,124

LEANNE RIGBY
Catering Supervisor



Catering staff members help Catering Supervisor – Leanne Rigby celebrate a special 'milestone' birthday



INFECTION CONTROL REPORT

The Infection Control Program at the Coleraine campus is maintained by a local Liaison Nurse in consultation with the Infection Control Department at Hamilton Base Hospital.

In line with Department of Human Services (DHS), Coleraine Hospital has moved from the short term project of Hand Hygiene over to a sustainable program designed to see a continuous and lasting improvement in Hand Hygiene compliance throughout Victoria's public hospital system.

As part of the Western District Health Service (WDHS), Coleraine is involved in regular auditing throughout the year. An audit in hand hygiene conducted at Coleraine gave a result of 71%, which is well above the target set by the DHS of 55% compliance by June 2008. The public are being encouraged at all Victorian public hospitals to use the product themselves when entering or leaving the building. This is one way of reducing the potential transfer of harmful organisms from either coming into the hospital from the community or visa versa.

Coleraine, through Barwon South West region participates in a benchmarking program with the Rural Infection Control Practice Group (RICPRAC). This involves comparing data across the five DHS rural regions of Victoria.

All acute patients are monitored for infections that occur whilst in hospital. This data is supplied to the Victorian Hospital Acquired Infection Surveillance System (VICNISS) for further comparison. Rates to date have remained within averages when compared to other similar sized Hospitals.

VICNISS also allows for comparison of staff uptake of the influenza vaccination. The average for 2007 across similar sized hospitals was 45%. Coleraine showed 33% in final VICNISS results. This year preliminary results show a slight improvement to 37%, but will be a target for improvement as DHS has indicated a plan towards improving vaccine preventable disease amongst health care workers.

In an annual jewellery audit which looks at staff adhering to guidelines of uniform, Wannon Hostel scored 100%, topping the six areas of WDHS audited.

The results of the external cleaning audit conducted in April 2008 showed a score of 94%, which is well above the Victorian Cleaning standard set target of 85%.

Staff provide a high level of vigilance and input via Staff meetings, Riskman Reporting and Opportunity for Improvements. Their involvement has resulted in an increase in the number of high level care pressure mattresses in use, and new shower chairs (soon to arrive). Equipment is regularly assessed and screened to reduce the risks associated with old, worn or difficult to clean items being identified and replaced.

Infection control updates continue to be delivered to the staff by attending education sessions and through the monthly infection control newsletter.

MARK STEVENSON
Infection Control Consultant

LYN MONAGHAN
CDHS Infection Control Liaison Nurse

LIFESTYLE & LEISURE ACTIVITIES - VALLEY VIEW NURSING HOME

Over the past year we at Valley View Nursing Home have participated in a variety of activities at Valley View and on bus outings in the community.

We are very fortunate to have access to the community bus every second Wednesday and are able to take our residents for special outings for meals, drives in the countryside, to visit family and loved ones or a shopping trip.

Our residents enjoy these outings very much. As a regular activity we do some cooking making a variety of foods including scones, jams, pancakes and our own lunch.

As a small group we are able to break the tasks down preparing and cooking our recipe, producing fantastic results at the end. The smell of hot homemade goodies often wafts through Valley View encouraging others to join us for afternoon tea and join in with meaningful conversation giving our residents a real sense of achievement.



Activities Co-ordinator Marie Rigby and residents busy cutting up the vegies for a delicious hot pot for lunch



Div 2 Nurse Mel Marshall and her gorgeous cat visit the residents

Music is a big part of our residents' lives with many very talented local artists coming into Valley View to perform for us and enriching the lives of our Residents.

Recently we have started a new program with our staff bringing their family pets into visit, this has been a lot of fun. We have had cats, dogs, lambs and even a couple of horses in so far and our residents love to see them and have a pat or a cuddle.

We continue to have monthly Church Services from the Uniting Church and Church of England, as well as three monthly services from the Catholic Church - we appreciate this dedication.

As part of our program we do 1:1 sessions with our residents, reminiscing about their past life experiences and doing activities that have special significance to them. These may include reading together, keeping in touch with family through mail or email or even compiling photo books that loved ones can look through. This year we have started compiling quarterly newsletters for our residents and family members keeping everyone in touch with the goings on at Valley View and up coming events.

Kath and I would like to say a special thank-you to all staff that support us with our program and are always willing to lend a hand.

MARIE RIGBY

Lifestyle & Leisure Coordinator



MERINO BUSH NURSING CENTRE REPORT

The Merino facility continues to provide services and support to the communities in Merino, Digby and the surrounding areas. We continue to receive referrals for clients who require additional care post discharge from hospital. The ongoing support and liaison with WDHS continues to enable us to have access to all areas in health care.

The community bus and community car are well utilized. This has become an essential service, and we appreciate the time and effort our volunteers contribute.

We are beginning to expand our client base by providing a room to the Glenelg Library from which they can operate a limited service.

An exercise program is being established and will commence soon.

PAM MEISZIES

RN Div 1



Members of the local community and representatives of local organisations wish retiring Nurse Jan Koch all the best for her retirement



New staff member Pam Meiszies shares a smile and gets ready to test a clients blood pressure



MERINO PLANNED ACTIVITY GROUP – MIAKITE CENTRE

Merino Planned Activity Group has had a wonderful year of many varied activities, trips, barbecues, picnics, guests, games and exercise.

With our craft activities we have made serviette holders, plywood animals, eggshell painting, knitting and crochet.

We all enjoyed our Melbourne Cup Fashion Parade and we thank the ladies from St Vinnie's helping us out on this occasion with some wonderful fashions.

We have tickled our funny bones with some laughter yoga. We always enjoy our Movie Days and learn lots from our Well for Life Program and our Footy Tippy competition provides us with some friendly competition.

We thoroughly enjoyed the shows we were fortunate to attend: Astaire and Rogers, The Merry Widow and Col Millington.

We would like to thank all our wonderful guests we have had the pleasure of their company during the year: Kathy Mabon with our Art Class, Hearing Loss Worker, Community Nurse (Casterton), the wonderful pupils from Merino Primary School, Consumer Affairs and Greed's.

We were lucky enough to be able to have some wonderful trips and excursions during the year. We have travelled to Mt Gambier, Lazy Bones Café, to Portland to see the visiting Oil Rig, Joint activities with the Coleraine Planned Activity Group, Seniors Day Out, Casterton, Xmas Shopping, Hamilton and Penola. We are very appreciative and fortunate to be able to utilise our wonderful Community Bus.

I would like to sincerely thank all our participants, volunteers, helpers and staff for your continued support and who continue to make our group and our activities something to always look forward to and enjoy.

SUSAN DODD
Activities Co-ordinator



Merino participants enjoying a get-together with each other during one of their many outings



NURSING SERVICES REPORT

Coleraine District Health Service continues to provide a high standard of care for clients/ residents and the wider community. This is due to the dedicated professional care given by all staff. Without their commitment to maintaining excellent care we would not be able to achieve these outcomes, I thank all the departments and particularly the nursing staff for these positive results.

We continue to value feedback from clients / residents and the wider community and encourage all users of CDHS to complete Patient / Consumer feedback forms which are given to all patients on admission or are available in the front foyer. Without your feedback we cannot continue to improve on your care needs and suggestions. Coleraine is committed to continuous quality improvement and have monthly meetings to ensure that all your suggestions are actioned.

Coleraine nursing staff have monthly meetings to discuss any changes in policy or documentation as well as to receive feed back on audit results as an ongoing effort to improve communication within the nursing department. The response and attendance to these meetings has ensured that all staff have any opportunity to be involved in any decision making and changes as they occur, provide feed back and evaluate suggestions that have been trialled. Thank you, to staff who attend in their own time.

There has been changes in our Aged Care Funding process which has required extensive retraining and education of staff to ensure that Coleraine's Aged Care Facilities are not losing out on funding. The nursing staff is striving to incorporate this new funding into our computer documentation for aged care to ensure best outcomes are met. Over the past 12 months I have noted the vast improvement in nursing staff, medical officers and allied health workers accessing computers and confidence of all staff in embracing this new type of documentation. This has reduced our paper base records immensely.

The Medical Officers continue to provide a high standard of care to patients and residents in Coleraine. I thank them for their support and guidance over the past 12 months.

WDHS and CDHS continue to embrace the graduate program for Division 1 and 2 Nurses. I thank all graduates for their commitment and care to residents and patients whilst in Coleraine. Thank you also to the educators at WDHS for their ongoing support to staff at Coleraine and graduates.

Later this year we will again be going through Aged Care Accreditation which is always an excellent opportunity to evaluate our services and take on board any suggestions as to how we can do things even better.

I would also thank CDHS Ladies Auxiliary for their ongoing support in purchasing much needed equipment for both Valley View and Acute care needs of patients and residents. Without your fundraising efforts we would not be able to provide such high quality care. These purchases have been greatly appreciated by all staff and users. Thank you all, for allowing me, to briefly attend your meetings with requests. It is very humbling to see that such a small, aging, band of ladies achieve so much through your ongoing commitment to fundraising for CDHS and the community.

I thank all WDHS staff for their assistance and guidance over the past 12 months. Special thanks to Tim Pitt-Lancaster, Lorace Parsons, Leonie Nolte and Julie Pollock for their ongoing unflappable advice and help in ensuring that my work load is eased.

DENISE BEATON
Nurse Unit Manager



NUTRITION AND DIETETICS REPORT

It has been a productive year providing Dietetics services to Coleraine. I have continued to visit twice monthly, alternating between the Hospital and Mackie and Wannan Hostels. The outpatient clinic held once per month has also continued to grow over the past 12 months.

As always, our goal has remained to provide high quality meals to our residents and staff, to meet both their nutritional requirements and personal preferences. Leanne and her staff have been working towards implementing a new menu. The new menu aims to incorporate more favourite meals including some new choices and to discontinue some of the less popular items. The residents indicated their preferences with the Resident Satisfaction Survey carried out last year.

Along with the usual case load, I was invited to join other health professionals at the inaugural Coleraine Healthy Living Expo organised by Tracy and Marie. The day was a great success and was well attended by members of the community. I look forward to participating again next year.

KYLIE BROWN APD
Dietitian

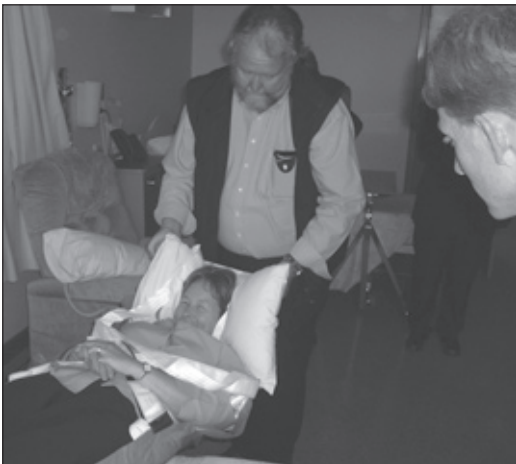
PODIATRY REPORT

The Podiatry Service provided to Coleraine District Health Service by Phuong Huynh from Western District Health Service continues to be very busy and clients continue to book well in advance to ensure that they are able to get their regular appointments. Western District Health Services is trying hard to recruit another Podiatrist to ease the current workload and decrease the waiting time.

We would like to thank the community for their ongoing support and understanding when it comes to making future appointments.



OCCUPATIONAL HEALTH AND SAFETY REPORT – HOSPITAL



*Rod McCreddan demonstrates the use of the
Albac Rescue Mat with 'happy' volunteer
Debbie Egan, with Russell Armstrong looking on*

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 an OH&S representative to ensure Standards are upheld.

Recently, Tracy Plunkett and I undertook a five (5) day training course at Hamilton TAFE to acquire the skills necessary to be a representative for the OH&S Committee.

OH&S Committee meetings are held at Hamilton every two (2) months at which OH&S issues 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 if an item of equipment is found to be faulty, to ensure that the fault or hazard is repaired as soon as possible.

We are fortunate at our facility to have current and up to date lifting machines, eg: Voyagers and stand up lifters. These items of equipment make it easier and safer for staff to transfer people, and maintain our No Lift policy.

Staff are encouraged through OH&S issues to participate in ongoing Education and Training. Recently there has been the PART (Predict, Access & Respond To) training, to assist staff with Challenging/ Aggressive Behaviour, that maybe encountered within the course of their work.

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.

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.

TRUDY COTTIER
OH&S Representative



OCCUPATIONAL HEALTH AND SAFETY REPORT – WANNON HOSTEL

This year the Hostel has been lucky in getting funding for 17 new electric Hi/Low beds. With these beds in place it is easier for both the staff and residents to complete all on/off bed tasks, by using the bed mechanics for height adjustment as well as head and foot elevation as required for individual care needs.

Along with new pressure care mattresses throughout the facility, our residents are getting good skin care and a comfortable nights rest.

We now have 21 electric beds in place with the remaining beds on our 'wish list' for the coming years.

All staff undergo mandatory requirements in Fire Training and "No Lift" each year to maintain and deliver a high standard of care and protection for both our residents and the staff.

Workplace inspections are carried out bi-monthly with maintenance addressing any issues arising from these inspections. This procedure ensures the Hostel remains a safe workplace and living environment.

FAY PICKEN
OH&S Representative
Wannon Hostel



*Hostel staff Kathy and Ronda
demonstrate one of the new electric Hi-Lo beds*



PHYSIOTHERAPY REPORT

Physiotherapy services have been in very high demand over the past 12 months at CDHS. Since the last report in July 2007 we have farewelled Kat Habel and welcomed Robbie Webb. The attending physiotherapist has visited from Hamilton each Thursday with outpatients filling most of the workload. The hydrotherapy pool has also been available for clients to complete personalised aquatic physiotherapy exercises programs. Additional time has been spent visiting inpatients on the ward to encourage optimal mobility without compromising safety.

Residential aged care facilities (Mackie Court and Wannan Court Hostels, and Valley View Nursing Home) have also been serviced with each resident receiving their annual physiotherapy review. Individual programs have been provided with the aim of maintaining functional independence. These programs are completed with the encouragement of the Diversional Therapist and physiotherapy assistant.

This year, quality improvement activities have focused on establishing a structured falls prevention strategy. This includes identifying individuals of the residential care facilities who may be at greater risk of injury due to falling. Plans are then put in place to minimise this risk and is executed via effective teamwork between Nursing Staff, Diversional Therapist and Allied Health Assistant.

The Physiotherapy service has also been facilitated by the excellent work of administrative, maintenance and cleaning staff. Their contribution is much appreciated and should not go unmentioned.

Over the next 12 months our staff rotation roster will see Yvette Schmal become the regular Coleraine Physiotherapist as of September 2008. I am confident that she will fit in well with the friendly CDHS team.

ROBBIE WEBB

Physiotherapist



Physiotherapist Robbie Webb instructs clients for their individual programs

SUPPLY AND MAINTENANCE REPORT

Another busy year has passed for the Supply & Maintenance Department.

There have been some new faces since last year. I commenced in August 2007 and taken over the role of Supervisor after Doug Moore left Coleraine for warmer climates further north. Jordon Roberts (Plumber) left us in late April and has taken on the position of Supervisor for the plumbing department at the Hamilton Base Hospital. Rodney Nolte joined our team in May.



The Maintenance Crew receive instruction on suitable protective attire for use while working

A 'green waste' service was implemented last year for the residents of our Independent Living Units at St Joseph's Court and Strathallan and it is great to see them using the bio-degradable bags to place the waste in. Keep up the good work! I would also like to congratulate the residents on how well they look after their homes.

The dry Summer months have provided several challenges for the Maintenance staff. The staff have done a great job maintaining the grounds of all facilities during the water restrictions.

This year the three new units at St Joseph's Court have been completed and the residents have settled in to their new homes. A lot of work has been done in establishing the garden and yard areas. New sprinkler systems have been installed for the three new units and work done on the existing system to allow the continued watering of the grounds of other units.

John Rhook has been busy with painting at the Hostels, the Hospital and Merino, his efforts are very noticeable, and greatly appreciated by the residents and staff. The Merino Bush Nursing Centre has also had ongoing maintenance and painting undertaken to ensure the building remains safe and presentable for use by the community.

The Planned Activity Group staff, volunteers and clients have done a fantastic job attending to their gardens at "Golden Lodge".

I would like to thank my team from the Maintenance & Supply Department for the great effort they have put in over the past 12 months.

MARK BATEUP

Maintenance & Supply Supervisor



VOLUNTEER PARTICIPATION REPORT

The following is a summary of contact hours and activities for Coleraine registered volunteers for the 12-month period, July 2007 – June 2008.

- A total of 10 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours for Wannan Court / Mackie Court over the period (July 07 – June 08);

• Volunteer Hours Total, Individual Contact	147.58
• Volunteer, Individual Contact - Ave. hours per week	2.8
• Volunteer Hours Total, Group Contact Hours	199.25
• Volunteer, Group Contact - Ave. hours per week	3.8

- 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.

Volunteers recorded an overall total of 346.83 hours volunteer service support for the 12-month period July 2007 – June 2008. Equating to an average of 6.66 hours per week contributed by WDHS registered volunteers at Mackie House/Wannan Court.

10 Volunteers give their time to the PAGS group which operates for 10 hours each week.

Coleraine Community Transport operates Monday, Tuesday, Thursday and Friday from 1.30pm to 4.00pm due to the time given by 30 volunteers, bookings can also be made outside these hours.

The Merino Bush Nursing Centre is supported by 20 volunteers.

JEANETTE RYAN

Volunteer Co-ordinator

Western District Health Service



WANNON HOSTEL REPORT

Wannon Hostel (Mackie Court and Wannon Court) have again had full occupancy throughout the year with 40 permanent Residents and a Respite room which has also had full occupancy.

The Residents are extremely fortunate to have such dedicated and hard working Staff meeting their needs and making their days bright with their cheerful attitude to their work. My grateful thanks goes out to all Staff for their support and dedication. This includes the wonderful support received from our team of District Nurses. My grateful thanks also goes out to Tim, our DON/Manager and to Denise our Unit Manager for their support and good advice throughout the year, a great team effort by all Staff.

The Hostels have been maintained in very good condition by our very obliging and dedicated Maintenance Staff, my thanks goes to them all for their prompt attention to our many requests placed on them.

Our Staff have again had many Education opportunities which allows them to keep up with the continual changes in the requirements in Aged Care.

Once again our Ladies Auxiliary have supported us throughout the year by purchasing equipment to assist in the care of our Residents, this includes mobile shower chairs, wheelchairs and the replacement of some curtains. My grateful thanks goes out to this team of hardworking ladies.

We have been fortunate to receive funding for the purchase of eighteen electric beds, these beds have assisted to meet the care needs of our High Care Residents. We have also replaced our commercial dishwasher at Mackie Court with a new model. Many thanks go to Tim for his quick response to this request.

In closing this Report, my seventeenth year as Supervisor at Wannon Hostel, I am very fortunate to be part of such a dedicated team who strive to deliver excellent care to our Residents, always putting the Residents needs first.

LEONIE NOLTE
Wannon Hostel Supervisor



Popular staff member Leonie Nolte is overwhelmed by all the beautiful flowers she received



THANK YOU FOR YOUR DONATIONS

Anonymous	Ferguson Mr & Mrs A	Neeson EF & Co
Apex Club of Coleraine	Ferrier Mr & Mrs JH	Neeson Mr RJ
Balmoral Golf Club	Finch Mr GM	Nepean Mr JN
Barnes Mr & Mrs VE	Fitzgerald Mrs BM	Norris Mr & Mrs J
Beaton Mr & Mrs G	Fitzgerald Mr & Mrs N	O'Connell Mr P
Benson Mr & Mrs H	Fry Mr & Mrs GJ	Payne Mr JO
Brackley Mr & Mrs A	Gardiner Mr & Mrs P	Pigeon Ponds Sports Social Club
Britten Miss E	Gilder Mr E & Miss M Shields	Pretlove Mrs MA
Broad Mr & Mrs TJ	Gordon Mr & Mrs R	Richardson's Butchery
Brown Mr & Mrs DD	Gunningham Mrs E	Riordan Mr M
Brown Mr K	Hardy Mr R	Robertson L & J
Brumby Mr & Mrs M	Harris Mr & Mrs RJ	Robertson Mr & Mrs M
Bunney Mr & Mrs G	Hodgetts Mr AT	Rogers WA & AC
Burgess Mr & Mrs GM	Homes for the Aged Auxiliary	Rostie D & M
Burne Miss A	Hutchins Mrs G	Row Mr & Mrs P
Cameron & Co	Johnson Mr & Mrs TF	Shaw Mrs TM
Cameron Mr G	Klein Mr H	Smith Mr I
Casterton Pipes & Drums	Lawson Mr & Mrs J	Stanton Mrs LJ
Charlton Mrs VD	Little Mr & Mrs G	Stiglich Mrs M
Clifton Roberts P/L	Lodge Ms JF	Struthers Mrs V
Coleraine District Health Service	Lowery Mr & Mrs KW	Thomas Fr MA
Ladies Auxiliary	Lyons Mr & Mrs J	Troeth Mr & Mrs IS
Coleraine Lions' Club Family Day	McKean Mr & Mrs I	Ward Mr J
Coleraine Opportunity Shop	McMeekin Mr & Mrs J	Waters Mr & Mrs G
Corney Mr RC	Mahoney Mrs NF	Waters Mr & Mrs RJ
Cox ME & MR	Millard Mr JWY	Wettenhall Family
Davies Mrs T	Milton Mr & Mrs G	Wilson Mr & Mrs G
Dear Mr & Mrs J	Moss Mr & Mrs A	
Egan Mr & Mrs M	Muir Mr R	

DONATIONS IN KIND

ADASS Knitters (Dartmoor Bush Nursing Centre)	Corner Mr G	Munro Mrs P
Benson Mrs P	Davidson Ms C	Speirs Mr J
Coleraine Indoor Bowling Club	Forsyth Mr P	Watt Mrs H
Coleraine Staff	Franklin Ms J	
	Martin Ms C	

We would like to also thank those persons who have contributed to our 2008 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year.

(Those persons names will be recorded in next year's report).

Our heartfelt gratitude is extended to you all.

*We extend a sincere thank you to the many individuals who give their time or other gifts in kind.
To all the volunteers and supporters of Coleraine District Health Service and our services
who so generously assist us in so many ways through our Nursing Home, Hostels, Meals on Wheels,
Planned Activity Groups, Community Transport, Book Exchange, Auxiliaries, etc
Your efforts are greatly appreciated.*

We are fortunate to have such caring people who give their time so freely for the benefit of us all.

*Finally we wish to thank the community for your continuing support
and our staff for their loyalty and dedication*



Coleraine District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2008

	2007/08 \$	2006/07 \$
Revenue		
State Government Grants	3,242,425	3,118,609
Patients Fees	2,242,795	2,223,930
Other Revenue	301,437	316,689
Total Operating Revenue	5,786,657	5,659,228
Expenditure		
Salaries & Wages	4,406,591	4,199,284
Direct Expenditure	473,658	469,272
Overheads	883,299	908,782
Total Operating Expenditure	5,763,548	5,577,338
Operating Surplus	23,109	81,890
Capital Items		
Fundraising and Donations	96,403	13,664
Ingoing Residential Charges - Aged Care	385,967	336,259
Capital Grants	156,956	347,181
Surplus / (Loss) on Disposal of Asset	15,092	
Depreciation	(224,201)	(226,980)
Health Service Result	453,326	552,014
Accumulated Surpluses at Start	6,368,861	6,007,444
Transfer to Asset Replacement Reserve	(385,967)	(336,259)
Transfer from Asset Replacement Reserve	489,590	145,662
Transfer to Specific Reserve	-	-
Accumulated Surpluses at End	6,925,810	6,368,861



Coleraine District Health Service

Balance Sheet as at June 30, 2008

	2008 \$	2007 \$
Equity		
Accumulated Surplus / (Deficits)	6,925,810	6,368,861
Asset Replacement Reserve	1,288,145	1,391,767
Asset Revaluation Reserve	(111,202)	(111,202)
Total Equity	8,102,753	7,649,426
Current Liabilities		
Payables	104,559	147,403
Employee Entitlements	544,149	491,299
Monies Held in Trust	2,966,619	2,169,287
Total Current Liabilities	3,615,327	2,807,989
Non Current Liabilities		
Employee Entitlements	422,539	381,501
Total Non Current Liabilities	422,539	381,501
Total Liabilities	4,037,866	3,189,490
Total Equity and Liabilities	12,140,619	10,838,916
Current Assets		
Cash at Bank	2,507,928	2,068,949
Investments	700,430	700,430
Receivables	181,005	382,966
Monies Held in Trust	2,966,619	2,169,287
Total Current Assets	6,355,982	5,321,632
Non Current Assets		
Land, Buildings, Plant & Equipment	6,825,926	6,374,760
Accumulated Depreciation	(1,041,289)	(857,476)
Total Non Current Assets	5,784,637	5,517,284
Total Assets	12,140,619	10,838,916

OUR MISSION

To meet the health needs of the residents of the Western District by delivering valued, high quality primary care, health promotion and illness prevention, acute care, extended care and community based services.

OUR VISION

Excellence in health care, putting people first.

OUR VALUES

We value:

- Our customers – we recognise their rights, encourage their participation and are committed to their wellbeing
- Improving performance – we are committed to a culture of continuous quality improvement
- Our staff as our most valuable resource – we are committed to their wellbeing and ongoing professional growth and development
- Strong leadership – we are committed to governance and management that sets sound directions
- Safe practice – we are committed to the provision of a safe environment