



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

COLERAINE DISTRICT HEALTH SERVICE



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YEAR IN REVIEW 2007







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You Can Help Us to Improve our Services to Our Community/Bequest/Donation



REPORT OF THE CHAIRPERSON

The coming together of Western District Health Service and Coleraine District Health Service was one of the most significant developments for health services in the Shire, creating many opportunities to strengthen the delivery and effectiveness of services across our catchment area.

The Advisory/Management Committee provides the link between the local community and Western District Health Service. The Committee is involved in service and capital planning and fundraising.

The Advisory Committee extends its appreciation to Mr John Dean who retired at the end of his term in October 2006 after 22 years of service to the community. We thank John for his many years of dedication and commitment to the health service. During the year we also welcomed two new members to the Committee – Messrs Colin Warnock and Grant Little and we are appreciative of the knowledge and expertise they bring to the Committee.

Progress continues for our planned multi-million dollar building redevelopment for Coleraine and Merino. Aside from meeting our first objective of ensuring our services are provided from buildings that meet modern day standards and requirements, the planned redevelopment will also achieve the location of all bed-based services onto one site and create a one stop shop health precinct by locating the Medical Clinic, Dental Clinic, Allied Health, Community Services, Adult Day Program and the Shire of Southern Grampians Maternal and Child Health Program directly opposite with car parking joining the two service components. With all bed-based services relocated and with the consolidation of the Mackie/Wannon site it will provide greater flexibility and accessibility for our ageing population and ensuring the most efficient use of resources. It will also mean that all services provided by Coleraine are located within the one precinct.

Our Master Plan and feasibility plans have been endorsed by the Department of Human Services. Whilst the outcome of the State Budget was extremely disappointing with no funding provided for the much needed upgrades Western District Health Service has confirmed its commitment by allocating \$400,000 from reserves to the planned redevelopment project with the commencement of the building of three new independent living units on the St Joseph's Court site. These units are to replace the three existing units on the Wannon site as those units need to be demolished to make way for the major hospital and residential care development.

Land has been purchased at Merino in readiness for the building of a new purpose built facility to continue to provide the range of primary care programs offered to the community.

While we will be competing against other projects under consideration across the State Western District Health Service will continue to pursue all avenues to enhance our case for funding in the 2008/2009 State Budget.

Whilst we have some way to go to obtain Government funding for the Coleraine/Merino building redevelopment, the rapid progress made to date is very pleasing and promises exciting times ahead for Coleraine and Merino to ensure the provision of health services in modern day facilities for the next 50 years and beyond.

Coleraine District Health Service is committed to ongoing and improving performance and we were pleased that the Annual Food Safety Audit conducted by external surveyors found that our catering service and facilities were fully compliant with all standards.

Also in keeping with the new aged care standards and monitoring arrangements the Aged Care Standards and Accreditation Agency made an unannounced visit to Valley View Nursing Home and Wannon Hostel in February. Both facilities were found to be fully compliant with the standards reviewed by the Surveyors



with the feedback being very positive regarding the quality of care provided to residents and commitment to ongoing quality improvement.

It is also pleasing to have patients give Coleraine District Health Service a tick of approval in the latest external Patient Satisfaction Survey completed by the Department of Human Services. As always there is still room for improvement and we will be striving to continually do better.

The management of financial resources is a continual challenge for health services and the continued efforts of the staff in Coleraine and Hamilton has allowed CDHS to finish the financial year with a small surplus.

Our staff continue to be our most valuable resource. We are committed to their wellbeing and ongoing professional growth and development, as well as providing a safe environment. All staff continue with their ongoing and mandatory education and training and continue to provide and maintain professional care and service to all our patients, clients and residents. We are indeed fortunate to have such a wonderful, caring staff providing these services to our community.

I would like to thank Mr Tim Pitt-Lancaster as CDHS Manager/Director of Nursing for his leadership and knowledge and to Department Heads for their valued contribution and management skills.

I also thank Western District Health Service under the very capable management of Chief Executive Officer – Mr Jim Fletcher, the supporting Executive, the Board of Management and supporting departments and staff for the provision of support services and their valued help and leadership.

We are continually appreciative to our outstanding staff and wonderful visiting medical officers for the delivery of their quality service to the community.

Heartfelt gratitude and appreciation are extended to our wonderful Auxiliaries and volunteers for their tireless work and ongoing support.

Thank you to my fellow Committee Members for your commitment and dedication.

We acknowledge the contribution of the Department of Human Services staff, State and Commonwealth Government, local Parliamentarians, local Councillors, business associates and the media.

I would also like to sincerely thank our wonderful community, who even in these harsh and severe times experienced with the hardships of the drought, continue to give their ongoing support. Thank you one and all for your continual interest and involvement.

Coleraine District Health Service, in collaboration with Western District Health Service look forward with immense enthusiasm and anticipation, as we move into the next exciting phase for our service, as we continue to be committed to the provision of optimum health care services to our community.

SANDRA ADAMS
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 the 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 Gordon Mackie – Mackie House.

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.

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.



*WDHS Chief Executive Officer – Mr Jim Fletcher
and CDHS Manager/Director of Nursing – Mr Tim Pitt-Lancaster
inspect the building works being carried out at St Joseph's Court
in readiness for the relocation of the Wannan Units
as part of the redevelopment plans*



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)
- Wannan 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
- Massage
- Walking Group
- Carers' Group
- Healthy Living Group
- Keep Fit Classes:
*Silver Sneakers,
Pilates Based Mat Classes,
Tai Chi, Relaxation, Fitball*



Merino:

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

Independent Living Units:

- Strathallan (14 single bedroom Units)
- St Joseph's Court (8 two bedroom Units)
- Wannan (2 two bedroom and 1 three 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

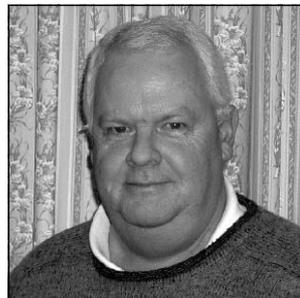
The functions of the Committee as authorised by the WDHS Board are:

- 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.

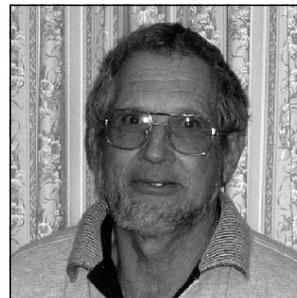
The Advisory Committee are grateful for the assistance of Mr Jim Fletcher, Mr Pat Turnbull, Mr Nick Starkie and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.



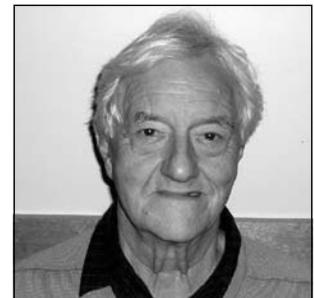
Mrs Sandra Adams
Chairperson
Commenced 1997
Term of Appointment:
2006 - 2009



Mr Ron Jones
Commenced 2002
Term of Appointment:
2004 - 2007



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



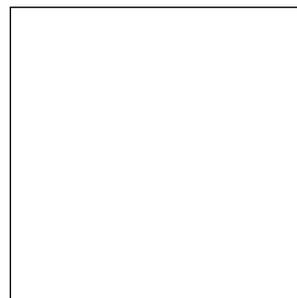
Mr John McMeekin
Commenced 1994
Term of Appointment:
2006 - 2009



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

Mr John Dean resigned at the end of his term in 2006



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 Tschirpigg
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	1996-2002	Dr M Magill
1953-2002	Dr CR Wain *	1999-	Dr N Wulff
1955-1958	Dr C Baldacchino	1999-2001	Dr P McGibbon
1967-2001	Dr SW Hyland *	2000-	Dr G Prozesky
1981-	Dr BS Coulson	2002-2003	Dr G Langainarayanan
1990-1996	Dr J Hryckow	2004-	Dr K Tan
1992-1999	Dr ST Rudd	2005-2006	Dr M Deary
1992-1996	Dr P Muskett		

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 - Mrs Sandra Adams

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- Dr J Dunn

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 2006/2007

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 outlined in our Operational Plan.

Corporate Identity

- In October 2006, around 85-90 people attended the first Year in Review for Coleraine District Health Service. Guest Speaker was Mr David Sleigh – Manager for Geology, Eastern States Iluka Resources Ltd.. David made a very informative and entertaining presentation.
- The Manager/Director of Nursing has attended a range of meetings, representing the Health Service.
- Ongoing fundraising during the year has greatly assisted our goal of continually enhancing and upgrading our facilities.
- Annual Appeal letter sent to households in early June 2007 and \$6600 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
- Shire of Southern Grampians held their June meeting in Coleraine which included a visit to the Valley View Nursing Home, Acute Ward and Allied Health Wing
- Coleraine District Health Service welcomed two new members to its ranks with the appointment of Messrs Grant Little and Colin Warnock.
- Plans of the redevelopment have been placed on display in the community
- Mr John Dean retired at the end of October as a long serving Member of the Coleraine District Health Service Committee and the Western District Health Service Board of Management.
- \$5000 grant received from the Pierce Armstrong Trust for the Coleraine/Merino redevelopment



2006 Year in Review Guest Speaker – Mr David Sleigh

Performance Monitoring

- Aged Care Accreditation Visit – In keeping with the new aged care standards and monitoring arrangements the Aged Care Standards and Accreditation Agency made an unannounced visit to Valley View Nursing Home and Wannan Hostel on Thursday 22 February 2007. Pleasingly both facilities were found to be fully compliant with the standards reviewed by the Surveyors. The overall feedback was very positive regarding the quality of care provided to residents and commitment to ongoing quality improvement.



- Patient Satisfaction Survey Report results – CDHS overall care index level 82, all hospitals 79, and peer group 85. Manager/DON working on new Patient Information Booklets to look at addressing those areas that were identified.
- Continuing performance appraisals
- WDHS Primary Care Services received a commendation as a runner-up in the Premier's Award for the Primary Healthcare Service of the Year
- WDHS – Director of Corporate Services – Mr Pat Turnbull received VHA Non-Clinical True Professional Award
- WDHS – Sue Morrissey Project Leader Southern Grampians / Glenelg Rehabilitation Program awarded – Clinical Excellence in the State Nursing Excellence Award. \$10K prize directed to ROAST Project (Stroke)
- WDHS topped the Pilot Benchmarking Waste Management Project involving 18 health agencies with a total score of 98.17%
- Standardisation of Allied Health fees have occurred with no negative feedback from the community
- Attendance at FitBall and Tai Chi classes improved.
- First quarter results of Quality Indicators have been received from the Department with the main area of concern being the restraint figures. These results show CDHS in a poor light which is not the case. Manager/DON and Aged Care Quality Manager looking at how the information is passed onto the Department.
- Internal Food Safety Audit conducted, minor cleaning issues identified and addressed.
- AGM for the residents of the ILU's held in January 2007.
- External cleaning audit conducted on the 22nd February overall result 96%. Areas of concern have been addressed. The annual Food Safety Audit was conducted by external surveyors recently and found that our catering service and facilities were fully compliance with all standards
- External Food Safety Audit was conducted on the 23rd January with one area requiring minor repairs
- Periodic Review by the Australian Council of Healthcare Standards conducted in May 2007 using the new EQuIP Standards
- RCS Monitors visited Wannan Court on the 8th and 9th May and reviewed the documentation of 9 residents. 7 of the 9 residents will have the RCS score adjusted.
- Patients have given Coleraine Hospital a tick of approval in the latest external patient satisfaction survey completed by the Department of Human Services. The overall care index rating was 87 which compares very favourably with the all hospital State average of 78.
- 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.

Quality Improvement and Risk Management Initiatives

- New signs have been placed at the two main entrances to the building to inform patients and visitors that WDHS will not tolerate aggressive behaviour
- WAVE 10 Victorian Patient Satisfaction Monitor results received for Sep 05 to Feb 06 – CDHS score 82, who of state average 79
- Emergency Procedure Manual updated and added to WDHS intranet site
- Patient Satisfaction Survey – excellent result for the March 2006 to August 2006 period. Care Index level 87 (up from 81 n previous survey). Peer group average 86, Statewide 78. Improved ratings for 5 of the 6 performance indicators with one remaining the same.



- Victorian Patient Satisfaction Monitor Wave 11 (mar-Aug 2006) – Overall a good result showing improvements on the previous report.
- Riskman – all incidents/near misses are logged electronically through Riskman
- Advanced Care Planning – there has been a great response to this from family and residents. Staff have received training to complete the documentation for those residents that have no immediate family and are deemed non competent.
- Medication Management –current residents have had a full medication review with John Barke. The review reports are discussed with the medical clinic and nursing staff with some recommendations implemented.
- External Cleaning Audit conducted on 22 February – overall result 96%.
- External Food Safety Audit conducted on 23 January resulting in continued compliance.
- New Best Practice Hand Hygiene product and strategy implemented.
- All ultra-violet water filtration systems serviced
- Extremely good results from the External Patient Satisfaction Survey across all WDHS with overall care index level of 86 (top for peer group) and rating for all 7 KRA's equal to top rating of peer group. State and peer group comparative average for overall care index 78. Consumer participation indicators also highest for peer group at 87 (average 80). 99% of patients satisfied with their care

Service Planning and Development

- Coleraine Merino Redevelopment – DHS approved funding to purchase land at Coleraine and Merino which has now been finalised.
- DHS have given approval for the schematic design phase to commence with completion expected by 31 October.
- Anne Kealy House decommissioned
- The Advisory Committee recommendation to allocate \$400,000 in the 06/07 Capital Budget from CDHS Aged Care reserves to build 3 new ILU's on the St Joseph's Court site to replace the Wannan Court units which will be demolished to make way for the Coleraine District Health Service redevelopment was approved. Construction expected to be completed by early 2008.
- Coleraine/Casterton Medical Group ceased services to Merino until a new Doctor is appointed.
- Approval received from the Commonwealth for the transfer of a funded low care bed from 1/9/06. This will replace the unfunded boarder bed
- Application to the Southern Grampians Shire Council to formally seek the closure of a portion of McLeod Street Coleraine, between Winter and Henty Street – to maximise availability of car parking and to facilitate safe pedestrian movements between the two sites.
- Article in Hamilton Spectator 'No opposition to close part of street' – November 2006
- Rural Service Forum led by WDHS held 6/11/06 at HBH Education Centre for frontline workers who play a key role in the lives of our farming community – In excess of 100 in attendance.
- Invitation extended to Minister Jennings to visit Coleraine facilities.
- Schematic design finalised and Value Management Workshop completed
- Jan Snell and Peter Bunter from the Department of Human Services Barwon South Western Regional visited Coleraine on 24/1/07.



- All planning for Coleraine campus redevelopment completed – needs State Government approval to proceed any further. Plans released for public display.
- Response received from Minister for Community Services Gavin Jennings in reply to our correspondence concerning redevelopment progress and concerns re deterioration in buildings. Support given to arrange Engineer and building reports for further consideration. These have been commissioned and dependent upon the nature of the reports it is planned to seek a deputation with the Minister to discuss.
- WDHS FReeZA Youth Program refunded for a further 12 months

Human Resource Management

- Agreement on new contract with Coleraine/Casterton Medical Group from 1/7/06 to 31/05/2010
- Staff attended education sessions on RCS documentation, Anaphylaxis, Dementia, Lee Total Care, CPR, Palliative Care and Advanced Care Planning LTC sessions in Casterton, CPR, ECG Education and Use of the ZOLL Defibrillator
- Emergency procedure training sessions well attended
- Dr Mark Deary left the Coleraine/Casterton Medical Practice to go to Ararat.
- Staff continue to undertake mandatory fire safety training
- Jade Roberts a Div 2 Trainee awarded the Hamilton Regional 2006 WestVic Workforce Apprentice and Trainee Excellence Award
- Nominations for Denise Beaton and Leonie Nolte accepted to undertake the Aged Care Leadership program in 2007.
- Action Plan developed to ensure all staff have a current police check.
- Two staff have been accepted and have commenced the Registered Nurse Division 2 Graduate Program through WDHS
- Recruitment of new staff has been successful with the following vacancies filled: Associate Charge Nurse, Casual staff for the Catering Department, District Nurse at Merino, Diversional Therapist, PAGS Co-ordinator
- Julie Pollock was successful in winning a Rotary Pride of Workmanship Award which was presented in Hamilton on 23rd May.



WestVic representative Mr Darren Barber, proud recipient Jade Roberts pictured with her Award and Manager/DON – Tim Pitt-Lancaster

Facilities and Equipment

- Fire Safety Works – Certificate of completion issued
- Refurbishment works at 68 Pilleau Street completed. Child and Maternal Health Nurse relocated at the beginning of July
- Main electrical contactor in the Hospital was replaced due to increased noise
- Two heating units have been replaced at the ILU's (one at St Joseph's Court and one at Strathallan)
- Staff prepared for National Census in August
- Quotes sourced for the replacement of some sections of carpet within the medical clinic.

- PAGS residence Open Day held Friday 17th November, 2006. Building called “Golden Lodge Day Activity Centre”.
- Structural Engineer conducted an audit of the Merino campus buildings with report provided
- Residents call system relocated from Anne Kealy House and attached to the side of Strathallan units.
- Pavers from Anne Kealy House relocated and reused for paths at the rear of Wannan to allow greater access to gardens.
- Dry weather escalated the rate of cracks in the walls and ceilings. Maintenance are repairing these as necessary.
- Work conducted on Fire Panel at the Hospital after the fire/smoke doors failed.
- Two new large recliners donated by the Hospital Ladies Auxiliary
- All automated sprinkler systems reprogrammed to comply with water restrictions.
- The heavy rain in January caused extensive damage to the hill above the carpark. This damage has been repaired and modifications have been made to the drainage from the hill.
- A hot water system was replaced at the main hospital site in February following a breakdown.
- A donation of \$5000 has been pledged towards equipment that will improve the lifestyle of the residents within Wannan Hostel.
- A new floor level bed was purchased, to assist the staff in caring for a resident.
- A donation of \$200 was received to allow for the purchase of shade cloth for the Planned Activity Group, for use on their gazebo.
- Replacement industrial washing machine purchased and installed at main hospital



Coleraine PAG participants standing in front of their new home “Golden Lodge”



Auxiliary Members try out one of the new recliners

Information Management

- CDHS aged care information now up on WDHS intranet/internet pages
- New cordless phone installed at Merino to ensure greater coverage and flexibility
- New computers ordered to accommodate the implementation of Lee Total Care in October
- Lectora on-line training system installed for fire training and CPR
- Lee Total Care Aged Care electronic records activated and online. Staff received onsite education on Lee Total Care data entry. Compliance continues to improve with more residents added to the system and more accessible reports. An additional laptop has been sourced to improve availability at Mackie House.



Financial and Service Availability

- Nursing Home, Hostel and Independent Living Units occupancy maintained at high levels throughout the year
- A favourable end of year financial result, with a small operating surplus achieved.
- Standardisation of Allied Health fees with no negative feedback from the community



Building works commence at St Joseph's Court





MANAGER / DIRECTOR OF NURSING REPORT

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

During the 2006/2007 financial year we have continued to provide an extremely high standard of care and a wide range of services, whilst achieving a small budget surplus. This is a reflection of the dedication and commitment of all staff throughout the Coleraine District Health Service as well as staff from a variety of departments within Western District Health Service, in achieving excellence in service provision through the most cost effective way.



*CDHS Manager/Director of Nursing Tim Pitt-Lancaster
pictured in the native garden surrounds at Coleraine District Health Service*

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.

While the ongoing success of the Coleraine District Health Service is due to the combined efforts of everyone involved, the efforts of those that contribute to the day to day management of the Health Service deserve recognition, particularly Denise Beaton, Leonie Nolte, Doug Moore and Julie Pollock.

It is also important to mention the many hours that are contributed by our 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 also 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 an unannounced visit in February 2007, with both the Valley View Nursing Home and the Wannan Hostels receiving very positive feedback and found to be compliant with all 44 expected outcomes.

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



STAFF LIST

Chief Executive Officer
Jim Fletcher

Manager/DON
Tim Pitt-Lancaster

CLINICAL SERVICES

Nurse Unit Manager
Denise Beaton

Associate Charge Nurses
Trudy Cottier
Faye Kelly
Susan Ferrier
Paula Gunning
Dora James
Lorace Parsons
Rosemary Perks
Wendell Shaw

Registered Nurses-Div 1
Larry Adams
Judith Burgess
Andrea Fatone
May Ferguson
Katrina Hodgson
Diane McLean
Tracy Plunkett
Michelle Watt

Registered Nurses-Div 2
Susan Anson
Kath Baugh
Catherine Bakal
Margaret Mary Baulch
Marilyn Callaby
Ann Cameron
Debbie Egan
Karen Forsyth
Claire Goldby
Melissa Jacobson
Lyn Marsden
Lynette Monaghan
Jade Roberts
Lucy Speirs
Elizabeth Talbot
Anne Youl

Ward Assistant
Catherine Munro

District Nurses
Alison Armistead
Leigh Dean
Jane Bunge
Camilla Dundon

MERINO

Nurse Manager
Jan Koch

Bush Nurses
Gwendoline Baulch
Pauline Laidlaw
Pamela Meiszies

Environmental Services
Margery Owens
Kathleen Rhook

WANNON HOSTEL

Hostel Supervisor & Care Co-ordinator
Leonie Nolte

Personal Care Attendants
Cassie Atchison
Ronda Baker
Christine Barnes
Glenise Benson
Debra Bickley
Marilyn Broome
Kathleen Brown
Lorae Clarke
Kelly Clayton
Belinda Day
Jennifer Fitzgerald
Sharon Gorrie
Maureen Irving
Marlene Lee
Dianne MacDonald
D'Arne Malcolm
Abby-Jean McKerlie
Elizabeth Millard
Janine Milton
Kelly Nicholson

Therese 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
Lois Gordon
Annette Harris
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
Lisa Leonard
Shirley McCarthy
Cassandra Milton
Dorothy Milton
Maxine Rigby
Robyn Soulsby
Beverley Spring
Janene Taylor
Janece Waldron

ENVIRONMENTAL SERVICES

Services Supervisor
Maryanne Spong

Tracey Millard
Shirley Milton
Fiona Peach
Laurice Picken
Catherine Stiglich

FINANCE

Nick Starkie
David Knight

ADMINISTRATION

Kerryn Feely
Margaret Grinham
Julie Pollock
Jane Robertson

MAINTENANCE

Supervisor
Doug Moore

Neville Barker
Andrew Healy
Philip Perry
John Rhook

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

Alison Armistead

Valerie McIntosh

Claire Goldby

10 years

Susan Dodd
Lynette Monaghan

15 years

Jane Bunge
Kerryn Feely

20 years

Margaret-Mary Baulch
Ronda Baker

25 years

Catherine Stiglich
Marie Grinham





NURSING SERVICES REPORT



*Denise Beaton
Nurse Unit Manager*

Coleraine District Health Service continues to strive towards its commitment to continuous quality improvement which is clearly reflected through the Victorian Patient Satisfaction monitor. Coleraine is bench marked with similar size hospitals throughout the State and in all areas shows we are continually improving on previous results, in many areas Coleraine leads. I wish to thank all staff: Nursing, Environmental, Maintenance, Catering, Administration, Allied Health, and the Medical Officers. Without any of these staff being committed to providing a high level of care these results could not have been obtained.

We have had a busy year with changes in our Nursing Home documentation to now be computer generated, this has been a challenging time for us more mature staff with minimal computer literacy but again through staff dedication we have adapted to the changes.

The acute area of the hospital has been surveyed in May under EQUiP and has achieved Accreditation status. This survey has brought Coleraine into alignment with Western District Health Service. Our next survey will be in August 2009. Thank you to the support of staff in Coleraine and Hamilton for ensuring the process was smooth and the outcome positive.

Nursing has seen many changes in the roles of staff over the past 12 months

- New Division 2 Graduate Program and staff training to be mentors and preceptors for these new Division 2 nurses. The Division 2 staff who are preceptors thank you all for your commitment to making a new program very successful.
- Division 2 endorsement in Medication Administration. Two Division 2 Nurses have undertaken their training. Kathleen Baugh and Sue Anson - Well done. WDHS have been working tirelessly to ensure that these staff feel confident and competent in their new roles.
- Palliative Approach in Aged Care and Advanced Care Planning. Margaret Baulch, Claire Goldby and Elizabeth Talbot have completed training and are continually updating skills to ensure residents and family wishes are respected. Thank-you girls for your commitment.

Resignation of Division 1 Nurses has put a strain on staffing levels but on the positive we have also recruited and welcome new staff.

I would like to congratulate Jade Roberts on completing her Division 2 training and now undertaking her Division 1 training in Warrnambool. Well done Jade.

One of the wonderful things about working in a smaller rural Hospital is the staff comradeship and support for each other which can be lost in larger hospitals, perhaps this is why Coleraine District Health Service has such a commitment to caring and the community as a whole.

A very big thank-you to WDHS staff for their ongoing support, Tim Pitt-Lancaster, for his encouragement and unflappable nature, Leonie Nolte whom I frequently "touch base" with, and all the dedicated staff of Coleraine District Health Service.

DENISE BEATON
Nurse Unit Manager

DISTRICT NURSING SERVICE REPORT

Our District Nursing Service has spent yet another busy year visiting clients in Coleraine and the surrounding area, as well as looking after the needs of our hostel residents. We remain an enthusiastic, loyal team of four who enjoy sharing the care of “our” clients.

The computer has once again shown us just how much work we have done.

- 190 individual clients have been seen on 9097 occasions and it has taken us
- 2895.6 hours to give that care over the last twelve months.

We all continue to pursue various areas of study, as well as the annual mandatory competencies required by the health service.

The Annual Satisfaction Survey completed by our clients returned only positive comments about our service and staff. It is pleasing to have the dedication and skills of our team acknowledged in this way.

We aim to continue to provide the best possible service to the residents of our community and surrounding district.

ALISON ARMISTEAD

on behalf of
District Nursing Service



District Nurse – Leigh Dean



*District Nurses Camilla Dundon
and Jane Bunge*



*District Nurse Alison Armistead
with Dr Brian Coulson*



EDUCATION REPORT

Coleraine and Western District Health Service are committed to continuing nurse education through in-service and external education.

Leonie Nolte and myself have attended a Leadership Course in Geelong over eight months to assist us in our roles as managers.

In the past 12 months the following education has been offered and well attended by staff:

- Advanced Care Planning Training Program (for both the competent & non-competent).
- Farm Injury Management (primary & secondary survey).
- Continence Education.
- Diabetic Management and documentation
- Emergency Nursing(Common Emergency Department presentations)
- Mental Health First Aid.
- ECG Interpretation
- Sentinel Events & Root Cause Analysis and Incident Reporting.
- Scope of Practice and Medication Administration for Div 2 endorsed & non endorsed nurses.
- Pressure Area education.
- Post Acute Care and Hospital in the Home
- Area Warden Training and Fire Training.
- CPR & BLS
- Anaphylaxis.
- Infection Control.
- Palliative Care
- Acute Asthma presentations.

To assist with ongoing meetings and to reduce travel time we also use video conferencing often from the Education Room. This a new area to most of us and hopefully in the near future we will be using this more for patients to access specialist advise and to link with other facilities for residents and families.

Competencies now required are:

1. No Lift
2. CPR or Basic Life Support for Non Nursing staff
3. Fire Theory and Practical Training
4. Evacuation Training and Area Warden Training.
5. Anaphylaxis.
6. Blood Transfusion.
7. Semi Automatic Zoll Monitor Defibrillation
8. Intravenous Cannulation

It is a great assistance that many competencies are now able to be done on the computer.

Coleraine continues to embrace the Graduate Nurse Program for Division 1 and Division 2 Nurses and would like to thank all graduates for their high standard of work ethic and commitment whilst at Coleraine.

Thank-you to the Education Department at WDHS for their ongoing education and support to staff.

Also last but not least thank-you again to the dedicated nursing staff for attending education and training sessions throughout the year - you are all to be highly commended .

DENISE BEATON
Nurse Unit Manager



Div 2 Nurse – Claire Goldby takes some time to talk to a patient



Div 1 Nurse Katrina Hodgson is instructed on the use of a fire extinguisher by Fire Safety Officer Rod McCreddan



Jade Roberts is congratulated by WDHS CEO – Jim Fletcher for her Hamilton Regional 2006 WestVic Workforce Apprentice and Trainee Excellence Award



Dr Brian Coulson says that "A smile a day helps the paperwork go away!"



Associate Charge Nurse Lorace Parsons catches up with Manager/DON Tim Pitt-Lancaster

CENTRE SPREAD

CENTRE SPREAD



COMMUNITY HEALTH REPORT

Fall Prevention Project

The Community Health Service continued this year to attend meetings and be involved in the Regional Falls Prevention Project. One of our main focuses for this year was a joint project with the Coleraine Lions Club where a number of community and private buildings had steps painted/taped to allow for better visibility for the community.

The Coleraine District Health Service has worked with the Coleraine Medical Group and the Active Script program. This involves the referral of community members to Strength Building Exercise and Physical Activity Programs. The Community Health Nurse attends the local Walking Group and our 12 members come along when time and circumstances permits them to join the group.

Support Groups

- The Women's Health Group meets on a monthly basis and discusses health related issues; this group was formed when the Carer's Support Group folded. The group meets on the second Tuesday of the month.
- In June a Cancer Support Group was formed and meets on the third Tuesday of the month.
- Also in June Hamilton and Coleraine people with Epilepsy attended with the Portland Group a luncheon in Hamilton. There are future plans to run similar sessions for this Group.

These groups are all linked with a variety of health professionals who attend and consult at the hospital and the public can access them on a needs basis.

Other roles for Community Nurse

- Midwifery Domiciliary Home Visiting Service is offered on a Tuesday in the Coleraine area to women who have recently had a baby.
- Assistance is also given to the Continence Nurse who visits on a Tuesday in the Hostels.
- Community Nurse assists with staff immunisation.
- Co-ordination with Medical Group for Skin Clinic
- Liaise with other Health Professionals to organise education and services.

Meetings

Falls Prevention
Mental Health Promotion
Community Nurses Network
Women's Health

JUDY JOYCE

Community Health Nurse



Fiona Heenan, Falls Prevention Project Worker speaks at the Coleraine "Paint the Step" launch

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

The program consists of monitoring and benchmarking infection rates and identifying trends. Compliance with policies, legislation, accreditation standards and best practice are also a major component of the Infection Control Program. Coleraine participates in a benchmarking program with the Rural Infection Control Practice Group (RICPRAC). This involves comparing data across Victoria with like size organisations.

The acute patients are monitored by supplying data to the Victorian Hospital Acquired Infection Surveillance System (VICNISS). The VICNISS reports indicate very low incidence of infections and occupational exposure and compares very favourably with the VICNISS aggregate.



*Division 2 Nurses
Lyn Monaghan and Mel Jacobson
try out the new hand hygiene product*

Not only does this allow for comparison of patient conditions such as infections or colonisation by resistant organisms e.g. Golden Staph, this surveillance program also gives an indication of staff immunisation such as influenza vaccination and provides a comparison the Victorian state average. Uptake of the influenza vaccination for 2007 shows 36%. This is a little lower than 41% for 2006. The VICNISS average for 2006 was 41%.

Staff attend an Annual Infection Control education session, and are kept informed throughout the year via monthly Infection Control Newsletters and by video conferencing to the Hamilton campus.

The staff education is supplemented by regular audits on infection control knowledge and adherence to policies and procedures. The annual QPS staff knowledge quiz showed, of staff evaluated 6 scored 100% with 83% achieving a score greater than or equal to 25 marks out of a possible 30.

Coleraine actively promoted the annual Infection Control Week in Oct of 2006. This raised awareness of infection control and its issues by posters and other information on display.

The 12 month project of promoting Hand Hygiene in selected Victorian hospitals has flowed over to Coleraine with the introduction of an alcohol and chlorhexidine hand rub that can be used at the bedside. The product has been placed at strategic points throughout, allowing for quick efficient decontamination of hands, and ultimately less cross contamination.

LESLEY STEWART
Infection Control Consultant



NUTRITION AND DIETETICS REPORT

It has been another busy year providing Dietetics services to Coleraine. I have continued to visit twice monthly, alternating between the Hospital and Wannan Hostel. The outpatient clinic held once per month has also steadily grown over the past 12 months.

As always, our goal has remained to provide high quality meals to our residents and patients, and in turn, to meet both their nutritional requirements and personal preferences. The results of the Resident Satisfaction Survey were completed and reported with the overall result being that residents were happy with their meals and especially enjoying the dessert menu. The residents' suggestions of new menu options will be incorporated into the new menu, due for release within the coming months.

The new Department of Human Services guidelines which requires monthly weighing of all residents in Aged Care facilities has been implemented well by all staff and allows for accurate monitoring of our residents.

Along with the usual case load, I have had the opportunity to provide some in-service education sessions to the staff at Coleraine on topics which included "Managing Diabetes in an Aged Care Setting" and the "Secrets of Weight Loss - Healthy Eating Advice".

In summary, it has been a productive year in Coleraine. I look forward to working with the team for another successful year in 2007/2008.

KYLIE BROWN APD

Dietitian

PODIATRY REPORT

The Podiatry Service provided to Coleraine District Health Service continues to be very busy. Clients are booking well in advance to ensure that they are able to get their regular appointments.

It is hoped that with the strategies that are in place it may be possible to recruit additional staff, thus allowing for the expansion of service capacity.

I take this opportunity to thank the community and valued clients for their patience and continued support of the service and to Coleraine District Health Service staff who assist so capably with their administrative assistance and support.



PHUONG HUYNH

Podiatrist

PHYSIOTHERAPY REPORT

Kat Habel, one of our Senior Physiotherapists, continues to provide a weekly inpatient and outpatient assessment and treatment service on Thursdays, based at the Coleraine Hospital, and fortnightly at the Wannan Hostel. She was again ably assisted throughout the year by local Allied Health Assistant Valerie McIntosh.

This year has seen an increase in physiotherapy service provision to the Residential Care sector of Coleraine and District Health Service. Integrating physical activity programs with the Allied Health Assistant and Diversional Therapy team has been a focus of the Physiotherapy Service this year, with strong demand to provide therapy and exercise programs for our aged care residents with the aim of maintaining their mobility.

The Hydrotherapy Service continues to be well utilised during midweek when it is open. Clients with a chronic condition who are independently managing their program have been encouraged to continue to attend midweek while those who have needed assistance of the physiotherapist are supervised as required.

Ties between the Hamilton Base Hospital campus and Coleraine were strengthened during the year as Valerie was successful in obtaining additional part-time work as an Allied Health Assistant in Hamilton. Coleraine residents who find themselves admitted to Hamilton Base Hospital for rehabilitation now find a familiar, friendly face who knows their routine when they are transferred back closer to home.

Thanks must be extended to Valerie for her clinical support and keeping the Physio team on track, making our appointments and handling all our enquiries with good grace. Lastly, thank you to the Coleraine Ladies Hospital Auxiliary for answering the Physiotherapy Department's request for patient leg and arm weights for the Residential care clients. They are well used and have been much appreciated!

KAT HABEL
Senior Physiotherapist



*Physiotherapist Kat Habel
supervises a client
in the Hydrotherapy Pool*



FITNESS AND WELLBEING REPORT

The Keep Fit program consists of different types of exercise classes and community presentations. The fitness classes and presentations are run by qualified Kinnect (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.

This year the Keep Fit program offered a range of fitness and wellness classes to suit all ages, various interests and all levels of fitness. The Silver Sneakers, Chair-Based Gentle Exercise Class has been going for over 15 years now and continues to be very popular especially with those who are getting silver on top! There are currently two FitBall Plus! classes running incorporating core strength and balance work. Tai Chi and Stress & Relaxation classes proved to be very popular this year and the Walking Program with the Community Health Nurse in attendance is still going strong.

The Keep Fit program also offers Falls Prevention workshops with local community groups. This year we gave presentations to a variety of groups including the Uniting Church Ladies Group, RSL Club and the Lions Club. The Falls Prevention workshops include a short presentation 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.

The Coleraine District Health Service is committed to offering guidelines and services that help to keep the individuals in its community fit and healthy.

VALERIE MCINTOSH
Keep Fit Program



Tai Chi instructor Roshni Cooper shows his technique to residents





ENVIRONMENTAL SERVICES REPORT

Environmental staff continue to keep the highest standards in cleanliness. Audit scores continue to be above the required standards resulting in an environment that is safe and pleasant to work and live in.

Coleraine continues to strive to improve its cleaning audits.

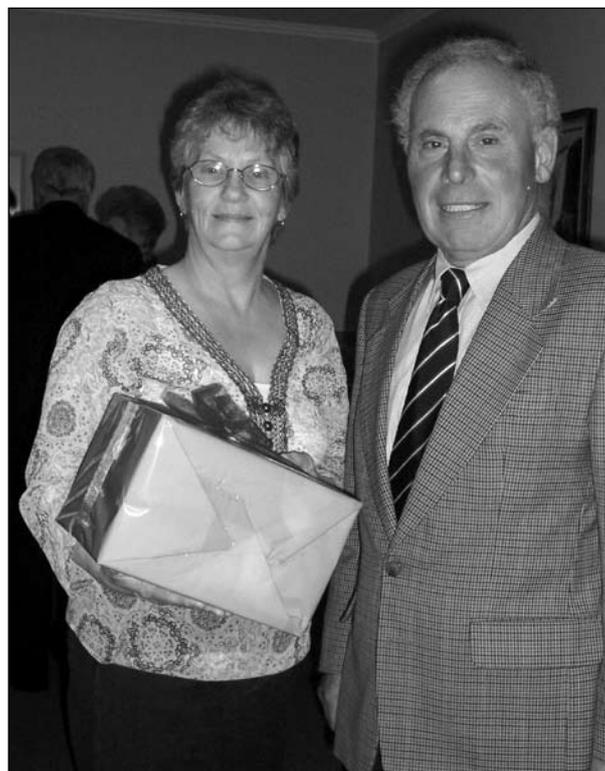
Thank you to all patients, visitors and residents for their continued positive comments on the cleanliness of Coleraine District Health Service.

Thank you to all environmental staff for their commitment to continuous quality improvement.

MARYANNE SPONG
Environmental Services Supervisor



*Environmental Services Staff Members
Fiona Peach and Laurice Picken
are kept very busy during their shifts*



*Pictured at last year's Year in Review
Dora James and John Dean
where they each received a presentation*



HOTEL SERVICES REPORT

The 2006-2007 year has been another busy time in the Catering Department. The Department continues to produce and provide the highest quality meals to patients, residents, staff and meals on wheels clients. In January we passed our External Food Safety Audit and all staff are to be commended for this result and the high standard that continually meets all the required standards.

All staff continue to do their mandatory and ongoing education.

During the year we farewelled two of our valued staff members – Janeece to Portland and Maxine to Alice Springs and we wish them well with their new endeavours. We also welcomed to our team Lisa Leonard and Robyn Soulsby and appreciate the expertise they bring to our team.

I would like to take this opportunity to thank all the Coleraine District Health Service Catering Staff for their valued contribution and dedication to providing the optimum service and to the Western District Health Service Catering Department for their valued assistance and knowledge.

LEANNE RIGBY
Catering Supervisor



Executive Chef – Leanne Rigby



New staff member -Robyn Soulsby



*Marie Grinham and Shirley Broad
get ready for the days chores*



*Food and Domestic Services Staff Members
Lisa Leonard, Cassandra Milton
and Tania Deutscher*



OCCUPATIONAL HEALTH AND SAFETY REPORT - WANNON HOSTEL

We had a very busy year with Occupational Health and Safety (OH&S) carrying out monthly workplace inspections to help identify any trip/slip hazards in or around our buildings, and to identify any potential risks to either residents and/or staff. These inspections pick up on sharp edges, worn carpet, etc. We then report to Maintenance to have these issues dealt with. Thanks to our wonderful Maintenance staff who do follow up on these problems and either eliminate or reduce the risk.

New Emergency Manuals were printed in the last 12 months combining CDHS and WDHS in one manual. This manual was also added to the intranet for easy access for all staff. New Emergency Summary Cards were also printed and placed beside all phones for quick reference in emergencies.

Hostel staff have either completed or are currently undergoing Annual Fire Training, both practical and theory. Staff are able to do theory on-line through WDHS intranet or with Rod McCreddon. All staff should have this completed by end of the year.

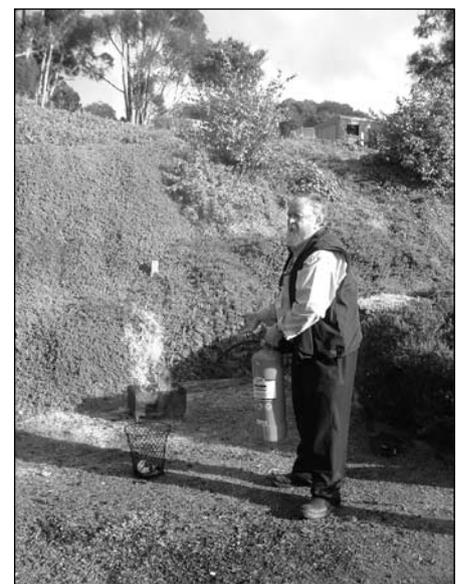
Hostels received a new Stand Up Lifter and Steady in October 2006. This equipment has made transfers easier as machines are lighter and less bulky. Staff do not need to push/pull with as much force on carpeted areas, which helps to look after their backs.

We had a 100% compliance with No Lift competencies over last 12 months. This year staff will only need to view No Lift video as a refresher.

Hostel had a gastro outbreak in October 2006. Full precautions were put in place immediately. With the isolating of residents as soon as they displayed symptoms and restrictions on people in and out of the facility, we were able to contain the outbreak within seven days and had the all clear in 10 days. We received wonderful support and advice from both CDHS and WDHS throughout this outbreak. Hostel staff were praised for their diligence in using universal protection and following all guidelines to enable such a quick containment of the outbreak. Their care to our sick residents was outstanding under difficult circumstances.

FAY PICKEN

Wannon Hostel's OH&S Rep.



Fire Safety Officer Rod McCreddan puts staff through their paces during Fire Safety training



SUPPLY AND MAINTENANCE REPORT

The Maintenance Team at Coleraine Campus comprises:

- Daryl Hedley (*Manager Supply & Maintenance Based in Hamilton*)
- Douglas Moore (*Maintenance Supervisor*)
- John Rhook (*Painter/Handyman*)
- Phillip Perry (*Storeperson/Handyman/Gardener*)
- Neville Barker (*Gardener/Handyman-Part time*)

Maintenance staff has had a very interesting year providing a range of routine preventative and emergency maintenance to equipment and buildings, plus various meetings with the Revelopment Committee regarding design of new Hospital which is well on the way.

Due to the dryness of the year which brought a few hassles with watering and water to the hospital supply, the Maintenance crew worked well as a team and kept the surrounds - buildings and gardens belonging to the Coleraine District Health Service in very good condition job well done.

Due to the resignation of Andrew Healy, Jordan Roberts will be employed as a Plumber/Handyman/Store Person.

When you read this I will have moved on from my position to take up a position as Maintenance Manager with Rural Northwest Health and would like to use this opportunity to thank the following in assisting me over the past 4 years.

Maintenance staff at Coleraine and Hamilton
Hospital Nursing and Administration staff
Local Coleraine Contractors
Many Thanks from Doug Moore

DOUG MOORE
Maintenance Supervisor



Maintenance Supervisor Doug Moore



Maintenance Staff Member Philip Perry checks out the ride-on mower in the workshop

DIVERSIONAL THERAPY & ACTIVITIES - WANNON HOSTEL

It has been another busy year for us at Wannon Hostel. Our group activities and outings have kept us very busy and we have lots of fun playing quoits, egg-pong and old-time favourite Bingo. We have enjoyed evening drives to see the kangaroos at the Wannon. Our Men's Group travelled by gopher and wheelchairs to the Information Centre and had a terrific barbecue.

We have been entertained by guest speakers who have spoken on the Bullock Teams and the Eucalyptus Centre. We have also had visits from Church Groups, Balmoral ADASS, Penshurst Hostel and our fortnightly visits from Mulleraterong. We thank all those people who give so freely of their time and bring so much pleasure and entertainment to our residents.



Celebrating St Patrick's Day Residents Cliff Annett and Arthur Elliott enjoy being visited by a "Little Leprechaun" (Staff member Marlene Lee)

Thanks to the Maintenance Staff who made our raised garden beds as well as doing some paving – the residents were very pleased with their 'bumper' crop of tomatoes.

Many afternoons we have been entertained by our visiting district musicians. Residents, staff and volunteers love tapping our feet and singing along to this great entertainment.

At Christmas time we had our "Family Christmas Happy Hour Party" as well as our Residents Christmas Party. This year for the first time we had our Twilight Carols which were supported by the Community Church Choir and brought much delight to everyone.

Finally to our volunteers, we extend a huge thank you for the time you give to the residents by talking to them, playing cards and doing the footy tipping, your kindness and contribution is very much appreciated

MARLENE LEE
Diversional Therapist



Staff member Deidre Spencer models a beautiful gown during a Fashion Parade held for residents and visitors from the Balmoral ADASS Group



DIVERSIONAL THERAPY & ACTIVITIES - VALLEY VIEW NURSING HOME

Our residents enjoy a three day a week program of Lifestyle and Leisure based activities. We aim to meet the needs of our residents by providing activities that have meaning and a connection to their past life experiences and to maintain social, cognitive, physical, cultural/spiritual and sensory abilities.

We set a monthly program of both 1:1 sessions as well as small group activities that enables our residents to participate in a comfortable environment. We have access to the community bus one day a week and are able to take our residents on outings to allow them to see the changes that are happening in our community and allow for a sense of community connectedness.

Our residents enjoy a variety of activities including cooking, gardening, newspaper readings and discussion group, exercises, table games, poetry reading, music, flower arranging and outings. We are lucky to have regular visits from the local churches and many other community groups that help to enhance our program.

MARIE RIGBY

Lifestyle and Leisure Co-ordinator
Valley View Nursing Home.



*Resident Ira Blake is congratulated
for his 100th Birthday by Mayor Mick Leeming*



*Diversional Therapist Annette Harris
and Div 2 Nurse Claire Goldby have fun
with a resident on "Footy Colours Day"*



COLERAINE PLANNED ACTIVITY GROUP

Our clients are offered a two session per week program aimed at maintaining independence, physical and cognitive abilities and reducing social isolation.

The monthly program is set with both group activity and individual programs. Our group activity is at times modified allowing all clients to join in with successful outcomes, building self-esteem and a sense of self-worth.

Over the past year we have seen many changes with the departure of Co-ordinator Annette Harris and the employment of Kelly Nicholson as a casual reliever, Kelly has settled into the Centre well and is a valued member of our team.



Coleraine and Merino Planned Activity Group Co-ordinators Annette Harris and Susie Dodd "brace themselves"

The major event for the past year was a group organising a music concert for other day centre groups in our area. The concert took place at the Mechanics Hall Coleraine with approximately 120 people attending. All clients had an input into planning the event and most helped out on the day.

Another activity that is very successful is making and selling jams and relishes. Our clients enjoy reminiscing about their life experiences and feel a great sense of achievement when we purchase new equipment for the centre from money they have raised.

Throughout the year we have our regular activities these include: cooking our own lunch, mystery bus trips, craft, woodwork, and gardening. Monthly we visit the Coleraine Primary School for a combined session with grade 5/6 children. Last year we entered the Farm Art Competition at the Coleraine Show. With the help of clients and students we were able to design four garments made of items you would find on a farm, this was a lot of fun. We designed two outfits – a skirt and top and shorts and a top. The students modelled the outfits on the day. Overall we came second and also won the Spectator's Award. Both clients and students had a real sense of pride at what they had accomplished.



Coleraine participants enjoy a barbecue in the grounds of their day activity centre "Golden Lodge"

Earlier this year we had an overnight bus trip to the Begonia Festival in Ballarat – this was a suggestion from our clients. As a group we had a fantastic time, from drinks by the pool to an amazing three course dinner and of course the beautiful flowers – we had lots of laughs.

A recent addition to our program is a 'sticky beak' tour - the aim of this activity is to maintain a sense of community connectedness and allow our clients to reminisce about their experiences in our community and to embrace the changes that are occurring. Part of this tour takes in local landmarks, gardens, sites of previous business houses and sporting areas. Our clients enjoy this activity very much.



Participants, volunteers and staff enjoy some yummy pavlovas whilst celebrating Australia Day

The success of our program in part is due to the involvement of our greatly appreciated volunteers who attend regularly to assist staff.

In conclusion, we are looking forward to the year ahead, hoping it brings as many laughs and as much happiness to our clients as this last year.

MARIE RIGBY
Activities Co-ordinator



Combined Coleraine and Merino Planned Activity Group participants pose for a picture prior to setting off on their next adventure.

MERINO PLANNED ACTIVITY GROUP - MIAKITE CENTRE

Our centre has had a busy year, and participant numbers have been steady.

Well For Life has been an ongoing program in conjunction with the Community Nurse at the Casterton Hospital, the program has supplied us with exercise equipment, a blender and cook books to make healthy drinks, the monitoring of strength training, blood pressure checks etc.

Glenelg Outreach has also been regular visitors with varied programs aimed at our participants i.e. passive movement, diet, Tai Chi and falls information.

We have had trips out to the Merino Primary School, cooking days and visits to local gardens.

Our Melbourne Cup Fashion Parade is a yearly event at the Hall with visitors coming from Edgarley, Coleraine, Balmoral and Casterton Day Care. AFL Grand Final is also an annual event with the Coleraine Planned Activity Group.

We enjoyed a few barbecues while the weather was still warm, which our volunteers also like to come and join in.



Planned Activity Group participants take a break to enjoy a cuppa

CRAFT

Crochet
Paper making
Xmas card making
Painting

TRIPS

Mt.Gambier(shopping)
Portland
Dunrobin
Dartmoor

SHOWS

South Pacific
Denis Walter
Gaslight Company
Col Millington
Astair/Rogers

We also enjoyed two overnight trips this year, the first one was to Hall's Gap where we did all the tourist places and stayed in a motel.

The other trip was down to Apollo Bay, all enjoyed this pretty place and the drive through the Otway Ranges.

When we don't have a trip or visitors we enjoy activities at the centre. These activities include card games, board games, quizzes, movies and we always celebrate birthdays.

SUSAN DODD

Activities Co-ordinator



WANNON HOSTEL REPORT

Another extremely busy and eventful year has passed at Wannon Hostels where staff strive at all times extremely hard to continue to update their skills to deliver “Excellence in Health Care”.

We have had full occupancy throughout the year and our residents needs are met by the continuing up-skilling of staff. Staff have had education this year in areas including “A Palliative Approach to Care”, computer training and education to enable the transition to electronic reporting on residents to eventuate. Three new computers have been provided to cope with this transition and all staff now are able to use these programmes effectively.

New lifting equipment has been provided to enable staff to manage the high care needs of our residents and all staff have been educated and are competent in the use of this equipment.

The staff and residents have been involved with the plans for the re-development of Wannon Hostel and have had input into the plans for this re-development. They are following this with great interest.

In February this year we had an unannounced visit from The Aged Care Accreditation Agency. In the areas they audited we were given very positive feedback. Staff were congratulated on this as it shows their continuous improvement in the delivery of quality care to our residents.

I am at present attending a “Leadership in Aged Care” course in Geelong to maintain and improve my leadership skills to effectively lead our valued staff forward into the future in the Aged Care industry.

LEONIE NOLTE

Wannon Hostel Supervisor



*Resident Eileen Fitzgerald
shares a smile
with staff member Kathy Sypott*



*RSL Member - Mr Jim Ferrier conducts
an ANZAC Day service for residents
to honour this very significant day*

MERINO BUSH NURSING CENTRE REPORT

Merino campus has continued to provide much needed services to community members in Merino, Digby and surrounding areas over the past twelve months, with ongoing support and liaison with WDHS for hospital discharged clients, PAC requiring further attention at home, and referrals to all sectors of WDHS Allied Health.

We were fortunate and extremely grateful to receive a substantial donation in November 2006, from Merino Red Cross, which allowed us to purchase equipment for both medical use and for our PAGS group.

The community bus and community car continue to be well patronised. We appreciate the time and effort contributed by our small group of volunteer drivers.



*Merino Bush Nursing Centre
Nurse Manager – Jan Koch
attends to the paperwork*

JAN KOCH
Nurse Manager



*Jill and Jeff Hortle kindly donated a barbecue
and glass top tables to Valley View Nursing Home
in loving memory of their father/father-in-law Mr Kevin Todd*



COMMUNITY TRANSPORT SERVICE REPORT

The Coleraine Community Car is available to clients who do not have access or are unable to use normal public transport.

There have been some significant changes this year with two coordinator's positions becoming available. From the whole community we would like to thank those people for their many hours / years of volunteer work for the Community Car. As we all know, without volunteers these great services would not be available.

There has been rise in the prices of car travel mainly due to the cost of fuel prices. We are still an affordable travel service.

We have noticed that there has been an increase in client travel to see specialists in Warrnambool, Mt Gambier, Portland and Hamilton.

Thank you to the Coleraine Hospital for their help in obtaining extra vehicles when required for out of town travel.

Thank you to all our valued clients and friends.

Community Transport Service Co-ordinator



*Some of our wonderful Community Transport Volunteers
Our valued Co-ordinators, Drivers and Telephone Operators
who ensure that this wonderful service
is continued to be provided for the community*



VOLUNTEER PARTICIPATION REPORT

The following is a summary of contact hours and activities for Coleraine registered volunteers for the 12-month period, July 2006 – June 2007.

A total of eight 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 06 – June 07)

• Volunteer Hours Total, Individual Contact	212.9
• Volunteer, Individual Contact - Average hours per week	4.09
• Volunteer Hours Total, Group Contact Hours	210.13
• Volunteer, Group Contact - Average hours per week	4.04

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 423.03 hours volunteer service support for the 12-month period July 2006 – June 2007. Equating to an average of 8.14 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 due to the time given by 29 volunteers.

JEANETTE RYAN

Volunteer Co-ordinator
Western District Health Service



WDHS CEO- Mr Jim Fletcher extends gratitude and appreciation to the volunteers that attended a special Afternoon Tea held for them in January 2006



COLERAINE DISTRICT HEALTH SERVICE - LADIES AUXILIARY REPORT

It is my great pleasure to report on our efforts for the past year. Our fundraisers being our very successful Fete held in November, many thanks to all our members, our outside helpers from the district whose support we could not do without – the husbands who help to set up the hall and sell raffle tickets, and the Hospital staff for their generous support. Congratulations to all, as our effort was only down by about \$100 on the previous year despite being a very trying year with lack of rain.

On Christmas Carnival evening we raffled a lovely hamper and raised over \$400, Maisie set up early in the afternoon and all our members did a great job on a very cold evening – Good effort.

Our Drinks Night and successful Fashion Parade by “Gabes” was enjoyed by a smaller but enthusiastic number of people and we were very grateful to the Coleraine Racing Club for supplying the venue at no cost and Mary Packham for the help in cleaning and setting up.

Our Card Day was put on hold as the player numbers are dwindling and it was getting just too hard.

Our fundraising efforts have seen the purchase of two reclining wheelchairs for use in the Nursing Home and I have seen these in constant use. The kitchen staff received some much needed new taps and several stainless-steel saucepans. The Physiotherapy Department some sets of weightlifting equipment.

As we find plans progressing for our new hospital some money has been placed on term deposit with the Bendigo Bank to help with purchases further down the line.

We are most grateful for the donation of a framed botanical print from the Coleraine Tourist Centre – this we raffled at our Drinks Night, and our thanks to the Coleraine Art Group for their continued support – this year a donation of \$500 to go towards purchases for the Hospital.

We were sorry to lose some retiring members and the sad loss of our Auxiliary Member Madeline Utber.

In closing, thank you all for your help, kindness and support shown to me. Special thanks to Vice-President Heather, Secretary Bev and helper Peg, Treasurer Allison and helper Val.

Wishing you all good health and happiness for the coming year and keep up the good work.

ROSALIE FITZGERALD
President



*Our wonderful dedicated
CDHS Auxiliary Members*



HOMES FOR THE AGED AUXILIARY REPORT

It is with pleasure that I give this report of the Homes for the Aged Auxiliary for 2006-2007.

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

We had a Christmas Hamper Raffle at the Christmas Carnival which raised \$278. Sunday night Euchre Cards has raised \$1270.00. Hoy afternoon \$78.00.

During the year we have purchased lace curtains for Mackie Court - \$2931.66, Christmas drinks and cakes for Wannan and Mackie Court residents. We also paid for a meal for hostel residents at Mt Gambier - \$99.00.

In August 2006 we lost one of our long serving members who had run the cards for many years.

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 thankyou is extended to our Office-Bearers and Members for your continued support.

We wish our Auxiliary a successful year ahead.

HILARY HUTCHINS

Honorary Secretary



Hostel staff pictured in front of some of the beautiful lace curtains the Homes for the Aged Auxiliary purchased for residents rooms



THANK YOU FOR YOUR DONATIONS

Adams Mrs S
Anonymous
Baudinette Mr & Mrs LE
Belfield Mr GDM
Blackwood Mrs B
Bradley Mr C
Britten Ms EM
Brown Mr K
Bunge Mr & Mrs R
Button Mr F
Charlton Mrs VD
Coates Mr & Mrs M
Coleraine District Health Service Ladies
Auxiliary
Coleraine Opportunity Shop
Corney Mr NR
Cox Mrs ME
Dean Mrs L
de Vries Mr & Mrs A
Dickinson Mr B
Dundon Mr & Mrs J
Egan Mr & Mrs M
Enderby Mr & Mrs W
Farrell Mrs B
Gardiner Mr & Mrs P
Gray Mr & Mrs B
Gunningham Mrs E
Harris Mr & Mrs RJ
Hearn Mr & Mrs D
Hempel Mr CF

Hill Mr & Mrs I
Homes for the Aged
Auxiliary.
Huggins Mrs NE
Hutchins Mrs HA
Johnson Mr & Mrs TF
Joss Mr & Mrs D
Kilpatrick Mrs B
Klein Mr H
Lane Mr R
Langley Mrs CM
Leeming Mr & Mrs MA
Leggett Mr I
Levy Mr D
Lions Club of Coleraine
Mahoney Mrs N
Martin Mrs P
Meade Mrs MJ
Merino Red Cross
Milton Mr & Mrs H
Milton Mrs L
Mitchell Mrs MG
Moore Mr D
Moore Mrs J
Muir Mr R
Munro Mrs G
McKean Mr & Mrs J
McMeekin Mr & Mrs J
Neeson Mr R
Nepean Mr J

Norris Mrs H
O'Connell PJ & MT
Payne Mr JO
Pepper Mr & Mrs TW
Plush Mrs MM
Pugh Mr & Mrs CO
Rhook Mr & Mrs J
Robertson Mr G & Mrs H
Robertson Mr & Mrs MJ
Rogers FR
Scholfield Mrs IM
Stanton Mrs L
Struthers Mrs V
Taylor Mr F
Taylor Mr N
Temby Mrs VL
Tippett Mr & Mrs R
Treloar Mrs P
Trotman Mr & Mrs D
Ward Mr J
Waters Mr & Mrs GJ
Waters Mr & Mrs RJ
Watt Mr & Mrs L
Whitfield M/s M

DONATIONS IN KIND

Mr I Blake

Mr J & Mrs J Hortle

Ms ML Skinner

We would like to also thank those persons who have contributed to our 2007 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, 2007

	2006/07 \$	2005/06 \$
<i>Revenue</i>		
State Government Grants	3,118,609	2,865,141
Patients Fees	2,223,930	2,129,047
Other Revenue	316,689	260,875
<i>Total Operating Revenue</i>	5,659,228	5,255,063
<i>Expenditure</i>		
Salaries & Wages	4,199,284	4,048,998
Direct Expenditure	469,272	487,693
Overheads	908,782	620,039
<i>Total Operating Expenditure</i>	5,577,338	5,156,730
<i>Operating Surplus</i>	81,890	98,333
<i>Capital Items</i>		
Fundraising and Donations	13,664	10,296
Ingoing Residential Charges - Aged Care	336,259	313,187
Capital Grants	347,181	322,909
Depreciation	(226,980)	(201,420)
<i>Health Service Result</i>	552,014	543,305



Coleraine District Health Service

Balance Sheet as at June 30, 2007

	2007 \$	2006 \$
Equity		
Contributed Capital	6,656,879	6,656,879
Accumulated Surplus	(296,448)	(657,865)
Asset Replacement Reserve	1,391,767	1,201,170
Asset Revaluation Reserve	(111,202)	(111,202)
Total Equity	7,640,996	7,088,982
Current Liabilities		
Payables	147,403	216,549
Employee Entitlements	491,299	429,053
Monies Held in Trust	2,169,287	2,314,294
Total Current Liabilities	2,807,989	2,959,896
Non Current Liabilities		
Employee Entitlements	381,501	333,105
Total Non Current Liabilities	381,501	333,105
Total Liabilities	3,189,490	3,293,001
Total Equity and Liabilities	10,830,486	10,381,983
Current Assets		
Cash at Bank	2,760,949	2,825,768
Receivables	382,966	165,545
Monies Held in Trust	2,169,287	2,314,294
Total Current Assets	5,313,202	5,305,607
Non Current Assets		
Land, Buildings, Plant & Equipment	6,374,760	5,706,871
Accumulated Depreciation	(857,476)	(630,495)
Total Non Current Assets	5,517,284	5,076,376
Total Assets	10,830,486	10,381,983



