



COLERAINE

DISTRICT HEALTH SERVICE
A Member of Western District Health Service

2011 Year in REVIEW



Our Mission

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

Our Vision

Excellence in Healthcare, Putting People First

Our Values

We value:

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

Front Cover (L to R)

- *Cuteness and cuddles all round (Gladys Graetz & Bess Sharam)*
It was an opportunity too good to miss Gladys and Bess just had to have a cuddle when Gladys's great grand twins visited

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REPORT OF THE CHAIRPERSON



It gives me great pleasure to present my report for this year. Our redevelopment is now well under way and we look forward to watching the progress through to completion giving Coleraine the newest health facility in the South West. I expect this project to ensure stability of employment for our community and a place of high quality care for our residents. Be assured that all previous naming and bequests will be remembered in the new facility as it is also a place of memories for many of our community, and it is only proper that our past is not forgotten.

I must take this opportunity to thank the Estate of Mr. Tom Hodgetts, from which we received a donation of such generosity that the new medical and allied health structures will bear his name. I must also thank the Coleraine Community Bank for the generous donation of some \$103,000 over a period of three years from which will be purchased a solar heating system that will over the life of the facility save us many thousands of dollars and provide a source of renewable energy to be proud of.

I have had the pleasure of being with the people of Merino when we opened the doors of the new facility so they may see how their future health needs will be met. I noted that the Merino community was delighted with the outcome and gracious in their praise of the Health Service for our continuing commitment to the outlying rural areas of our catchment area. I extend a thank you to our builder on this project Mr. Craig Collins who let nothing deter him from presenting us with a wonderful facility with a first class finish.

With the change of State Government at the last election, there was some doubt in the community as to how we would fare with the redevelopment. At a meeting with our local, now Government representatives, I can assure you that their priorities prior to the election in regard to Coleraine are still the same and we enjoy their support, as we had with the previous Government.

New challenges will always arise, and at the time of writing my report all is progressing well and we expect that our new facility will be completed on time and within budget. No small feat in this day and age. Be assured that your Committees and the parent Board of WDHS will keep you informed of all stages of the development, and any effect on the community.

Moving on to the input of our community, we find that again your generosity seems to know no bounds, with your donations to your health service being the envy of many other services across the State. Patient satisfaction is again very high and recent visits by Government bodies reflect this in their reports.

Our nursing staff are constantly undergoing internal training and some are undertaking external courses which will ensure top quality care for those in all of our facilities. Cleaning audits remain extremely high and any person entering our facility would be hard pressed to find fault. Our old buildings need constant maintenance and the efforts of our team are visible to us all. A difficult undertaking.

This year again, our medical staff from the Coleraine Casterton Medical Group has provided

excellent service to our clients and although we have always known it, Dr. Brian Coulson has been the recipient of an Award for Excellence in his field of medicine. In his acceptance Dr. Coulson praised the efforts of our nursing staff in a very difficult situation which had a very positive outcome. Our doctors really are the consummate professionals, and I thank them for their amazing efforts to the people of our community.

To the lifeblood of our service, our volunteers, particularly the Hospital Auxiliary and the Homes for the Aged Auxiliary I extend a heartfelt and sincere thank you for your untiring efforts to provide services that could never be afforded by even the most affluent hospitals. Year after year our volunteers attend to duties involving transport, meal delivery, visits, planned activity groups, book exchange, diversional therapy, and general assistance in all areas across the board. I am proud to volunteer alongside them. I must also thank our visiting clergy who provide spiritual comfort and guidance when required. Thank you also to our visiting tradespeople and supporters in general.

I must also thank the Department of Health, State and Commonwealth Governments, our local Parliamentarians, both the Southern Grampians and Glenelg Shires and their Councillors and staff, our business associates and our local media for their continued support and recognition of the efforts of the Service.

A very big thank you must go to our dedicated staff across the board including Nursing, Hotel Services, Maintenance, Clerical and Management, who without fail go about their tasks in a professional and cheerful manner. They should be very proud of themselves because I know we all are.

My final thanks go to my fellow Committee of Management members, the Western District Health Service Board who have provided encouragement and support for our facility and to the Executive led by Mr Jim Fletcher our CEO who has navigated us through some very difficult waters recently, and to Mr Tim Pitt-Lancaster our Manager/Director of Nursing and the CDHS Department Heads.

This year sees my retirement from the Western District Health Service Board of Management and it has been one terrific ride with so much that has happened and what has been achieved. I leave the Board with a distinct sadness but will remain with the CDHS Management Committee until the end of 2013. I and my fellow Members are committed to providing the best outcomes we can for our community and we are unified in our commitment. I trust that this year will also bring a continued sense of ownership by the community for our Health Service.

Ron Jones JP
Chairman
Management Committee

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 is grateful for the assistance of WDHS CEO Mr Jim Fletcher, Deputy CEO Mr Pat Turnbull and Finance Manager Mr Nick Starkie and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.



*Back Row (L to R): Alan Millard , John Northcott, John McMeekin Grant Little
Front Row (L to R): Sandra Adams Anne Pekin, Ron Jones (Chairperson), Gabrielle Baudinette*

SUMMARY OF ACHIEVEMENTS 2010/2011

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

CORPORATE IDENTITY

- The 2010 Annual Year in Review held in October was an outstanding success with 95 people in attendance. Guest Speaker was Architect Mr Balcombe Griffiths who gave a very interesting and informative talk on the topic “Redevelopment of Coleraine Health Facilities – A New Health Precinct” which helped to clarify issues for the community members
- The Annual Appeal letter was sent out to households in May 2011 and \$6481 was raised in donations up to the end of June. The funds raised will be allocated to the purchase of stand up lifting machines for the Hostels and Nursing Home and a trolley to aid in the delivery of library books within the Hostels
- The Western District Health Service Board held its July meeting in Coleraine
- Articles have appeared in the Hamilton Spectator, Casterton News, local Wannon Community News, WDHS/CDHS Community Newsletter which is delivered via Bulk Mail to the community and the Western Wellbeing
- The Coleraine Community Bank in partnership with WDHS launched a Community Fundraising Appeal on 8 April with the aim of raising \$200,000 towards the fit out of new and upgraded buildings
- The Coleraine Community Bank has generously committed \$103,000 to launch the Coleraine Community Bank Appeal. This will provide the solar hot water system for the new health facilities at Coleraine
- The new Medical, Dental and Community Health Clinic to be named the Thomas Hodgetts Centre in recognition of the Bequest of \$1.3 to Coleraine Health Service
- Public Healthcare Awards for WDHS
 - Gold award for Men’s Out and About program
 - Runners up Regional Health Service of the Year Award
- WDHS highly commended for 2010 VHA Population Health Award for Go for Your Life
- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held functions during the year where there has been excellent demonstration of the community support. Ongoing fundraising by the Coleraine District Health Service and Homes for the Aged Auxiliaries during the year has greatly assisted our goal of continually enhancing and upgrading our facilities



*2010 Year in Review
Guest Speaker Balcombe Griffiths pictured
with WDHS CEO Jim Fletcher*

- The 2010 Independent Living Unit AGM was held on the 2nd December
- WDHS CEO and CDHS Manager/DON attended community meeting in Merino to discuss WDHS involvement in the ongoing library service
- Regular Resident Meetings held to keep residents and families informed and to update on redevelopment

PERFORMANCE MONITORING

The facility participates in numerous audits both internal and external to ensure a high standard of services provided across the organisation. In addition to ensuring quality services can be provided by the organisation, the facility keeps a record of and reports on all comments, complaints, compliments and opportunities for improvement suggestions. Feedback to the organisation is promoted through resident and relatives and staff meetings.

- Successful achievement of ongoing compliance with all 44 standards of care for Wannon and Valley View residential services following unannounced visits by the Aged Care Accreditation Agency
- February Cleaning Audit 98% - a very good result
- All new staff and post graduate nursing students on placement participate in a structured orientation program specific to our facility
- Any new or updated Policies and Procedures are conveyed to staff via Staff /Quality Improvement Meetings
- Investigation of all complaints initiated
- The overall result of the Organisational Effectiveness Survey resulted in 24 of the 29 areas showing improvement from the 2007 results In summary the 2010 results overall showed a significant improvement in organisational effectiveness and satisfaction
- Internal and external cleaning audits conducted with scores above 95% for both
- Food Safety Audit Coleraine Hospital and Wannon Hostel catering facilities have successfully achieved Food Safety Accreditation
- Victorian Patient Satisfaction Survey overall care index level 84.2 – top of Peer Group rating. Rated at top of range in 6 of 8 indicators for Peer Group. State and Peer Group average 79. Most pleasing aspect was 2% higher than our previous survey



Staff undertake their Fire Practical Education Session with WDHS Fire and Safety Training Officer Rod McCredan

QUALITY IMPROVEMENT AND RISK MANAGEMENT INITIATIVES

- Modifications have been made to the medication charts to ensure their longevity
- Medication discharge summaries are now being supplied from pharmacy at Hamilton Base Hospital
- An education session was held by the Department of Health and Ageing complaints investigation unit. This session highlighted a couple of areas that we can improve on across the organisation
- Water quality testing conducted on all rainwater tanks by WDHS and the Shire of Southern

Grampians Environmental Health Officer no issues have been identified

- All staff complete annual Basic Life Support and CPR Training, Fire and Safety competencies and other competencies as required
- Vaccination awareness and monitoring. Vaccinations made available for all staff
- O, H & S site visits conducted in July and December each year. No issues identified
- Internal and external food safety audits conducted in January

SERVICE PLANNING AND DEVELOPMENT

- Visiting Podiatrist, Dietitian and Diabetes Educator service provided by Glenelg Outreach at Merino. Commenced on 8 July 2010 to continue on six month trial for one ½ day per month
- Coleraine/Casterton Medical Group commenced a weekly Medical Clinic at Merino on Mondays from 2pm – 5pm from 30 August 2010 on a trial basis
- Coleraine Community Health Survey distributed August 2010. Analysis of results by Manager/DON and Director of Primary and Preventative Health indicated that the community were generally happy with the range and level of service being offered, with recommendation to formulate an appropriate program to address the areas identified being Men's and Women's Health and Youth Services
- New structure and renaming for Community Services and Allied Health to Primary and Preventative Health implemented from 1/7/10
- Health Care Management Advisors Pty Ltd engaged via tender process to complete our next WDHS 5 to 10 year Service Plan. Project commenced mid February 2011. Situational analysis report and draft service directions report received. Meeting with Executive and Board of Directors 1/6/11 to finalise framework.
- Transition Care program commenced at Coleraine
- Merge of the Coleraine District Nursing Service with the rest of WDHS District Nursing
- Planned Activities Groups in Coleraine and Merino attendance rates maintained

HUMAN RESOURCE MANAGEMENT

- Associate Nurse Unit Manager Debbie Overmars - Employee of the Month for November and Administration staff member Julie Pollock Employee of the Month for May
- Following the resignation of Hostel Supervisor Leonie Nolte, the position was filled by Debra Bickley
- Following the resignation of the Activities Coordinator for the Coleraine Planned Activity Group (CPAG) and Lifestyle Coordinator for Valley View and also the Reliever for Coleraine and Merino, Dani Telley was appointed as PAGs Coordinator and Valley View Lifestyle Coordinator
- Dr Brian Coulson – 2010 Victorian Rural Doctor's Award for his outstanding contribution to rural communities
- Leisure and Lifestyle Coordinator Marlene Lee --- Best Practice Award for Leisure Activities from Activities 2 Go



*Associate Nurse Unit Manager
Debbie Overmars receives
her Employee of the Month Award
from WDHS CEO Jim Fletcher*

magazine

- Acute occupancy levels monitored and where appropriate additional staff are rostered
- Several new volunteers commenced during the past year
- Mandatory competencies continue to progress throughout the year
- Staff attended a number of external courses
- WDHS Senior Management appointments - Mr Trevor Wathen appointed as Facilities Manager in August 2010, Ms Gillian Jenkins as the Quality/Risk Manager in February 2011 and Dr Alastair Wilson as Director of Medical Services in May 2011
- Presentation made to Mrs Hilary Hutchins in acknowledgement of her 30 plus years of voluntary service to CDHS
- Dr Nazar Osman a Registrar commenced work at the Coleraine Casterton Medical Clinic. Chris Kearney a Deakin Post Grad Medical Student is with the practice for the whole of 2011. The Practice is also hosting Royal Adelaide Hospital interns for the first time. Dr Tim Nguyen, Registrar completed his year working towards his fellowship and has moved onto another position



Lifestyle Coordinator Marlene Lee and CDHS Mgr/DON Tim Pitt-Lancaster congratulate Hilary Hutchins on the acknowledgment of her 30 plus years of voluntary service to CDHS



Clearing works are carried out in Pilleau Street in readiness for the commencement of the project

FACILITIES AND EQUIPMENT

Coleraine:

- Meeting held with Shire of Southern Grampians with follow up correspondence forwarded in relation to the redevelopment process and timetable
- Preliminary work including completion of detailed design and tender documentation progressing for the major redevelopment of our Coleraine health facilities
- Planned Activity Group and Maternal Health relocated to residence on the corner of McKebery and Laidlaw Streets
- Planning approval received from the Shire of Southern Grampians
- Tender expected to be awarded July 2011
- Construction is planned to commence August 2011 with a target completion date of early 2014
- The Shire of Southern Grampians has gazetted the road closure with WDHS to be appointed as the Committee of Management for the area by DS&E
- The existing Shire toilets to be cleared mid June with replacement to be built in the early building package for handover in October/November. Shire will draw up a lease for the new toilet block
- Early demolition package including 3 Wannan ILU's and 70 Pilleau Street commenced on 28 April 2011 and was completed 16 May 2011
- An extension was granted to the closing date for tenders from 12 May to 26 May following requests by the majority of the six builders

- Coleraine Community Bank fundraising Appeal launched 8 April 2011. Current total \$125,000 of \$200,000 target. Total boosted by \$12,408 bequest from Estate of Trevor William O'Malley and \$10,000 from Gordon and Alexandra Dickinson
- The furniture and equipment replacement program has commenced for the redevelopment and involves the residents and the staff
- The large screen digital television donated by the Hospital Ladies Auxiliary has been installed on the wall in the residents' lounge room
- The new gardens at Mackie and Wannan are doing well and are still generating positive feedback from residents
- A water leak was detected in the plumbing structures within the boiler room this required a couple of minor shut downs of the hot water system to ensure the appropriate work could be completed. However this highlighted another couple of issues that will need to be rectified in the future
- Raised garden beds have been installed in the central courtyard at Valley View. This work has been undertaken by a group of staff under the Enhancing Residential Care program
- A high voltage power spike in January caused some damage to bed controls and the fire board. Repairs have been undertaken where appropriate and a new fire board has been ordered. These issues have been referred onto our insurers
- The main high pressure water pump failed and was replaced
- The small carport at the rear of Wannan Court has been removed and relocated to HBH
- The review of the furniture and equipment replacement program for the redevelopment is nearly complete; however this will need to be reviewed again in 2012 prior to the placement of orders
- The new fire board has been installed and staff training undertaken
- The 2011/12 Capital budget has been developed and is going to the WDHS Board for approval
- CDHS fortunate to secure funding through the State Government's Capital Equipment Program to purchase and install a new digital x-ray processing unit. The process has been beneficial for Bendigo Radiology assisting in their re-accreditation for another 3 years. The processor provides the ability for x-rays to be sent electronically to a Radiologist, thereby allowing them to be read and reported on in the shortest possible timeframe
- As part of the Enhancing Practice Program, staff members with the financial assistance and support of very kind sponsors and friends undertook and completed a resident focused activity of updating the courtyard

Merino:

- Approval to proceed with the demolition of Scouts and RSL buildings and clearing of site. Demolition completed and site cleared and levelled
- Tender awarded to Collins Building and contracts completed
- Construction commenced September 2010. 30 – 34 weeks construction time. Completion date May 2011
- Major issue with unstable ground requiring excavation, removal of soil and reinstatement with stable fill to establish a solid foundation. Variation and extension to contract



Community members attend the Open Day at the Merino Community Health Centre

- Funding agreement signed off by all parties
- Construction completed and handed over with Certification of Occupancy
- Public Open Day held on Friday 27 May 2011 from 12 Noon to 2.00pm. Involved a BBQ sponsored by the Merino Progress Association
- Services commenced at the new site from the 2nd of June
- Chief Executive Officer and Manager/Director of Nursing attended a public meeting held by the Shire of Glenelg re future location of senior's broadband and library
- Minister Roxon unavailable to officially open building and has passed the invitation onto her Parliamentary Secretary Catherine King. The Official Opening occurred on Monday 8 August 2011 at 10:30 am

INFORMATION MANAGEMENT

- The implementation of the ORACLE bar coding has been successful at the hostels following a few teething issues
- The new scanner/copier/printer/fax unit has been installed near the Nurses station
- An additional PC and multi function unit ordered for Merino
- The electronic menu system has been installed and teething issues are being sorted as they occur. The system went live at the start of May in the Hospital and Nursing Home and the Hostel went live at the start of June
- The upgrade of the email server was undertaken at the start of May
- On line booking system for visiting Allied Health Services
- Intranet and Internet access available to all staff
- Video conference facilities available for staff meetings and education
- SOLLE (SWARH Online Learning and Education) available for staff to update competencies, enrol in courses and education sessions
- All policies regularly updated and available to all staff on the Intranet utilising the PROMPT system
- Western District Health Service Aged Care Virtual Visiting Resource Kit launched on the Department of Health and Ageing website

FINANCIAL AND SERVICE AVAILABILITY

- 2010/2011 Revenue and Expenditure Initiatives developed for implementation
- Nursing Home, Hostel and Independent Living Units occupancy maintained at high levels throughout the year
- A favourable end of year financial result, with a small operating surplus achieved
- Activity targets achieved

RANGE OF SERVICES

THE HOSPITAL:

- Treatment Room for minor ailments and accidents only (Note: any condition or accident of a serious nature must be transferred immediately to Hamilton Base Hospital campus of Western District Health Service)
- 10 Acute Care Beds
- 12 Nursing Home Beds – Valley View Nursing Home
- General Medicine
- Venipuncture – Blood Taking
- Meals on Wheels



ALLIED HEALTH:

- Dental Service
- Podiatry Service
- Physiotherapist Service



AGED CARE:

- Valley View Nursing Home (as listed above)
- Wannan Court Hostel (15 Residents)
- Mackie Court Hostel (25 Residents)
- Respite Care (one place)
- Aged Care Assessment Referral Assistance



HOME AND COMMUNITY CARE SERVICES:

- Planned Activities Group
- District Nursing

COMMUNITY HEALTH SERVICES:

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



MERINO:

- | | |
|----------------------------|----------------------|
| • Nursing Centre | • Diabetes Education |
| • Planned Activities Group | • District Nursing |
| • Foot Care | • Dietitian |
| • Asthma Education | |



INDEPENDENT LIVING UNITS:

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

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



HISTORY

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

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

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

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 the Homes for the Aged Committee was formed.

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

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

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

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

August 1991 and reopened as a Bush Nursing Centre in May 1992.

A new Community Health Centre was built during the start of 2011 with service commencing from the new Centre in June 2011. The Centre was officially opened on the 8th August 2011 by Ms Catherine King, Parliamentary Secretary for Health and Ageing.

Coleraine District Health Service also provides 25 Independent Living Units, 14 units at Strathallan, the first units built in 1972. The Board then purchased three units near completion in 1998, on the same site as the Hostel. In 2000 the second stage of St. Joseph's Court independent units was completed with eight units offering a new era of modern, private and secure independent living accommodation, with three new units completed in February 2008 to replace the three units on the Hostel site.

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

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

The new Merino Community Health Centre looks brilliant and will be a great asset for the community servicing its needs for this century and beyond





HONOUR ROLL OF THE COLERAINE DISTRICT HEALTH SERVICE

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

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

MEDICAL OFFICERS: (FROM 1953)

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

DIRECTOR OF MEDICAL SERVICES:

2001-2005 Dr B Warton

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

PRESIDENT

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
1999-2009 Dr N Wulff
1999- Dr G Prozesky
2004 Dr L Tan
2005-2006 Dr M Deary

2009-2010 Dr C Wilson
2009 Dr R Taheri
2010 Dr L Thompson
2010 Dr T Nguyen

DIRECTOR OF MEDICAL SERVICES

2004-2006 Dr J Dunn
2007-2008 Dr M van der Veer
2008-2011 Dr J Christie
2011 Dr A Wilson

MANAGER / DIRECTOR OF NURSING REPORT

On behalf of our staff at Coleraine District Health Service, it is a privilege to report on our achievements over the past 12 months, of which we are all very proud. There is a special sense of shared ownership of our health service, which places us in an enviable position of enjoying a tremendous level of community support.

During the past year we have again achieved a small budget surplus, whilst continuing to provide a consistently high standard of care and services. This is attributable to the dedication and commitment of our staff across all aspects of the Coleraine Campus, as well as staff from other departments of Western District Health Service, towards achieving excellence in service provision in the most cost-effective way.

In performing my duties, I am very fortunate to work with a highly skilled and versatile team and would like to take this opportunity to acknowledge the fantastic support and assistance I have received from all of our staff, along with the Western District Health Service Executive team, the Board of Directors and the Coleraine Advisory Committee.

The many hours contributed by our volunteers, whose efforts have assisted us in many ways, and are a very important aspect of the health service, are also greatly appreciated.

As part of maintaining Commonwealth Aged Care Accreditation of our Residential Aged Care facilities, the Aged Care Standards Agency conducted a support visit in February 2011, with Wannan Hostel and Valley View Nursing Home receiving very positive feedback. The Coleraine Campus was also surveyed by the Australian Council on Healthcare Standards, as part of an organisation-wide periodic Survey in June, with the Health Service maintaining full accreditation status.

Occupancy levels for our Residential Aged Care facilities, Independent living units, and the acute ward have been extremely high, while our allied health services and facilities in both Coleraine and Merino, have also been well utilised.

The Hospital Ladies Auxiliary, the Homes for the Aged Auxiliary and staff members who assist with fund raising projects have all played a major part in enabling us to obtain equipment and items that enhance the lives of our residents, patients and clients.

2010/2011 saw the commencement and completion of the new Merino Community Health Centre, with services commencing in June. The new building is proving to be a valuable asset to the Community and will ensure the ongoing presence of health professionals for many years to come.

The commencement of the Coleraine redevelopment is something that seems to have taken a long time to eventuate and has made all of the extra effort that has been put in by many staff appreciated. The redevelopment will be an exciting time for the health service and the community.

Along with all members of our staff, I sincerely thank the local community in anticipation of their ongoing support, as we continue to progress forward.



CDHS Manager/DON Tim Pitt-Lancaster
pictured with CDHS Chairman Ron Jones

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 Nurse Unit Manager

Russell Armstrong

Judith Burgess

Trudy Cottier

Deborah Overmars

Lorace Parsons

Rosemary Perks

Tracy Plunkett

Toni Reid

Wendell Shaw

Registered Nurses

May Ferguson

Suzanne Speirs

Endorsed Nurses

Susan Anson

Tara-Jane Bailey

Kath Baugh

Margaret Mary Baulch

Marilyn Callaby

Debbie Egan

Karen Forsyth

Claire Goldby

Ann McArlein

Kristen McIntosh

Lyn Marsden

Lynette Monaghan

Elizabeth Talbot

Anne Youl

Ward Assistants

Josiah Clay

Catherine Munro

District Nurses

Jane Bunge

Camilla Dundon

Susan Ferrier

Jane Hartwich

Katrina Hodgson

Anne-Marree Simonds

Karen Williams

MERINO

Bush Nurse

Janette Lier

Pamela Meiszies

Alison Wooldridge

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Hostel Supervisor & Care Co-ordinator

Debra Bickley

Fay Picken

Leonie Nolte

Personal Care Attendants

Ronda Baker

Glenise Benson

Marilien Broome

Angela Brown

Kathleen Brown

Lorrae Clarke

Kelly Clayton

Rita Dollie

Jennifer Fitzgerald

Heather Francis

Sharon Gorrie

Lynda Harris

Maureen Irving

Ann Kearney

Danielle Leckning

Marlene Lee

Rosemary Lewis

Faye Lowin

Dianne MacDonald

Amy Marshall

Jacqueline McCabe

Elizabeth Millard

Claire Milton

Debbie Nolte

Michelle Nolte

Claire Paton

Jillian Peterson

Fay Picken

Debra Robinson

Carol Russell

Deidre Spencer

Kathryn Sypott

ALLIED HEALTH SERVICES

Keep Fit Program

Valerie Cooper

Community Health

Tracy Plunkett

Activities & PAGs

Kath Baugh

Susan Dodd

Marie Rigby

Danielle Telley

Amanda Torney

CATERING SERVICES

Executive Chef

Leanne Rigby

Food & Domestic Services

Shirley Broad

Tania Deutscher

Joshua Hewitt

Beverley Horsburgh

Tamara Hudson

Patricia Jacobson

Jeanette Kaine

Ashleigh Kemp

Sharmaine Kiely

Shirley McCarthy

Cassandra Milton

Dorothy Milton

Robyn Soulsby

Janene Taylor

Kathleen Rhook

ENVIRONMENTAL SERVICES

Services Supervisor

Maryanne Spong

Faye Lowin

Lynda Harris

Tracey Millard

Shirley Milton

Fiona Peach

Laurice Picken

Catherine Stiglich

FINANCE

Nick Starkie

Gabrielle Baudinette

ADMINISTRATION

Margaret Grinham

Heidi Mason

Julie Pollock

Jane Robertson

Kara Templeton

Anne Youl

MAINTENANCE

Supervisor

Douglas Moore

Neville Barker

Jarrold Payne

Philip Perry

Rodney Nolte

STAFF SERVICE MILESTONES

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

10 YEARS

*Laurice Picken
Rosemary Perks
Tamara Hudson*

15 YEARS

Margaret Grinham

25 YEARS

*Ronda Baker
Deborah Egan*



CDHS - LADIES' AUXILIARY REPORT

The Auxiliary has again had a successful year raising funds to be used for 'extras' for the Hospital. With the new Hospital in sight, we are looking forward to being able to fund equipment not provided for in the budget, equipment that will make a difference to the wellbeing of staff and comfort of the patients.

We have a regular calendar of events which are our 'core' ways of raising money, and this year we have added a new venture which was a success and one we hope to continue. Our 'new' venture was a stall at the Hamilton Rotary 'Harvest on the Hill' market in the Hamilton Botanic Gardens. This event is to showcase local produce from Southern Grampians and the Limestone Coast. A band of present and future 'grannies' produced jams and preserves just like our own grannies used to make. Along with some local fresh produce, we had a great day selling these 'goodies'. Thanks to all those who filled jars and donated fresh vegetables.



Auxiliary Members and guests enjoying themselves at a luncheon

Christina Hindhaugh was the Guest Speaker at our lunch last July. She gave a very entertaining and thought provoking talk in her usual humorous way.

The Fete was again a great success with the added help this year from the children of Coleraine Primary School. They had a very well stocked stall and very kindly gave the proceeds to our Auxiliary. We thank them for their efforts and hope this association will continue.

Pam Macintyre kindly donated one of her beautiful paintings for us to raffle. We thank her sincerely for this very generous gift.

This year our Twilight Drinks were held in the garden of Fiona and David Robertson in very inclement weather! We were very grateful for their woolshed to keep us dry. A smaller crowd than usual had a very enjoyable evening. Thank you to Fiona and David for hosting us for this function.

In the past year we have provided kitchen equipment, pillow cases for palliative care patients, an oxygen concentrator for the Hospital and have money on deposit earning interest to maximize our funds in anticipation of requests for the new Hospital.



Artist Pam MacIntyre is pictured with her kindly donated watercolour of the Flinders Ranges

The Auxiliary would like to thank all the extra people who help us with the workload at our functions, we would not be able to manage without them. I would like to thank all the members of the Auxiliary and the Office Bearers for their continued support throughout the year, and finally the community for supporting us to improve facilities at our Hospital.

Leigh Dean
President

HOMES FOR THE AGED AUXILIARY REPORT



Enthusiastic players and helpers really get into and look forward to and enjoy their HOY afternoons



Currently we only have eleven members and we meet on a Tuesday night once every two months at Wannan Hostel.

During the year we had five Hoy afternoons held at Wannan Hostel. They commence at 1:30 pm and finish at 3 pm with a delicious afternoon tea to follow.

Mary Rigby kindly donated her time to run 500 Cards every Monday afternoon at 1:30pm at Karingal Senior Citizens. At the moment they are raising money to purchase new wheelchairs for Mackie and Wannan Hostel residents.

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

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

I would like to extend a sincere thank you to our Office-Bearers and Members for their continued support.

We wish our Auxiliary a successful year ahead.

Julie Taylor
Secretary/Treasurer

COLERAINE PLANNED ACTIVITY GROUP – GOLDEN LODGE REPORT

The Coleraine Planned Activity Group is a community based program for older members of our community and those with disabilities living in their own home. This year has been very busy with lots of outings and to also visit and socialise with other groups in our area. These days have been very rewarding for everyone involved as it provides an opportunity to catch up with people that they haven't seen for a while due to travel constraints.

There have also been a lot of home activities. One of the highlights participants enjoy is the monthly activity where we cook lunch. We get to sample different recipes and everyone pitches in with the preparation and cooking.

We are busy at the moment making scarves for our trading table later in the year. We are also in the process of donating some hats, scarves and gloves that have been made previously to the Anglican Church.

We have started the 'Easy Moves for Active Ageing' (EMAA) Exercise Program, which is part of the Well for Life Program. This involves a series of gentle exercises that are designed to assist with balance, strength and flexibility, which will hopefully prevent a lot of falls.

It was with sadness that we bid farewell to Marie Rigby who was the Coordinator for our Coleraine Planned Activity Group for many years. We wish her well in her future career. Kath Baugh has also left us to continue her nursing career, we also wish her well.

We have many things planned for the coming year and look forward to more socializing with other groups, as well as a few exciting outings and some stimulating things at home.

Dani Telley
Coleraine Planned Activity Group Co-ordinator



Fred Taylor and Dot Woolley stand by a sign that says it all "Never Too Old"



Staff member Amanda Torney and Syd Tippett share a laugh together



*Dot Woolley and Dawn Charlton
celebrate their Birthdays together*



*Jean Farnillo and Fred Taylor
listening to music whilst at home at Golden Lodge*



*Participants, staff and friends enjoy each other's company
and the great food during an outing at Casterton*



*Harry Hayward admiring a model aeroplane
at an outing in Coleraine*



*"Three Cheeky Monkeys"
Alias Fred Taylor, Dani Telley and Ian Leggett*



*Friends Dorothy Dern and Joan Sagar
have smiles that light up the room*

COMMUNITY HEALTH REPORT

Another year down the Community Health Path, well travelled by me now!!! And it still keeps me entertained and passionate for health promotion. I always like to start by thanking my wonderful team of work colleagues and community members, without their invaluable support I am certain my projects would not run so superbly.



Coleraine Men's Shed participants get together to celebrate their 1st Birthday

I just cannot get past bragging about the success of our Coleraine Men's Shed Project. The "boys" have recently celebrated their 1st Birthday with an Open Day. It is wonderful to behold the work that is happening, the bringing together of a range of backgrounds that is developing a life of its own. The community reports of the perfect level of completed projects the men put their time to is music to our ears...You will see them there, the Men of Coleraine, in the rear of the Caltex Service Station each week on a Thursday morning.... and if you arrive quietly there will be laughter and bantering, cuppas and of course some work.....feel free to join in....

In November it was most rewarding to be involved in the Hospital Fete.

In May Sharon Linke and Julie Owens from the CFA joined us at Strathallan, St Joseph's Court, the Hospital Function Room and the Community Day Centre to talk about Home Fire Safety...we met in the rotunda, the carport, a dining room and the Hospital Function Room. What a variety of settings for the day to keep us on our toes.

Once again we joined forces with the Coleraine Medical Clinic to provide Free Sun Spot Checks in December, thanks to all involved. From the attendees who took advantage of this free service there were 10% who required follow up treatment for "questionable" spots.....

We celebrated International Women's Day in March at the National Hotel with Guest Speaker Faye Gumley who shared her wonderful life history with us including many local stories.

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



Guest Speaker Faye Gumley entertains attendees at the International Women's Day luncheon

In September we travelled out to The Wannan, and what a sight to behold those Falls in full flow, we got a beautiful sunny day and took full advantage by packing our lunch and thermos (not one to miss a cuppa opportunity). Once again we incorporated one of our walks in September to support the Brit Brit Red Cross Display, thank you for letting us join in. Christmas found us swanning (walking slowly) around Hall's Gap and out to lunch at the Quarry Restaurant, and thermos' for cuppa's. We also ventured out to Featherstonehall Road for a blustery walk with thermos filled again, thanks to our organisers and host. We look forward to many more kilometres and excellent company in the coming year.....



Coleraine Walking Group members enjoying a beautiful sunny day and the surroundings at the Wannan Falls

On the burner currently is our yearly retail therapy trip (BreastScreen) to Portland in July. I am looking at holding an event in September for National Stroke Week. I have my head together with our Leisure and Lifestyle Co-ordinator to put together a day showcasing available community services for November, and the list goes on.....

That's all I can remember for the year....how the time flies....how busy it seems.....Keep an eye on the local Community News and feel free to attend any events that interest you, catch up with me if you have any queries, I love a cuppa and a chat....

Tracy Plunkett
Community Health Nurse

COMMUNITY TRANSPORT SERVICE REPORT

The Coleraine Community Car is available to clients of our district for transportation to medical and therapy appointments, visits to friends, social activities, group activities, and shopping centres. The service is run by four co-ordinators and approximately 30 volunteer drivers and phone attendants. The car is available in Coleraine four afternoons per week for local appointments and shopping of which there were 511 local trips undertaken.

Clients through the year have also been conveyed to access specialist care (number of trips)

Hamilton (62)	Geelong (2)	Horsham (2)	Casterton (2)
Warrnambool (8)	Stawell (4)	Mt Gambier (39)	Wannon (1)
Ballarat (11)	Portland (2)	Henty (1)	Tahara (1)

We have also assisted Coleraine Hospital in returning patients to their homes after hospital stays.

The limited availability of public transport in our community, and the inability of clients to access buses, etc creates a need which our Community Transport Service fills. We thank Coleraine District Health Service for the use of hospital cars when needed, and our clientele for their support.

On behalf of Co-ordinators: Jenny Povey, Thelma Wombwell, Eric Boardman and myself, I wish to express our appreciation to all volunteers for their time, and the care they show our patrons.

Marlene Steers
Coleraine Community Car Co-ordinator

DENTAL CLINIC REPORT

The Dental Clinic at CDHS has had another very busy year. Looking after the dental needs of residents of Valley View Nursing Home, the Hostels, as well as the general community, occupies our Thursdays quite effectively.

As dental equipment, fortunately, doesn't generally wear out, it mainly needs upgrading as technology improves, rendering older equipment obsolete. To this end, our impending move to the new facility in the next 18 months will see some other items of equipment replaced by more state-of-the-art technologies.

Already we have fast tracked our dental x-ray processing to digital, which will allow very accurate images to be taken of patient's teeth and jaws, along with reduced radiation exposure. This new equipment has been kindly organised jointly by CDHS and WDHS. I thank both facilities for this procurement.

Lyn, Chris and myself, are pleased to be able to continue to offer a friendly and up-to-date Dental Service to the Coleraine community, and look forward to the next busy and challenging twelve months.



Dentist Tim Halloran gets ready to examine a client who can still even manage a smile whilst in the Dentist's chair

Dr Tim Halloran BDS.BSc (Hons.)

DIETETICS AND NUTRITION REPORT

It has been a busy year for us providing Nutrition and Dietetics services in Coleraine. Throughout 2010 and up until May this year, Dietitian Jessica Nobes (APD) was responsible for delivering these services. Since that time I have taken over while Jessica is on extended leave in Europe for six months. We have each been visiting the Hospital and Mackie Hostel and Valley View Nursing Home once a month with the aim of optimising the nutritional outcomes for patients and residents.

In addition to these services, we have continued to provide outpatient clinics once a month to address the nutritional needs of community members. Referrals are appreciated but not required for these clinics. They have proven to be very busy and are designed to cover a variety of nutritional issues and illnesses requiring nutritional intervention. These include diabetes, gastrointestinal disorders, cardiovascular disease and more. These clinics have been a fantastic way to get to know community members and have a real input into their ongoing health and nutritional outcomes.

I would like to take this opportunity to thank all the staff at both the Hospital and Hostel for being so welcoming and helpful to me during this transitional period. I have been made to feel accepted and welcomed by everyone and I look forward to my next few months at Coleraine. I would also like to commend Jessica for her great efforts in handing over her case load to me. She has provided invaluable insight into how the service is run and has gone out of her way to ensure that I feel prepared for my new role and welcomed as part of the team.

Over my next months in Coleraine, I look forward to the challenges and opportunities that this work has to offer and to delivering high quality dietetic services. We are anticipating Jessica's return to the role in November and she is greatly looking forward to once again working as part of the team.

Christine Young - Dietitian

FOOT CARE REPORT

Foot Care has been running for the past nine years. It has proven to be a very popular service to our ageing community and to anybody who has difficulties attending to their own Foot Care needs.

Clients are able to have regular basic Foot Care two to three monthly, or as needed, by a trained EEN in "Caring for the Elderly's Feet". This service is also available for people for in-between care whilst awaiting for their podiatry appointments.

Foot Care runs three sessions a month. One day is for the community (bookings are made through CDHS office), one day at Wannan Hostel and one session at Valley View Nursing Home.

Marilyn Callaby EEN - Foot Care



Mrs Joyce Trotman is getting plenty of attention from ANUM Lorace Parsons and Foot Care Nurse Marilyn Callaby





DISTRICT NURSING SERVICE REPORT

The year under review has been a busy and challenging time for all concerned within District Nursing.

Following the amalgamation of Coleraine District Nursing with Hamilton it was necessary to introduce new documentation to the Coleraine campus to ensure consistent practice across the service. This was preceded with extensive education.

We now have four Hamilton staff members, Sue Ferrier, Jane Hartwich, Karen Williams and Anne-Marree Simonds who can be rostered to the Coleraine campus to work with Jane Bunge, Millie Dundon and Katrina Hodgson.

These nurses continue to provide quality, professional nursing care to clients in the Coleraine community and also to residents of the hostel where they are ably assisted by the dedicated team of Personal Care Workers.

Education was attended throughout the year to update skill levels, with wound management being well attended. The District Nurses have also willingly assisted student nurses on placement in the Service in order to make their stay a positive experience.



District Nurse Millie Dundon catching up with her paperwork

During the year we were fortunate to receive a Syringe Driver (portable infusion pump) which was obtained through Palliative Care funding for use in the Coleraine community. The purpose of this infusion pump is to provide patients with continuous medication to relieve distressing symptoms in the deteriorating phase of their illness. Equipment such as this is greatly appreciated as it enables patients to remain at home as long as possible. All staff received education on the use of this infusion pump.

From 1st July 2010 to 30th June 2011 the Western District Health Service District Nurses saw 762 clients, made 29,408 visits and travelled 95,009 kilometres.

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

EDUCATION REPORT



With the introduction of Solle for online staff education and training over the past years, staff have been able to reduce time away on education and training by completing courses and competencies via the computer. Without this, updating and maintaining of competencies would be much more difficult. It is also pleasing to note a high percentage in staff competencies as a result.

Nurse Educators from Hamilton, Russell Armstrong, Hazel Salagari and others who are specialists in their field provide aged care education via Web-x. This is an online live education session in which staff can ask questions and receive prompt answers.

Educators travel out to all campuses of WDHS to provide training with other campuses linking into the education session. All these sessions are taped for staff to view after the date when able, if not able to attend at the time.

WDHS and CDHS have a very high commitment to providing ongoing education to all staff. Thank you to all educators and staff for their dedication and for adapting to change so well.

Denise Beaton
Nurse Unit Manager



WDHS Fire Safety Officer Rod McCreddan demonstrates how to use a fire blanket to staff undertaking a fire education session



Leanne Rigby and Robyn Soulsby check out the new mobile computer stand used for inputting meal orders



Staff Members Karen Forsyth, Russell Armstrong and Margaret Mary Baulch check out how to operate a lifting machine on trial

ENHANCING PRACTICE PROGRAM

– UPDATING A ‘VERY TIRED’ COURTYARD



Thank you to our ‘Gorgeous Garden Fairies’ for undertaking the project of updating a ‘very tired’ courtyard Liz Talbot, Marie Rigby, Rosie Perks, Karen Forsyth



Residents enjoy being outdoors in the new Courtyard on a beautiful sunny day

The Enhancing Practice Program originated in 2004 in response to a need to improve the way staff in Hospital work with older people and their carers. With training and guidance from the Council of Ageing and Northern Health, four staff from Coleraine Hospital have been involved in completing a resident focused activity of improving care for our older people.

Following discussions with residents, it was agreed that the courtyard was tired and not inviting for residents to enjoy. Residents indicated that there was no actual room for them and residents in wheelchairs to manoeuvre in the garden to allow them to plant vegetables and flowers, which they could watch grow and harvest the benefits.

With the financial assistance and support of very kind sponsors and friends, staff were able to acquire all the materials for the raised garden beds, other items and all the plants for this project to be undertaken and completed. Patients, residents and staff now have a beautiful and vibrant environment to enjoy outdoors.

CDHS is very much appreciative of the efforts of staff members who undertook this project in their own time, together with the assistance and expertise of Maintenance Staff who assisted with this project.

The Management Committee and Staff of Coleraine District Health Service would like to thank all donors involved in this project for all goods and donations given towards the redevelopment of the small courtyard.

ENVIRONMENTAL SERVICES REPORT

Coleraine District Health Service continues to strive to meet the challenges of maintaining high results in our monthly cleaning audits.

Although the challenges of our ageing Hospital are ongoing, it is very pleasing to attach below a copy of our May 2011 Cleaning Audit which is completed by Infection Control on a monthly basis.

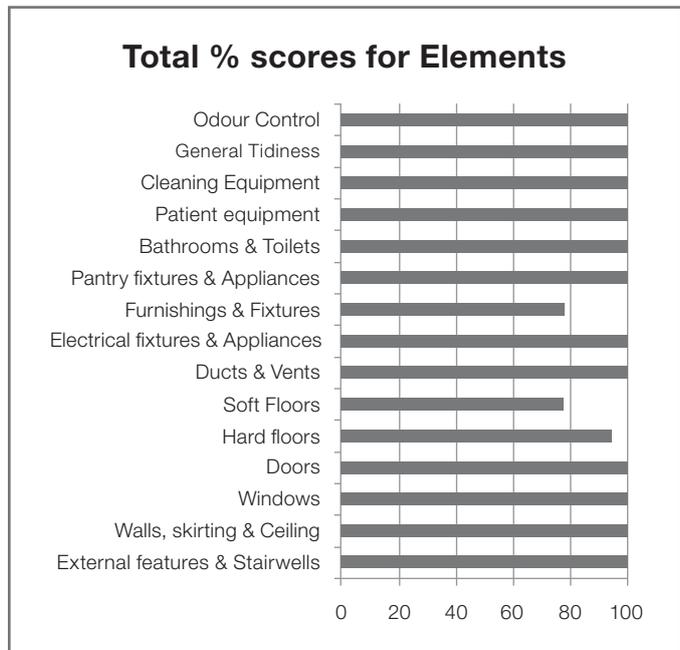
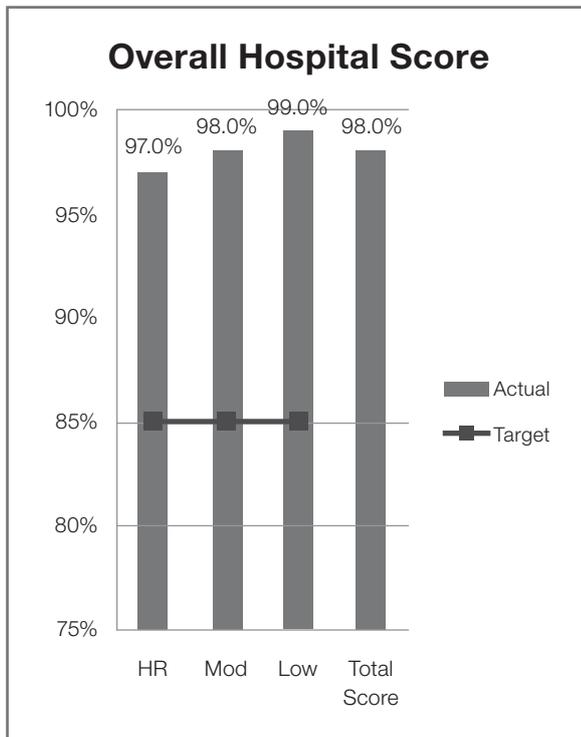
Thank you to our dedicated Cleaning staff for ensuring our continued high audit results.

Maryanne Spong
Environmental Services Supervisor



Environmental Services staff member Laurice Picken is kept very busy and her smile is always there

MAY 2011 AUDIT RESULTS:



HOTEL SERVICES REPORT

2010/2011 was as always a very busy year for our Catering Department supplying fresh cooked meals to the Hospital, Hostels, Meals on Wheels (including Coleraine and Balmoral), Post Acute Care, Senior Citizens and two Planned Activity Groups (Coleraine and Merino).

MEAL SUPPLIED DURING 2010/2011								
MOW (inc Weekend)	Senior Citizens	Acute	Nursing Home	Hostel	PAGs	Other Functions	Staff	TOTAL
7,117	710	12,533	17,520	61,320	781	684	3,518	104,183

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 of the staff. I would like to thank them all for their dedication and support during 2010/2011.

Over the last 12 months we have been busy planning the kitchen for the new hospital. We have also introduced a new online computer meal ordering system for the Hospital and Hostels.

Leanne Rigby
Catering Supervisor

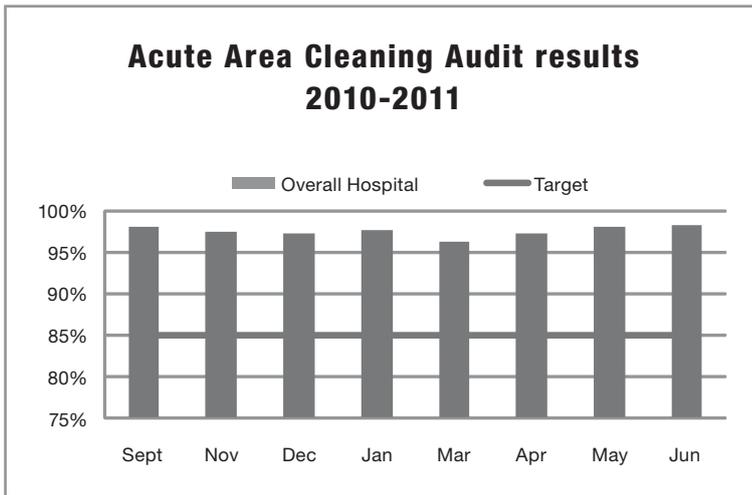


Catering and Cleaning Staff get together to celebrate Cooks & Cleaners Day held at the Hospital in May

INFECTION CONTROL REPORT

Infection Control remains a high priority in both the Acute wards as well as across the Aged Care sector, being a regular section of external accreditation.

Monitoring of infection control across all areas is done by examining reports from staff lodged in the electronic incident system of Riskman, pathology reports and in onsite audits.



Cleaning audits have shown a consistent high standard

The Western District Health Service Infection Control staff visits each month to conduct cleaning audits, to observe practices and to educate. This education has also this past year been delivered on occasion by video link to allow for an increase in the education offered.

In 2010 influenza vaccination rates were down across the state, with Coleraine only managing 37% of the staff being vaccinated. A survey of the staff was conducted across the health service to attempt to identify reasons behind this drop.

Preliminary figures for 2011 indicate that uptake of the annual influenza vaccine has again risen with an expected 45% of staff being vaccinated.

Infectious outbreaks are an ever present concern in Healthcare facilities. This has not occurred in this past year, showing a diligence by staff and visitors to prevent the spread of the community ailments that can cause illness in healthcare facilities.

Infection rates are monitored monthly in patients and residents in care, with results low and showing only isolated cases appearing without signs of spread. These infections were not at a higher rate than expected in your average home, and therefore were not significant.

Coleraine has introduced a new type of sharps container to assist in reducing the risk of injury to staff when using Insulin pens. These Insulin Pens have been shown to be a hazard for staff in healthcare settings. These sharps containers have been introduced across the Health Service.

Overall it has been a quiet year for Infection Control, which is everyone's wish as it indicates successful management and prevention of infections.

Mark Stevenson
Infection Control

KEEP FIT PROGRAM

The Keep Fit Program offers the Coleraine and surrounding district communities an opportunity to exercise indoors with others who are looking to achieve their wellness and fitness goals. The variety of classes on offer caters to every age and fitness level. From Fitball Plus! to Silver Sneakers/Falls Prevention to a weekly walking group you will be sure to find the workout to suit your needs and fitness level. The Coleraine District Health Service helps with providing the room and keeping the cost of the classes low. The community is very lucky to have qualified, experienced fitness instructors and we encourage you to support these fun and fitness enhancing exercise classes.

This Autumn, Valerie Cooper, Allied Health Assistant and Keep Fit Instructor, and Marlene Lee and Danielle Telley, Leisure and Lifestyle Co-ordinators at Wannan Hostel and Valley View Nursing Home completed training in the EMAA (Easy Moves for Active Ageing) program. The EMAA physical fitness program is now a part of the Well for Life Program being run in the Nursing Home and Hostels in Coleraine, Hamilton and Peshurst. Clients and residents of these facilities and the general community (Silver Sneakers/Falls Prevention) have gained strength, balance, coordination and general wellbeing as a result of the increased focused physical activity programs.

The Keep Fit Program also offer Falls Prevention workshops with the 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 is a free service sponsored by the Coleraine District Health Service.

This year we have also been fortunate to have Senior Iyengar Yoga Instructor, Frank Jesse, from his Griffins Hill Retreat in Dunkeld, hold Sunday morning Yoga workshops for new and experienced students. These workshops have been well attended and Frank has agreed to offer a session every few months during the coming year.

The Silver Sneakers/ Falls Prevention class has recently seen an influx of local exercise enthusiasts! We hope that the regular students will continue to pass on how fun and valuable to everyday wellbeing, working out to music once a week can be. We encourage you to give it a try! First class is Free!

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

Valerie McIntosh



Silver Sneakers / Falls Prevention participants use bands for their exercises during their class with Instructor Val McIntosh

MAINTENANCE & SUPPLY REPORT

Maintenance Team Coleraine Campus

Trevor Wathen (*WDHS Facilities Manager*)

Douglas Moore (*Maintenance Supervisor*)

Phillip Perry (*Store person Handyman Gardener*)

Jarrold Payne (*Maintenance Handyman*)

Rod Nolte (*Maintenance Handyman*)

Neville Barker (*Gardener Handyman Part time*)



It is a beautiful day so Rod heads off to mow the never-ending growing grass



Muscle Power - Phil and Rod move a door ready for repair



Neville is kept busy tidying up the grounds

Maintenance staff once again have had a very busy year in providing a range of routine preventative and emergency maintenance to equipment and buildings on all campuses. With the season being unusually wet through the summer period, it had the flow on effect of making the mowing of lawns a full time job. Also the extra wet weather affected the ground movement which in turn affected the building foundations, resulting in the need for door adjustments, and the repair of cracking plaster in the hospital was ongoing. The Maintenance crew worked well as a team and kept the surrounds - buildings and gardens belonging to the Coleraine Health Service in very good condition – a job well done.

In April, May and June there was a lot of work carried out with early works, getting ready for removal and demolition of buildings, ready for construction to start for the new Hospital complex, which put an extra work load on our work force.

The Merino Community Health Centre was completed and the boys jumped in to give Pam and her team a hand in shifting into the new complex on the 1/06/2011.

I would also like to thank all the reliable suppliers and contractors who have assisted us through the year.

Doug Moore
Maintenance Supervisor



The Maintenance staff help out the Merino staff with the huge job of relocating to the new Community Health Centre

MEDICAL SERVICES REPORT

Coleraine Casterton Medical has continued to provide Medical services to the Coleraine Hospital, township and surrounding areas throughout 2010/11

It has been another busy year for us with new projects and a variety of new faces.

Dr Linda Thompson joined us in February 2010 and has been working two days a weeks with us over the past 16 months. Dr Thompson has confirmed her decision to continue her relationship with the Practice, and we are delighted to know she will be with us in years to come.

Dr Nazar Osman joined us in February 2011 as a first year GP registrar. Dr Osman is working closely with Dr Coulson as he works toward fellowship with the RACGP. He has a quiet, calm manner which has allowed him to make the transition to our practice very easily. He has been welcomed by our clients and our Practice team, and we are sure he will have a long career in general practice and hope that he chooses to stay in a rural location.

We have also been delighted to welcome Christopher Kearney to the Practice. Chris is a part of the Deakin IMMERSe program as a post graduate Medical student. Chris works with doctors, nurses and allied health professionals to gain insight and experience as a rural doctor. Chris is to spend all of 2011 with us, and has been seeing patients under supervision during this time.

We have also welcomed Royal Adelaide Hospital interns as part of the PPGPPP program. These interns come into the practice for a 10 week rotation. Over the year we will see 5 new faces who experience life in a rural location as a general practitioner. They consult with patients, do hospital and aged care ward rounds, and assist with on call and emergency requirements. So far this year we have had Christopher Wong, Madeleine Trott and Bianca Djurdjevic spend their 10 weeks with us, and they have embraced the experience with great enthusiasm and professionalism. We are always sad to farewell a familiar face, but keen to welcome a new one.

It is a great credit to the Practice and team within the Practice that we are able to provide these learning opportunities in a variety of ways to introduce young doctors to the charms and often unique challenges that are present in a rural environment. We must take time to appreciate the efforts extended by all the team, but particularly Drs Brian Coulson, Greta Prozesky and Kim Tan who have the skills, qualifications and foresight to welcome and nurture this future medical talent.

This year we have also farewelled from the clinic one of our practice nurses Paula Gunning, who has moved on to other challenges, and welcomed Tracy Plunkett back to the nursing team. Good luck to Paula and welcome once again to Tracy.

We also thank Lorraine Watt, Jenny Trotman, Rowena Plush, Sandy Bryan and Alana Benson for their continued excellence and expertise.

As always we thank all of the hard working team for their continued dedication to the community and the Practice. All of our team continue to develop skills and undertake training for continual improvement to ensure we are able to provide the best service possible.

Coleraine Casterton Medical would also like to congratulate Western District Health Service whose persistence has seen them successfully complete the much needed Merino Community

Centre. It is a beautiful facility and a credit to the district. We have been delighted to be able provide Medical services to the Merino township again throughout the entire year, with Dr Ramin Taheri visiting each Monday afternoon. We are delighted with the enthusiastic response to the service from both the Merino community and the staff of the Merino Community Centre.

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

Kim Lane
Practice Manager
CC Medical



Back Row: Christopher Kearney and Dr Nazar Osman
Middle Row: Drs Ramin Taheri, Madeleine Trott, Kim Tan and Brian Coulson
Seated: Drs Greta Prozesky and Linda Thompson

MERINO BUSH NURSING CENTRE REPORT

The Centre has had an exciting year. We moved into our new building on 1st June and have settled well. The facility continues to provide service and support to the surrounding communities, to enable clients to remain at home safely. We also receive referrals for clients who require additional care post discharge from an acute setting.

The Exercise Group continues to run every Thursday. We have increased the numbers attending. The clients look forward to the morning of exercise and social interaction. Currently we are linked with the Casterton Exercise Group and alternate between Merino and Casterton for the exercise classes.

We now have Allied Health, Podiatrist, Dietician and Diabetes Educator, attending the Centre the first Thursday in the month. We have found all these services well utilized by the community and an aid for the nursing staff.

The Community Nursing Centre tent at the local show was very well attended. It gives the staff an opportunity to let the community know of the services we offer at the Centre. Those who attend have the opportunity to obtain a current reading of their blood pressure and blood glucose levels.

Unfortunately, the Glenelg Library Service has had to find a new venue, but we are fortunate we are still able to offer the free use of a computer.

We were also lucky to have a visit from the Hearing Van. The community were able to attend the van and have their hearing tested. If there were any concerns the clients were sent to their doctor with a report.

We also have a visiting doctor from the Coleraine Casterton Medical Group. Dr Ramin Taheri attends the Centre every Monday afternoon. The service has been welcomed by the community, and the numbers attending keep rising.

Pam Meiszies
RN Div 1



Exercise leader Alison Wooldrige and participants show how to use the exercise bands during their class



Client Marlene Black is pleased to be seeing Visiting Podiatrist Maureen Richter-Rundell



*Keeping up with technology
John and Frances Broad 'surf the net'*

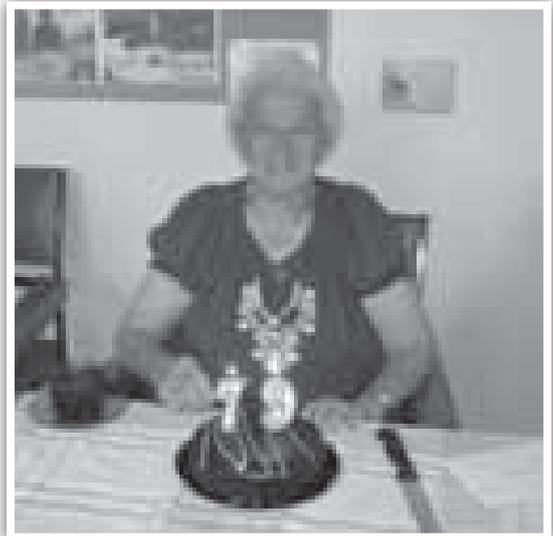
MERINO PLANNED ACTIVITY GROUP – MIAKITE CENTRE

The Merino Miakite Planned Activity Group has had a very busy twelve months. The Group has had many day trips, meals out and varied concert performances, such as Mario Lanza, Julie Anthony, and the Best of Broadway and SS Sparticus. Craft days are held on a regular basis and visits to other groups are also a feature of the program. We endeavour to provide a varied range of activities, exercises, games, quizzes and movies to engage the participants.

We are very happy to be in our new building, which is much lighter, far more comfortable and big enough to entertain other groups, thank you WDHS.

Also we would like to thank our wonderful team of volunteers who help to keep the programs running smoothly.

We intend to maintain the exceptional standard of activities in the following year, and expand and develop to accommodate both existing and future clients and volunteers.



Joan Hamill celebrates her Birthday

Susan Dodd
Activities Co-ordinator



Wanda Merta, Joan Hamill and Tess Threadgold enjoy seeing the spectacular falls after heavy rains

NURSING SERVICES REPORT

Well another year is almost over.

We have seen many changes with the introduction of Transition Care beds in Coleraine. The Transition Care Program has greatly assisted WDHS ability to provide appropriate care for older patients who have completed their acute episode of care, as well as provide access to beds for acute health services. The program is limited to older patients who are not yet able to return home or require placement into residential care. Feedback from patients receiving this service so far has been very positive.

Thank you to all Nursing Staff for their ongoing commitment to providing a high standard of care to all our residents and patients.

The continued positive feedback from our patients and residents is very pleasing. I encourage all patients coming into Coleraine Hospital to complete a feedback form, as well as appreciations. We value your comments on how we can do things better, so if you feel you have a concern please raise any issues with the Nurse in-Charge so we can resolve concerns promptly.

Thank you to our Doctors for their support and care over the past 12 months.

Our Ladies' Auxiliary continues to fund purchasing of much needed hospital equipment. All equipment is greatly appreciated by staff, residents and patients. **THANK YOU ALL.**

Thank you to all Department Heads and staff in all areas for their ongoing commitment to providing such a high quality service to all within our care and wider community.



Registered Nurse Suzie Speirs is happy after completing her AED competency

Denise Beaton
Nurse Unit Manager



Toni Read and Debbie Overmars weren't quick enough to get away from the camera



Endorsed Enrolled Nurse Kristen McIntosh catches up with residents

OCCUPATIONAL HEALTH & SAFETY REPORT

The Primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk. By undertaking regular safety checks we ensure that all areas of the Health Service comply with these objectives, and any hazards or safety issues have been resolved. Unfortunately, due to the age of our facility, there are a few issues that are not so easy to resolve without a major redevelopment and replacement of facilities. External surveys are also undertaken by a WorkSafe Inspector in conjunction with the OH&S representative to ensure Standards are upheld.

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

HOSPITAL

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

All staff are encouraged to complete an Incident Form or Riskman if an item of equipment is found to be faulty and to ensure that the fault or hazard is repaired as soon as possible.

We are fortunate at our facility to have fitted lifting machines, e.g.: Voyagers and stand up lifters. These items of equipment make it easier and safer for staff and patients to be transferred with ease and maintain our No Lift Policy.

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

Coleraine has been fortunate to receive funding to build a new hospital which should be completed by early 2014. Hopefully this will eliminate some of the current OH&S concerns but until then we will continue to work together and stay safe.

Trudy Cottier - OH&S Rep

WANNON HOSTEL

Staff continue to update their competencies to ensure we deliver a high standard of care and to meet all accreditation standards.

We received a new lifting machine and all staff has had training to ensure staff and residents' safety while in use. A toileting sling and a large sling have been purchased for lifter.

All audits have been completed and staff and residents are looking forward to the redevelopment.

Debra Bickley - OH&S Rep

PHYSIOTHERAPY REPORT

Physiotherapy at the Coleraine District Health Service has been well accessed over this past year. WDHS Grade 1 Physiotherapists on three monthly rotations provided this service on Mondays and Thursdays to outpatients (both land and pool-based), inpatients at the Coleraine Hospital and residents of the aged care facilities - Mackie Court, Wannan Court and Valley View Nursing Home.

Allied Health Assistant Valerie Cooper has worked in close collaboration with the Physiotherapists assisting in assessments and treatment for inpatients and nursing home residents, implementing the Easy Moves for Active Ageing (EMAA) Program, and organising physiotherapy and hydrotherapy schedules. Diversional therapy has also helped in facilitating 1:1 exercise programs for acute and residential clients.

OUTPATIENT SERVICE

2010-2011 saw a range of clients make use of physiotherapy, including those under TAC, WorkCover and Enhanced Primary Care Program. It was not uncommon for clients to be recommended for aquatic physiotherapy in which an individualised exercise program was designed and introduced by the attending physiotherapist in our pool. Exercises were supervised until clients gained independence. To the delight of all involved, many gains are seen to be made upon re-assessment.

INPATIENT SERVICE

Referrals are received from the medical and nursing staff at CDHS and also HBH Physiotherapists for patients being transferred from Hamilton. Treatment strategies place emphasis on empowering the patients and regular staff members in managing their rehabilitation.

AGED CARE

Annual physiotherapy reviews took place as a way to monitor the physical status of all residents and to assess the effect of the exercise programs implemented by physiotherapy and aged care staff in maintaining their functional independence. New residents underwent initial assessments, and referrals were received to review changes in mobility and gait aid requirements.

Thanks must go out to the cleaning, nursing, medical, maintenance, hospitality, aged care and allied health staff who ensure an efficient, friendly and effective working environment for all.



Physiotherapist Melanie Roll takes Val O'Neill through her exercise strengthening program

Kathy Guan
Physiotherapist

VALLEY VIEW NURSING HOME – Leisure & Lifestyle Report

This year has been an interesting year with activities. The Men's Out and About Program has been a fantastic success with our men socializing with men from other facilities at Penshurst, Hamilton and Coleraine. They have renewed old acquaintances and created many new ones. It is also a pleasure to explore old haunts as well as discover new ones.

Recently Marlene Lee and I took the ladies out for lunch at the National Hotel. The funds for this were generously donated by the Coleraine Lions Club and the Coleraine Op Shop. This was a wonderful day for the ladies who were able to attend.

They thoroughly enjoyed socializing with one another and getting out in the community.

There have been many excursions this year, everything from the Coleraine Show to Rocklands and the Pub in the Scrub. There have also been many instances where we have enjoyed ourselves at home with visits from the kinder and our Football Heroes just to name a few.

Our Church Ministers come along every month without fail to provide us with services and hymns that we would otherwise find it hard to get to.

There are always special days to celebrate and we encourage everyone to come and join us in the fun.

It is with sadness that we have had to say farewell to Marie Rigby this year and we wish her well in her future endeavours. Kath Baugh has also decided to discontinue her Lifestyle and Leisure activities to concentrate on her nursing, so we still see her around.

I have had a wonderful time here in the last three months and I would like to thank everyone for their support and the ways that you have made me feel welcome. I look forward to the future and invite everyone to come and join in the activities that are planned for the next year.



Our Men's Out and About Program participants enjoy a leisurely sightseeing ride on the tram at Portland

Dani Telley
Lifestyle and Leisure Coordinator
Valley View Nursing Home



Arthur Rogers and Loy Carey check out the racing guide to choose a winner for our Melbourne Cup Day



Our ladies get together and have some fun decorating cupcakes ready for afternoon tea



Gladys Pietsch certainly looked the part when she dressed up in green for St Patrick's Day



Enjoying a day out at the Pub in the Scrub



Popeye Elliott gets a ticklish lick from the cutest visitor - a very friendly four legged visitor



Marie Rigby catches up with some residents on her last day as the Lifestyle Co-ordinator



Bob and May Adams celebrate their 70th Wedding Anniversary with family

VOLUNTEER PARTICIPATION REPORT

The following is a summary of contact hours and activities for Coleraine registered volunteers for the 12-month period.(1 July 2010 to 30 June 2011)

A total of 16 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours for Wannan Court / Mackie Court over the period;

• Volunteer Hours Total, Individual Contact	50.25
• Volunteer, Individual Contact - average hours per week	.97
• Volunteer Hours Total, Group Contact Hours	299.25
• Volunteer, Group Contact - average hours per week	5.75
• Other volunteer hours	37

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

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

Volunteers recorded an overall total of 386.5 hours volunteer service support for the 12-month period. This equates to an average of 7.43 hours per week contributed by WDHS registered volunteers at Mackie Court/Wannan Court.

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

COLERAINE COMMUNITY TRANSPORT

Operates on Monday, Tuesday, Thursday and Friday from 1.30 pm to 4.00 pm with 30 volunteers. Bookings can also be made outside these hours. The following statistical information was collected from July 2010 to June 2011:-

Volunteer Driver Hours	993.5	Kilometres travelled	25,189
Phone Volunteer Hours	392.75	No of Trips	635
Co-ordinators volunteer hours	145.5	Payments received	\$5,573.25
Total Volunteer hours	1,531.75		

The Merino Community Health Centre is supported by 27 volunteers.

Jeanette Ryan
Volunteer Co-ordinator
Western District Health Service

WANNON HOSTEL REPORT

A very busy year with Leonie Nolte leaving and myself taking on the Supervisor's position. The Hostel had full occupancy of 40 beds and one respite bed. New staff has been welcomed and some have left to do nursing or retired and we wish them the best in their new careers and their new paths. We have also welcomed new residents to our family and sadly lost some. We have dedicated staff who give the best of care to our residents and strive to improve their education and skills with training opportunities both internally and externally.

All decommissioned buildings have been removed and the area levelled for the start of work which we still hope will commence at the start of August. Residents have had the chance to have their input with one of the furniture companies displaying their chairs in the Mackie lounge. Residents were happy to sit and talk about styles and comfort. Residents have been kept updated on all stages of the redevelopment planning and issues being looked at their Residents' Meetings.

Catering staff as always still continue to send lovely meals for our residents and are happy to have input from residents on any special requests. One of these being desserts sent twice a week to give residents a change from ice cream and fruit each night. Residents having a birthday enjoy the cakes the catering staff make for them to share with other residents and staff photograph these times for the residents to have as mementos.

Our Maintenance team has been very supportive in keeping our facility in the best working order and keeping our residents safe while buildings were being demolished.

Residents continue to enjoy a wide range of activities with our Leisure and Lifestyle Coordinator both in the Hostel and in the community. The Men's Program has been up and running with new opportunities for our men to enjoy and feedback has been very positive.

I would like to thank all staff members for their support. Also the District Nurses for their support and advice during the year. The Catering staff and Maintenance staff for all they do. A special thanks to Denise, our Unit Manager and Tim, our DON for their wonderful support and guidance.

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



Hostel Supervisor Debbie Bickley

Debbie Bickley
Wannon Hostel Supervisor

WANNON HOSTEL – Leisure & Lifestyle Report

Another year has quickly come to an end and we look back and see what we have done and all that has happened, and cannot believe how quickly time has gone. We have enjoyed many different activities throughout the year and, as always, the one that gets the residents excited is our Millionaire's Auction which is still growing, and more and more residents are attending each time and get right into the bidding for the items. Although they never know what they are bidding for and our Auctioneer has to keep control as he is always having to remember who has any money left, it is great fun and anyone who walks into the Hostel at this time soon gets into the spirit of the activity.

Egg and bacon breakfasts are still very popular, and our BBQ lunches when everyone gets together and has a great time. Happy Hour teas are always a big hit with everyone very pleased with the different desserts we have on these occasions and this is shown when there is never anything left.

Our men have been very lucky this year to be able to go on outings each month and sometimes twice a month due to a grant received. This program and outings involve: The Birches, The Grange, Kolor Lodge-Penshurst, Valley View Nursing Home and of course Wannon Hostel. We take it in turns to host these activities and outing days and to come up with the ideas. This Men's Out and About Program has enabled the men to rekindle past friendships and make new ones. A CD of the photos has been made and this can be bought by families in the future. We hope that in the future the Men's Group will continue and that we will be able to do the same for the ladies.

We still have our Homes for the Aged Committee meeting every two months in the Wannon lounge at 7.30 pm. Our Hoy afternoons in the Wannon lounge are still very successful with the community invited to come into our home and join in this fun event. The residents and visitors have a great time together and in between games the room is very noisy with all the talk and laughter.

Joining in the community activities out and about is always a great time for us. Events like Garden Parties, Hospital Fete, World Day of Prayer and International Women's Day are looked forward to with much anticipation. Also for some to be able to attend their Church services in the community for special spiritual days is very important to them. Unfortunately we were not able to attend the Biggest Morning Tea for the Anti-Cancer Council this year, so we held our own with ladies from a Quilting Group coming in to show us some of their work and the money we raised on that day went to the cause.

As always our Remembrance Day and ANZAC Day services are very important to our residents and staff members. We held our service for ANZAC day a couple of days ahead of time this year. I was very lucky to have some assistance from the Anglican Minister Reverend Neal. This added to our afternoon and all residents appreciated his attendance for this occasion.

Bus outings are as always activities residents look forward to, especially if we go out for afternoon tea or a McDonalds ice-cream. Also we have fun with games like who can spot the kangaroos, swans, ducks or emus (they just will not stand still for us to look long enough at times).



Residents arrive early for the ANZAC Day Service

Due to the wet weather this year our outings to the Wannan and Nigretta Falls have been fantastic providing us with spectacular views of the falls with the amount of water going over the falls. The amount of the water in the paddocks and along the roads has also been a great talking point.



Mary Fischer and family get-together for Christmas celebrations



Santa asks Evelyn if she has been a good girl for the year

All residents had a visit from Santa on Christmas morning, with a little something left at their dining places, which was followed in suit by the Easter Bunny. We also continue this trend for Mothers' Day (Aunts included). It is always fun for those who have been with us for awhile wondering what is going to be left at their place this time.

Church services are always a big part of each month with all residents looking forward to, not only their church of choice, but attending other church services also. They enjoy talking to the Ministers after each service and listening to the different hymns and singing along with the music.

We have had great success with our Virtual Visiting Skype Program. This program provides a way of maintaining family contact. Due to the distance that some family members live from their family members and loved ones this service provides a fantastic way for residents to keep in contact with their loved ones. We now have speakers to attach to the computer to enable the volume to be turned up louder making it easier for residents to hear. It is so much better for residents to be able to see their family rather than just using a normal phone call.

In closing I would like to thank the staff who assist me in some of these activities, especially when I leave things till late to inform them. To the many volunteers who give freely of their time and assist with the many tasks that are asked of them, to the kitchen staff for our great Birthday Cakes, which each resident receives on their Birthday and for all the special foods that you do for our afternoon teas, BBQ lunches and especially our Christmas Parties where the residents' families get to see what you do. To all, thank you very much, because without your help what I do would not always be possible and this would then impact on the residents' enjoyment.

Marlene Lee
Diversional Therapist



Hannah Allan (on the right) enjoys catching up with two of her granddaughters and a great grandchild

LIFE GOVERNORS

Apex Club of Coleraine	Mrs E Fidler	Mrs C Langley	Mrs L Tippett
Mrs M Broers	Hon M Fraser	Mrs V Lawson	Mrs V Wallis
Mrs A Brumby	Mr PD Gardiner	Mr R Muir	Mr HM Wettenhall
Mrs B Bunge	Mr D Gausson	Mr M Robertson	Mrs M Wettenhall
Mrs R Bunge	Mrs MMH Hope	Mr H Templeton	

COLERAINE AND DISTRICT HOMES FOR THE AGED

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

MERINO BUSH NURSING CENTRE

Mr R Ball	Mr J Northcott
Mr D Clayton	Mrs D Simkin

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

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

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

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

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



COLERAINE DISTRICT HEALTH SERVICE

Revenue and Expense Statement for the Year Ended June 30, 2011

	2010/11 \$	2009/10 \$
Revenue		
State Government Grants	3,407,644	3,299,624
Patients Fees	2,582,053	2,538,499
Other Revenue	348,996	239,204
Total Operating Revenue	6,338,693	6,077,327
Expenditure		
Salaries & Wages	4,324,192	4,399,890
Direct Expenditure	525,381	561,207
Overheads	1,339,603	960,686
Total Operating Expenditure	6,189,176	5,921,783
Operating Surplus	149,517	155,544
Capital Items		
Fundraising and Donations	759,034	685,834
Ingoing Residential Charges - Aged Care	472,618	383,322
Capital Grants	1,577,899	77,879
Surplus / (Loss) on Disposal of Asset	(301,500)	(17,405)
Depreciation	(689,651)	(900,272)
Net Result for the Period	1,967,917	384,902
Statement of Changes in Equity		
Total equity at beginning of the year	9,897,478	9,463,284
Net result for the period	1,967,917	384,902
Gain on Revaluation of Land & Buildings	-	-
Gain on Revaluation of Plant & Equipment	-	49,292
Total equity at end of the year	11,865,395	9,897,478

COLERAINE DISTRICT HEALTH SERVICE

Balance Sheet as at June 30, 2011

	2011 \$	2010 \$
Equity		
Accumulated Surplus / (Deficits)	8,054,980	6,850,663
Asset Replacement Reserve	1,745,992	1,723,786
Asset Revaluation Reserve	647,792	647,792
Specific Purpose Reserve	1,416,631	675,237
Total Equity	11,865,395	9,897,478
Current Liabilities		
Payables	17,113	87,376
Employee Entitlements	906,660	699,421
Monies Held in Trust	3,450,650	3,375,724
Total Current Liabilities	4,374,423	4,162,521
Non Current Liabilities		
Employee Entitlements	159,931	161,014
Total Non Current Liabilities	159,931	161,014
Total Liabilities	4,534,354	4,323,535
Total Equity and Liabilities	16,399,749	14,221,013
Current Assets		
Cash at Bank	3,217,930	3,100,625
Investments	2,081,675	1,332,987
Receivables	333,827	165,035
Monies Held in Trust	3,450,650	3,375,724
Total Current Assets	9,084,082	7,974,371
Non Current Assets		
Land, Buildings, Plant & Equipment	9,326,502	7,680,935
Accumulated Depreciation	(2,010,835)	(1,434,293)
Total Non Current Assets	7,315,667	6,246,642
Total Assets	16,399,749	14,221,013

GENERAL DONATIONS

Anonymous	de Vries Mrs A	Lions Club of Coleraine	Richardson GI & LM
Baulch Mrs L	Dunn Mr & Mrs J	Lowery Mr & Mrs K	Riordan Mr M
Beaton Mr & Mrs G	Egan Mr & Mrs MJ	Mahoney Mrs NF	Robertson Mr D
Benson Mrs P	Ferrier Mr & Mrs JH	Martin Mrs BL	Robertson Mr & Mrs M
Britten Miss E	Fitzgerald Mr & Mrs N	McKean Mr & Mrs IK	Rogers Mr & Mrs WI
Brumby Mrs A	Fitzgerald Mr SS	McLean Mr PC	Scholfield Mr & Mrs G
Bunge Mrs B	Gardiner Mr & Mrs PD	Milton Mr & Mrs GD	Shaw Mr & Mrs KJ
Bunney Mr & Mrs GP	Gordon Mr & Mrs RJ	Moore Mrs M	Smith Mr I
Cameron & Co	Hearn Mr & Mrs D	Muir Mr R	Steers Mrs A
Cameron Mrs L	Herbert Ms B	Myers Mr & Mrs K	Sutherland Mr & Mrs R
Caulfield Mr & Mrs ETG	Herring Mrs JM	Neeson EF & Co	Temby Mrs M
Charlton Mrs VD	Hill Mr & Mrs I	Neeson Mr R	On behalf of the Late Mrs G Hunter
Coleraine Homes for the Aged Auxiliary	Hughan Mrs MM	Norris Mr & Mrs J	Trelaor Mr L
Coleraine District Health Service Auxiliary	Johnson Mrs ME	O'Connell Mr & Mrs P	Troeth Mr & Mrs IS
Coleraine Milk Bar & Coffee Lounge	Kilpatrick Mrs B	Packham Mrs M	Van Der Breggen Mr N
Coleraine Opportunity Shop	Klein Mr H	Parish of Glenelg Wannan	Vickery Bros Pty Ltd
Cox Mrs M	Koenders Mrs PMM	Pepper Mr & Mrs T	Ward Mr J
Delahunty Mr HF (MLA)	Lane Mr R	Perry Mr P	Waters Mrs F
Delai M & Mrs JE	Lawson Mrs & Mrs J	Pevitt Mr L	Waters MJ
	Leeming Mr & Mrs MA	Pigeon Ponds Sports Social Club	Waters Mr & Mrs R
	Little Mr & Mrs G	Rhook Mr & Mrs JA	Wettenhall Family

The above list excludes donations made direct to Western District Health Service on behalf of Coleraine District Health Service and donations made towards the Coleraine Community Bank Fundraising Appeal.

These donations will be duly recognised in the WDHS Annual Report.

We would like to also thank those persons who have contributed to our 2011 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year

(Your names will be recorded in next year's report)

DONATIONS IN KIND

Apex Club of Coleraine	Egan D & D	LA Walker Metaland	Robertson Family
Coleraine Joinery and Building Supplies Pty Ltd	ERA Nurseries	LA Walker Mitre 10	Sherren Mrs B
Coleraine Lions Club	Forsyth Ms K	Pearsons Nursery	Stiglich Miss C
Coleraine Opportunity Shop	Garden Mrs R	Perks Ms R	On behalf of the Late Mr T O'Malley
Cordy E & D	Hamilton Garden Supplies	Permewans	On behalf of the Late Mrs J Holcombe
Dunn S & M	Hughan D & Taggart J	Rhook Mrs G	

Our heartfelt gratitude is extended to you all

*We extend a sincere thank you to the many individuals who give of their time so freely
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 all. Thank
you to all those who contribute to our Annual Appeal and to those that give gifts in kind*

Thank you all.

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

Top Row (L to R)

- *Catching Up (David Gausson & Ron Jones)*
- *Family Get-Together (Gladys Graetz & Family)*
- *Congratulations (Debbie Overmars & Jim Fletcher)*

Middle Row (L to R)

- *Happy First Birthday (Men's Shed participants celebrate)*
- *Happy 70th Anniversary (May & Bob Adams & family celebrate a milestone)*
- *The Best Smiles (Regular Hostel visitors Nadine and Sharnie)*

Bottom Row (L to R)

- *Socializing (Janet Kelsh, Tim Pitt-Lancaster & Gillian Jenkins)*
- *Celebrations (Dot Woolley & Dawn Charlton celebrate each other's Birthday)*
- *Happy Feet (Walking Group enjoy an outing at the Falls)*



COLERAINE

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