

HISTORY IN THE MAKING

Originally, the district was serviced by a Bush Nursing Hospital located in Cobb Street, Penshurst. This building remains and is currently the home of Marie and Diane McDonald. In the early 1950's, a Dr. Watt in Penshurst and Pastor Wiebusch of the Tabor Lutheran Church were concerned that a need for a local hospital existed in Penshurst as patients requiring treatment were usually sent to Hamilton Base Hospital. To expedite a hospital project for Penshurst, they set up a committee including Mr. R. Schramm, MBE, Mr. C.G. Ross and Mr. J. Ryan to work toward the construction of a health care facility.

Leased Crown land at the Eastern end of Watton Street had been set aside for a hospital building, however, it was considered unsuitable. Mr. J.O.W. Smith donated a parcel of land presently occupied by the Hospital and additional land to the east of it, which has subsequently been sold.

Construction of the new hospital commenced on 15th August 1955, and the first patient was admitted on the 24th of July 1957. The cost of constructing and furnishing the new five-bed hospital was 46,567 pounds, of which a portion was paid by money raised by the community. A Government Grant paid for the remainder.

- August 1972, work commenced on a four-bed extension to the hospital, bringing the total to nine acute beds. This extension was funded by a Government Grant and completed in January 1973.
- 1984 brought the cessation of theatre operations, with patients then travelling to the Hamilton Base Hospital or elsewhere for surgery.
- January 1987 saw work commencing on an extension to the Hospital to provide a 10 bed Nursing Home wing. The extension resulted in a reduction of the acute beds from nine to seven. In November 1988, the first residents were admitted to the new nursing home. To recognise the efforts made by a Board of Management member, Mr. W.J. Lewis, in securing approval and funding for the project the 10-bed wing was named the W.J. Lewis Wing. The cost of the extension was \$ 528,102 of which the community raised nearly half.
- 1989 the Victorian Nursing Council reviewed the facility's midwifery services and recommended to the Health Department that, due to the hospital's inability to attract sufficient qualified midwifery staff to cover the service on a 24 hour basis, midwifery services be discontinued. This recommendation was accepted by the Department and subsequently, Penshurst's midwifery-based service ceased.
- 1992 builder Mark Uebergang converted the Boardroom to a patient care area. The room was designed to provide a service to patients with special needs. Funds for the project were provided through community support given to the Murray to Moyne Bicycle Team. The room's amenities and privacy is greatly appreciated by patients and their families. A bequest from the family of the late Mr. A. Uebergang provided furnishings for the room.
- 1994 the former Labour Ward and Emergency Room were converted into two 2-bed rooms with ensuites designed by Robert Miles of Mount Gambier and rebuilt by Mark Uebergang of Penshurst. This facility enabled the hospital to "bid" for the nursing-home type beds being re-allocated within the sub-region, and the nursing home capacity was subsequently increased to 16 residents.
- 1994/95 the Hospital's Board continued to work with the Shire of Mount Rouse and subsequently the Southern Grampians Shire (following Municipal amalgamations), to develop a total aged care and accommodation project based in Penshurst and extending to Dunkeld and Glenelg. This project provided 2-bedroom cottages on two sites in Penshurst and Dunkeld and a 20 bed Hostel.
- February 1995 major fundraising commenced following a resolution by the Board to undertake a major redevelopment of the Hospital. Over 3 years funding in excess of targets enabled the renovation

to be undertaken. In addition to the local funds, \$ 160,000 (Rural Taskforce Grant) was provided by the State Government towards the redevelopment.

- Late 1995 the Board reconsidered the Hostel design and concluded that redesign was necessary to accommodate changing aged care needs and the associated funding models offered by the Commonwealth Government.
- 27th April 1997 the Hon. D. Naphine opened the newly developed 16 bed Nursing Home.
- May 1997 construction commenced on the 10 bed Kolor Lodge Hostel.
- February 1998 the Hostel was completed and the first residents were admitted. The Hostel provides single accommodation with ensuite bathrooms. There is a large sitting room and dining room with two other guest\quiet areas.
- September 1998 the Sheppard Community Health Centre was completed. A bequest from the estate of the late A.A. Sheppard together with a HACC Grant of \$ 200,000 enabled the construction of this facility.

The Centre continues to be a benefit to the community providing a facility for Adult Day Activity Support Services, Allied Health Accommodation and as a venue for many outside organisations to utilise.

- January 1998 a bus was purchased for the use of Nursing Home and Kolor Lodge Residents to undertake outings as a group. The bus was replaced with a new model in 2006.
- July 1, 1998 the Western District Health Service was formed whereby the Penshurst and District Memorial Hospital became Penshurst and District Health Service – a member of the Western District Health Service.
- July 1998, the Penshurst and District Health Service received Rural Healthstreams funding approved by the Victorian Department of Human Services. Healthstreams is a service and funding model that encourages flexibility in the design and delivery of a diverse range of primary health services. Resulting in a more responsive, flexible and comprehensive health care system, which encourages co-operation between public health services, local private sector providers and hospital based services.

RECENT CHANGES AND ACHIEVEMENTS

- **November 2004** Completed Review of Penshurst Master Plan.
- **December 2004** Fifth Dunkeld Independent Living Unit at Dunkeld completed.
- **February 2005** Sixth Dunkeld Independent Living Unit at Dunkeld completed.
- **June 2005** New Water Treatment Plant installed at Penshurst Campus (filtering entire site)
- **June 2006** Diesel powered Emergency Generator installed.
- **October 2006** Achieved Commonwealth Aged Care Accreditation (3 years)
- **2006/2007** Environmental Safety Audits 100% compliance.
- **2007** Top 5% Press Ganey Patient Satisfaction Survey
- **October 2007** Celebrated Penshurst Hospital 50th Anniversary
- 2008 Process commenced for Stage 1 Master Plan Upgrade
- **May 2009** Achieved Australian Council of Health Care Standards Accreditation (4 years).
- **2009** Upgrade\extension to Nursing Home Dining Room and Garden Area (Stage 1 master Plan Upgrade)
- **December 2009** Opening of upgrade to Acute rooms and Nursing Home Dining Room and Garden (Masterplan Stage one) by Mr. Hugh Delahunty MLA, Member for Lowan.

HONOUR ROLL**LIFE GOVERNORS:**

*Deceased

MR. G.G. BURGER *
 MR. T.A. RENTSCH
 MR. E. COTTRILL *
 MR. J. RYAN *
 MR. F. DUNKLEY *
 MR. F. SCHRAMM
 DR. L. JENKINS
 MR. R. SCHRAMM *
 MRS. E. KINNEALY *
 MR. J.O.W. SMITH *

MR. W. LEWIS *
 MRS. H.M. LINKE *
 MR. A. THORNTON
 MR. H. MIRTSCHEIN *
 Pastor E.W. WIEBUSCH *
 MR. N. KRUGER
 MR. A. COTTRILL *
 MR. T.D. HUTTON
 DR. J.D. FLEMING

PRESIDENTS OF THE BOARD OF MANAGEMENT:

1956-1959 Pastor E.W. WIEBUSCH *
 1959-1961 Rev. C.A. GIBSON*
 1961-1966 MR. R. CHESHIRE*
 1966-1969 MR. J.G. RYAN *
 1969-1974 MR. K. CROPPER *

1974-1977 MR. G.G. BURGER *
 1977-1988 MR. W.J. LEWIS *
 1988-1994 MR. T.A. RENTSCH
 1994-1998 MR. T.D. HUTTON

CHAIRPERSONS OF THE ADVISORY COMMITTEE

1998-2000 MR. R. GREIG
 2000-2007 MR. P. HEAZLEWOOD

2007-2009 MR. T. NIEUWVELD
 2009-pres MR. L. PATON

MATRONS / DIRECTORS OF NURSING:

1956-1957 MRS. J. CHESSWAS *
 1957-1958 MRS. E. FAIRHURST
 1958-1959 MRS. A. PITT
 1959-1960 MS. M. HIGGINS
 1960-1966 MRS. E. WILSON *
 1966-1971 MISS. S. MURPHY
 1971-1975 MRS. J. FLYNN *
 1975-1978 MS. A. BLACK

1978-1979 MRS. G. HARRINGTON
 1979-1984 MRS. M. JEREMY *
 1984-1987 MR. J. DRUMMOND
 1987-1992 MS. E. DUCKMANTON
 1992 MS. C. FRECKLETON (Acting DON)
 1995 MRS. N. GASH (Acting DON 5mths)
 1999 MRS. C. TEMPLETON (Acting DON 3 mths)

DIRECTORS OF NURSING / MANAGER:

1992-1995 MS. M. DADSWELL (DON/Administrator)
 1995 MS. J.A. DAVIS (Honorary Administrator 5 mths)
 1995-1998 MS. J. ROSS (DON/Administrator)
 1998-1999 MS. J. ROSS (Manager/DON)

1999-2003 MRS. J. BURTON (Manager/DON)
 2003 MRS. J. PATON (Acting Manager/DON 3 mths)
 2004-2008 MR. D. CLARKE (Manager/DON)
 2008-Pres MR. D. MALONE (Manager/DON)

NURSE UNIT MANAGERS:

2002-2003 MS. A. O'BRIEN
 2003-Pres MRS. J. PATON

2008 MRS. B. JOOSEN (6mths)

MEDICAL PRACTITIONERS:

1956-1958 DR. J.P. WATT *
 1958-1963 DR. R.J. LEITCH *
 1963-1970 DR. A.I. MacKINNON
 1970-1982 DR. L. JENKINS
 1982-1985 DR. A. ARKELL

1985-2006 DR. J.D. FLEMING
 2006-Pres DR. M. FORSTER
 2008-Aug 08 DR. J. BANERJI
 2010 -Pres DR. M. ABDULLAH

SUMMARY OF ACHIEVEMENTS 2009 / 2010

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

CORPORATE IDENTITY

- The Manager/Director of Nursing attended a range of meetings representing the Health Service.
- Ongoing fundraising during the year has greatly assisted our goal of continually enhancing and upgrading our facilities.
- In March 2010, our Murray to Moyne Cycle Relay Team, involving a group of dedicated riders (the *Rouse Rare Rumps*) and their support crew, raised in excess of \$7,000.
- Regular contribution to the Penshurst District News

PERFORMANCE MONITORING

- Penshurst Nursing Home and Kolor Lodge Hostel continued to remain fully compliant in all 44 Expected Outcomes under the Commonwealth Aged Care Standards when an accreditation survey was conducted in August 2009. The facilities were re-accredited until 30 October 2012. In accordance with revised practices, the Aged Care Standards and Accreditation Agency Limited also undertook unannounced Support Contact Visits in May, 2010, with full compliance maintained.
- All new staff and postgraduate nursing students on placement at the Health Service 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 and Memoranda.

- Results of Quality Activities are discussed at all relevant meetings and publicly displayed in main foyer on "Quality Matters" notice board.
- Our Internal Cleaning Audit results have continued to meet the benchmark throughout the year.
- PDHS is participating in the DHS PSRAC Quality of Care Performance Indicator ongoing monitoring program, which commenced in July 2007. Results are within acceptable parameters.
- Full compliance was achieved with an External Food Safety Audit conducted in January 2010.
- Investigation of all complaints was initiated within 24 hours of receipt.
- Press Ganey Patient Satisfaction Survey – Achieved in top 5% of Australian facilities.

QUALITY IMPROVEMENT AND RISK MANAGEMENT INITIATIVES

- Staff completed annual Fire and Safety Competency audit.
- Staff completed "No-Lift" competency refresher education.
- Falls risk minimisation plans have been implemented for residents identified at risk.
- Introduction of the multidose Webster packs.

SERVICE PLANNING AND DEVELOPMENT

- The PDHS Master Plan (2004 version) stage 1 was extended to include acute bedrooms and bathrooms and completed in late 2009.
- Adult Day Activity Support Service (ADASS) attendance rates maintained.
- *Active Penshurst* Strength Training Sessions for Older Adults were provided at Penshurst.
- Regular Maternal and Child Health Clinics were conducted at Penshurst.
- Community Services Action Plan developed.
- Co-ordination and implementation of Sustainable Farm Families in conjunction with the Penshurst Football Netball Club.

HUMAN RESOURCE MANAGEMENT

- PDHS is participating in the Western District Health Service Registered Nurse Division One and Division Two Graduate Program and a rotation program for second year nursing graduates.
- Several new volunteers commenced during the past year.

FACILITIES AND EQUIPMENT

- 100% hi lo electric beds throughout the Nursing Home, Acute and Kolor Lodge.
- Ceiling tracking to acute rooms.
- Refurbishment of Acute Hospital Rooms.
- Refurbishment of Nursing Home Lounge, Dining and Courtyard.
- New Garden Shed for Kolor Lodge.
- Hairdressing Basin and Cabinet.
- Outdoor furniture.
- Two princess chairs.
- Two clinical monitors.

INFORMATION MANAGEMENT

- Progressively implementing the *Lee Total Care* software program in Kolor Lodge and Penshurst Nursing Home.
- Vital system used for all new admissions to the Penshurst Campus.
- On line booking system for visiting Allied Health services.
- Intranet and Internet access available to all staff.
- Video Conference facilities were upgraded
- Introduction of Electronic menu system.

FINANCIAL AND SERVICE ACTIVITY

- Activity targets were achieved.
- Penshurst Nursing Home and Kolor Lodge Hostel occupancy maintained at high levels throughout the year, with waiting lists for both facilities.
- A favourable End of Year financial result, with a small operating surplus, was achieved.

PERFORMANCE MONITORING

The facility participates in numerous audits both internal and external to ensure a high standard of services are provided across the organisation.

Internal audits measure performance:

1. Across the 44 Aged Care expected outcomes and are benchmarked against the other 4 WDHS aged care sites.
2. Monitoring security processes within the organisation.
3. Cleanliness of all service areas within the organisation – reported at WDHS level.
4. Food plan and kitchen services.

External audits include:

1. Department of Human Services benchmarking (KPI program).
2. Food plan and kitchen services (Shire Council).
3. Fire safety audit.

In addition to ensure quality services can be provided by the organisation the facility keeps a record of and reports on all comments, complaints, compliments and opportunities for improvement suggestions.

Feedback to the organisation is promoted through resident and relatives and staff meetings all of which are held on a monthly basis.

INFECTION CONTROL

Many strategies have been established at Penshurst District Health Service (PDHS) to ensure an effective infection control program. The goal of the program is to reduce the incidence of preventable infections.

Staff, patients and visitors can be at risk of developing an infection while in the health care setting. This risk can be minimised by adopting infection control policies and procedures. These policies are referenced to current state and commonwealth guidelines and legislation.

Regular internal audits include observation of hand hygiene opportunities, jewellery compliance, staff knowledge of infection control and gastroenteritis.

The staff are observed during their clinical work and observed how often they decontaminate their hands, and compared to the opportunities in which, hand hygiene should be attended.

HAND HYGIENE OPPURTUNITY RESULTS –

Baseline of 69% which was well above the state average

June 09- 65% 17 out of 26 opportunities

Jan10-76% 19 out of 25 opportunities

Results are expected to be above 60%

Immunisation- staff, were offered the Panvax vaccine (swine flu) with approx 50% of staff taking up the offer. Many staff attended the medical group clinics so exact numbers of staff vaccinated are not known. The seasonal influenza vaccine program has commenced and is offered to staff, volunteers and residents of the Aged Care facility.

STAFF INFLUENZA VACCINATIONS

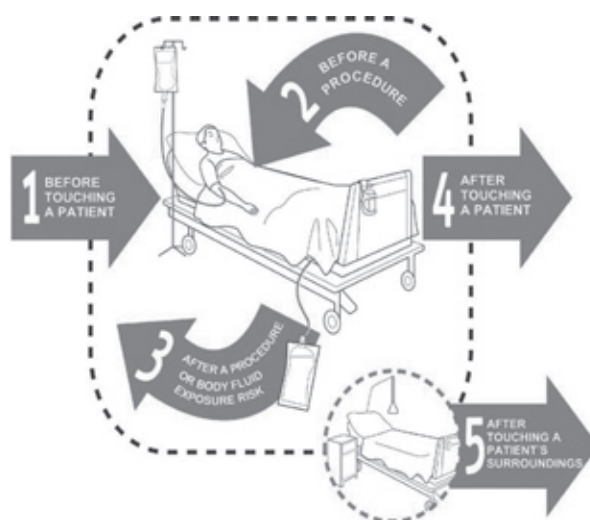
- 2007-72%(state average -45%)
- 2008-69% 11% of staff declined (state average 48%)
- 2009-64% (state average -53%)

Surveillance of infections continue, with all aged care infections reported electronically on the residents record, investigated and reported onto riskman. Data is kept of individual resident

infections and when trends are found strategies are put in place to reduce the incidence of infection.

The acute patients are surveyed under Victorian Hospital Acquired Infection Surveillance (VICNISS). Data continues to be collected monthly for Occupational Exposures, with 1 reported this year. Multi Resistant Organisms (MROs), Blood Stream Infections (BSI), and deep organ space infection data is also collected with none of these infections reported. Cleaning audits continue on a bi monthly basis with all audits over the acceptable level of 85%.

No outbreaks or clusters of infections have been reported this year.



Carolyn Templeton
Infection Control

REPORT OF THE ADVISORY COMMITTEE CHAIRPERSON

The Penshurst and District Health Service have enjoyed another year of being able to serve the community as it has always endeavoured to do.

This year has seen the completion of the redevelopment in the Dining/Day Room/Garden area. Refurbishment of two Acute rooms and Ensuite's were also completed. The opening in November was performed by Mr. Hugh Delahunty MLA, Member for Lowan, on Saturday, 12th December, 2009.

Both projects caused inconvenience while construction took place. Thank you to the staff and residents for your patience whilst the work was in progress, slow as it seemed to be.

The Manager, Damien Malone and his staff are to be congratulated on the manner in which they operate the Penshurst facility, they continue to ensure that their efforts are directed to the needs and comfort / care of the residents. Work often unseen by a visitor, however, it is evident by the contentment of the residents.

Volunteers: A special mention must be made of the Ladies Auxiliary, and other ladies in the community who support them, they do a tremendous amount of work at their own expense to raise funds for the campus, in this financial year purchased equipment to the value of \$ 13,524. Without their efforts the Penshurst Campus would not have been able to provide items their contribution's have purchased include outdoor furniture, two vital signs monitors, two Kiplex chairs and a Hairdressing basin and cabinet.

For these efforts, we say a hearty **THANK YOU TO ALL LADIES** involved.

The Murray to Moyne Cycle relay riders (Rouse Rumps) have once again contributed by raising to date approx. \$ 7,000.

Our volunteers for Hospital Sunday spent the day door knocking for a total of \$ 7,458.

To all our other volunteers thank you for your contribution in offering your time and effort. Without you the staff job would be more time-consuming.

Mention must be made of the volunteer Gardiner TONY, plus his resident helpers. We thank you for keeping the appearance of the lawns/gardens so lovely. I am sure it must give the resident's a great deal of pleasure to look out on and walk in the neat Garden areas.

The Advisory Committee has continued to work closely with the Western District Health Service to improve the health and well being of the community of Penshurst and surrounding District.

I would like to acknowledge the help and support given to us by our former Chairperson Tom Nieuwveld. Tom retired as Chairperson of the Advisory Committee, however, remains on the committee. I thank fellow Advisory Committee members, Management and staff of the Penshurst Campus, the Senior management team of the Western District Health Service, the local community and finally the Board of Directors for the Western District Health Service for their on going support.

To you all I say thank you.

Mr Les Paton
Chairperson



Les Paton (President)
Resides: Penshurst

Commenced with Advisory Committee: 2004
Term of Appt. 2007-2010

Les, now retired, was a butcher by trade, however found himself working in many positions over his working life. These included: a Road and Civil Construction Contractor, Sales Manager for Forestry Equipment Machinery, Demonstrator of Road/earthmoving machines and Heavy mining equipment and a Sales Manager for heavy mining equipment. Les's community involvement includes

the newly formed "Mens Out and About Program" (WDHS), a volunteer for the Penshurst Volcano Interpretive Centre, Meals on Wheels, Virtual Visiting, Driver for Adults Day Activity Support Service (ADASS), He is also a member of the Senior Citizens Association, the Penshurst Pastoral and Agricultural society, Advance Penshurst Association and the Friend of Kanowinka Geopark.

ADVISORY COMMITTEE OF MANAGEMENT

The Penshurst and District Health Service Advisory Committee comprises members of the community who are appointed to advise the Western District Health Service Board on issues in relation to the Penshurst Community and District on health needs and services.

The Advisory Committee's operation is governed by the by-laws, rules and standing orders of the Western District Health Service.

Functions of the Advisory Committee

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

- Review the performance and operations of the Penshurst and District Health Service.
- Be responsible for service planning, service delivery and service quality activities for the Penshurst 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 Penshurst and District Health Service) to the Board of the Service.
- The Committee conduct bi-monthly meetings.

The Advisory Committee are grateful for the assistance provided during the past year by Mr. Jim Fletcher, Mr. Pat Turnbull, Mr. Richard Staude, Mr. Nick Starkie, Mrs Gabrielle Baudinette and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.

COMMUNITY ADVISORY COMMITTEE MEMBERS**MARY JOHNSON**

Resides Minhamite

Commenced with Advisory Committee: 2009
Term of Appt. 2009-2011

Mary lives on a property south of Penshurst and is currently employed as Strategic Partnership Manager with the Glenelg Hopkins CMA, along with holding the position of Director for Secretariat

for International Landcare and Land Connect Australia (10 Years). Mary's previous employment also includes: Regional NRM Co-ordinator with Glenelg Hopkins CMA and Dept Environment, Heritage and Arts and Dept Agriculture, fisheries & Forestry (4 years) and as Senior Program Co-ordinator with Rural Industries Skill Training Centre (5 years).

Other than her service on the PDHS Advisory Committee, she is also on the Committee of the Penshurst Football Netball Club, the Penshurst RSL and a member of the Mt. Rouse & District Historical Society.

IAN (GEORGE) MCLEAN

Resides Penshurst

Commenced with Advisory Committee: 2007
Term of Appt. 2007-2010

George and his family moved to Penshurst approx. 5½ years ago. George has been a self employed builder for the past 21 years working in Hamilton/ Tarrington/ Penshurst and Warrnambool.

He commenced work with the Southern Grampians Shire mid April 2009 as the Facilities Maintenance Co-ordinator.

Other than his service on the PDHS Advisory Committee, he has also been Vice President of Advance Penshurst for the past 4 years and a member of CBI for 3 years.

JENNY HUTTON

Resides Penshurst

Commenced with WDHS Board 2002

WDHS Board representative on Advisory Committee.

Jenny was a Secondary Teacher from 1979 to 1986 and has been employed since 2000 as Head of Marketing and Development at the Hamilton and Alexandra College.

Other than her service on the Board of the Western District Health Service, Jenny is also President of the Friends of the Penshurst Botanical Gardens Group.

MARGARET EALES (VICE PRESIDENT)

Resides Penshurst

Commenced with Advisory Committee: 2000

Term of Appt. 2009-2012

Margaret, now retired, previously was employed as a Trainer Telstra Operator Assisted Services for 4 years prior to holding the position as Manager of Telstra Customer Service centre for 10 years.

Other than her service on the PDHS Advisory Committee, Margaret has held the positions as Secretary of St. Joseph's Parish Council, President of the Penshurst Hospital Ladies Auxiliary and Treasurer of the Penshurst Red Cross. She is currently still Secretary of the Penshurst Senior Citizens Club, President of the Caramut & District Garden Club, Committee Member of the Penshurst Memorial Hall, Editor of the Penshurst News and a member of the Hospital Ladies Auxiliary and Advance Penshurst.

TOM NIEUWVELD

Resides: Tarrington

Commenced with Advisory Committee: 2003

Term of Appt: 2009-2012

Along with Tom's Service on the Advisory Committee he also holds the position as a Justice of the Peace and is a member of the local C.F.A.

WENDY WILLIAMS

Resides Dunkeld

Commenced with Advisory Committee: 2005 -

Term of Appt. 2008-2011

Wendy spent approx. 35 years working for the Education Department of Victoria as a Teacher, Historian, Archives and Records Management Officer in Charge and Principal.

She currently operates her own company which does Consultancy for Schools producing Annual Reports and Reviews including Data analysis, contracts workers to the mining industry. She is also a Civil Celebrant qualified to undertake Marriages, Namings, Renewal of Vows, Funerals, Grief and Trauma Counselling.

Other than her service on the Advisory Committee she holds the position as Secretary/Treasurer of the Dunkeld & District Historical Museum, Justice of the Peace and qualified Bail Justice and a volunteer for a variety of projects and Dunkeld Consolidated School.

JENNI KINNEALY

Resides Penshurst

Commenced with Advisory Committee: 2007

Term of Appt. 2007-2010

Jenni has been a partner on the family farm north of Penshurst for approx. 30 years and is also a part time employee of the National Australia Bank (13 years).

Other than her service on the PDHS Advisory Committee, she is also a member of the Penshurst Hospital Ladies Auxiliary, Treasurer of the Penshurst Pony Club, Examining Secretary of the Wannon Zone of Pony Clubs and Zone Assistant on DPI Panel for Wannon Zone.

FLORENCE GRAETZ

Resides Minhamite

Commenced with Advisory Committee: 2005

Term of Appt. 2008-2011

Florence retired from Nursing in 2003 after 45 years, which included Remote Area Nursing at Tibooburra with 5 years of this as the Director of Nursing and relieving positions to cover leave.

In the 1970's and 80's Florence also worked part time night duty at Penshurst.

Florence presently helps run their farm at Minhamite and is also a member of the Penshurst Football Netball Club.



MANAGER / DIRECTOR OF NURSING REPORT

I am pleased to have this opportunity to report on the achievements of the organisation over the previous 12 months.

We have settled into the refurbished acute rooms and dining room/lounge in the nursing home and the improvements have made a huge impact on the day to day lives of our residents and patients. The courtyard has been utilised a great deal by residents, staff and their family and the access ramp to the rear yard has allowed for beautiful BBQs particularly in the summer months.

Throughout the last 12 months we have seen various comings and goings of staff across the organisation but have successfully maintained a productive and caring approach to our residents. To name all of the staff responsible for the homelike, friendly and welcoming atmosphere of the facility would take pages but all staff across the care, education, maintenance, cleaning, administration, kitchen and activities areas are equally important parts of the organisation and I thank them for their ongoing work. I would especially like to thank Jenny Paton who in the Nurse Unit Manager role, has a great understanding of the needs of our staff and residents and who has provided me a great deal of backup and support.

Aged Care Accreditation occurred in August 2009 for both Kolor Lodge and the Nursing Home. The assessors who visited Penshurst campus as part of their review were very positive for the organisation with comments that we not only met but exceeded the standards in providing high level care in a home like environment.

The many hours contributed by our volunteers, whose efforts have assisted us in many ways, and the dedicated work of members of the Pastoral Care Group, is also most appreciated. At the risk of offending others I would in particular like to note the tireless work of Tony Auden who has maintained the gardens at an exceptionally high level, assisted residents by building a garden

shed in the Kolor yard, and who has stepped into the maintenance role to provide efficient and competent maintenance of the facility during our handyman's leave. I would also like to comment on the ongoing commitment of Evan "Scotty" Kelly who racks up many kilometres transporting residents to appointments, doing the strength training bus run every Monday and generally being on call when needed.

Thanks must also be extended to Dr Michael Forster and his team at Kimberley Clinic who shows outstanding support to our staff, residents, and patients – they are truly an asset to the whole community. We welcomed Dr Mohammed Abdullah during the year and have already seen the benefits of having a fulltime clinic and regular back up for Dr Forster's leave periods.

Fundraising efforts continued throughout the year. The Hospital Ladies Auxiliary, our Murray to Moyne team the "Rouse Rare Rumps" and staff members who assist with fund raising projects and co-ordinate our trading table, have all played a major part in enabling us to obtain equipment and items that enhance the lives of our residents, patients and clients.

Occupancy levels for our Residential Aged Care facilities have been high, while the acute area and our allied health services and facilities,



L to R: Mr. Tom Nieuwveld {President, PDHS Advisory Committee}, Mr. Hugh Delahunty, MLA {Member for Lowan}, Mr. Jim Fletcher {CEO, WDHS} and The Hon. David Hawker, MP {Federal member for Wannon} at the official opening of the refurbishment of the Nursing Home Dining Room.

have also been well utilised. Our Independent Living Units at both Dunkeld and Penshurst enjoy full occupancy and healthy waiting lists. The Strength Training program is continuing to grow and develop under the watchful eye of Di Walkenhorst and we thank her for coming out of retirement and supporting our program.

As noted further in the booklet we successfully hosted the Sustainable Farm Families Program in March this year and thank the Penshurst Football/Netball Club, The National Centre for Farmers Health and local staff Russell Armstrong and Sally Giddens for their hard work and arm twisting to make the event such a successful one which will be followed up in the upcoming 2 years.

Moving into 2010/2011 the organisation faces many challenges with state budget allocations adjusted lower than CPI/increasing productivity savings requirements, maintenance of aged care accreditation and attracting qualified, dedicated staff to rural areas, but I am confident with the wonderful team we have at PDHS, and support of the wider WDHS community we are well placed to face these challenges head on.

Damien Malone
Manager / Director of Nursing



Cheryl Roads (Practice Nurse)

MEDICAL REPORT

2009\2010 has seen great progress for the Medical Clinic.

Our reception staff Donna Bishop and Melissa Pye have worked tirelessly to keep things running smoothly and co-ordinating access to Medical care as well as nursing assessments and care by our wonderful practice nurse Cheryl Roads.

The practice was delighted to see Dr. Mohammad Abdullah join us in March, as a second G.P. Dr. Abdullah has previously worked in rural N.S.W. and has two adult children. We look forward to a long and fulfilling professional relationship. He seems to be settling in well and we wish him and his lovely wife Umme Dil Afroza Gegum every health and happiness.

Skin cancer sessions and care, as well as care of chronic illness remain high in our sights, as the incidence appears to be high for both in our ageing community.

Having a second doctor resident here should see better continuity of care and so better outcomes to all.

We were thrilled to welcome Melissa's second child Madison Grace. Congratulations from all of us. We have welcomed Lucy Ormiston to the practice to help with Melissa's maternity leave.

Dr Michael Forster



L TO R: Dr. Mahammad Abdullah, Melissa Pye, Donna Bishop, Lucy Ormiston and Dr. Michael Forster



SERVICES

Penshurst and District Health Service (a member of the Western District Health Service) is a public hospital providing:

- **Acute Care:** inpatient care for six acute care patients.
- **Nursing Home (High Level):** residential accommodation for seventeen permanent nursing home residents.
- **Hostel (Low Level):** residential accommodation for nine permanent residents and one respite resident.
- **Independent Living Units:** At Penshurst and Dunkeld providing independent living for ten residents.
- **HACC Services** Meals on Wheels Service operates from the facility seven days per week. An Adult Day Activity Support Service meets weekly in the Sheppard Community centre.
- **Allied Health:** Other services delivered by visiting therapists include, Podiatry, Physiotherapy, Dietitian, Asthma and Diabetes Educators, Women's Health.

CATCHMENT AREA

The catchment area of the Penshurst and District Health Service comprises the area in South Western Victoria bounded by Dunkeld, Glenthompson in the north, Chatsworth in the east, Hawkesdale and Macarthur in the south and about 15 km's along the Hamilton Highway in the west. This region corresponds to part of the Southern Grampians Shire (former Shire of Mount Rouse and parts of the former Shire of Dundas) and part of the Shire of Moyne (parts of former Shires of Minhamite and Warrnambool).

POPULATION

The 2006 Census, conducted by the Australian Bureau of Statistics, indicated that the population within the catchment area of the Penshurst and District Health Service was ageing at a higher rate than the State generally. The median age of the catchment population in the 2006 Census was 43 years and over 83% of the catchment population stated that they were Australian-born. English was stated as the only language spoken at home by 92% of the catchment population.

NEW PROGRAMS

Men's Out and About Program

The men's out and about program was a WDHS initiative resulting from a grant application under the DHS social inclusion program.

The program recognises men as a minority group in residential aged care facilities and aims to bring these men from the 6 WDHS aged care campuses together to mix socially.

The program involves appointment of a project worker for 12 months and establishment of a steering committee.

PDHS M/DON is the executive sponsor of the program.

Sustainable Farm Families

In 2009 PDHS successfully received funding to run the sustainable farm families program at Penshurst. The program is a joint program with the Penshurst Football/Netball Club and runs over 3 years.

The project looks at promoting health for farming families in our community.

COMMUNITY SERVICES AND ALLIED HEALTH

Staff from Community Services and Allied Health have enjoyed another year providing a range of services to the Penshurst community. Penshurst and District Health Service is a warm and welcoming place to visit and we thank the Penshurst staff and residents for their zest and support.

The following staff have been delivering services this year, Physio team - Zita Arends, Rebecca Redpath, Yvette Schmal and Ruchi Agrawal; Podiatry - Phuong Huynh and Clare Barrand; Nutrition and Dietetics - Reena Soniassy and Suzi Talevska; ADASS - Brenda Uebergang, Brigitte Tresidder, Kate Coote, Michelle Maslen and Nicole Landwehr; Women's Health Nurse - Sue Watt.

NUTRITION AND DIETETICS

Penshurst and District Health Service has continued to provide enjoyment in the workplace and professional challenges for all Dietitians who have taken on the responsibility to work with the staff, residents and community members at Penshurst. Reena Soniassy was no exception to the above and commenced her services to Penshurst in May 2007 until March this year. She has ventured across water, leaving Australian soil for the All Black territory in Auckland where she now resides and works as a Dietitian.

During her time at Penshurst she has supported Quality Improvement projects including: the Menu review; an assessment of calcium intake for residents and resulting action plan increasing dairy foods; Staff In-services on nutrition in the elderly and also conducted weight management and healthy eating sessions during Healthy Weight Week this year. She continued to assess and provide recommendations for all residents and perform outpatient consultations.

We wish Reena all the very best on her future life endeavours and thank her for her valuable contributions.

We would like to warmly welcome Suzi Talevska a new dietitian to WDHS commencing in April this year. She has been orientated at Penshurst and will continue to provide services to this area. She brings with her three years of experience as a dietitian where she worked at St Vincents Hospital in Melbourne.

PODIATRY

In the last financial year, the increased staffing level of two full time podiatrists has enabled us to service clients of the Western District more efficiently, with no current waiting list. We are also able to increase services to Coleraine and Penshurst District Health Services to four visits per month.

In addition to our Outpatients, Home visits and Residential care visits to Grange and Birches, we also visit Eventide Lutheran Homes. At present, our regional services include Harrow and Balmoral Bush Nursing Centres and Macarthur Health Centre.

The demand for our service is always increasing and we are in the process of identifying areas to enhance clients' journey that would be valuable and beneficial with access to our service delivery.

PHYSIOTHERAPY

The Physiotherapy Department with the administrative support of the Sheppard Community Centre reception staff have continued to provide a service to Penshurst & District Health Service. With just under 275 hours of service provision for patients of the Acute Hospital, residents of the Penshurst Nursing Home and Kolor Lodge Hostel and community clients out of the Physiotherapy Clinic. The department has also supported two current PDHS staff undergo additional training for their Allied Health Assistant Certificates. We wish them all the best in completing their studies and will continue to support and work with them to provide a wide-range of Physiotherapy Services to the Penshurst community.

CONTINENCE SERVICE REPORT

The Western District Health Service—Contenance Service visit the Penshurst and District Health Service regularly throughout the year.

Services provided are :-

- Inpatient care with continence needs.
- Catheter care.
- Bowel Management.
- Contenance assessment to hostel and nursing home clients.
- Staff in-service education.

- Community education in relation to continence.

The continence staff -Sue Frost, Amanda Francis and Ruth Fatone continue to provide care to inpatient and outpatients within Penshurst Health Service and the surrounding communities.

TRANSPORT- PENSURST

The Penshurst community has demonstrated their support for activities of the South West Transport Connections through the growing patronage of the Penshurst to Hamilton trial bus service. The weekly service on Thursdays has been expanded with a second service on Mondays commencing on 21st September 2009. Passenger numbers on both services have increased. The twice weekly trial service has been approved for a further twelve months and another review of the services will take place in the coming year.

GO FOR YOUR LIFE – PENSURST CAMPUS

(PAULINE TEMPLAR)

- Initially Penshurst campus funded Tai Chi sessions with instructor David Skene – Tai Chi is now funded by individuals.
- 7 – 10 regular participants, diverse age group of community members . Participants are required to pay five dollars per session, this covers the cost of petrol money of instructor.
- Workplace change.
- Resident changes - fresh fruit is offered for residents and staff for morning tea. Drink vending machines include low sugar drinks and water.

WORKHEALTH PENSURST

- Initial discussions with Damien Malone, about organising a community event that includes WorkHealth checks (Mid April).
- Discuss a Men's Health Night/ Community Health Night – we are currently working with Balmoral Bush Nursing Centre, with a focus on males health (this is going to be a pilot for this project). There has been limitations with this as we are not the organiser of this event.
- Another idea discussed was making appointments with workplaces in Penshurst in regards to applications for WorkHealth.

This may be useful in gathering information on community needs in regards to health information, instead of surveys/questionnaire. Idea was myself or another worker would go to the workplace with the laptop and the information would be entered at the time and date would be set.

Rosie Rowe

Director Community Services and Allied Health



New Dietitian Susana Talevska

ADULT DAY ACTIVITY SUPPORT SERVICE (ADASS)

ADASS aims to enhance the lives of aged, frail and disabled residents in our community through:-

- Client focussed program
- Practical and emotional support
- Access to a large range of services
- New friendships
- Exercises and Relaxation
- Participation in Community Activities

ADASS meets weekly (Thursday) at the Penshurst Sheppard Community Health Centre.

OVERVIEW OF ACTIVITIES

- Guest Speakers include:
- Liz Fenton – Native Nursery,
- Gabrielle Baudiette - WDHS Finance representative – informative talk and handout on costs regarding Residential Aged Care
- Dieticians – Eating for good health as you age.
- Heat Strategies – Jo Brown
- Safety Link – Chris Eaton

THEME DAYS

Include: Musical moments, Sock day, Mystery trips, 'T' day, Father's day, Brownlow day, Movie day, Spring has sprung, Armchair travel to Europe with Brenda, Race day, Christmas, Good Health day, New Year, Golfer's day, Australia Day, Valentine's Day, St. Patricks Day, Easter Specific 'Ladies' and 'Men's Days

Once again these day's proved a great success with all the clients.

SGSC SENIOR CITIZENS WEEK.

Penshurst ADASS clients were very fortunate this year to attend a concert held at the Hamilton Performing Art Centre by the Victorian Police Pipe Band.

**SCHOOL VISITS**

The school buddy program continues to work very well and is a meaningful time for both clients and students.

St. Josephs Primary, Penshurst
Penshurst State School

OVERNIGHT TRIP

The annual overnight trip is always a highlight. This year we travelled to Bendigo for 2 nights and 3 days. Clients' enjoyed afternoon tea at Maldon, Golden Dragon Museum and Gardens, Bendigo's famous Talking Tram and the stunning Sacred Heart Catholic Cathedral, finishing off the trip with a visit and lunch at the historical Maryborough Railway Station. A happy and safe time was had by all. My congratulations to the ADASS staff and volunteers who once again showed total commitment to ensure the clients had a wonderful trip.

REGIONAL EVENT

We attended a regional Planned Activity Group day at Coleraine to compete against seven other groups in a regional Fishing Comp. A great day of fun and laughter with quiet a number of fish caught.

EXERCISE PROGRAM

Easy Moves for Active Ageing – Gentle chair based exercises and Tia Chi continue to be an active part of the ADASS program with 3 staff attending EMMA Leader up-date training.

WELL FOR LIFE

A submission for funding was successful and have been spent on staff training & resources on improving Nutrition, Physical Activity & Emotional Wellbeing.

Client Referrals and Priority of Access

All clients are registered with the service and assessed by the Coordinator. *Priority of need* ensures that the neediest are offered a place as soon as possible

TARGETS

ADASS has met Targets set for 2009 - 2010

Providing service to 19 clients with a total of 2394 contact hours .

VOLUNTEERS AND DONATIONS

Staff and clients greatly appreciate volunteers assisting us in transporting clients and helping on the day. The lives of our elderly are enhanced and many wonderful opportunities are made possible with your support, assistance and friendship.

Our sincere thanks to PDHS staff and Kimberley Clinic for ongoing support and assistance us each week.

STAFFING

Brigitte Tresidder resigned February 2010. Nicole Landwehr was appointed commencing in March 2010.

Staff take advantage of many educational opportunities throughout the year. This assists to keep abreast of new program developments and ideas for our clients benefit.

CUSTOMER/CLIENT FEEDBACK

Satisfaction Surveys were conducted in October 2009 and after major events during the year. These identify health needs and expectations are being met, and overall satisfaction with services demonstrated.

Brenda Uebergang
Co-ordinator



SUSTAINABLE FARM FAMILIES

With some trepidation 19 farming men and women from the Penshurst and District community, participated in the first year of the Penshurst Sustainable Farm Families (SFF) Program.

The SFF team, Department. Of Primary Industries and local Health Service staff RNs Russell Armstrong and Sally Giddens provided a wealth of knowledge and information, health assessments and 1 on 1 health consultations for the participants.

The program was conducted after Penshurst and District Health Service in partnership with the Penshurst Football/Netball Club were successful in receiving a grant to hold the 3 year program locally for the community.

Penshurst Football Netball Club President Brendan Kelly said *'it's not easy getting time off farm, but there comes a point where you have to put your health, wellbeing and farm safety first.'*

SFF™ workshops were free and covered a range of health topics including cardiovascular disease, diabetes, stress farm health and safety, nutrition and exercise. They also included a 20 minute one-on-one physical assessment.

A highlight of the two days was a supermarket tour to Coles in Hamilton to learn about healthy foods and choices.

Healthy catering was kindly provided by St Joseph's P&F group.

Results from previous SFF™ workshops showed 963 farmers who participated in workshops held last year revealed 73 per cent of men and 61 percent of women were classified as overweight or obese, instantly putting them into a high risk category for cardiovascular disease, cancer, diabetes and osteoarthritis.

Just over one third of participants were also identified as having high blood pressure.

Local registered nurse, and PDHS Education Co-ordinator Russell Armstrong commented that *"there were some cases where participants had significant risk factors for diseases such as diabetes, cardiovascular disease and arthritis which were identified at the workshops, which could have otherwise gone unchecked"*.

High risk participants such as these were referred for follow up with appropriate health professionals and the workshops provide an opportunity for farmers to understand their own health risks, how to manage them and integrate them into farming life.

Sustainable Farm Families™ is an award winning initiative of Western District Health Service, Hamilton, delivered in partnership with the Victorian Department of Primary Industries.



SFF™ Penshurst participants



SFF participants at the supermarket tour with
RN Russell Armstrong



CENTRE

SPREAD

STAFF OF THE PENSHURST AND DISTRICT HEALTH SERVICE JULY 2009 - JUNE 2010

CHIEF EXECUTIVE OFFICER:

JIM FLETCHER BHA, AFCHSE, CHE, MIPAA

MANAGER/DIRECTOR OF NURSING:

DAMIEN MALONE RN, BA, BN, MN, CERT IV (TRAINING AND ASSESSMENT).

NURSING

UNIT MANAGER

JENNY PATON RN, DIP MGT

DIVISION 1 REGISTERED NURSES

VIVIENNE BRADLEY RN, OR CERT, RAN

JOCELYN PATON RN, DIP ONCOLOGY (Casual)

MAREE WEST RMRN, Dip Teaching (Nursing), B. Ed (Nursing), Cert. Hth Mgt, Grad. Cert. Oh&S, M Hth St (Gerontology), Masters Of Palliative Care.

CAROLYN TEMPLETON RN, Cert. Ster & Inf Control, Hepc/Hiv Counsellor, Nurse Immuniser.

HEATHER KELLY RN

JUDY DELLA-VEDOVA RN (Ceased Employment)

LUCY INNES RN (Ceased Employment Mar 2010)

ANNIE LEACH RN,

Cert Iv In Work Place Training & Assessment.

RAQUEL CASEY RN, Grad Cert. In Wound Management, Cert. Iv In Workplace Training & Assessment

SALLY GIDDENS RN

ANNE-MARIE WHEATON RN (Ceased Employment Mar 2010)

MAUREEN WOOD RN

CAROL NIELD RN

DIVISION 2 REGISTERED NURSES

DEBBIE WHITE

KATE JACKSON

JAN NICHOLSON

LYN PEACH

MARGARET MEULENDYKS

KIM CAMERON

MARDI BROWN (CEASED EMPLOYMENT NOV 2009)

GAYE COLLINS

KATE O'NEILL

SALLY TEELOW

JUDY KILLEN

MARGARET ROSS

SHANE KNEEBONE

STACEY WARDLOW

NURSING ATTENDANTS

CHERYLE CASEY

JOY DARROCH

BEV OLLE

PAULINE MCLEAN

PAT WALKER

JOY LAMBOURN

LESLEY BARLING

PAULINE TEMPLAR

PAM PERRY

PAULA LEE (Ceased Employment Oct 2009)

CASEY CLUTTERBUCK (Trainee)

ELLEN DUFTY (Trainee)

SUPPORT SERVICES

GENERAL SERVICES MANAGER

RHONDA HAMILTON

FOOD AND DOMESTIC SERVICE ASSISTANTS

LIZ EWING

BELINDA HILL

LEEANNE CAMERON

NORELLE BENSCH

NICOLE LANDWEHR (Ceased Employment Feb 2010)

KAY LINKE

LYREE JOHNSON

MONDA BENSON (Ceased Employment Nov 2009)

ROBYN SMITH

CANDIDI HIRI (Casual-Ceased Employment Oct 09)

LINDA SPEIRS

NORMA WATT (Casual)

DIEDRE MATUSCHKA

MAURICE WEST (Ceased Employment Dec 2009)

HEATHER FRANCIS

EDUCATION

RUSSELL ARMSTRONG – Clinical Support Teacher

DIVERSIONAL THERAPIST

MARCIA CAMERON

GAIL COCKFIELD

MAINTENANCE

STUART GRAHAM

ANTHONY AUDEN (Casual)

ADMINISTRATION ASSISTANTS

HEATHER MCKENRY

GWEN RENTSCH

LEANNE WILSON

NAOMI HANDRECK (Trainee)

ADASS CO-ORDINATOR

BRENDA UEBERGANG (Adass Co-Ordinator)

KATE COOTE (Nurse Attendant)

MICHELLE MASLEN (Nurse Attendant)

BRIGITTE TRESIDDER (Ceased Employment Feb 2010)

NICOLE LANDWEHR

STAFF SERVICE AWARDS

5 YEARS

NORELLE BENSCH

SALLY TELOW

10 YEARS

MARCIA CAMERON

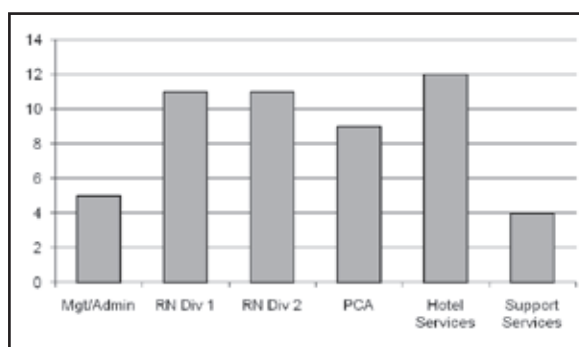
BELINDA HILL

LYN PEACH

BEV OLLE

20 YEARS

JAN NICHOLSON



NURSING AND ATTENDANT STAFF

I find it very hard to believe that this is my 6th Annual report, time definitely goes faster as ones gets older. 2009-2010 has again been a great year for our residents and staff, Penshurst and District Health continues to strive and achieve excellence in all aspects of ensuring our residents and patients have the best. We have this year with the tremendous help of the Hospital Ladies Auxiliary been able to purchase many items which we would otherwise struggle to find moneys for. The Hospital Ladies have enabled us to purchase a hairdressing basin and cabinet, thus allowing easier access for our hairdressers to wash and cut our residents hair. We have purchased two clinical monitors which enable the staff to do automatic Blood pressures, oxygen saturations and pulse at the push of a button. Two beautiful pieces of outside furniture to enable our residents/relatives to sit outside and enjoy BBQs in the beautiful sunshine, (when its around) in comfort. They have also made it possible for us to purchase two princess chairs which allows residents who are less mobile to sit out of bed in comfort. These items have benefited our residents and staff greatly.

Again we had a spot visit from the aged care agency in April, and I am pleased to be able to say that the accreditors were very impressed with our facility, the staff and how happy the residents and their relatives were with the care they are given. It is thanks to every ones continuous efforts to strive for the best, keep up with best practice and be willing to continue to learn that we are able to achieve the best outcomes.

This year our major challenge came when we decided to change our medication administration

method from dispensing from original packets and bottles to the Webster pack system. This involved many staff being educated and then having to pass a competency to prove they were able to confidently deliver medications in accordance with WDHS policies and procedures and the drug and poisons.

The response to the training and then the staff actually applying the principles has been excellent and we now have all staff competent in medication management of Webster Packs, which is a great effort on every ones part.

Although we have seen some changes to our staffing we still have many of our graduates wishing to come back to work, which I think speaks for its self that the team at Penshurst, are just that a "TEAM" striving to give the best at all times and this will continue into the new year, despite again I am sure tight budget restraints and many other challenges along the way.

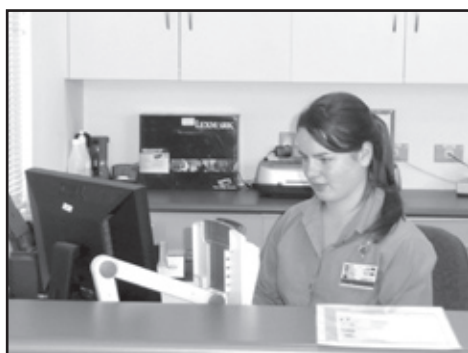
Jenny Paton
Nurse Unit Manager



Penshurst WDHS Employee of the Month Joy Darroch.



Trainee Ellen Duffy



Trainee Naomi Handreck hard at work.



L to R: Staff member Pam Perry farewelling staff member Nicole Landwehr.

HOTEL SERVICES REPORT

As usual Hotel and Environmental Services remains a team effort here at Penshurst. The work we do on an everyday basis is extremely important in ensuring that we provide a quality service for our residents.

We have all worked hard over the last 12 months to ensure that we have continued to improve our work practices.

Our annual Food Safety Audit and Government Accreditation outcomes are testimony to the quality service we provide.

As always staff come and go, but we were extremely sad to say goodbye to Nicole Landwehr after nearly 10 years of service. We would like to welcome Robyn Smith, Linda Spiers, Norma Watts and Heather Francis to our

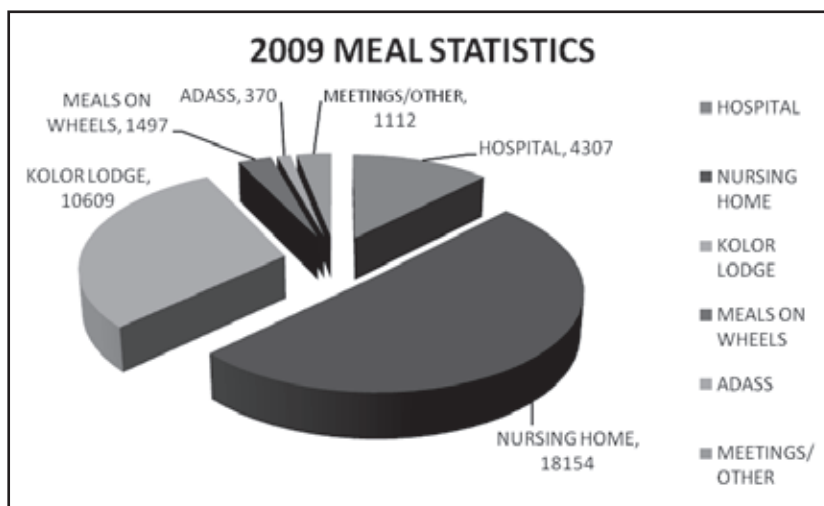
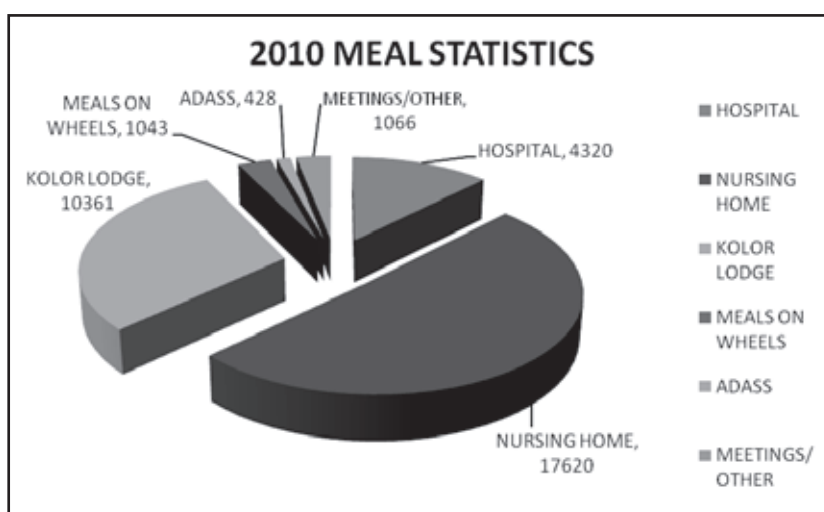
ever growing team. Also Diedre Matuschka has also commenced work with extended cleaning hours in Kolor Lodge.

We wish to thank the clubs and individuals of Penshurst and District that provide their time so generously for the delivery of meals on wheels to the frail and elderly of our community.

Many thanks to the Hospital Ladies Auxiliary for their ongoing generosity and support for everything they do. Lastly a very big thank you to my staff for the wonderful job they continue to do – thank you.



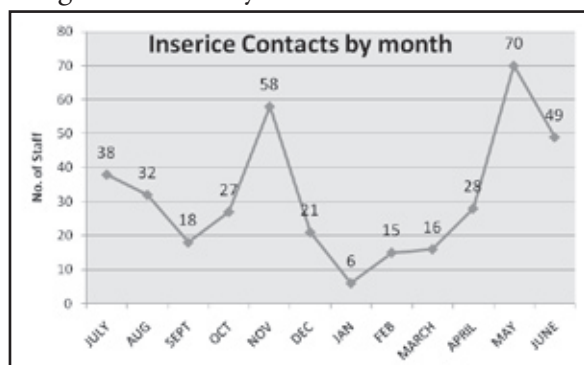
Rhonda Hamilton



EDUCATION REPORT

Education is alive and well at Penshurst & District Health Service.

Many in-service sessions have taken place, which includes the education needs of all staff at the Penshurst Campus of WDHS. Ongoing mandatory education and competencies are being attended to by all staff.



We continue to increase the number of competencies available to our staff online via the internet, which also allows staff to complete the educational competencies from their own homes via the WDHS internet site.

We continue to support the graduate nurse program, which involves both RN division 1 and RN division 2 nurses coming to Penshurst District Health Services on a rotation.

This year we have also 3 school based Trainees that work alongside our staff on a one day per week basis. This allows the trainees to gain valuable experience and an in-site into the career that these students wish to work towards, whilst still maintaining their education commitment.

During the last 12 months number of staff have completed fully funded education opportunities thru various sources of funded. This has allowing our staff to either update or obtain further Qualifications, with studies being mostly self directed at the participants own pace and within their own homes. We currently have staff enrolled in: Certificate IV in Allied Health, Certificate IV in Aged Care. All of which are a great benefit for our Health Service.

Medication Administration has been a large focus for Penshurst District Health Service this year.

We have run our own sessions of education, which along with a written competency and practical competency, has seen all of our non-endorsed staff been deemed competent in Medication administration from blister packs.

In addition to this in house education, a number of staff have gained their medication endorsement thru the Nurses Board of Victoria, after successfully completing the medication endorsement course for Registered Division Two nurses thru the Horsham campus of the University of Ballarat. Well done to all staff that have committed their time to this course. External education on medication administration has also been delivered by PDHS staff.

Many of our staff have also attended external studies in their own time and at their own cost, which has great benefits to patients and residents care, and for the general community as a whole.



Staff members, Linda, Deidre and Norelle attending an inservice education day.

PDHS has also delivered a Sustained Farm Families program in Penshurst during March, in collaboration with The Penshurst Football & Netball Club. The program was delivered over two days and involved 20 Farm family participants from the Penshurst District. The program involved health education sessions from various presenters and an individual health check – from which referral for follow up medical care where made. The program is run over three years, with a follow up days in 2011 and 2012.



Russell Armstrong
Education Co-Ordinator

ACTIVITIES REPORT

Our objective is to continue to improve and develop diverse activity programs for Penshurst and District Health Service.

I commenced work as the Occupational Therapist in October 2009 whilst Marcia Cameron took a well earned break.

This year provided many opportunities to experience a range of activities appropriate to residents lifestyles, to provide support, encouragement, entertainment and to assist individuals attain personal goals.

Programs include activities which include both physical and mental stimulation. These include:

Bingo	Ball Games	Garden Walks
Reminiscing	Gardening	Quizzes
Art/Craft	Massage	Footy Tipping
Singalong	Music Therapy	Indoor Games
Discussion	Cooking	Puzzles
Wheel Chair Walks		Church Services

The most popular of these activities being: bingo, bus trips and cooking.

These activities generate a regular attendance of up to ten participants at times.

Involvement with our local schools is proving popular and successful, as highlighted by our combined Christmas event. This relationship will continue throughout 2010 and hopefully beyond.



Resident Shirley Gibson with Bayley Wilson at Knitting Group

A special Men's Program is being developed between a number of campuses within Western District Health Service. This has evolved following the success of the Government funded program which finished in February.

No formal surveys have taken place, but favourable feedback gives confidence that the programs listed have achieved success while leaving room for even more improvement.



Diversional Therapist Gail Cockfield on Tattoo Day.

Gayle Cockfield
Activities Co-Ordinator\Diversional Therapist

MASTER PLAN REDEVELOPMENT

Upon completion and opening of the refurbished Acute areas of Penshurst and District Health Service and renovation of the Nursing Home lounge and dining areas and external courtyard, we look to future planning and development.

In the immediate future works will be considered for the upgrade and modification to both laundry and maintenance facilities at Penshurst and District Health Service in order to ensure support services can be delivered in efficient and practical manners consistent with standards.

In 2010\2011 the Master Plan will be revisited to ensure it continues to provide modernisation of facilities which not only meet regulations, but the needs of the residents and staff of the Penshurst and District Health Service and members of the community of Penshurst and surrounding districts.

MAINTENANCE

Maintenance services continue to be provided at PDHS by Stuart Graham in conjunction with the maintenance team at WDHS – Hamilton Campus.

Throughout the year he has continued to enact ongoing preventative maintenance and gardening schedule and ad hoc repairs as required.

Also during the year Tony Auden worked as a casual staff member to assist Stuart with his work and provide holiday and sick leave relief as required. Tony's hard work in his volunteer gardening role has been a wonder to many and we see a similar commitment to his role in the maintenance area.

We thank our local contractors who provide fast and efficient support to the facility for both planned and emergency requirements.



L TO R: Volunteer Tony Auden with residents, Jean, Shirley and Ian at our new Kolor Lodge Garden Shed.

LOCAL VOLUNTEER PROGRAM

The following is a summary of contact hours and activities for Penshurst District Health Service registered volunteers for the 12-month period, July 2009 – June 2010

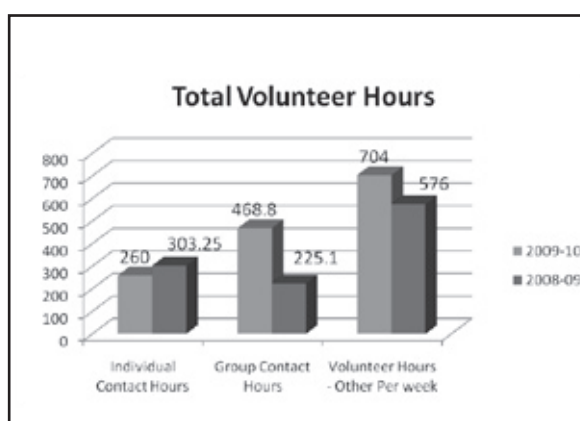
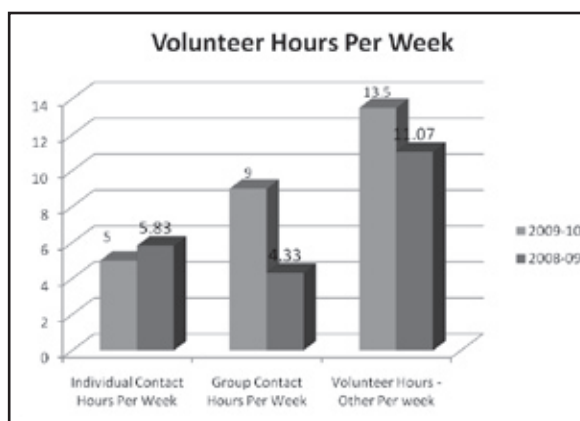
➤ A total of 7 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours over the period (July 09 – June 10).

• Volunteer Hours Total,	
Individual Contact	260
• Volunteer, Individual Contact -	
Ave. hours per week	5
• Volunteer Hours Total, Group	
Contact Hours	468.8
• Volunteer, Group Contact -	
Ave. hours per week	9
• Volunteer Hours -	
other (gardening)	704
• Volunteer Hours – other	
Ave. hours per week	13.5

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

- Visiting resident for discussion, company, and support.
- Walks.
- Reading to residents.
- Crosswords, playing cards and games.
- Manicures and nail painting/presentation.
- Cooking sessions.
- Art sessions.
- Gardening.
- Football tipping.
- Music and singing.
- Spiritual activities.
- Group activities eg Bingo.
- External outings.

Volunteers recorded an overall total of 1432.8 hours volunteer service support for the 12-month period July 2009 – June 2010. Equating to an average of 27.55 hours per week contributed by WDHS registered volunteers, advertisements



were placed in the Spectator and the local Penshurst News to recruit additional volunteers. Unfortunately I did not receive any enquiries. In June one of our volunteers was injured whilst performing her voluntary duties this will impact immensely on the volunteer hours until she returns as she was volunteering twice weekly.

I wish to sincerely thank the following volunteers: Tony Auden, Audrey Burger, Wendy Block, Barbara Finlay, Katie Benson, Ros and Ross Astbury, Janet and Evan Kelly, Barry and Brenda Mirtschin, Nola and John Gibbs, Jan Nicholson, Les and Jocelyn Paton and Don Adamson.

Report compiled and completed Wednesday July 7, 2010.

Jeanette Ryan

Volunteer Co-ordinator, Western District Health Service



L to R: Volunteer Nola Gibbs with Heather enjoying an outing to Lake Pertobe, Warrnambool.



L to R: Kolor Lodge Resident Ian assisting volunteer Tony Auden (on the ladder)

PENSHURST HOSPITAL LADIES AUXILIARY

Welcome to our year 2009-2010 Review. The Hospital Ladies are pleased to report another supportive and successful year for the Penshurst and District Health Service and the residents who are so well catered for in this respected environment.

This year we have raised money with catering, participation in the quarterly market days and film nights at the Sheppard Centre.

We support the Anzac Day commemoration as a community service and thank the local R.S.L. for their donation each year.

Our major fundraising effort was the Penshurst show – catering lunch and afternoon tea including some take-a-ways. This is always a long day but well supported by patrons of the show and community who donate towards the catering in time and produce.

Our Christmas get together prior to recess over the summer was held at the Gourmet Kitchen {Dunkeld} and was very enjoyable.

Our February meeting to start the year was a social/business afternoon at Burnbrae, a most enjoyable positive way to re-group.

During the year the Hospital ladies have supplied

or help in the purchase of:

- Hairdressing Basin and cabinet for the hairdressing room {\$ 1,500}
- Outdoor furniture for the new upgraded Garden {\$ 4,300}
- Two Kiplex chairs, to enable very frail residents to participate in activities within the Nursing Home environment – Shared cost {ours \$ 2,000}
- Nursing Staff clinical support – two clinical blood pressure monitors to be used across all sections of care {\$ 5,790}

As you read, all money raised has been used to assist in the high standard of care given to the Residents by staff of our facility.

To close this report, I would like to thank each member of the committee for a dedicated years work and support. I would also thank those ladies who are unable to attend meetings but are always willing to donate for catering needs.

This year I would especially like to thank all those citizens who happily pop in a dollar or two in the raffles as the ladies sit in the street on, not always, nice days. Each dollar adds to a very generous end of year tally.

My thanks to all who have assisted in any way.

Mary Sparks
President Hospital Auxiliary



Some of our tireless Ladies Auxiliary sitting at the outdoor setting they so kindly donated to our new Nursing Home Garden.

MURRAY TO MOYNE BIKE RIDE 2010

In the late 1980's The Penshurst and District Health Service commenced participation in the Murray to Moyne Bike Ride after a request by Graham Woodrup to join the Port Fairy teams and other local teams in an effort to fund raise for the teams' hospital or health service.

Little did the Penshurst Hospital/Health Service realise they would continue to be a part of it for 23 years, with next year being the 25th Anniversary of the Murray to Moyne Bike Ride.

2010 is the first year that we were not represented by a Penshurst bike rider, but we continue to be supported by men and women willing to ride for us and raise money through their sponsorships. Some riders new to the team and others returning year after year to our team. Yet we do miss those who have joined us in the past and their names appear in conversations and anecdotes passed on.

The support team for 2010 consisted of John and Barry King, David Linke, Nathalie Gash, and Gerard Diprose.

Steve Laidlaw, Dion Rhook, Peter Ham and Gab. Lanman from Hamilton, Jeremy Upton from Willaura, Will Sharp from Port Fairy, Peter Ryan from Hawkesdale, Leanne Scown, Trent Seamons,

David Dowling, Gary Cairnduff and Justin Varcoe from Melbourne joined us as our riders.

We could not wish for a better team and as a result the ride went very well resulting in approx \$ 7,000 being raised to date.

The local team members gathered at the Sheppard Centre to have morning tea with some of the Health Service residents prior to setting off for Mildura, collecting other riders at Hamilton on the way.

Next morning, March 27th, at 9.40 am our team started off in hot weather with no wind; the tarmac radiating heat upwards to make it uncomfortable for the riders.

The further South they pedalled, the team experienced some cross winds which tired the riders, but towards evening the winds ceased and it was pleasant conditions, arriving in Hamilton about 1 am Sunday morning.

This year some of the riders stayed at Marg and Steve Laidlaw's home and after a few hours sleep, set off at 7.05 am for Penshurst where the local residents were out early to greet them. A breakfast served up by Gwen and Trevor Rentsch was a bonus and thoroughly enjoyed.

All riders rode the last 65 kms to Port Fairy and a



The riders and support crew enjoying breakfast on the way through Penshurst Sunday morning.

BBQ lunch cooked by Damien Malone at Gerard Diprose home, where we were soon deluged by rain. The gods had looked kindly on us before it teemed down.



L to R: Riders Peter Ryan, Dion Rhook and Trent Seamons taking a short break.

There are people who should not be forgotten for their kindness and generosity, the sponsors and donors who gave money, time and goods towards the ride. To Jenny Upton for the lasagna (absolutely delicious), Steve and Marg Laidlaw for opening their home for the riders, Gwen and Trevor Rentsch, who year after year have also donated refreshments and breakfast, and the Hotel Services staff for the lunch, the team's sincere appreciation.

To the support team who drive the bus and support vehicle, unload the bikes, put them together and collate the statistics for the riders, thank you.

Lastly, to the riders, our gratitude for your time and effort in raising such a grand amount. It is not a cheap exercise to prepare for an endurance ride. We are indebted to you all.

Nathalie Gash
Co-ordinator and Support Crew

Hospital Sunday

Once again the Penshurst Community have displayed their generosity in their support of the hospital. On hospital Sunday the Penshurst community donated approximately \$7458 towards the local health service to contribute to its ongoing development. Sincere thanks must go to our local collectors including: Gwen and Trevor Rentsch, Jenny Hutton, Jane Heazlewood and Jenni Kinnealy.

PROFILE -

GUEST SPEAKER - 2010 ANNUAL MEETING**PROF. KENNETH WILLIAM HINCHCLIFF****BVSC (HONS), MS, PHD, DACVIM**

Ken grew up in Penshurst, after moving there as a 7 year old, and lived at 23 French Street with his mother, Bunny and sister, Nonee. Ken attended Penshurst Primary School and then Hamilton College, completing “matric” in 1974. A keen angler, shooter and field naturalist, Ken gravitated towards study of veterinary science as a result of his experience on his grandparents’ farm at Hexham.

A 1980 graduate of the Melbourne Veterinary School, Ken is Dean of the Faculty of Veterinary Science at the University of Melbourne. After several years in practice in Victoria, including 8 months in Hamilton, he completed an advanced training program in large animal internal medicine at the University of Wisconsin-Madison, and a PhD at the Ohio State University. Ken was a faculty member in the College of Veterinary Medicine at OSU, rising to professor, before joining the University of Melbourne in 2007.

He is a registered specialist in equine medicine and the author of over 150 peer-reviewed scientific publications, several scholarly books including the 9th and 10th (2006) editions of “Veterinary Medicine: a textbook of the diseases of cattle, horses, sheep, pigs and goats”, the first edition (2004) of the definitive, 1900 page, textbook “Equine Sports Medicine: basic and clinical sciences of the equine athlete”, the 2nd edition of “Five Minute Veterinary Consult – Equine” (2009) numerous book chapters, and other scholarly works.

Professor Hinchcliff’s research is focused on exercise science, and in particular the use of furosemide horses. His recent publication, with Drs. Morley and Guthrie, on the efficacy of furosemide in the treatment of exercise-induced pulmonary haemorrhage in the Journal of the American Veterinary Medical Association Journal attracted worldwide interest including reports in the New York Times.

Ken now lives in Williamstown with his wife, Carole, and daughter Alex.



Prof. Ken Hinchcliff

THANK YOU FOR YOUR DONATION**General**

Keith Ashton-Bradley
 Ballarat Road Milkbar, Hamilton
 Mr. D. Barrot
 Iris Bickley
 Dr. Paul Blackman
 Ms. Rachel Blackwell
 Mr. & Mrs. A. Boyd
 Mr. Robert Brandham
 Warrick Brewer
 Mr. Gary Cairnduff
 Mr. Stephen Cairnduff
 Glen Cameron
 Henry & Karen Cameron
 Afzal Caphir
 Mr. Stuart Casey
 Marianne Cassin
 Mrs. Sally Child
 Mrs. W.J.T. Clarke
 Mrs. A. Comacho
 Arthur Cook
 Kathleen Cook
 Coolibah Partnership
 Graham Cooper
 George Crocomb
 Damien Dalton
 Mrs. Anne Davies
 Malcolm Dixon
 David Downing
 Kevin & Mary Doyle
 Mrs. Margaret Eales
 Terry Eccles
 Mark Eddy
 Elders Mortlake
 Mrs. H. Evans-Lemmo
 Mr. Peter Ferwerda
 Mr. Joe Ferwerda
 Mr. Steve Ferwerda
 Finchett Pty Ltd.
 Barbara Finlay
 Fishers IGA {Hamilton}
 Rob & Penny Fraser
 Anthony & Joe Frost
 Paul Gaiardo
 Mrs. Nathalie Gash
 Nicole Glancy
 Sally Gray
 Sue & Bruce Ham
 Mr. Peter Ham
 Hamilton Produce

Harvey Norman, Hamilton
 Hawkesdale C.W.A.
 Richard & Sarah Heazlewood
 Andrew Heazlewood
 Peter & Jane Heazlewood
 Chris & Sarah Hines
 Paul & Val Hodgson
 Shirley Holmes
 Holmes Mcleod Consulting Engineers P/L.
 Tim & Jenny Hutton
 Peter Jensen
 Mr. M. Jevremnovic
 Mr. Damien Johnson
 Evan & Janet Kelly
 Alix & Kim Kelly
 Brendan & Liz Kelly
 David Kennett
 Len Kenny
 Mrs. P. Kerwin
 Charles Kimpton
 Barry King
 John King
 Kevin & Pam King
 Bill & Jenni Kinnealy
 Mr. P. Koetsier
 Steve Koukaletas
 Lakeside Service Centre
 Annie Leach
 Alison Leah
 Mr. & Mrs. W. Lewis
 Anton Linke
 Neville Linke
 Barry & Val Linke
 Ian & Robyn Linke
 Ms. Venetia Macken
 Madigan's Tea Rooms & Antiques
 Susie Mann
 Mr. & Mrs. G. Marshall
 Brian Mazur
 Stuart & Heather McKenry
 Fraser & Rene McKenzie
 McNally Property Management
 Mr. Syd Mirtschin
 Colin & Kath Mirtschin
 Brant Mitchell
 James Moran
 Daryl & Jenny Nagorcka
 Mr. & Mrs. J. Naismith
 Mark & Jodie Nicholson
 Mr. Bill O'Brien
 L.D. O'Brien

Mr. & Mrs. Craig Oliver
 Bev Olle
 Graham & Judy Page
 Richard & Jodie Page
 Joan Pearson
 Penshurst Fire Brigade
 Penshurst Hospital Ladies Auxiliary
 Penshurst Newsagency
 Penshurst Opportunity Shop
 Pine Grove Trust "Yamba"
 Mrs. Myra Pohl
 Mr. & Mrs. J. Puntererre
 Alan & Anne Rentsch
 Alistair & Nicole Rentsch
 Darren & Joanne Rentsch
 Gwen Rentsch
 John & Annette Rentsch
 Peter & Annette Rentsch
 Scott & Norelle Rentsch
 Simon & Kerri Rentsch
 James & Monica Rentsch
 Mr. & Mrs. E. Richards
 Muriel Richardson
 Jeff & Cheryl Roads
 Robco Petroleum
 Damien Robertson
 Alex Rogerson

Neil & Anne Roll
 Neil & Irene Ross
 Simon & Kerri Ross
 Dino Rotar
 Merv & Rosalie Schultz
 Michelle Scott
 John Scown
 Fernando Scuderi
 Nicole Seagrens
 Mrs. Mary Shillitoe
 R. Shugg
 Monica Smith
 Betty Symes
 Tabor Ladies Guild
 Tabor Lutheran Church
 Taylors Tyrepower Hamilton
 The Hub, Hamilton
 Tintaen Partnership
 Barbara Turner
 John & Beryl Watson
 John & Jenny Watt
 James Waugh
 Peter West
 Maree West
 Eda Williamson
 Leanne Wilson
 Alex Wu

Gifts in Kind:

Don Adamson
 Ros & Ross Astbury
 Mr. Tony Auden
 Katie Benson
 Mrs. Wendy Block
 Bill & Vivienne Bradley
 Mrs. Audrey Burger
 Dunkeld Red Cross
 Mrs. Liz Ewing
 Janet & Evan Kelly
 Lauren Ferguson
 Mrs. Barbara Finlay
 Nola Gibbs
 John Gibbs
 Jane Heazlewood
 Hospital Ladies Auxiliary

Jenny Hutton
 Jenni Kinnealy
 Mr. George Kudliman
 Di Lemmon
 Mr. Ian Linke
 Mrs. Muriel Macklin
 Barry & Brenda Mirtschin
 Jan Nicholson
 Win Page
 Les & Jocelyn Paton
 Penshurst Bowling Club
 Gwen & Trevor Rentsch
 Mr. Alex Rogerson
 Rouse Rare Rumps and Support Crew
 The Ringins Country Music Group
 The Rubber Bands

There are many individuals who give their time or other gifts in kind (including donations\ sponsorships and attending fundraising functions for the Murray to Moyne Cycle Relay. Volunteer drivers for the Nursing Home, Hostel and meals on wheels, thank you gifts given to staff, which is too numerous to mention individually. Your efforts are greatly appreciated.

Penshurst and District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2010

	2009/10 \$	2008/09 \$
<i>Revenue</i>		
State Government Grants	1,787,801	1,712,443
Patients Fees	1,343,545	1,313,549
Other Revenue	95,600	90,432
<i>Total Operating Revenue</i>	3,226,946	3,116,424
<i>Expenditure</i>		
Salaries & Wages	2,633,401	2,467,752
Direct Expenditure	229,403	218,194
Overheads	361,744	424,977
<i>Total Operating Expenditure</i>	3,224,548	3,110,923
<i>Operating Surplus</i>	2,398	5,501
<i>Capital Items</i>		
Fundraising and Donations	31,392	139,464
Ingoing Residential Charges - Aged Care	165,902	166,808
Capital Grants	60,000	22,944
Surplus / (Loss) on Disposal of Asset	(3,775)	(665)
Depreciation	(204,395)	(162,294)
<i>Health Service Result</i>	51,522	171,758

Statement of Changes in Equity

<i>Total equity at beginning of the year</i>	6,546,691	5,415,799
Net result for the period	51,522	171,758
Gain on Revaluation of Land & Buildings	-	959,134
Gain on Revaluation of Plant & Equipment	26,947	-
<i>Total equity at end of the year</i>	6,625,160	6,546,691

Penshurst and District Health Service**Balance Sheet as at June 30, 2010**

	2010	2009
	\$	\$
Equity		
Accumulated Surplus / (Deficits)	5,659,086	5,680,431
Asset Replacement Reserve	424,251	368,325
Asset Revaluation Reserve	459,882	432,935
Specific Purpose Reserve	81,941	65,000
Total Equity	6,625,160	6,546,691
Current Liabilities		
Payables	-	31,628
Employee Entitlements	398,307	432,232
Monies Held in Trust	1,359,161	1,388,858
Total Current Liabilities	1,757,468	1,852,718
Non Current Liabilities		
Employee Entitlements	106,014	142,873
Total Non Current Liabilities	106,014	142,873
Total Liabilities	1,863,482	1,995,591
Total Equity and Liabilities	8,488,642	8,542,282
Current Assets		
Cash at Bank	1,484,944	1,590,259
Receivables	77,459	85,199
Monies Held in Trust	1,359,161	1,388,858
Total Current Assets	2,921,564	3,064,316
Non Current Assets		
Land, Buildings, Plant & Equipment	5,987,728	5,750,047
Accumulated Depreciation	(420,650)	(272,081)
Total Non Current Assets	5,567,078	5,477,966
Total Assets	8,488,642	8,542,282