

# Penshurst & District Health Service







## CORPORATE IDENTITY

### 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, 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 Glenthompson. 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. Napthine 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.
- December 2004 and February 2005 Fifth and sixth Dunkeld Independent Living Units completed.
- June 2005 New Water Treatment Plant installed at Penshurst Campus (filtering entire site)
- June 2006 Diesel powered Emergency Generator installed.
- 2006\2009 Achieved Commonwealth Aged Care Accreditation (3 years)
- October 2007 Celebrated Penshurst Hospital 50th Anniversary

## RECENT CHANGES AND ACHIEVEMENTS

- 2009/2010 Top 5% Press Ganey Patient Satisfaction Survey
- 2009/2010 Environmental Safety Audits compliance.
- May 2009 Achieved Australian Council of Health Care Standards Accreditation (4 years).
- 2009 Upgrade\extension to Nursing Home Dining Room, Acute Rooms and Garden Area (Stage 1 master Plan Upgrade). Official Opening held in December - by Mr. Hugh Delahunty MLA, Member for Lowan.
- June, 2011 Completed upgrade of new Laundry area and commenced upgrade of coolroom.



## HONOUR ROLL OF THE PENSHURST AND DISTRICT HEALTH SERVICE

### LIFE GOVERNORS:

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. MIRTSCHIN \*  
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)  
2008-2010 MR. D. MALONE (Manager/DON)  
2010-2011 MRS J. PATON (Acting Manager/DON 6 mths)  
2011-pres MR. A. DOULL (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  
2006-2011 DR. M. FORSTER  
2008-Aug 08 DR. J. BANERJI  
2010 -Pres DR. M. ABDULLAH

\* Deceased



## QUALITY IMPROVEMENT

### SUMMARY OF ACHIEVEMENTS 2010 / 2011

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.
- 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 March, 2011, 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 linkway on "Quality Matters" notice board.
- Our Internal Cleaning Audit results have continued to meet the benchmark throughout the year.
- PDHS continue to participate in the DHS PSRAC Quality of Care Performance Indicator ongoing monitoring program.
- Full compliance was achieved with an External Food Safety Audit conducted in January 2011.
- 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 "CPR, Fire/ Evacuation" competency refresher education.
- Falls risk minimisation plans have been implemented for residents identified at risk.

#### Service Planning and Development

- 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
- Continuation and co-ordination of 3 year Sustainable Farm Families in conjunction with the Penshurst Football Netball Club to be completed in 2012.
- Preventative Health Plan developed.
- WDHS Strategic Plan 2011 – 2016 completed.

#### Human Resource Management

- PDHS continues to participate in the Western District Health Service Registered Nurse Division One and Division Two Graduate Program and a rotation program for second year nursing graduates.

#### Facilities and Equipment

- 100% hi lo electric beds throughout the Nursing Home, Acute and Kolor Lodge.
- Refurbishment of Laundry and commencement of upgrade of coolroom.
- ECG machine purchased
- Flat Screen TV purchased for Community Health Centre for video conferencing etc.

#### Information Management

- Trend Care implemented to assist with rostering.
- Online booking system for visiting Allied Health services.
- Intranet and Internet access available to all staff.
- Electronic menu system ongoing.
- Webmail emails now accessed by all staff from home.

#### 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

The infection control program remains effective for Penshurst and District Health Service with no outbreaks of infections reported over the past 12 months. The infection control consultant visits the facility monthly to attend the cleaning audits, hand hygiene observations, delivers education and consults on infection control and prevention issues.

Clients with infections are investigated, their symptoms noted and compared to the McGeers criteria, reported to VMO, who orders Antibiotic therapy if required. Some of the elderly, frail residents are ordered a course of antibiotic therapy as a prophylactic measure.

A riskman is then formulated where the data is reviewed and preventative measures implemented when necessary.

Data is also collected for statistics and compared against other facilities of similar size.

### Improvements /Achievements

- Reducing the risk of occupational exposures- specifically needle stick injuries.

Following a successful trial of the quick safe sharps containers which are specific for the removal of the novo (insulin) pen which have non retractable needles, new sharps containers have been purchased.

In addition we've updated the occupational exposure kit instructions to ensure staff are aware of the advice available in the event of an occupational exposure.

- Staff vaccinations. Staff immunisation details are entered onto a computerised data base.

All staff are offered the annual influenza vaccine, free of charge and are now offered, the Whooping cough vaccine at cost price.

There has been an increase in reported cases of whooping cough in the area. This vaccine is a 3 in 1 vaccine which covers tetanus, whooping cough and diphtheria.

- The tetanus booster vaccine is not recommended every 10 years due to the increase in local reactions at the injection site.  
Influenza vaccination rates  
Direct care staff 2009-64% VICNISS aggregate 49.4%  
2010-44% VICNISS aggregate 46.8% (excluded volunteers in stats this year)  
A survey of the staff was conducted to investigate why the numbers were low at WDHS and across the state this year.

### Respiratory Etiquette

- It is recommended to cover your face when you cough or sneeze.
- Use your elbow not your hand if you do not have a tissue available.

This reduces surface contamination onto your hands which are then used on many common surfaces, to open doors, answer phones, and on computer keyboards.

Always wash hands after disposing of soiled tissues.

- Many audits are conducted throughout the year across the facility. The process of auditing and continuous improvement identify areas where improvements are required to maintain Australian standards and state guidelines.
- Hand hygiene observation results:  
Jan 2010-76%, this measures the opportunities taken to decontaminate hands.  
The national rate in 2010 was 68.3%
- Jewellery audits note compliance to the uniform policy 2009- 75% , 2010- 87%
- Internal cleaning audit results. A Cleaning audit matrix schedule was revised to comply with the latest Vic cleaning standards  
Oct 10 98.1 % ( minimum expected levels is 85%)  
Feb 11 97.3%

## FUTURE IMPROVEMENTS

- Staff to access their own immunisation details on the local intranet site
- The upgrade of Penshurst laundry will enable the flow of contaminated personal clothing through the washing process to the clean area.
- Introduction of Tuffie 5 disinfectant wipes (one step clean for patients in isolation)
- Standardisation of wound products across WDHS

### Carolyn Templeton

Infection Control



L to R: Audrey Burger receiving an immunisation injection by Infection Control Nurse Carolyn Templeton



## LEADERSHIP AND MANAGEMENT

### REPORT OF THE ADVISORY COMMITTEE CHAIRPERSON

Once again the Penshurst and District Health Service has continued to serve the district in the manner expected of it.

The Committee remains the link between the local community and WDHS Board of Management.

Our Previous Manager Mr Damian Malone resigned to take up a management position at Warracknabeal.

Mr Alastair Doull has been Appointed to fill the position vacated by Mr Malone. The Campus was very ably managed on temporary basis by Acting D.O.N Mrs Jenny Paton.

As most of you know Dr Mike Forster has left Penshurst to take up a Practice in Western Australia and at this point in time there will be no replacement for Dr Forster.

Dr Abdullah maintains Tri-Star's Practice in Penshurst.

I thank the hospital staff for the magnificent work they do in keeping this Campus as an inviting comfortable quiet retirement Home.

The Men's Out and About Program was implemented last year and was an Initiative of WDHS. The aim was specific male social activities to enable the male clients living across the 6 residential aged care facilities of WDHS to interact socially and to share interests and renew old friend ships. This Project was recognised by the State Government and an award was presented by the Minister of Health, The Trophy sits proudly on our receptionist Desk. A further small Grant has been obtained to continue this project.

It is anticipated that a similar program may be initiated for the ladies.

The Ladies Auxiliary have again provided our campus with funds to make purchases of an ECG Machine and flat screen television for use in the Health Centre. We thank them for the magnificent effort, we also would like to ask other ladies from the community to volunteer to assist these wonderful ladies, I am sure you will find it an enjoyable experience.

Tenders were called and a contract awarded to relocate the laundry. The new Laundry unit is now finished and up and running. The cost was little more than we expected when an unforeseen problem arose but was dealt with.

The cool room in the food preparation area has been extended and modernised.

Mrs Florence Graetz Has retired from our Committee, Mrs Lucy Cameron has been appointed to fill the vacant position.

The Advisory Committee thanks All those generous people who have made donations and a large Bequest was made from a Deceased estate. Again "Thank you" all for your continued generosity and support.

We thank the Western District Health Service Directors / Senior Management team for their continued support.

I thank my fellow Advisory committee members, all members of the hospital community, The Volunteers that give their time so willingly.

**Les Paton,**  
Chairman.



Les Paton



## 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, and Jenny Hutton the WDHS Board representative on the Advisory Committee.

## Community Advisory Committee Members

### Les Paton (President)

Resides: Penshurst  
Commenced with Advisory Committee: 2004  
Term of Appt. 2010-2013

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.

### 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.



*From L-R: Mary Johnson, Jane Heazelwood and Jenny Hutton*

### 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 Acting Executive manager Catchment Health with the Glenelg Hopkins CMA, along with holding the position of Director for Secretariat for International Landcare (11 Years). Mary previously worked with Heritage and Arts, Dept Agriculture, fisheries & Forestry (4 years) and 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.



### **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.



*L to R: Tom Nieuwveld and Phuong Huynh*

### **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.



*From L-R: Margaret Eales and Don Adamson*

### **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.



### **Don Adamson**

Resides Penshurst  
Commenced with Advisory Committee 2010  
Term of appt. 2010-2013

Don worked for 29 years with General Motors / Electronic Data Systems, as an Information Security Officer and Computer room Supervisor, Despatch.

Don is currently semi retired, however employed part time as a Personal Care Assistant is driving a bus for the Disabled and Aged.

He is also very active in the local community, volunteering his time as a driver for the Adult Day Activity Support Service (ADASS), is a member of the Penshurst Show Committee, has been, and is still involved as a member of the Lions Club for 17 years and also assists with the local Penshurst Community newsletter.



*From L-R: Don Adamson and Wendy Williams*

## **MANAGER / DIRECTOR OF NURSING REPORT**

This last year will go down in history as one of Penshurst District Health's finest. Our dedicated team of health professionals has again provided record levels of service. The quality of our services has been endorsed independently by The Australian Aged Care Accreditation Agency, and ACHS. Penshurst District Health also received a \$140,000 contribution from the Victorian Government to complete Stage Two of our redevelopment, consisting of a new laundry and cool room.

The completion of stage one and two has been a major undertaking, with many challenges, as we endeavoured to continue to provide high quality services throughout this period.

This major achievement would not have been possible without the wonderful support of the late Phyllis Mibus, Western District Health Service and in-particular Mr Jim Fletcher, CEO Western District Health, the Department of Health and the support of the whole Penshurst Community.

I place on record my sincere thanks for the support; it is very much appreciated by the whole Penshurst Health Team.

Such a major undertaking could be expected to divert attention from the delivery of our strategic plan and general service provision, but I am pleased to report that 2010/2011 was also a very successful year operationally for the health service.

Our quality of care remains the most important goal for the team at Penshurst District Health. In this regard it was pleasing to be declared the GOLD WINNER of the 2010 Victorian Public Healthcare Awards, responding to an ageing population, Western District health "Men's out and about program"

Our success at Penshurst District Health over 2010/2011 can be attributed to the achievement of many of our initiatives developed within our strategic plan. One example is the community engagement objective of developing of partnerships within the Southern Grampians Shire. Under this particular strategic theme I am pleased to report that over the last year, new partnerships have been developed with the other health agencies and services including the National Centre for Farmers Health, and the Country Fire Authority.

It is my privilege to lead a highly skilled team of clinical staff at Penshurst District Health. These dedicated people work under challenging circumstances and give their best to ensure that our community and surrounding communities receive the health care of the highest order. I thank them all for their contributions over the past year. I am also supported by a hard working advisory committee of Penshurst District Health Service, and the Western District Health Service's Board of Directors and Executive team, donors, volunteers and the ladies auxiliary members and also offer my thanks for their help.

The last year was a great year for our health service and exciting and prosperous times lie ahead.

### **Alastair Doull**

Manager / Director of Nursing





## MEDICAL REPORT

Since joining the "Kimberly Clinic" (Tri Star Medical Group) in March, 2010, I have thoroughly enjoyed the work with Dr. Forster and the other staff at the clinic.

Unfortunately Dr. Forster left the clinic in February, 2011, after many years of great success and being held in the highest regard by his clients. After the departure of Dr. Forster, and myself being on holiday at the time, there was some confusion in the community that the Clinic would not continue to run and as a result the attendance of patients reduced.

During this time I was very appreciative of the assistance given to me by the Manager/Director of Nursing of the Penshurst and District Health Service and the CEO and Director of Medical Services at Western District Health Service for their back up support in getting the clinic back into full swing.

My transition into working at Penshurst has been very smooth, largely due to the tremendous support and assistance not only of the clinic staff, but also the immense help of all the Penshurst Hospital staff from the top down. As a result the practice again started to improve.

In the past twelve months, the Clinic has been conducting a comprehensive Health Assessment of the over 75's and diabetic management plan which continue to be a high priority and we are maintaining a high percentage availing themselves of this service.

Prevention is the high priority of the clinic and our target to take up more health screening in all fields of health as the initiative plan of the Health Department.

I would like to thank the Hamilton Medical Group and the specialists at the Hamilton Hospital for their support. The Hamilton Medical Group has been most supportive in terms of covering the Hospital and Nursing Home at times when I have needed a break, for which I am extremely grateful.

We welcome Carol Morgan who has just joined us as a receptionist; however, it's with great sadness that I announce the farewell of Lucy Ormiston, Donna Bishop and Cheryl Roads during the past twelve months.

I am optimistic of a long and fruitful practice and association with the Penshurst Hospital and community.

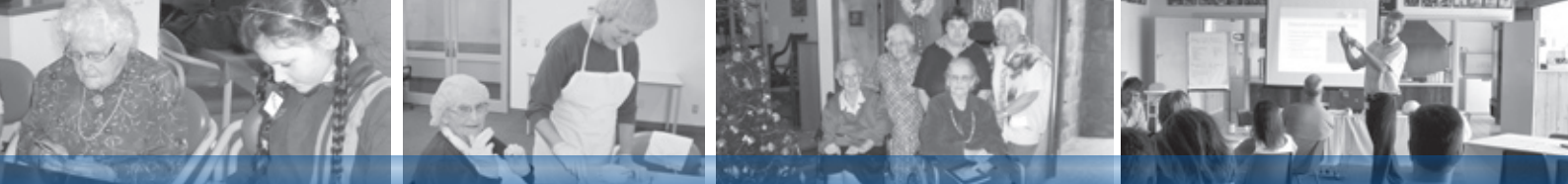
**Dr. Mohammad Abdullah**



From L to R: Dr. John Christie (Director of Medical Services WDHS), Janet Kelsh (WDHS DON), Dr. Michael Forster, Mr. Les Paton (Chairperson Advisory Committee), Jenny Paton (Nurse Unit Manager) and Bronwyn Roberts (Deputy DON WDHS) at Dr. Forsters Farewell



Dr. Abdullah with Mrs. Shirley Holmes



## SERVICE PLANNING AND DEVELOPMENT

### 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 awarded a Gold Award at the 2010 Victorian Public Healthcare Awards, which were presented in Melbourne at the Regent Theatre Ballroom on Wednesday 6th October. We were represented by (from left to Right) Rosie Rowe (Director of Primary and Preventative Health, our Manager/D.O.N. Damien Malone, Janet Kelsh (Director of Nursing), Jim Fletcher (Chief Executive Officer), Mary-Anne Brown (WDHS Board), Les Paton (PDHS Advisory Chairman), Wendy James (Quality Manager) and Patrick Turnbull (Deputy CEO and Director of Corporate Services).



Alastair Doull, PDHS Manager\Director of Nursing has taken over the great work done by Damien Malone as the executive sponsor of the Men's out and about program which was a WDHS initiative resulting from a grant application under the DHS social inclusion program which commenced in August, 2009.

The program recognises men as a minority group in residential aged care facilities and was initiated by the Penshurst Campus and rolled out across all six Western District Health Service Aged Care facilities. It aims to bring men together to mix socially and ensure ongoing funding for the program to continue into the future.

The awards are open to Health Services including not for profit organisations across Victoria and this year they had over 310 entries across the awards.

The project team and Steering Committee Members included Damien Malone {Executive Sponsor}, Judy Killen, Les Paton, Gillian Jenkins, James McCallum, the late Rev. Malcolm Scott and administration support from Gwen, Heather and Leanne.



## 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

### Primary and Preventative Health Division



*Claire Barrand  
Podiatrist*

#### Women's Health

Three pap smear days with WDHS' Women's Health nurse, Sue Watt, have been held at the Penshurst campus during the last financial year. This service has provided 17 women with local access to pap smears.

Women who have regular screening are 90% less likely to develop cervical cancer than those women who don't. Many reasons given for not attending are distance to travel, hard to get appointments and male practitioners. Providing this service in the local community is an effective way to encourage women to have regular screening.

### Continence Service Report

The WDHS Continence Service visited Penshurst regularly throughout the year.

Services provided include:

- Inpatient care with continence needs
- Catheter care. One staff member being competent with male catheterizations
- Bowel Management Program was trialled and now undertaken by staff.
- Continence assessment to hostel and nursing home clients.
- Staff in-service education
- Community education in relation to continence

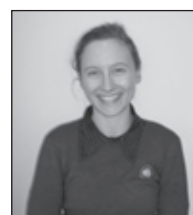
The continence staff – Sue Langley, Annabelle Wilson, Chloe Ahearn and Ruth Fatone continue to provide care to inpatient and outpatients at Penshurst and surrounding communities.

### Nutrition and Dietetics Department

The Nutrition and Dietetics Department has continued to provide services to Penshurst and Suzi Talevska was welcomed warmly by staff at her commencement in May last year. She moved back to Melbourne to be closer to her family and we have had the fortune of

welcoming one of our newest members of the team in May this year, Claire Lafferty.

Claire will continue to provide services on Wednesdays twice a month. Since the introduction of the Medicare initiative, the Enhanced Primary Care (EPC) Program, we have seen an increase in the number of outpatient referrals to the dietitian. The EPC Program entitles an individual to 5 appointments a year to an allied health professional with Medicare covering the cost. The EPC program is for individuals diagnosed with complex conditions and/or a chronic disease or mental health illness.



*Claire Lafferty  
Dietitian*

The inpatients and residents of the facility are regularly reviewed for their nutritional needs and dietary recommendations actioned in consultation

with the individual. Staff In-services are also part of the role of the dietitian in educating staff on the importance of nutrition and prevention of malnutrition in maintaining quality of life.

### Jodie Nelson

Chief Dietitian

### Physiotherapy

The Physiotherapy Department provides services to residents of Kolor Lodge, Penshurst Nursing Home and patients in the acute beds. Outpatient appointments are currently Tuesday afternoons. Kathy Guan and Tamara Matulick have been the main physiotherapists visiting on Tuesdays, a change from the regular Fridays. Thanks must go to the Sheppard Community Centre reception staff and the nursing staff of the Penshurst and District Health Service for their wonderful support. We will be farewelling Zita Arends and then welcoming our new physiotherapists who will continue to provide the Penshurst Community with a wide range of physiotherapy services.



*Tamara Matulick - Physio*



### Speech Pathology

Speech Pathologist, Sue Cameron provides Speech Pathology services as required to PDH. Over the last year she has also presented training on Managing Swallowing Disorders and Communication Access to staff at PDH to assist with the ongoing maintenance of high standards of care throughout PDH.

### Fran Patterson

Manager Primary Care Services

## ADULT DAY ACTIVITY SUPPORT SERVICE (ADASS)

The Sheppard Centre comes alive each Thursday when the ADASS staff and clients arrive for another day of friendship, laughter, activities, support, food and exercises. ADASS staff ensure everyone is welcome, is cared for and go home looking forward to what's in store for the following week.



*Graeme and Judy Page and Dulcie Black enjoying a cruise down the Nelson River.*

ADASS actively promotes the 'Active Service Model'. This provides clients with choice, respects individual preferences and empowers clients to increase self efficiency and decision making. The service builds self esteem and belonging as clients engage in meaningful activities, including connecting with past life interests, achieving personal goals, maintaining and developing the capacity to continue daily tasks independently, reducing the rate of functional decline and often improving health and wellbeing.

### Activities have included:

- Personal Centred Care through active participation
- Successful "Ladies" & "Men's" specific programs
- Participation in Well for Life
- Annual Overnight Trip
- Participation in Cancer Research
- Link Carers to Respite Services
- Community partnerships with Community groups, events & businesses
- Primary School 's Buddy Program
- Easy Moves for Active Ageing & Tia Chi exercise program
- Health Awareness Guest Speakers

### Highlights of the year

- School Buddy program with St. Joseph's and Penshurst State School provides Intergenerational interaction. This is rewarding and fun for both parties.
- October 2010 saw Penshurst ADASS group bring home the trophy at the Regional Annual Planned Activity groups fishing competition in Coleraine.
- Combined events with Penshurst Senior Citizens – bowling day and Penshurst 150th
- Mad Hatters Tea Party – who will ever forget the hat creations and meeting the Mad Hatter himself!!
- Men's day to Warrnambool Ten Pin bowling and Ladies to Ballarat Begonia Festival
- Overnight trip to Nelson, Mt. Gambier & Penola



*The Mad Hatters Tea party.*



### Targets

ADASS has met Targets set for 2010 - 2011  
Providing service to 25 clients with a total of 2424 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.

### Staffing

Kate Coote resigned in May 2011 to take up the role as WDHS Day Centre Coordinator. Kate has given 10.5 years of dedicated service to ADASS; we thank her for her service and friendship and wish her all the best in her new role.

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

### Customer/Client Feedback

Satisfaction Surveys were conducted in October 2010. All our feedback identifies that our client's health needs and expectations are being met and that our staff and the quality of the service is a very high standard.

### Brenda Uebergang

Co-ordinator



L to R: Brenda Uebergang and Kate Coote ADASS Staff members.



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2018 YEAR IN REVIEW



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## HUMAN RESOURCES

### STAFF OF THE PENSHURST AND DISTRICT HEALTH SERVICE JULY 2010 - JUNE 2011

CHIEF EXECUTIVE OFFICER:  
JIM FLETCHER BHA, AFCHSE, CHE, MIPAA

MANAGER/DIRECTOR OF NURSING:  
DAMIEN MALONE RN, BA, BN, MN, Cert IV (Training and Assessment). {Ceased Employment Oct 10}

MANAGER/DIRECTOR OF NURSING  
ALASTAIR DOULL, RN, MBA.

### NURSING

#### UNIT MANAGER

JENNY PATON RN, Dip Mgt

#### DIVISION 1 REGISTERED NURSES

VIVIENNE BRADLEY RN, OR Cert, RAN  
JANE BARTLETT RN  
AMANDA NAGORCKA RN  
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  
ANNIE LEACH RN {Ceased Employment 1-6-11}  
Cert IV in Work Place Training & Assessment.  
RAQUEL CASEY RN, Grad Cert. in Wound Management, Cert. IV in Workplace Training & Assessment {Ceased Employment 31-5-11}  
SALLY GIDDENS RN {Ceased Employment 12-8-10}  
CAROL NIELD RN  
LAURA FREDERICK RN



Staff member Theresa Holmes

### ENROLLED NURSES

DEBBIE WHITE  
KATE JACKSON  
JAN NICHOLSON  
LYN PEACH  
MARGARET MEULENDYKS  
KIM CAMERON  
GAYE COLLINS  
KATE O'NEILL  
SALLY TEELOW  
SHANE KNEEBONE  
STACEY WARDLOW {Ceased Employment 27-8-10}  
TERESA HOLMES  
JOCELYN MIBUS

### NURSING ATTENDANTS

CHERYLE CASEY  
JOY DARROCH  
BEV OLLE {Ceased Employment Jan 11}  
PAULINE McLEAN  
PAT WALKER  
JOY LAMBOURN  
LESLEY BARLING  
PAULINE TEMPLAR  
PAM PERRY {Ceased Employment 19-9-10}  
MARIE SHAW  
CASEY CLUTTERBUCK {Trainee Ceased Employment 1-10-10}  
ELLEN DUFTY {Trainee}

### SUPPORT SERVICES

GENERAL SERVICES MANAGER  
RHONDA HAMILTON

### FOOD AND DOMESTIC SERVICE ASSISTANTS

LIZ EWING  
BELINDA HILL  
LEEANNE CAMERON  
NOELLE BENSCH  
KAY LINKE  
LYREE JOHNSON  
ROBYN SMITH  
LINDA SPEIRS  
DIEDRE MATUSCHKA  
JULIE WATSON  
BIANCA KELLY

### EDUCATION

RUSSELL ARMSTRONG – Clinical Support Teacher

### DIVERSIONAL THERAPIST

IRENE EDWARDS  
GAIL COCKFIELD {Casual}

### MAINTENANCE

STUART GRAHAM {Ceased employment 31-8-10}  
HENNY SUDMEYER  
MICHAEL LANDO {Ceased Employment 15-12-10}  
ANTHONY AUDEN {Ceased Employment 7-9-10}



## ADMINISTRATION ASSISTANTS

HEATHER MCKENRY  
GWEN RENTSCH  
LEANNE WILSON  
NAOMI HANDRECK {Trainee}

## ADASS CO-ORDINATOR

BRENDA UEBERGANG (ADASS Co-ordinator)  
KATE COOTE (Ceased employment May 11)  
MICHELLE MASLEN (Nurse Attendant)  
NICOLE LANDWEHR

## STAFF SERVICE AWARDS

5 YEARS  
PAULINE TEMPLAR  
CAROL NIELD  
KAY LINKE

10 YEARS  
PAULINE MCLEAN  
PATRICIA WALKER  
JOY LAMBOURN

15 YEARS  
KATE JACKSON  
HEATHER MCKENRY



L to R: Staff members Lyn Peach and Jan Nicholson.

## NURSING AND ATTENDANT STAFF

I find it very hard to believe that this is my 7th Annual report; time definitely goes faster as ones gets older. 2010-2011 has again been a great year for our residents and staff, Peshurst and District Health continues to strive and achieve excellence in all aspects of care ensuring our residents and patients have the best care available.

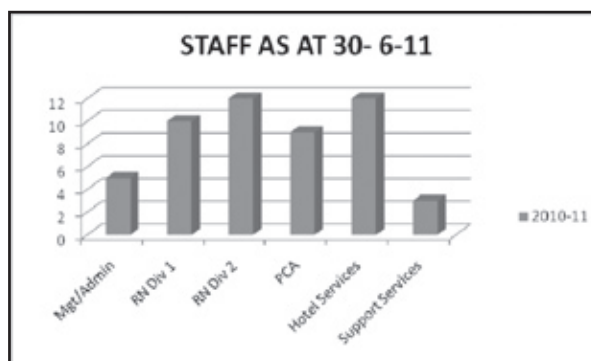
We have this year with the tremendous help of the Hospital Ladies Auxiliary been able to purchase many items which we would otherwise struggle to find money for. The Hospital Ladies have in the 2010/11 year purchased a ECG machine to be used within the facility, a large flat screen TV which has been mounted on the wall in the Sheppard Centre and a microphone which will be used in this area as well.

Our residents were also treated with the purchase of individual manicure sets by the auxiliary. These items have benefited our patients, residents and staff greatly.



HR staff member Sally Hicks and RN Heather Kelly

Again we had a spot visit from the aged care agency in March, and I am pleased to be able to say that the accreditation survey team were very impressed with our facility, the staff and how happy the residents and their relatives were with the care they are given. With the continuous efforts of staff who strive for best practice and their willingness to continue to learn is why we are able to achieve these outcomes.



We wish those staff who have moved on from Peshurst all the very best and welcome new staff members Laura Fredericks and Bianca Kelly to our team.

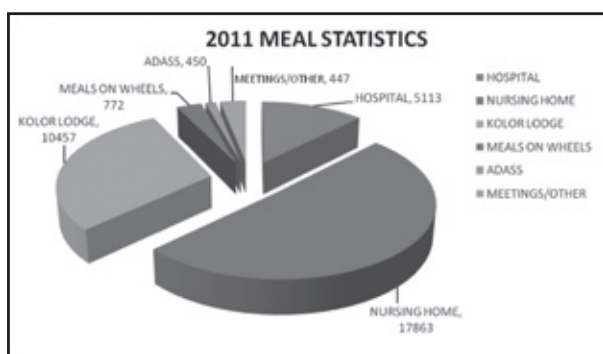
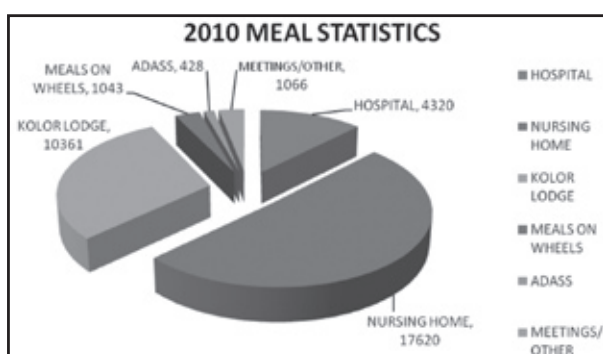


**Jenny Paton**  
Nurse Unit Manager



## HOTEL SERVICES REPORT

Our primary goal is to utilise our resources, equipment and staff to their full potential, thus allowing us to serve our residents and patients needs to the best of our ability. It is imperative that we structure our work practices to enable us to use our resources and quality of service to the utmost.



All meals are prepared fresh daily seven days a week and plated in the main kitchen, delivered directly to each resident and patient by kitchen staff. We are currently using a five week rotating computerised menu system, which gives us valuable access to residents choices and special needs. For example: A diet profile is obtained for each resident on admission and is recorded in the kitchen, when changes occur to resident, individual requirements, the kitchen is notified and our records are updated. We think mealtimes are very important, so therefore we are always looking for a better way to improve our service. We will continue to listen to residents, patients and staff about meals, they will tell us in everyday terms about how the food looks, smells, and tastes and which meals they like and don't like.

We are currently undergoing renovations to our kitchen which include a new coolroom, walk in freezer and pantry all new additions are very welcome.

Hotel services and environmental staff all bring something valuable to our team and their opinions, ideas and hard work are always appreciated, without them my job would be a lot harder.



*Hotel Services Staff member Liz Ewing*

We wish to thank schools, clubs and individuals of Penshurst and District that provide their time so generously for the delivery of meals on wheels. This is a vital service that we provide to the frail and elderly of our community.

Thanks must always go to the Hospital ladies for their ongoing generosity and support for everything they do. Rhonda Hamilton

## EDUCATION REPORT

This year I have combined forces in working alongside WDHS' other Aged Care Professional Development Nurse – Hazel Saligari, supported by the Manager/DON at Penshurst and developed a 3 year strategic plan for Aged Care Education. The plan involves delivering education focused on the Aged Care Standards which is a vital requirement of accreditation. The plan has been planned and implemented to deliver all aged care staff across all Aged Care sites of WDHS. A new delivery method known as WebEx has also been introduced. With this service any of the aged Care facilities can be hosting the in-service session and other facilities can link in to listen to the presentation and also view any power point presentations that maybe used. The buck doesn't stop there. We are also recording the sessions and giving all staff access to these presentations from anywhere that internet access is available and at anytime of the day or night. When the staff member has viewed the presentation this is automatically recorded in the individuals education portfolio(on SOLLE) which is of great benefit if they are ever asked to present evidence of professional development as part of their National registration.

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.

We have continued to be involved in the School based Traineeships. This involves the students to 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. One of our Trainees completed her traineeship earlier this year but has continued on with the funded traineeship until the end of December 2011.

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.

PDHS delivered the second year program of Sustained Farm Families in Penshurst earlier this year, in collaboration with The Penshurst Football & Netball Club. The program was delivered over one day and involved 16 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. As part of the program last year ,participants were asked to develop an action plan that they could work towards. Some of the results of these action plans where amazing. The Health assessments also reflected a change in lifestyle to give an improved health status. The program is run over three years, with a further follow up day in 2012.



*Education Co-ordinator Russell Armstrong at the Sustainable Farm Families annual review.*

**Russell Armstrong**  
Education Co-Ordinator

## LIFESTYLE REPORT

I joined the team at Penshurst on the 30th August, 2010 as Diversional Therapist, taking over from Gayle Cockfield. During the course of the year the position underwent a name change to "Lifestyle co-ordinator", but no matter what the name, the objective remains unchanged: To maximise the quality of life of the residents in our care.

Music plays an important part of our lifestyle program providing enjoyment, stimulation and social interaction. Throughout the year we have enjoyed fortnightly music therapy with the Music Man, monthly sing-a-longs with Barbara Finlay, Hymn singing as part of our monthly Ecumenical Service, visits from Cameron's Country Music, The Singing Scotsman and Eileen Jolly, Wesley College choir and Orchestra, the combined schools and pre-schools concert, carol singing at the Family Christmas afternoon tea and the Tabor Male Choir.



*L to R: Volunteer Myra Pohl, residents Cora Linke and Elsie Hildebrandt and volunteer Janet Shalders celebrating Chinese New year.*

The spiritual needs of the residents are addressed by the local clergy and lay-people, who lead our monthly Ecumenical Service and annual memorial Service, as well as regular individual visits. Maintaining pastoral care is an important part of the holistic approach to the care of our residents.

Outings allow residents to remain in touch with the wider community. These may be lunches, morning\ afternoon tea, shopping trips, specific events such as Lantern Fest, Christmas Tree Festival, Australia Day Celebrations or a pleasant drive on a sunny day to see the changes and sameness of the towns and countryside that was an integral part of the lives of our residents (and the obligatory ice-cream shop).



The male residents enjoy the regular award winning Men's Day Out and ongoing funding has allowed this to continue. The program has provided an avenue for the men to share adventures such as the Portland Harbour Cruise, to socialise, re-new friendships, establish new ones, and share a meal and beer with other blokes. To quote one Resident "nothing but good can come from the Men's Day Out."



*Resident Linda McInnes getting into the Halloween spirit*

The knitters group made enough squares to be made into three rugs currently being put together by a volunteer. Teddies are now on the go!

Bowls and Bingo are the most popular activities and are run weekly. There is great camaraderie amongst the bowlers and healthy competition as they vie for the trophies.

We have celebrated: The Commonwealth Games, AFL Grand Final, Melbourne Cup, Christmas, New Year, Chinese New Year, Robbie Burns Birthday, Easter, Anzac Day, queens Birthday and probably the highlight of the year "The Royal Wedding" celebrated with High Tea as we viewed the celebrations on the big screen and cut the Wedding Cake.

Residents cooked scones for Dr. Forster's farewell, rock cakes to share at afternoon tea and mini Christmas puddings for the Family Christmas party.

Thanks to the generosity of Maree West we have a lovely portable chook coupe and two isa browns who have acquired the names Henny (with black tail feathers) and Penny. They are laying well and provide a great source of interest and nostalgia for the Residents.

Thank you to the staff for their support. Many of the activities would not be possible without the assistance of our volunteers. These people give so much of their time and themselves. You are all truly wonderful. THANK YOU!



*Lifestyle Co-ordinator Irene Edwards and NUM Jenny Paton enjoying St. Pat's Day with residents.*

**Irene Edwards**  
Lifestyle Co-Ordinator



## FACILITIES AND EQUIPMENT

### Maintenance

Maintenance services for PDHS now come under control off the WDHS Facility Manager based at the Hamilton campus. Services are now provided on site by Henny Sudmeyer who was appointed to this position in September 2010 and is responsible for completing preventative maintenance schedules, grounds maintenance, ad hoc repairs as required and to arrange specialist trade contractors to respond as needed.

He is also supported by volunteer Tony Auden who looks after the gardens and assists Henny when required in other area's off grounds maintenance and also by Hamilton maintenance staff when Henny is on leave.

This year we have completed stage one of the planned capital works program with the Laundry upgrade which was finished in June 2011. Funding has also been approved for stage two for the cool room upgrade which should be completed in August 2011.

In 2011 the Master Plan will be completed 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.

We would also like to thank the local contractors who continue to provide excellent service and response for planned and emergency maintenance requirements.



L TO R: Trevor Wathen (Facilities Manager and Henny Sudmeyer (Maintenance) outside the new Laundry.

#### Trevor Wathen

WDHS Facilities Manager

### COMMUNITY ENGAGEMENT

Volunteer Program – Penshurst District Health Service  
Volunteer Participation Report July 2010 – June 2011



Local Builder Chris Eales (employed by Craig Collins Building) during the construction phase of the laundry.

The following is a summary of contact hours and activities for Penshurst District Health Service registered volunteers for the 12-month period, July 2010 – June 2011

- A total of 27 individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours over the period (July 10 – June 11);
- Volunteer Hours Total, Individual Contact = 230.40
- Volunteer, Individual Contact - Ave. hours per week = 4.43
- Volunteer Hours Total, Group Contact Hours = 258.60
- Volunteer, Group Contact - Ave. hours per week = 4.97
- Volunteer Hours - other( gardening) = 720
- 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 1209 hours for the 12-month period July 2010 – June 2011. Equating to an average of 23.25 hours per week contributed by WDHS registered volunteers,

I wish to sincerely thank the following volunteers: Tony Auden, Audrey Burger, Wendy Block, Barbara Finlay, Katie Benson, Janet Shalders, Evan Kelly, Irene Ross, Barry and Brenda Mirtschin, Myra Pohl, Janine Mundy, Peggy Hussey, Agnes Edwards, Les and Jocelyn Paton, Don Adamson and Lyn Munro.

### 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 \$9,545 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, Jenni Kinnealy, Don Adamson and Jason Ritchie.

#### Jeanette Ryan

Volunteer Co-ordinator, Western District Health Service.



Volunteer Janet Shalders with resident Gwladys McArthur.

### PENSHURST HOSPITAL LADIES AUXILIARY

Welcome to our year 2010-2011 Year in Review. The hospital ladies are pleased to report a successful year. We thank the community for their ongoing support at any function held by us.

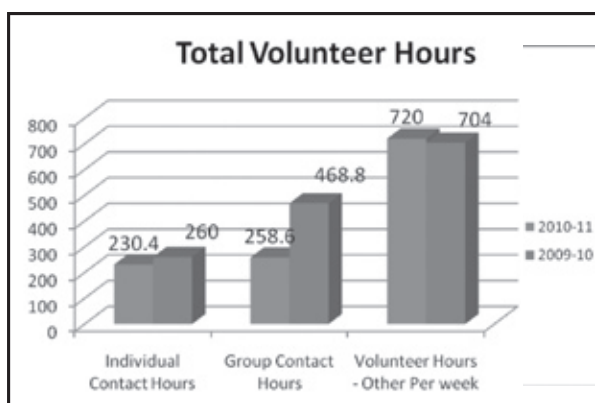
This year we have raised money for the Hospital with catering, participation in the quarterly market days. Agricultural show, catering and raffles.

During the year we have donated money to assist in the purchase of:

- E.C.G. Machine for use in the hospital. { \$ 3,795 }
- Large Flat screen Television for the Sheppard Centre { \$ 1,300 }
- Individual manicure sets for each resident. { \$ 284 }
- Microphone system which adapts to the system currently in use { approx. \$ 150 }

We rely on the advice and direction of the Manager\ DON where our contributions are put to best use. We have also purchased some items to assist and upgrade our catering.

Attendance at our meetings which are held at 1.30pm on the 3rd Wednesday of each month at the Sheppard Community Health Centre are not large but steady. We would welcome most sincerely any new members.





At our last meeting we accepted the retirement from the Auxiliary of Barbara Finlay. Barbara has served the Auxiliary as committee person, Secretary and President. We thank her for her support.

In closing I would like to thank each of the members for their support and guidance in the past year.

### Mary Sparks

President Hospital Auxiliary



Members of the Hospital Ladies Auxiliary donating the newly purchased E.C.G. machine.

## THANK YOU FOR YOUR DONATION

### General

Mr. Tony Auden  
Mrs. Jean Barnes  
Mr. & Mrs. Nick & Georgia Block  
Mr. & Mrs. A. Boyd  
Mr. Stuart Burger  
Henry & Karen Cameron  
Mr. Damien Cameron  
Susie Clarke  
Combined Churches Community Carols Committee  
Mr. Chris Cook  
Kathleen Cook  
Coolibah Penshurst Pty. Ltd.  
Cottrills Plumbing  
Mrs. Jenny Cowland  
Mr. Keith Crawford  
Graham Dixon  
Ms. Kim Dowdle  
Kevin & Mary Doyle  
Fishers IGA {Hamilton}  
Grampians Golf Club  
J.W. & M.J. Grough (Coora Partnership)  
Mr. & Mrs. Lyndon Hayes  
Andrew Heazlewood  
Peter & Jane Heazlewood  
Chris & Sarah Hines  
Holmes McLeod Consulting Engineering  
Mr. Peter Hope  
Mr. Jon Huf  
Tim & Jenny Hutton  
Mr. Morgan Jenkin  
Kelly's Merchandise  
Barry King  
John King  
Scott Kinnealy  
Bill & Jenni Kinnealy  
Annie Leach  
Barry & Val Linke  
Ian & Robyn Linke  
Peter & Kay Linke  
Mr. Ian Macgugan  
Mr. Simon Macgugan

Fr. Frank Madden  
A & M. McCulloch  
Stuart & Heather McKenry  
Fraser & Rene McKenzie  
Mr. Mick McKinnon  
J. & N. Mibus  
Estate of Phillis Lorna Mibus  
Estate of Mr. Syd Mirtschin  
Colin & Kath Mirtschin  
Mr. Tim Morton  
Mr & Mrs L. Morton  
Mr. & Mrs. Nick Moyle  
Daryl & Jenny Nagorcka  
Mark & Jodie Nicholson {Stanich Partnership}  
Mr. L.D. O'Brien  
Mr. John Overall  
Rodney & Sharon Page  
Richard & Jodie Page  
Penshurst Hospital Ladies Auxiliary  
Penshurst Show Committee  
Mr. R. Perkins  
Mr. Terry Pezzutti  
Clare Raggatt  
Darren & Joanne Rentsch  
Trevor & Gwen Rentsch  
John & Annette Rentsch  
Peter & Annette Rentsch  
Scott & Narelle Rentsch  
Simon & Tania Rentsch  
James & Monica Rentsch  
RES Australia  
Ritchie Blackwood Pty. Ltd.  
Neil & Irene Ross  
Kay Russell  
David & Susan Steer  
Mr. Tim Stewart  
Tabor Ladies Guild  
Tabor Lutheran church  
Tintaen Partnership  
John & Beryl Watson  
Mr. Peter West  
Mrs. Maree West



### **Gifts in Kind:**

Don Adamson  
 Mr. Tony Auden  
 Katie Benson  
 Mrs. Wendy Block  
 Bill & Vivienne Bradley  
 Mrs. Audrey Burger  
 Cameron's Country Music  
 Judith Drane  
 Catherine Drane  
 Mrs. Margaret Eales  
 Kath Edlich  
 Agnes Edwards  
 Mrs. Barbara Finlay  
 Susan Gilchrist  
 Harris Scarfe Warnambool  
 Jane Heazlewood  
 Hospital Ladies Auxiliary  
 Peggy Hussey  
 Jenny Hutton  
 Janet & Evan Kelly  
 Mrs. Pam King  
 Jenni Kinnealy  
 Annie Leach  
 Leanne Leggett

Di Lemmon  
 Mrs. Muriel Macklin  
 Barry & Brenda Mirtschin  
 Janine Mundy  
 Lyn Munro  
 Win Page  
 Les & Jocelyn Paton  
 Penshurst & District Pre-School  
 Penshurst & District Primary School  
 Penshurst Bowling Club  
 Mrs. Myra Pohl  
 Len & Sue Renkin  
 Gwen & Trevor Rentsch  
 Mr. Jason Ritchie  
 Mr. Alex Rogerson  
 Mrs. Irene Ross  
 Janet Shalders  
 Molly Slattery  
 Mr. Alex Sparks  
 St. Joseph's Primary School  
 Mrs. Jean Stapleton  
 Tabor Male Choir  
 Wesley College String Ensemble & choir  
 Maree West

There are many individuals who give their time or other gifts in kind (including donations)\sponsorships and attending fundraising functions, 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.



## PROFILE

### GUEST SPEAKER - 2011 ANNUAL MEETING Sister Margaret Noone AM IBVM

#### PATRON OF VERY SPECIAL KIDS

Margaret Noone is a member of the Loreto Order of Religious Sisters and has devoted her life to educating others and supporting those in need. She has taught in five capital cities around Australia and was recognised for her dedication to assisting others when she was awarded an Order of Australia in 2000.

As Patron of Very Special Kids, an organisation that improves the quality of life for families of children with progressive, life-threatening illnesses, Margaret offers unique experience in the care of sick children and their families.

Margaret helped establish Very Special Kids in 1985 after two families who were experiencing the trauma of a child dying came together to support each other in their time of need. At the time, there was no support available for families who had children with life-threatening illnesses. The families decided that no one should feel as alone and isolated as they did and that support was needed to help them through their ordeal.



*Sister Margaret Noone AM IBVM*

As Director of Very Special Kids, Margaret helped the organisation grow from this humble beginning to become a key part of Victoria's paediatric palliative care system, supporting more than 700 families across the state. Margaret founded Very Special Kids House, Australia's first hospice for children, providing respite and palliative care.

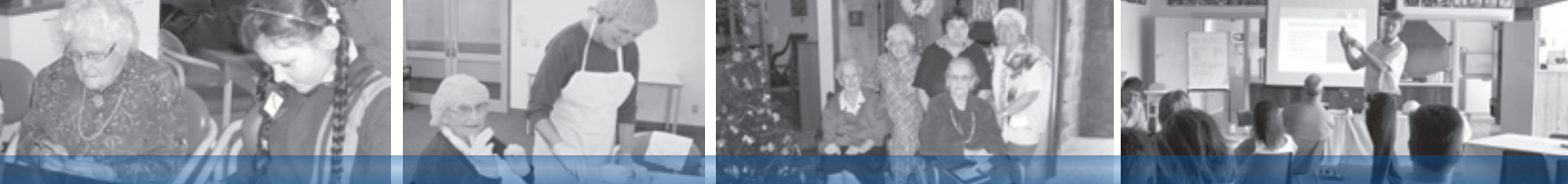
Throughout her long career of providing care and pastoral support, Margaret has travelled throughout the world to bring knowledge gained from other societies back to Australia. Margaret first worked in the area of palliative care in Tiburon, California at the Centre for Attitudinal Healing. She also worked in Chile and Peru and observed health programs in the villages of Calcutta, India.

Margaret was an attendant of the Cruise Conference in London 1988 and a keynote speaker at the 2nd International Conference on Children and Death in Edinburgh 1992. Throughout her career, Margaret regularly attended and spoke at conferences such as the International Conference on Children and Death, Athens 1989 and Milwaukee 1991, and the Paediatric Social Work International Conference, York 1992.

Margaret is a member of the International Work Group on death and bereavement and has written various articles and papers for the group. She undertook spiritual courses at the National Pastoral Institute in Melbourne 1976 where she presented her thesis on Team Ministry: Catholic Parishes in South Australia, Victoria and New South Wales. She also studied at the School of Applied Theology, Berkley, and at the University of California from 1983 – 1984.

As a teacher, Margaret provided principal, teaching and pastoral roles to both primary and secondary students for more than 20 years. In 1989 Margaret was awarded a Churchill Fellowship for a three-month study tour researching respite and hospice care for children with life-threatening illnesses in the United Kingdom, Canada and the United States of America.

In 2002, Margaret retired as Director of Very Special Kids to fill the important role of Patron. Margaret is proud of the level of care that Very Special Kids provides and is amazed that a dream she held 20 years ago is now a reality. Margaret hopes the work of Very Special Kids will continue to expand as the number of families in need continues to grow.



## ***Penshurst and District Health Service***

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

	<b>2010/11</b>	<b>2009/10</b>
	<b>\$</b>	<b>\$</b>
<b><i>Revenue</i></b>		
State Government Grants	1,681,500	1,787,801
Patients Fees	1,511,636	1,343,545
Other Revenue	94,280	95,600
Transfer of Aged Care Capital Revenue	43,000	-
<b><i>Total Operating Revenue</i></b>	<b>3,330,416</b>	<b>3,226,946</b>
<b><i>Expenditure</i></b>		
Salaries & Wages	2,659,392	2,633,401
Direct Expenditure	229,691	229,403
Overheads	439,599	361,744
<b><i>Total Operating Expenditure</i></b>	<b>3,328,682</b>	<b>3,224,548</b>
<b><i>Operating Surplus</i></b>	<b>1,734</b>	<b>2,398</b>
<b><i>Capital Items</i></b>		
Fundraising and Donations	95,800	31,392
Ingoing Residential Charges - Aged Care	208,301	165,902
Transfer Aged Care Capital Revenue	(43,000)	-
Capital Grants	85,000	60,000
Surplus / (Loss) on Disposal of Asset	-	(3,775)
Depreciation	(264,521)	(204,395)
<b><i>Health Service Result</i></b>	<b>83,314</b>	<b>51,522</b>

### ***Statement of Changes in Equity***

<b><i>Total equity at beginning of the year</i></b>	<b>6,625,160</b>	<b>6,546,691</b>
Net result for the period	83,314	51,522
Gain on Revaluation of Plant & Equipment	-	26,947
<b><i>Total equity at end of the year</i></b>	<b>6,708,474</b>	<b>6,625,160</b>



## Penshurst and District Health Service

### Balance Sheet as at June 30, 2011

	2011 \$	2010 \$
<b>Equity</b>		
Accumulated Surplus / (Deficits)	5,778,921	5,659,086
Asset Replacement Reserve	391,285	424,251
Asset Revaluation Reserve	459,882	459,882
Specific Purpose Reserve	78,386	81,941
<b>Total Equity</b>	<b>6,708,474</b>	<b>6,625,160</b>
<b>Current Liabilities</b>		
Payables	-	-
Employee Entitlements	470,600	398,307
Monies Held in Trust	1,031,997	1,359,161
<b>Total Current Liabilities</b>	<b>1,502,597</b>	<b>1,757,468</b>
<b>Non Current Liabilities</b>		
Employee Entitlements	77,745	106,014
<b>Total Non Current Liabilities</b>	<b>77,745</b>	<b>106,014</b>
<b>Total Liabilities</b>	<b>1,580,342</b>	<b>1,863,482</b>
<b>Total Equity and Liabilities</b>	<b>8,288,816</b>	<b>8,488,642</b>
<b>Current Assets</b>		
Cash at Bank	1,679,073	1,484,944
Receivables	37,153	77,459
Monies Held in Trust	1,031,997	1,359,161
<b>Total Current Assets</b>	<b>2,748,223</b>	<b>2,921,564</b>
<b>Non Current Assets</b>		
Land, Buildings, Plant & Equipment	6,257,678	5,987,728
Accumulated Depreciation	(717,085)	(420,650)
<b>Total Non Current Assets</b>	<b>5,540,593</b>	<b>5,567,078</b>
<b>Total Assets</b>	<b>8,288,816</b>	<b>8,488,642</b>





2010-11 Year in review



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