

COLERAINE YEAR IN REVIEW 2019



Creating
healthier
communities





Our vision

Creating healthier communities

Our mission

To support our community’s physical, mental and social wellbeing by:

- Providing safe, high quality and innovative services
- Building enduring partnerships; and
- Delivering customer service excellence

Our values

Integrity

We will be open and honest and will do the right thing for the right reason.

Innovation

We will be an industry leader by breaking new ground and improving the way things are done.

Collaboration

We will actively work together in teams and partnerships.

Accountability

We will take personal responsibility for our decisions and actions.

Respect

We will value all people’s opinions and contributions.

Empathy

We will endeavour to understand other peoples’ feelings and perspectives.

The Montessori Model of Care has been introduced into all areas of Western District Health Service and the Coleraine Campus has wholeheartedly embraced the Montessori Model. The Montessori Model personalises the care given to residents, taking into account their individual needs. It is important to get to know the person; their interests, skills, likes and dislikes.

It is paramount to treat everyone with utmost respect, equality and dignity. Our goal is to create the kind of place we would want to live

The key aims are to:
Relate, Motivate, Appreciate, Engage, Enable, Empower

Throughout this publication you will see images that reflect the key aims of the Montessori Model of Care and the sheer delight of residents.

Embracing Montessori Principles

“The greatest source of discouragement
is the conviction that one is unable to do something”
- Maria Montessori -

Acknowledgements:

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Front Cover: “Smile....and the world smiles with you”

It’s a beautiful day and Lisa and Phil are enjoying the sunshine and sharing a smile

Back Cover: “A laugh is a smile that bursts”

Walter and Judy can’t help but smile

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COLERAINE

Coleraine is situated 34 km North West of Hamilton; Europeans first settled the Coleraine area in 1838 for pastoral grazing. Today the primary products are fine wool and beef.

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

OUR HISTORY

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

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

In June 1989, eight of the 23 acute beds were reclassified as Nursing Home beds to meet the need for long term residential care and a further four Nursing Home beds were approved in July 1994, providing the total beds as 27, 12 Nursing Home beds and 15 Acute hospital beds.

On Thursday 12th June 1969, Mr W Templeton, the then Shire President, arranged a public meeting to consider an offer of a house from the Estate of Late Miss Lottie Lyons to be used as a home for the elderly. While the offer was not taken up, the issue of residential aged care was clearly a community concern and a Homes for the Aged Committee was formed.

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

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

The Committee of Management for the Homes and the Hospital Board of Management amalgamated, and then in July 2000 the

Coleraine and District Hospital, Coleraine and District Homes for the Aged and Merino Bush Nursing Centre officially amalgamated to form the Coleraine District Health Service.

Merino was originally established as a Bush Nursing Hospital in 1958 after pursuing government funding since 1944 when soldier settlement began to swell the district's population. The Hospital closed in August 1991 and reopened as a Bush Nursing Centre in May 1992.

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

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

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

The Official Opening of the Merino Community Health Centre was held on the 8 August 2011. The Centre ensures the long term sustainable local health service and presence for the Merino community. The Centre provides visiting Allied Health Services for the community.

Construction works for the Coleraine Development commenced on 29 August 2011. The new health precinct involved the consolidation of all health services provided in Coleraine, onto the one site, creating a one stop health precinct and was completed in late 2013.

The Official Opening of the Thomas Hodgetts Primary Care Centre, the first building of the Health precinct was held on 20 September 2012. The Coleraine/Casterton Medical Clinic, Dental, Child and Maternal Health and Visiting Primary and Preventative Health programs are located at this site.

The Nursing Home, Acute section and part of the Hostel building was completed which was commissioned on the 19 and 20 November 2013 with residents from Wannon and Mackie moving

into the new facilities.

Work then commenced on the demolition of the existing Wannon wing for the location of the maintenance and services wing, extra works for the Mackie wing were also undertaken which included the upgrade of bedrooms and ensuites and replacement of all of the old fixtures and fittings.

At the total completion of all these works remaining services at the existing McKebery Hospital site were relocated to the completed redevelopment.

The project ran approximately four months ahead of schedule.

Relocation of Mackie Court residents back into the Hostel occurred on the 10 and 11 October 2013.

Relocation of residents and patients and all essential services from McKebery site to the new site occurred on 18 November 2013.

The new precinct was officially opened by the Member for Western Region the Honourable Mr David Koch on 6 December 2013.

The new health precinct includes a brand new hospital with 10 acute beds and 51 aged care beds with a support services building for catering, maintenance and administration. It also involved the total redevelopment of the 24 bed Mackie Hostel aged residential unit plus new facilities for physiotherapy podiatry, planned activity group and other allied health services along with the Thomas Hodgetts Primary Care Centre.

The opening was a major milestone in the rich history of Western District Health Service, the Coleraine Community and the Southern Grampians Shire.

Coleraine and the surrounding district has now seen the vision become a reality – A facility that all the community can be justly proud of and one which will last well into the future.

OUR SERVICES



AVERAGE OCCUPANCY

NURSING HOME 89.47%

HOSTEL 92.45%

(INCLUDES RESPITE AND CONVALESCENT DAYS)

ACUTE & NHT (77.26%)

(INCLUDES TRANSITIONAL CARE)

2611

ACUTE AND NURSING HOME
BED DAYS



BED DAYS

209 TRANSITIONAL CARE DAYS

1128 RESPITE BED DAYS

17 CONVALESCENCE CARE DAYS

The Hospital

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

Allied Health

- Dental Service
- Podiatry Service
- Physiotherapist Service
- Dietetics Service
- Pain Clinic
- Occupational Therapy Service
- Speech Pathology
- Continence
- Wound
- Pharmacy
- Psychologist

Aged Care

- Valley View Nursing Home (12 residents)
- Wannan Hostel (39 Residents)
- Respite Care
- Aged Care Assessment Referral Assistance

Home and Community Care Services

- Social Support Group
- District Nursing
- Home Care Packages

Community Health Services

- Diabetes Education
- Dietitian Service
- Asthma Education
- Foot Care
- Walking Group
- Carers' Group
- Maternal Child Health
- Community Health Activities
- Continence/Stomal

Merino Community Health Centre

- Social Support Group
- Foot Care
- Asthma Education
- Diabetes Education
- District Nursing
- Allied Health
- Visiting Medical Service
- Drug and Alcohol Service

Independent Living Units

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

CORPORATE GOVERNANCE – CHAIRMAN’S REPORT



“A captive audience”

Chairman Alan Millard delivers his report of the year’s happenings at last year’s Year in Review meeting.

Coleraine District Health Service (CDHS) has continued to survive and thrive in another challenging year.

As usual we have much to be thankful for and many people and organisations to thank. Again I wish to draw particular attention to our two auxiliaries, Homes for the Aged and Coleraine Hospital Auxiliary who so generously donate their time and money raised to assist the residents of CDHS.

I wish to thank the many volunteers who so willingly give their time to make the Health Service just that much better than it would be without them.

Our thanks also to Chief Executive Rohan Fitzgerald, Departmental Heads, WDHS Board Chair, Ian Whiting and the WDHS Board Directors for their ongoing support of the Coleraine campus. To the many entertainers who provide a few chuckles and some musical mayhem to the residents and staff - thank you also. It is a cliché but laughter is often the best medicine.

I would like to thank my fellow Management Committee members for their input and attendances at the meetings throughout the year. Discussions are always respectful and we all have the best interests of CDHS at heart. I welcome Tayla Ness as a full committee member to the Management Committee after two years as a youth observer. Her youthful perspective is much appreciated.

For the last two years our annual appeal has focussed on raising funds for a portable bladder scanner. This may not seem to be the most interesting piece of equipment to have but I can

assure you it will save a lot of trips to Hamilton for those that need a scan. This will save the stress and distress that can occur with patient transportation not to mention the costs involved too.

An outstanding highlight for the Coleraine Community this year has been the continuing success of the Community Garden. What an inspiration it is to see the difference now with a lovingly tended garden leading into the Coleraine Medical Clinic. Everywhere you look there is health and vigour in the form of herbs and vegetables. What a lovely metaphor for the provision of health care. I would like to congratulate committee member Kate Novikov and her merry band of assistants for their wonderful contribution to the Coleraine community.

Probably the highest profile event to happen this year has been the Royal Commission into Aged Care. This is an extensive examination into the recognition, prevention and management of bullying, harassment and Elder Abuse in the aged care system. I am very relieved and pleased to report that Western District Health Service (WDHS) has a very strong system of checks and balances in place to obviate any adverse instances. This doesn’t mean we can relax as we need to be ever vigilant in the care of our residents.

We continue to help raise awareness of Domestic Violence in Coleraine and surrounds. Hopefully you may have noticed flags dedicated to the White Ribbon movement which dedicates itself to the prevention of men’s violence against women. As you enter or exit the town these can be seen on the four flagpoles at either end of town and are a great reminder to us of the importance of this cause. On

average one woman a week is murdered by their current or former partner in Australia. One in four women experience emotional abuse by a current or former partner since the age of 15. One in five women experience sexual violence since the age of 15. There are 36 referrals to Emma House in Warrnambool every week as a result of domestic violence in the South West of Victoria. Every little bit we can do as a community to help support women caught in these circumstances is essential. Many quiet voices become a loud chorus.

A huge thank you to our Campus Manager Director of Nursing (DON) Bronwyn Roberts who continues to oversee the operations here in Coleraine. Bronwyn’s knowledge of the health industry through years of hard work is unsurpassed and her expanding role in the executive of WDHS can only be of benefit to her work in Coleraine. We welcome Sue Jones to CDHS as Nurse Unit Manager (NUM) with extensive industry experience in South Australia. We are very fortunate to have two experienced people leading our wonderful team at the Coleraine Campus of WDHS. To the staff of Coleraine and Merino a massive thank you. You are a wonderfully dedicated team who work together for the betterment of the residents in your care. Your efforts are truly appreciated by the Management Committee and we take our hats off to you.

Alan Millard

Chairman, Coleraine Management Committee

MANAGEMENT COMMITTEE



Alan Millard
Chairman



Narelle Ness
Vice Chair



Kim Chintock



Shannon Raymond



Kate Milne



Sharon Mowatt



Ian Whiting
*WDHS
Representative*

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

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

The functions of the Committee as authorised by

the WDHS Board are:

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

Coleraine District Health Service) to the Board of the Service

- The Committee conducts bi-monthly meetings

The Management Committee are grateful for the assistance of WDHS Chief Executive Mr Rohan Fitzgerald, Director of Corporate Services Mr Nick Starkie, Manager Finance and Budget Mr Nick Templeton and staff of the Finance Department of the Western District Health Service in reviewing and planning performance.



Tayla Ness – Youth Observer
(Term 29/5/17 - 31/12/18)

Gratitude is extended to Tayla for her excellent commitment and contribution to the Coleraine Management Committee and the community whilst serving as a Youth Observer.

The Youth Board Observer position provides an avenue for younger people to provide input into issues affecting our youth across the region. We encourage younger people with an interest in supporting WDHS's vision of "Creating Healthier Communities" to contact the CHDS Chairman or Director of Nursing.

We thank Tayla and wish her all the best for her future endeavours and the next chapter in her life. Tayla after a short break is now a member of the Management Committee.



“A rare moment in time”

Opportunities are scarce in the day when Bronwyn and Sue have an opportunity to have a photo taken. It was a beautiful day and too good a chance to let go by.

DIRECTOR OF NURSING/NURSE UNIT MANAGER REPORT

It is with pleasure that we present our report for the Coleraine (incorporating the Merino Community Health Centre) Campus of Western District Health Service annual year in review. It has been another very challenging but successful year for the Western District Health Service, Coleraine Campus.

We continually strive to improve the health and wellbeing of the Coleraine community, our staff, patients and residents. This year the WDHS Coleraine Campus achieved a staff flu vaccination uptake of 96% (compared with 95.6% in 2018 and 79% in 2017) exceeding the VICNISS state benchmark of 80% and Regional benchmark of 95%. All eligible residents were also vaccinated.

Following a staff suggestion we have also implemented weekly exercise classes for 10 staff, which has been very well received. Two Coleraine teams participated in the Get on Track six week Challenge –: Too Inspired to be tired. Get on Track was a free, online, team-based Challenge that has been encouraging Western Australians to move more and eat better since 2008. By tracking our fruit and vegetable intake and physical activity we moved along a virtual track, competing against other teams to move the furthest distance. Whilst we didn't win it was fun competing. We continue to raise awareness against violence against women and Lifeline conducted Domestic Violence training during the year.

One of the greatest challenges we have faced again this year has been maintaining occupancy and therefore revenue in both Aged Care facilities. This will continue to be a challenge due to the increasingly competitive environment and the increased level of community care and services provided, to support ageing members of the community in their homes for as long as they can. The number of home care packages provided by WDHS continues to expand and includes Coleraine and the surrounding district. WDHS including Coleraine has continued to implement marketing strategies such as community forums, advertising and good news stories to ensure we remain competitive and have improved both occupancy and revenue with a small operating budget surplus.

We wish to sincerely thank all Coleraine and Merino staff for their continued commitment and provision of excellence in health care. We would like to warmly welcome Ms Susan Jones to Coleraine, who

commenced as Nurse Unit Manager in March 2019. Susan brings a wealth of experience in the areas of Coronary Care, Infection Control, Chronic Health Disease, Community Nursing, project management and leadership, working in previous positions such as Director of Nursing. We genuinely thank Lorace Parsons for her excellent assistance, acting up into this role whilst recruitment took place.

WDHS continues to imbue the Leadership in Dementia Practice (Montessori Model) of Care. The Montessori Model of Care provides residents with choice, respecting their rights and preferences by getting to know each resident and their individual needs to provide them with meaningful activities that provide a sense of value and purpose. Coleraine has implemented many improvements such as growing, cooking and eating fruit and vegetables, engagement with children, craft and arm chair travel activities just to name a few.

We continually strive to increase our partnership with consumers and a wonderful example of this is the community garden located in front of the Coleraine Medical Clinic. The garden continues to thrive, with the commitment and dedication of a small band of volunteers enabling the Coleraine community to share the fruit, vegetables and herbs. There is also a book swap box which is very popular with children. Signage to the area has been implemented to advertise the garden and provide information as to what is growing.

The Merino community garden, led by the Coleraine Management Committee member Kim Chintock continues to prosper with regular swap and share meets held to share their home grown, healthy, produce. The Merino community also very generously raised funds to purchase a computer for the community to use.

The research “Does 20 minute rounding (or supervision) reduce falls in Aged Care?” resulted in an overall reduction in falls and no ISR 1 or 2 incidents in the intervention group, during the trial, has now become imbedded in practice across Aged Care. There is regional interest in implementing 20 minute rounding, which has contributed to reduced falls at regional hospitals.

This important research will be published and was presented at the International Forum on Quality and Safety and at the Western Alliance Symposium. An electronic APP is also under development to electronically record the rounding.

We are fortunate to have such a generous community and we are truly grateful to those who support us in so many different ways such as volunteering and

membership of our auxiliaries. We would like to thank our wonderful team of volunteers for their continued dedication and support. They are amazing people who capture the life of the organisation, providing comfort and companionship to our patients, their carers and families.

Without the support of community groups like the Coleraine Hospital Ladies Auxiliary and the Homes for the Aged Auxiliary, other individuals and organisations, we would not be able to provide such a high level of care. With the bar continually being raised by accreditation and community expectations, improving our service delivery is integral to achieving best practice outcomes. We thank the very generous community for raising \$3745 during Hospital Sunday which along with last year's donations contributed to the purchase of a portable Bladder Scanner.

Coleraine has successfully met a number of accreditation processes including Aged Care Accreditation unannounced spot visit by the Australian Aged Care Quality Agency, which is evidence that we continue to meet those expectations. We continue to achieve excellent compliance with work safe, cleaning and food safety audits which is a credit to our wonderful Hotel Services team. Consumers and their families can feel confident that care is of the very highest standard, measured against standards established by external accreditation agencies.

We would also like to thank the Coleraine/Casterton Medical Group, visiting Allied Health professionals and Corporate Services for their continued support for residents/patients and the wider community.

We would also like to thank Mr Alan Millard the Chair of the Coleraine District Health Service Management Committee and the members who give so much of their time to offer outstanding leadership. We had the pleasure of welcoming Ms Sharon Mowatt to the Coleraine Management Committee, and Ms Tayla Ness who was a Youth Board Observer.

In closing we wish to thank Mr Rohan Fitzgerald for his excellent support and leadership over the last year. WDHS Coleraine campus will continue to demonstrate the WDHS, vision, mission, and values and together create healthier communities.

Bronwyn Roberts
Director of Nursing/Manager
and **Susan Jones** NUM

AGED CARE QUALITY & RISK MANAGEMENT



“Girls just wanna have fun”

Dawn, Marjory & Casey enjoy a day out at the shops catching up on the latest technology.

Dementia

SUPPORT

BEST PRACTICE COGNITIVE IMPAIRMENT
GUIDELINES AND SCREENING TOOL
DEVELOPED



MOBILITY TRAINED NURSE PROGRAM

21 NURSES TRAINED ACROSS WDHS

AGED CARE ACCREDITATION

SUCCESSFUL ACCREDITATION

SUPPORT VISIT

Aged Care Governance

In response to the increased focus on improving performance in aged care, through the Royal Commission into Aged Care Quality and Safety and the development of the new Aged Care Quality Standards, WDHS identified the need for a robust governance structure to oversee accountability and performance in aged care and has established an Aged Care Governance Board Sub committee.

As part of the Royal Commission into Aged Care Quality and Safety, all Victorian Public Sector residential aged care services were required to provide a response to specific questions from the Commission. All incidents and complaints from July 2013 to June 2018 were reviewed and themes from this analysis will form quality improvement actions at our aged care facilities.

Aged Care Services

In response to consumer feedback, we established an aged care hub, providing a 'one stop shop' for information and support services for aged care customers. An Aged Care Services Manager was recruited to manage and work with the Aged Care Services team, consisting of Home Care Packages, Aged Care Placement and Aged Care Finance. The team is assisting customers to navigate and use aged care services and will market WDHS Aged Care facilities and services throughout the region.

Home Care Packages

The number of Home Care Package clients continues to increase each month, with a 72% increase from 50 to 86 packages in the last year. As a result WDHS has recruited additional case manager resources.

Supporting People with Dementia

Best practice cognitive impairment (dementia and delirium) continues to be a focus across WDHS. Quality improvement activities included a WDHS hospital wide delirium survey in partnership with Safer Care Victoria, which provided baseline audit results and identified areas for improvement. Best practice cognitive impairment guidelines and a screening tool were developed and staff education provided. WDHS is participating in the IHI Delirium Collaborative with Barwon Health to share resources and best practice.

Improving Resident Wellbeing

WDHS is working with aged care residents to deliver a consumer directed service that is responsive to the diverse range of services and activities requested. Recent accreditation audits focussed on the delivery of care, where residents have choice, dignity of risk and maintain their identity. Staff are currently having conversations with residents and their relatives to better support them to live their lives as they choose. The Cycling without Age Program was launched at the Grange and has been extremely successful with most residents signed up to enjoy the benefits of the program. Plans are in place to rotate the tricycle through all WDHS aged care facilities so that all residents have an opportunity to benefit from the program. The Birches residents were the recipients of a mini bus specific for their use and made possible thanks to the Birches Auxiliary and other local donors. This has allowed for spontaneity of activities and outings, enhancing resident choice, decision making and wellbeing.

Mobility Training in Aged Care

The Physiotherapy Department has been delivering Mobility Trained Nurse education to acute areas at WDHS for two years. Following a request from staff, the scope of this program was extended to include Aged Care. In April 2019, a modified Mobility Trained Nurse Program was rolled out to include nursing staff from regional aged care facilities. To date, this program has been delivered to 21 nurses, with great success in reducing risk and harm to residents as well as ensuring a reduction in walking aid equipment losses.

QUALITY & SAFETY

WDHS quality and safety initiatives ensure the community receives safe, appropriate and high quality care and services.

Accreditation

On a three year cycle WDHS is assessed against the National Safety and Quality Health Service (NSQHS) Standards. Accreditation is a mandatory process for all public acute health services, providers of residential aged care and community services. WDHS will be assessed for its compliance with the NSQHS Standards in October 2019. In January 2019 version 2 of the Standards was released, with new criteria including mental health, cognitive impairment and care at the end of life.

WDHS is required to comply with the Aged Care Quality Standards (AACQA). This was achieved in Coleraine through a successful unannounced spot assessment visit in May 2019.



**“Most smiles are started by another smile”
Russell catches up with the late Ben and staff during a visit.**

Education Report

WDHS Aged Care Practice Development Nurse (PDN) covers all four aged care sites within WDHS. Aged Care at WDHS consists of total of 175 beds. Our Practice Development Nurse (PDN) - spends one day per week at the Coleraine Campus mentoring nursing staff and providing support to our Graduate Nurses and all nursing staff.

At Coleraine, staff continue to maintain, improve and broaden their knowledge, expertise and competence, and develop the personal and professional qualities needed to fulfil their professional duties. Care based on best practice requires staff to keep up to date with current changes for both residential care residents and acute care patients.

Education is offered to all staff at the Coleraine Campus. This year there has been an emphasis on Elder Abuse which has seen face to face sessions being conducted onsite by our PDN. All staff are required to attend a session which focuses on all aspects of Elder Abuse, which include – physical, financial, psychological/emotional, sexual, neglect and social abuse. The process of mandatory reporting is also included in these sessions.

WDHS has an Online Learning System (SOLLE) which is a system that is more interactive for the staff to complete their mandatory competencies. Competencies on this platform are reviewed and updated accordingly, in line with best practice and legislation.

Education is essential for our staff to deliver the best quality care for people in our facility and Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration. Staff also participate in short education sessions (on-site) from an array of allied services, for example, John Kearney

(WDHS Diabetic Educator) delivers a sequence of diabetic management sessions. Education delivery is also delivered via video conferencing and programs such as Zoom.

WDHS also offers staff education days at the Hamilton Campus for staff to attend.

External education is also available on a wide range of topics. Staff are encouraged to attend external training and have access to the WDHS Staff Development Grant to the value of \$500-\$2000 that they can apply for.

Examples of a few of the topics for the upcoming year will include Dementia training, Charter of Rights and the new Aged Care standards – that come into effect on the 1st July 2019.

There is always something new to learn.

Russell Armstrong

Practice Development Nurse (Aged Care)

Occupational Health & Safety

Working together for a safer future

The Primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk. By undertaking regular safety checks we ensure that all areas of the Health Service comply with these objectives and any hazards or safety issues have been resolved. We are very fortunate, our hospital is relative new and has a lot of modern, easy to operate equipment. External surveys are also undertaken by a Work Safe Inspector in conjunction with the OH&S representative to ensure Standards are upheld.

OH&S is an intricate part of a multisystem workplace, working in-conjunction with No Lift,

Infection control and Staff to promote a Safe, Healthy and Happy working environment.

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

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

We are fortunate at our facility to have fitted lifting machines in the ceilings, e.g.: Voyagers as well as stand up lifters, bed baths, and shower chairs, etc., to ensure the safety of our residents and staff.

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

Coleraine’s Health Service is well and truly a pleasure to work in and we owe so many people a big thank you for making this possible for our small country community.

Trudy Cottier

OH&S Rep



“All for one and one for all”

The important issues of infection control is a major focus individually, department and facility wide as demonstrated by Maryanne.

Infection Control Report

The Infection Control program is monitored by planned monthly visits to the Coleraine campus, as well as visits made in response to issues that have arisen.

Standard 3 – Preventing and Controlling Healthcare Associated Infections

The Infection Control consultant works at the Hamilton campus of Western District Health Service seven days per fortnight and is available for consultation, advice and education as required.

Audit results and infection related issues are overseen by the Infection Control Department and are reported to the Infection Control Working Party in Hamilton at the bi monthly meetings.

Coleraine is represented on the working party by their Nurse Unit Manager, a representative from the clinical staff is also included in the Infection Control Representatives meeting to ensure that feedback is obtained and given at that level.

Hand Hygiene

Throughout her career, Florence Nightingale proposed a link between cleanliness and disease transmission. She observed a correlation between hand washing and general cleanliness and a decrease in mortality. Today we know that hand hygiene still plays an important role in the prevention of health care associated infections. This is why we continue to audit the hand hygiene practices of all staff.

Recently we saw a result in our hand hygiene auditing that was below our normally high standards. This result has encouraged us to revisit the promotion of the importance of hand hygiene in our everyday practices. Education sessions were provided for all staff in all areas of the facility.

Influenza Vaccination Program

We have seen a dramatic improvement in the rate of staff being vaccinated. This is a result of two changes that occurred last year:

Trudy Cottier completed the Nurse Immuniser course in 2018, allowing access to an on-site vaccinator.

The Chief Executive Officers in the Barwon South West Health Accord met and decided to implement a collaborative program that promoted the premise that “all health care workers have an individual responsibility to protect the vulnerable patients in their care and executives have a responsibility to expect and support staff to achieve this end”.

Occupational Exposure Incidents

An occupational exposure occurs when a staff member is exposed to another person’s blood or body fluids through a splash to the eye/mouth or to non-intact skin or receives a needle stick injury. There were no incidents reported last year.

Training for Environmental Services Staff

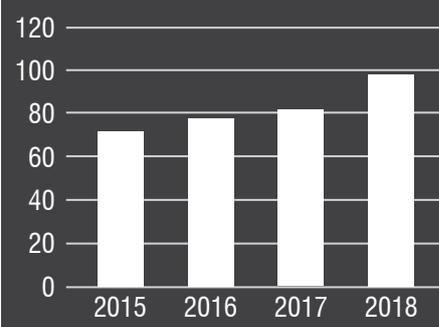
Formal training for Environmental Services staff is being introduced. With the increased incidence of multi-resistant organisms in the community and in health care facilities, we are aware that a clean environment is particularly important in preventing the spread of infection and in preventing the introduction of multi-resistant organisms into our facilities.

A program has been developed, which includes input from Quality, Infection Control and Hotel Services staff members to ensure that we meet the highest standards of practice. The sessions will be 4 hours in length and mandatory for all staff.

Kaye Roberts-Rundell

Infection Control

Influenza vaccination rates Coleraine





“Christmas cheer and catchup”

Residents enjoy the annual Christmas get together organised by the wonderful Kathy and Michelle.



Valley View Nursing Home

This year has seen many things, with many varied celebrations which is always an excuse for getting together dressing up having fun (not that we need much of an excuse) and taking some photos.

The garden is going well with lots of lovely vegetables that the residents love to cook and eat. The flowers are also looking good and this brings a touch of colour to our lives. Some residents like to get out in the garden to feed the birds or just enjoy the peace and sunshine.

The Easy Moves for Active Ageing is still going strong with everyone keeping up with their exercises even when I'm not here.

We celebrate ANZAC Day and Remembrance Day every year. This is something that the residents appreciate and look forward to. I have to thank Phil Deustcher for arranging the guest speakers for us.

The Men's Out & About Program is still going strong. The men look forward to this every month and are always interested to see the new places that are dreamt up to visit. The ladies also go out once a month for lunch somewhere interesting and to catch up with old friends.

I have to thank all of our ministers for coming every month to provide church services for our residents. I would also like to thank Rev Will Picket and his family for coming and performing at a concert again this year. This is always a good experience.

This year we decided to put on a nightclub in the Valley View lounge. We must give a big thank you to Father Robin Elliott for his performance that included his best Shirley Bassey and Michael Buble. Everyone enjoyed themselves with some getting up and dancing along.

Col Millington came this year which is always a treat, he had the toes tapping and again there

was dancing in the aisles. What would the year be without Jamie's Mobile Zoo coming and getting the chance to handle animals that we hardly get the chance to see let alone handle.

Dani Telley

Leisure & Lifestyle Coordinator

Wannon Hostel

I commenced in a relieving capacity in May 2019 whilst Marlene is on long service leave. Residents and staff wholeheartedly extended best wishes to Marlene for her well earned and well deserved extended break.

When I started in the position I met one on one with every resident to find out what they would like to do, and if there was anything that they would like to particularly do individually or as a group.

The regular old favourite games and activities that residents have always enjoyed continue on the calendar. I have also implemented a few new games to help with eye and hand coordination, balance and core exercises. As well as the purpose and benefits the residents get from doing these exercises/games they have lots of fun joining in with them.

We continue to embrace the Montessori principles The Montessori Model personalises the care given to residents, taking into account their individual needs. It is important to get to know the person, their interests, skills, likes and dislikes. Residents are also appreciating the benefits of this model. Once a week I have a one on one conversation with each resident to make sure they are happy and satisfied with what is being provided for them.

We have enjoyed many entertainers throughout the year and the residents and family members always enjoy these visits and love to join in with the singalongs or are just happy to sit in their seats tapping their toes or clapping their hands.

On behalf of all the residents I would like to convey our gratitude to each and everyone of our wonderful entertainers and performers for all the joy that you bring to everyone during your visits.

Sometimes we jump in the bus and head off on an adventure somewhere in this wonderful countryside. On one of the recent trips the men went to Mount Gambier where they enjoyed exploring which was followed by a wonderful meal they all enjoyed.

Some of the ladies ventured to Macarthur where they were interested to hear a talk from Hamilton Craft Group members about what they do which was followed by a most enjoyable meal provided by the Lions' Club.

We always enjoy the outings we are able to have utilising our wonderful little mini-bus.

The residents continue to enjoy having their planned bacon and eggs brekkies and also residents that are eagerly awaiting the next lamb's fry and bacon monthly cookup.

The Footy Tipping competition is going strong which always gets residents talking and voicing their thoughts on the games. Along with brain gym, bingo, our regular Community Hoy afternoons and numerous other activities there is always plenty to plan, organise, look forward to and enjoy.

In closing, on behalf of Marlene and myself I would like to extend my heartfelt gratitude to the volunteers who give so tirelessly of their time to support the residents and take part in the activities. To the wonderful Homes for the Aged Auxiliary members thank you for your continuing dedication to raise funds for special items for our residents. To all departments and all our wonderful fellow staff members.....thank you for all that you continue to do.

Lisa Haymes

Relieving Leisure & Lifestyle Coordinator

PRIMARY & PREVENTATIVE HEALTH



“Welcome smiles”

You can always be guaranteed that you will be welcomed with a warm smile by Heather, Robyn and Yvette

Community Services & Allied Health Report

Nutrition and Dietetics

A Menu Review of Food Services at Hamilton Base Hospital, Penshurst District Health Service and Coleraine District Health Service was completed in November 2018. The Review was based on the Nutrition Standards for Menu Items in Victorian Hospitals and Residential Aged Care Facilities. A Food Service dietician was employed to conduct this review. Implementation of the recommendations will be actioned in 2019/2020.

Contenance Services

The role of the Contenance Service of WDHS is to promote healthy bladder and bowel habits within the community of the Southern Grampian Shire. As well as assisting clients to manage their continence by accessing and choosing appropriate continence products as well as eligible funding.

The Contenance Service of WDHS have been assisting eligible NDIS clients with their continence needs by providing continence assessments to assist in achieving client goals

Speech Pathology

The Speech Pathology Department continues to provide services to the Coleraine District Health Service offering both paediatric and adult services.

Paediatric services are offered through screens at Coleraine Kindergarten at the start of Term 2, 2019. At present, parents of children who require ongoing interventions and reviews attend sessions with their children at Hamilton House Allied Health Centre. Referrals for Paediatric services can be from the GP, Maternal and Child Health nurse, child care educators or kinder teachers. Parents can also self-refer their children.

Adult inpatient services are offered on an as needs arise basis. Referrals received are

followed up as appropriate. Since August 2018, referrals have steadily increased. Assessment and management of both swallowing and communication disorders are available to residents at Valley View Nursing Home and Wannan Hostel. WDHS Speech Pathologist works closely with residents and nursing staff to ensure residents are eating and drinking safely. Staff education and in service are also provided as required.

Adult outpatient referrals in Coleraine have also increased. Adult outpatient services include community-based home visits for assessment and management of swallowing disorders and voice disorders. GPs, nursing staffs, carers and family members can complete referrals to Adult Speech Pathology services. WDHS Speech Pathologists strive to ensure adult outpatients get timely reviews where progress/decline is monitored for best practice.

Diabetes Education

The Diabetes Educator visits Coleraine Hospital on a 6 weekly basis. These visits are designed to deliver in-service education on a varying array of topic to keep staff updated. Subjects include:

- New medications
- New insulins
- Technology advances
- In-patient case-studies
- Topics chosen by staff

Diabetes Education Department also provides for inpatient and outpatient reviews, liaising with doctors and development/review of care plans.

District Nursing Service

Members of the Coleraine community have joined the Healthy Leg Club each Friday held at the Frances Hewitt Community Centre. Members meet in a social environment to chat and enjoy light refreshments between assessment, wound care treatment and professional advice by the nurses or visiting therapists regarding potential

or actual leg wounds. District Nurses who specialise in wound care have supported the Healthy Leg Club which commenced in October 2018 and the membership has grown to over 30 people. District Nursing services the Coleraine community which operates Monday to Friday from 8am to 4:30pm except public holidays.

Complex Care

The Complex Care team members regularly visit clients in and around Coleraine. People who have chronic conditions such as cardiac, respiratory, diabetes, pain management or complex psychosocial conditions benefit from Complex Care Coordination. The aim being to assist people to maintain their optimum health at home and ultimately avoid frequent acute hospital admissions.

Podiatry

Another busy and challenging year for the podiatry department due to the high demand of services. Podiatry team visits Coleraine weekly. You can gain access to podiatric services through referral from your doctor, nurse or you can self-refer for any foot conditions.

Sadly Deanne Moyle, our podiatrist has resigned in June after nearly seven years at WDHS. Deanne is having a sea change to spend more time helping her parents' farm.

We welcome Kelsie MacDonald to our podiatry team in August. Kelsie is returning from Bendigo, where she worked in Bendigo Health Services for many years since she graduated and now relocating back to Coleraine.

Kelsie is a senior podiatrist with experience in dealing with a vast range of foot conditions. Kelsie will be covering Coleraine podiatry services- to support Coleraine clients in preventing and maintenance of foot complications as well as encouraging clients to participate in their own foot health through early education, identification, and management.

Physiotherapy

In 2018/2019, the physiotherapy department continues to provide services to Coleraine District Health Service. The physiotherapy department values the need to provide quality care in this area of the Western District region and endeavours to maintain the frequency of this service despite fluctuating staffing levels.

We continue to see the residents of the Aged Care Facilities, as well as acute care patients, Transitional Care Program patients and Community clients in the outpatient setting. We have increased the number of days that a clinician goes out to Coleraine to deliver a consistent service to this Community. In order to build a better rapport with the staff, residents and community members, we have tried to roster the same Physiotherapist to attend to all the services in Coleraine, thereby ensuring that the consistent approach to service delivery is maintained.

The Physiotherapist conducts annual reviews of all residents within the hostels in order to develop a plan (in conjunction with the resident and/or carer) to maintain their functional movement. We also deliver pain management treatment to appropriate residents within the Aged Care facilities 4 times per week. The Physiotherapist will now be attending to the therapeutic needs of high care respite residents within our Residential Aged Care Facilities, including assessment, treatment and management based on their identified needs. In order to accommodate a smoother workflow and to better utilise resources, the Physiotherapy Dept has moved Outpatients from Monday and Thursday to Tuesday and Wednesday. The AHA conducts weekly community exercise programs for members of the Coleraine community, standing rail exercise to suitable residents within the Residential Aged Care Facilities, as well as an Orthopaedic exercise class for post-op community clients.

The Physiotherapy department is thankful to all the staff of CDHS who provide a pleasing and supportive working environment.

Occupational Therapy

The Occupational Therapy department provides service to acute care patients, residents of the Aged Care Facilities, Transitional Care Program patients and clients within the Coleraine community following a referral. We work closely with other team members to support patients, residents and clients to maintain safety and independence in their day to day activities. Our service in 2018/2019 has included equipment prescription, home visits and modifications, falls prevention, discharge planning, scooter use reviews and hand therapy.

The OT department continues to work closely with Coleraine to further develop and improve our service and looks forward to continuing our service in the future.

Social Work



Social Work service based at Hamilton Base Hospital responds to the referrals from both the aged care and the acute area of the Coleraine District Health Service. Referrals usually initiated by the ward nurses or NUM/ DON. Referrals can be made by e-mails or through the TRAK system. Social Work service is free of cost and is available to all the inpatients, if needed, to help them with their complex and demanding social situations.

Foot Care Report

Foot Care has been proven to be a popular service to the community of Coleraine and surrounding district.

Our loyal clients of many years continue to support this service and new clients are welcomed.

The service is available to any age group who have difficulty attending to their own basic foot care.

Bookings can be made at reception at CDHS on 5553 2007. The service is held once a month on a Friday. Transport is available via community car on the afternoons only on 55752001.

Marilyn Callaby EEN

Dental Clinic

First and foremost, I wish to sincerely thank the people of Coleraine and its surrounding regions for their continued support of their local dental clinic. Just under forty years ago, the people of Coleraine decided that they wished to invest in a new, modern, local dental facility for their town. Through much hard work and fundraising, they were able to purchase all the major pieces of up-to-date dental equipment that would be essential for a prospective Dentist to carry out the majority of general dental procedures. The CE of the Coleraine Hospital at that time was Mrs Anne Kealy. Anne and the Hospital Board supplied a dedicated room within the original Coleraine Hospital in McKebery Street, and set about having the dental equipment installed, with assistance on positioning, cabinetry, instruments, etc from Dentists, Blake and Helen Birdseye, from Hamilton. The Birdseye's were the first dentists to operate out of this new clinic, as part of their expanding Practice. In 1984 I joined the Practice as an assistant dentist, and essentially operated the Casterton and Coleraine satellite surgeries on my own. In 1985 I bought the Casterton/Coleraine side of the Practice from

the Birdseyes, and have operated them as a solo practitioner to the present day. This is a very rare occurrence in small country towns these days! However, for you, our patients, it means that you don't have to travel to other areas to get quality general dental treatment, by your Dentist, during the past 36 years!

We have had another busy and challenging year in the clinic, however, I thoroughly enjoy attending to the dental needs of the Coleraine Community. By maintaining a local Dental Clinic, we can make it much easier for patients and residents of our Hospital and Aged Care facilities to access timely treatment, and regular review appointments to ensure their oral health is improving their overall medical health.

Once again, WDHS kindly continues to support your Dental Service through weekly surgery cleaning and maintenance of the building and equipment.

Thanks again for your support this past year, and Lyn, Trish, Natasha and I look forward to helping you look after your teeth and smiles over the next 12 months.

Dr Tim Halloran. BDS, BSc (Hons)

Coleraine Social Support Group (CSSG)

We are a group of people who get together on Tuesdays and Fridays at Golden Lodge at Coleraine Campus of Western District Health Service.

We enjoy socializing together over morning tea, lunch and afternoon tea. Our activities include craft, movies, quizzes, games and outings. Some of our outings have included Mt Gambier, Penola, Portland, Hamilton, Dunkeld, Port Fairy and Casterton.

Once a month we like to cook our own lunches which is always lovely to try new recipes. Every so often we get together with Merino and Casterton Social Support Groups for the day with lots of laughter and games. Everyone likes to dress up and celebrate special days throughout the year and of course this includes a photography session to remember the fun times. New members are always welcome, so come along and have a look.

Dani Telley

Coleraine Social Support Group Coordinator

Creating



healthier communities



PRIMARY & PREVENTATIVE HEALTH



“Our green thumb gardeners”

A couple of our wonderful band of garden helpers who are only too willing to give of their time and expertise which has resulted in the establishment of a fantastic and lush produce garden for the community.

Community Health

Community Health in Coleraine is striving to promote a healthy community, locally and within the Coleraine District Health Service.

Walking Group

The Walking Group meets outside Spring's building on Whyte Street every Tuesday morning for a walk. We work out which way we will walk and for how long depending mainly on the weather. i.e. which way the wind is blowing from or how far away the dark clouds are. We walk mainly around the town, sometimes through the streets, where we admire a flower or plant in someone's garden; or along the banks of the creek on the newly created walking track. We conclude the walk with a beverage at either Cambo's or Cathy's where we discuss everything under the sun.

The Coleraine Hotel hosted us once again for our Christmas Breakup at the end of 2018. This was a beautiful meal and we thank them very much. Shrove Tuesday was celebrated at Cathy's where everyone joined in for the pancakes. We had a beautiful roast midday meal at the Coleraine National Hotel during the year and booked into the Catching Pen the first week they opened and were treated to a beautiful lunch there. Some of our members achieved birthday milestones this year, with their Walking Group friends helping them celebrate. Once again, we had morning tea (where the Walking Group showed off their cooking skills)

with the Men's Shed, which was enjoyed by all.

Cancer Council Morning Tea

The 2019 Cancer Council Biggest Morning Tea held on the 23rd May in the Valley View residents' lounge at the Coleraine Hospital was a great success for the Coleraine Ladies Health Group and the town's people of Coleraine. Everyone listened intently as our guest speaker this year, Ms Carmen Jacobs, who is the Oncology Nurse Consultant at the Hamilton Base Hospital spoke about emigrating from Africa with her family, arriving in Hamilton and studying and working her way towards becoming an Oncology Nurse... a very inspiring story. The new Oncology Treatment Centre at the Hospital in Hamilton, will save on travel for those undergoing cancer treatment.

The contributions to the trading table included home cooking, jars of chutneys and pickles, home grown fruit and vegetables and small bunches of herbs, all donated by the community of Coleraine. Thanks to the inspiring organisational skills and hardwork of Thelma Wombwell, Val Spong, Val Hadden and Heather Watt; the amount donated to Cancer research was \$1850.

Community Garden

The Community Garden has moved along at a good rate this year, with volunteers meeting every Tuesday at 10.30am in front of the Coleraine Medical Clinic on Whyte Street. Last year a good load of sheep manure was dug through

the garden and with the help of a good amount of pea straw mulch, a great crop of pumpkins, corn, kale, silverbeet, spinach and every type of tomato and various herbs grew. Another fruit tree was added to the others in the lawn – so we should be picking oranges very soon! With continued enthusiasm, we are now into winter planting of vegetables. None of this would have been achieved without the knowledge, planning and hard work of volunteers, Kate, Julian, Dave and Rowena, who also have green thumbs and are great cooks as well! Dave managed to grow the largest tomato I've ever seen and Kate and Rowena are dab hands at cooking jam and green tomato relish, which they shared with the rest of us.

The students from the primary schools in Coleraine participated in the Community Garden, by making Christmas decorations, which were hung around the garden, with certificates of appreciation being handed out to some of the more inspiring pieces of artwork.

Free Spot Check Clinic

Coleraine Medical Clinic and Community Health Coleraine Hospital collaborated in bringing the community of Coleraine the annual Free Spot Check Clinic on the 14th May. This is an excellent primary preventative health strategy which commenced at 6pm (a time convenient for the community) with forty-seven participants booking in and attending the clinic.

National Centre for Farmer Health

The National Centre for Farmer Health in Coleraine has had an excellent uptake of appointments this year. Free health assessments, health education and information on safety aspects of farming have been gratefully received by our agricultural community in Coleraine.

WDHS Going Green 4 Wellbeing

In collaboration with Deakin University and Western District Health Service, Going Green 4 Wellbeing, Ms Penny Fraser, Associate Research Fellow, from the Faculty of Health Deakin University, attended the Coleraine Campus to collect data for the Going Green 4 Wellbeing research project. Over twenty staff from the Coleraine Campus participated in this survey and health assessment. This was a great uptake – which shows our staff are committed to maintaining and improving their health.

White Ribbon and Domestic Violence Awareness

Coleraine Campus stands resolute in bringing awareness of domestic violence to the local community and showing support to victims of domestic violence. Ms Megan Walsh from Lifeline gave staff education on Domestic Violence, its various insidious forms it can take, and how we can support those seeking advice and help. Coleraine campus also has its own set of White Ribbon flags, which are hung from the flag poles at the entrances on Whyte Street coming into town.

Elizabeth Guthridge

Community Health Nurse

Medical Services Report

2018-19 has again been a year of challenges for the continued provision of service for the Coleraine Casterton Medical Clinic. As always, attracting and retaining medical practitioners to a small rural health facility continues to prove difficult, and sparks discussion nationwide on how to retain rural GP's and their invaluable services which they provide to our hospitals. Nationwide we continue to see our newly fellowed GPs returning to or being retained by our suburban neighbours.

We continue on and fortunately we have been able to attract dedicated doctors to Coleraine and make a commitment to service the health of our community.

Dr Linda Thompson returned in early 2018 to the practice 2 days per week, as well as taking on a regular visit to Valley View Nursing Home and ward rounds where required. Linda has also helped out on a few occasions when other doctors have been on annual leave, have had training commitments or completing exams etc. Thank you, Linda for making yourself available to provide service to our community and hospital.

Dr Gaya, who arrived in February 2018, has continued on in her GP role, and has learnt much about our local community and cultural practices. Gaya is working across the Coleraine & Casterton clinics in a GP role and offering service weekly to Wannon Hostel.

Drs Yong Yu and Khaled Moussa, have continued on with us as part of their GP registrar training, gaining great insight and furthering their experience of rural practice. Whilst working at Coleraine and Casterton Clinics, Khaled has also completed his diversity requirements, choosing aboriginal health at Winda Mara in Hamilton and Gunditjijmara in Heywood, 1 day per week.

Both Yong and Khaled have been integral in sustaining service to the Coleraine Hospital during the latter part of 2018, in ensuring daily rounds and emergency response during working hours, as well as a regular commitment to on-call responsibilities. As they both work closer to completing their final exams we wish them good luck, as well as continuing to support and encourage them in their clinical development, knowledge and understanding that being a specialist GP in a rural setting such as Coleraine is very rewarding and appreciated by all those in the local community.

Over the 2018-19 year we have seen a number of VMO locums who have attended to provide coverage for annual leave, however this has predominately been to ensure adequate service to and on-call coverage to the Coleraine and Casterton hospitals.

We are fortunate that many of these locums have themselves been rural GP's who have spent a majority of their careers in similar type communities; servicing hospitals, A&E departments, completing afterhours/on-call, aged care etc. We thank them for their support.

In February we welcomed Drs Neha Vashishtha and Abhishek Rana, who are our GP registrars for 2019. Our Deakin University 3rd year Medical



“An excellent primary preventative health strategy provided by the local medical staff for the community”

Dr Abhishek Rana and Dr Neha Vashishtha, both Registrars with Coleraine Medical Clinic, looking at a skin lesion with Dr Brian Coulson, in preparation for the Community Health Spot Clinic in the Autumn.

student Alex Patinkin commenced 1 day per week, and has predominately attended Balmoral Bush Nurse Centre with Brian whilst also completing his studies.

Dr Brian Coulson, has now been providing service to the Coleraine Hospital for over 37 years but continues to work together to ensure the opportunity for community education sessions via skin spot clinics, as well as direct training sessions to nursing staff and dedication to training our next generation of rural GP's.

In continuing our working relationship with the Coleraine Hospital both the Doctors, nursing and reception staff at the clinic work hard in improving services to best meet the needs of the acute patients and residents whilst still enabling the Doctor to complete their role at the Clinic. As changes in government legislation and reporting regulations make our roles challenging, it is important to remember that the point of care and quality of care for our patients remains our primary focus.

As such our integrated and competent care to patients and Nursing Home residents at Coleraine District Health Service, is vitally important, and the issues of staff changes for both the Medical Clinic and the Health Service, continue to present challenges, and can be well managed in order to provide the required care.

In closing, many will be unaware that during the past 12 months I have been on sabbatical leave, with Practice Manager coverage provided by both Coralie Coulson and Ellen Brewster in my absence. I thank them both for taking up the role.

I congratulate them as well as the whole reception and nursing team across both Clinic sites at Coleraine and Casterton, not forgetting our IT support services at Monivae IT. You have all worked tirelessly and collectively to ensure we meet all the compliance and regulations required to have passed our AGPAL accreditation in October 2018. Congratulations.

I look forward to 2019-20 and the opportunities it presents for developments in continuity of our care services and best meeting the needs of our community members health needs.

Kind Regards

Chris Payne

Practice Manager



“Friends enjoying a spot of sunshine and stunning views”

The crew from MSSG enjoy a trip to the local falls.

Merino Community Health Centre

The preceding 12 months have been a time of ups and downs as we sadly farewelled two staff members. Susy Dodd retired to a life of grandchildren, time to pursue activities and relaxation. Sarah Crowe consolidated her working life onto the Hamilton campus. Both have been sadly missed, but on the up side, we’ve welcomed Dani Telley and Josiah Clay who has expanded his role at Merino.

Other staffing changes have been with the visiting services. Bec Rundell has joined her mother, Maureen in providing a monthly podiatry clinic. Having two podiatrists working together has smoothed out the increased workload that has occurred over the last 12 months. Dr Yu also took over from Dr Moussa. The Casterton/Coleraine Medical Group now visit Merino twice a month. The reintroduction of a regular service has been especially welcome.

Not all is different though. Fiona Williams continues to visit monthly from Heywood, providing dietitian advice that is both practical as well as informed.

Many of our services are too well loved and utilised to even consider changing them; the weekly shopping bus, exercise group and walking groups. Once a month the produce swap

uses our premises to hold their get-together. This group continues to prosper and in turn contributes to the community garden which in turn is used to supplement the long life food hampers that we distribute. The garden is also open to everyone in the community. This year has seen the inclusion of more nut and fruit trees, with the existing citrus espaliered to improve their accessibility.

For many years now we’ve hosted an annual Optometry Day, Australian Hearing Clinic as well as escorted a group to Breastscreen. This year has been no different.

One off events have included a Women’s Health talk by Sue Watt and an information session prior to the arrival of My Health Record.

Perhaps the most important event though was the celebration for Val Lambert, upon being recognised with a “Volunteer of the Month” award. Without the volunteers, the Merino Community Health Centre would not be able to conduct so many of its activities. They are truly the backbone of our Centre.

Alison Wooldridge

RN Div 1 / Manager

Merino Community Health Centre



Merino Social Support Group

Maikite Centre

The Social Support Group said goodbye to Susy Dodd on her retirement at the end of 2018.

Since then we have been playing games. This keeps our minds and bodies active. Mind you I get to see everyone’s competitive side.

We have been visiting all over the countryside, to Portland, Port Fairy, Dunkeld, Penola and Casterton. People have been saying that they have travelled all over the place and have not known about some of the things that we see.

Everyone has their own way of cooking and it is always interesting to taste something different. We have embraced this by cooking lunch occasionally, using different recipes that people bring along to share.

Our craft activities are always fun with everyone getting into the spirit and enjoying learning or teaching something new.

More members are always welcome please feel free to get in touch through the Merino Community Health Centre on a Wednesday or Friday.

Danielle Telley

Social Support Coordinator





“Everywhere you go take a smile with you”

Some of our wonderful Hotel Services team take time for a happy snap.

Hotel Services

Catering Service

2018/2019 was as always a very busy year for our Catering Department supplying fresh cooked and frozen meals to the CDHS Hospital, Wannan Hostel, Meals on Wheels including Coleraine, Post Acute Care, Senior Citizens and 2 Social Support Groups Coleraine and Merino. We developed and implemented the Allergen and food intolerance matrix and implemented the Go Green Menu for Staff across all WDHS Campuses which has been positively received.

Meals Supplied 2018/2019

MOW Frozen	1943
Senior Citizens	599
Acute	10,991
Nursing Home	17,520
Hostel	56,940
PAGs	837
Other Functions	341
Staff	1,082
TOTAL	90,253

We continue to receive very positive feedback about the quality of our fresh cooked and frozen meals.

The high level of work would not be possible if it were not for the vast experience provided by the Catering Staff. I would like to take this opportunity to thank them all for their dedication and support during 2018/2019.

Over the last 12 months we received Food Safety Inspections in August by the Southern Grampians Shire and January by an Independent Auditor achieving compliance.

We receive regular visits from the WDHS Food Safety Supervisor and the Hotel Services Coordinator who comes out on a weekly basis.

Environmental Services Report

Once again the Coleraine District Health Service Non External cleaning audits have been of high standards with the most recent result of 94.6% which is a credit to all Hotel Services staff.

We continue to video link into WDHS for Cleaners' Meetings and Training – this has been of great benefit to all cleaners reducing the need to travel to ensure we are up to date and informed of any changes in practices.

Hotel Services Coordinator travels to Coleraine on a weekly basis and trains staff on different cleaning equipment.

The commitment of all the Hotel Services staff in providing such a high standard can never be

understated and I thank all staff for their support during the year.

Robyn Soulsby

Facility Supervisor Support Services - Coleraine



TOTAL MEALS ON WHEELS

1943

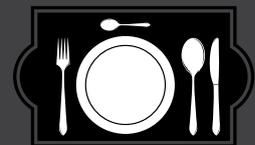
MEALS ON WHEELS (FRESH AND FROZEN)



CLEANING AUDIT

95%

CLEANING AUDIT RESULT



FOOD SAFETY AUDIT

100%

COMPLIANCE



**“Our not so serious bouncers!”
Rod and the boys take on the roll of bouncers during a fun ‘night club’ experience held for residents.**

Maintenance Team Report

Hello everyone, I cannot believe another year has passed by. Maintenance has had another busy year providing a range of preventative, routine and breakdown maintenance services to all our facilities as well as meeting all our essential services requirements.

A report from our work order system shows that maintenance has completed 319 planned maintenance tasks to comply with our essential services regulations and 680 general work order requests for a total of 999 jobs, as well as keeping up with the grass mowing and gardening across all our facilities (Hospital, St Joseph’s, Strathallan, Merino, Primary Care), the setting up for events and activities, rubbish removal, fleet cars tyres and servicing along with the verbal requests we attend to as well.

I would like to thank my team for their hard work and commitment over the past year.

We have undertaken work at St Joseph’s Court and Strathallan as part of our three year plan with some painting and replacement of several hot water services at both facilities.

Painting continues at all sites and will continue.

We have had some exiting projects taking place at the Hospital over the last 12 months one being the installation of solar panels. A 100KW system has been installed and commissioned and should

make a big saving on our power bills.

Also we have been involved in a project which has seen our lights replaced with more energy efficient LED options. This has been a great initiative and has been implemented in three stages. This will make a positive difference to our power usage.

Work continues in the gardens and grounds and I thank staff for all their hard work to keep the facility grounds looking so tidy and well presented. In addition to our staff many residents and volunteers help out throughout the year and I would like to thank them for their input and contribution. The gardens and grounds are something for all to be very proud of.

The community garden at the front of the Medical Clinic is looking magnificent thanks to the hard work and dedication from the members of the community garden group. The fruit trees and vegetables are looked after and attended to every week by the members and I am sure their efforts are noticed by everyone that walks past.

This community spirit and involvement by the community in all areas of the health service is appreciated very much and does not go unnoticed, it enhances the lives of our residents and patients.

Thank you

I would like to thank all our local businesses and contractors for their help and support over the last 12 months and your professional approach helps us to maintain services to our clients and residents. A thank you to all staff and management at WDHS for their teamwork and cooperation. By all working together we are able to provide services to our clients and residents with a minimum of disruption.

I would also like to thank our Maintenance Managers and team in Hamilton led by Trevor Wathen – Facility Manager for their backup and support.

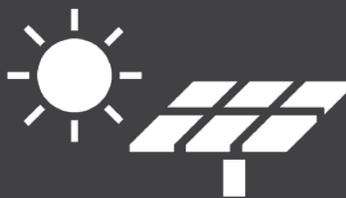
We look forward to continuing to deliver quality maintenance services for the next year ahead.

Rod Nolle

Maintenance Supervisor



COMPLETED 999 TASKS
REPORTED FROM THE WORK ORDER
SYSTEM



SOLAR PANELS AND LED LIGHT
GLOBES INSTALLED



FRESH FRUIT, HERBS & VEGETABLES
AVAILABLE FROM THE COMMUNITY
GARDEN
(IN FRONT OF THE COLERAINE MEDICAL CLINIC)



“A small thank you for our wonderful band of volunteers”

Volunteers enjoy a get together organised for them as a small token of appreciation and gratitude.

Coleraine Hospital Auxiliary

It is that time of the year when we reflect on the past twelve months and how quickly that has passed. We continue to work quietly to raise funds to purchase equipment as the need arises. We consider all requests for funding that are received.

Our funds this year have been raised by way of our Annual Spring Garden Open Day, this year being held at the home of Michael and Alexandra Kelso. A beautiful garden which I am sure was enjoyed by all who attended. Thanks again to Michael and Alexandra.

Secondly our Christmas Stocking Raffle which is always a popular fundraiser, and just recently we were asked to supply afternoon tea for the final meeting of the Coleraine Flood Recovery Committee.

The purchase of back supports for the chairs in the front lounge is an ongoing project.

Recently we have agreed to pay for the purchase of, 1 Bariatric Wheel Chair, 1 Bariatric shower chairs, 1 Princess chair and 5 sets of floor mats. A total cost of approximately \$11,000.00 dollars.

In December we hosted a High Tea for the aged care residents. A very enjoyable afternoon was had by both the residents and Auxiliary members. All attending received a small handmade Christmas gift on the day. My thanks is extended to staff members and volunteers whom helped on the day. We are hoping that this may be an annual event.

In closing I would like to thank the people of Coleraine and district for the support we receive in our fundraising efforts. Thanks to my Secretary Coralie, Treasurer Thelma, Vice President Sue and Assistant Secretary Sherrie for covering when needed. Lastly I would like to thank all members for your generous support when called upon.

Heather Watt
President

Coleraine Homes for the Aged Auxiliary

Currently we have seven members and we meet every two months at Wannan Hostel.

During the year we held five Hoy afternoons which are held at Wannan. The residents really enjoy these afternoons and we do have some Hamilton visitors joining us as well.

Beatrice Bunney, Therese Nolte and a team of helpers run 500 cards every Monday afternoon starting at 1.30 pm at Karingal Senior Citizens' Club rooms.

We supported a visit by the Mobile Zoo for the residents and we also sponsored a boat trip at Nelson for our lady residents.

We also held our Christmas raffle on Carnival Night again with a generous donation of \$100 as well as some gifts for our basket of goodies from our Op Shop.

I would like to thank our office-bearers and members for their continued support throughout the year and wish our Auxiliary a successful year ahead.

Therese Nolte
Secretary

Coleraine Book Shop

The Coleraine Book Shop is located at 72b Whyte Street, the main street of Coleraine. It is run by fifteen volunteers and provides a service for the local community. It accepts donations of books from local residents and sells them on at reasonable prices. All proceeds go to support the local hospital.

Books are placed alphabetically in sections, such as books for children and young people, general fiction, murder/mystery, non-fiction, science fiction and romance. There are also books on cooking, sewing, gardening, and other reference material. Two rotating stands display books that have recently arrived and these and the window displays are changed regularly.

The Book Shop is open from 10 – 12 and from 1.30 – 3.30 each weekday from Tuesday to Friday. People are very welcome to come in and browse. There is usually something of interest to attract your attention.

Volunteer Participation Report

Coleraine:

- Aged Care-Wannan Hostel
11 Volunteers - 1283.5hrs
- Valley View: 2 volunteers – 622hrs
- Coleraine Community Transport: 22 Volunteers. Volunteer hours 1420.05 hrs. Kilometres travelled 24947

Merino:

- Social Support Group – 4 volunteers – 347.5 hours
- Merino shopping bus – 4 volunteers–186 hrs
- Community Car – 10 volunteers –429.25 hrs

Our Volunteers are truly astonishing people who come from all walks of life, they bring with them a vast assortment of skills, knowledge and life experience that they willingly and generously give to our health service and community members. They contribute in many different ways improving the quality of lives of our patients, residents and community members.

We sincerely thank our dedicated volunteers - Marlene, Lisa, Dani, Alison and Susy for supporting them.

Jeanette Ryan/Kim Fort
South West Community Transport and Volunteer Coordinators

HONOUR ROLL AND LIFE GOVERNORS

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

1930-1932	Sr Prendergast
1932-1935	Sr Ramsay
1935-1936	Sr Ford
1936-1937	Sr Knox
1937-1939	Sr Wells (Mrs P McKebery)
1940-1941	Srs Talbot, Ingleby, Rees, Ramage
1942-1947	Sr C Templeton
1947-1949	Sr J Gordon
1949-1952	Srs J Davey, A McAlpine, F Petchell

1952-1972	Miss RE Fitz-Gerald
1973-1978	Mrs ES Holmes
1978-1985	Mrs AC Fitzgerald
1985-1987	Mrs A Raven-Richards
1987-1991	Mrs S Malborough
1992-2000	Mrs J Pymmer
2000-2003	Mrs J Handbury
2003-2004	Mrs L Vause
2004-2005	Mrs R Mitchell

MEDICAL OFFICERS: (From 1953)

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

DIRECTOR OF MEDICAL SERVICES:

2001-2005	Dr B Warton
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Coleraine District Health Service amalgamated with Western District Health Service 1st July 2005

PRESIDENT

2005-2008	Mrs Sandra Adams
2008-2013	Mr Ron Jones
2013-2016	Mr Grant Little
2016-	Mr Alan Millard

CHIEF EXECUTIVE

2005-2014	Mr Jim Fletcher
2014-	Mr Rohan Fitzgerald

MANAGER/DIRECTOR OF NURSING

2005-2015	Mr Tim Pitt-Lancaster
2015-	Ms Bronwyn Roberts

MEDICAL OFFICERS

1981-	Dr BS Coulson
1999-2009	Dr N Wulff
1999-2018	Dr G Prozesky
2004-2012	Dr L Tan
2005-2006	Dr M Deary
2009-2010	Dr C Wilson
2009-2016	Dr R Taheri

2010-2017	Dr L Thompson
2010-2011	Dr T Nguyen
2012-2016	Dr S Ansari
2013-2015	Dr X Zhang
2017-	Dr K Moussa
2018-	Dr Y Yu
2018-	Dr G Ekanayake
2019-2019	Dr A Rana
2019-	Dr N Vashishtha

DIRECTOR OF MEDICAL SERVICES

2004-2007	Dr J Dunn
2007-2007	Dr M van der Veer
2008-2011	Dr J Christie
2011-2013	Dr A Wilson
2014-2018	Dr N Van Zyl

LIFE GOVERNORS

Apex Club of Coleraine
Mrs M Broers
Mrs A Brumby
Mrs B Bunge

Mrs R Bunge
Mrs E Fidler
Mr D Gaussen
Mrs MMH Hope
Mrs V Lawson
Mr M Robertson
Mr H Templeton
Mrs L Tippett
Mrs T Wombwell
Mrs V Wallis
Mr HM Wettenhall
Mrs M Wettenhall

COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette
Mr NR Baudinette
Mrs L Tippett

MERINO BUSH NURSING CENTRE

Mr J Northcott
Mrs D Simkin

STAFF SERVICE MILESTONES

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

10 years	20 years	25 years	30 years
Rosemary Lewis	Marilyn Callaby Janene Taylor	Marlene Lee Jennifer Fitzgerald	Kath Baugh

STAFF LIST

Chief Executive

Rohan Fitzgerald

Manager/DON

Bronwyn Roberts

CLINICAL SERVICES

Nurse Unit Manager

Susan Jones

Acting Nurse Unit Manager

Lorace Parsons

Associate Nurse Unit Managers

Trudy Cottier

Felicity Griffiths

Elizabeth Guthridge

Deborah Overmars

Lorace Parsons

Leah Swainston

Registered Nurses

Wendell Shaw

Tony Belle

Mel Green

Jiby John

Jay Nuwan

Toni Simson

Alice Wintercooke

Helen Woods

Graduate Registered Nurses

Julie Baker

Daniel Edwards

Jasmin Fimeri

Leonie Kenny

Caroline Tonissen

Graduate Enrolled Nurses

Lucie Reidsimmons

Marnie Skiller

Enrolled Nurses

Tara-Jane Bailey

Kath Baugh

Margaret Mary Baulch

Dianne Brown

Marilyn Callaby

Debbie Egan

Karen Forsyth

Grace Gilmore

Claire Hearn

Jill Hoskyns

Maureen Irving

Melissa Jacobson

Lisa Janes

Shane Kneebone

Wendy MacKenzie

Lyn Marsden

Ann McArlein

Lynette Monaghan

Emma Nicholas

Debbie Robinson

District Nurses

Jane Bunge

Camilla Dundon

Susan Ferrier

Katrina Hodgson

Jennifer Walsh

MERINO

Bush Nurses

Josiah Clay

Sarah Crowe

Elizabeth Guthridge

Alison Wooldridge

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Registered Nurse Div 1

Tony Belle

Jiby John

Jay Nuwan

Personal Care Attendants

Ronda Baker

Marilien Broome

Angela Brown

Helen Brown

Kathleen Brown

Lorrae Clarke

Kellie Clayton

Hayley Dines

Katie Dyker

Jennifer Fitzgerald

Sharon Gorrie

Kelly Harrison

Rosemary Lewis

Natalia Marrett

Dianne MacDonald

Michelle Monaghan

Melinda Moyle

Debbie Nolte

Fiona Peach

Fay Picken

Kaylen Shirley

Kathryn Sypott

Michelle Woodbridge

ALLIED HEALTH SERVICES

Community Health

Elizabeth Guthridge

Leisure & Lifestyle & Social Support Groups

Susan Dodd

Lisa Haymes

Marlene Lee

Danielle Telley

Amanda Torney

HOTEL SERVICES

Facility Supervisor Support Services

Robyn Soulsby

Food & Domestic Services

Shirley Broad

Tania Deutscher

Patricia Jacobson

Jeanette Kaine

Eisha McKerlie

Shirley Menz

Anne Michau

Cassandra Milton

Jane Moss

Kathleen Rhook

Janene Taylor

Environmental Services

Maryanne Spong

Monica Annett

Sue Clutterbuck

EleciaCordy

Michelle Easton

Leisa Gibbs

Lyn Greed

Halina Grey

Dalyn Ledger

Andrea McClure

Danielle Michau

Avril Milson

Fiona Peach

Laurice Picken

Leanne Potter

Kerrilee Reedman

Paige Walker

FINANCE

Nick Starkie

Nick Templeton

ADMINISTRATION

Margaret Grinham

Julie Pollock

Jane Robertson

Kara Templeton

MAINTENANCE

Supervisor

Rodney Nolte

Jarrod Payne

Jarrod Stevenson

Coleraine District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2019

	2018/19	2017/18
	\$	\$
Revenue		
State Government Grants	3,597,915	3,794,375
Patients Fees	3,641,083	3,343,294
Other Revenue	280,668	361,673
Transfer of Accommodation Charges	162,000	179,800
Total Operating Revenue	7,681,666	7,679,142
Expenditure		
Salaries & Wages	5,763,405	5,824,898
Direct Expenditure	530,877	511,074
Overheads	1,380,712	1,331,759
Total Operating Expenditure	7,674,994	7,667,730
Operating Surplus	6,672	11,412
Capital Items		
Fundraising and Donations	12,043	7,941
Ingoing Residential Charges - Aged Care	747,443	752,947
Other Capital Revenue	4,452	-
Depreciation	(1,243,199)	(1,065,508)
Other Capital Expenditure	(7,955)	-
Transfer of Aged Care Capital	(162,000)	(179,800)
Net Result for the Period	(642,544)	(473,008)

Statement of Changes in Equity

Total equity at beginning of the year	42,137,191	39,755,588
Net result for the period	(642,544)	(473,008)
Gain on Revaluation of Land & Buildings	3,943,418	2,854,611
Total equity at end of the year	45,438,066	42,137,191

Coleraine District Health Service

Balance Sheet for the Year Ended June 30, 2019

	2019 \$	2018 \$
Equity		
Accumulated Surplus / (Deficits)	31,965,497	32,608,041
Asset Replacement Reserve	2,362,883	1,999,597
Asset Revaluation Reserve	11,721,484	7,778,065
Specific Purpose Reserve	567,020	576,651
Equity Transfer to WDHS	(2,390,000)	(1,610,000)
Total Equity	44,226,884	41,352,354
Current Liabilities		
Payables	6,382	6,382
Employee Entitlements	1,352,525	1,254,906
Monies Held in Trust	5,647,916	5,120,167
Total Current Liabilities	7,006,823	6,381,455
Non Current Liabilities		
Employee Entitlements	115,911	91,348
Total Non Current Liabilities	115,911	91,348
Total Liabilities	7,122,734	6,472,803
Total Equity and Liabilities	51,349,618	47,825,157
Current Assets		
Cash at Bank	8,993,339	8,504,575
Investments	2,260,447	2,391,201
Receivables	102,397	347,383
Monies Held in Trust	5,647,916	5,120,167
Total Current Assets	17,004,099	16,363,326
Non Current Assets		
Land, Buildings, Plant & Equipment	34,345,519	31,461,831
Accumulated Depreciation	-	-
Total Non Current Assets	34,345,519	31,461,831
Total Assets	51,349,618	47,825,157

DONATIONS

Adams, Ms Sandra	Coleraine and District Community	McClure, Roger & Andrea	Robertson, Mr Malcolm & Mrs Sherri
Addinsall, Ms Loretta	Bendigo Bank	McDonald, Mr Wayne	Scholfield, Mr Greg & Mrs Mary
Allen, Mr James William	Coleraine Opportunity Shop	Merino Digby Lions Club	Scholfield, Mrs Iris
Annett, Mr Alex & Mrs Jodie	Cox, Mary & Mareeta	Mibus, Noel	Shaw, Mrs Thelma
Aydon, Mr Gary	Cunneen, Mr John & Mrs Gayle	Mills, Mrs Enid	Street, Mrs Janet
Barnes, Mrs Valma	Dean, Mr John & Mrs Leigh	Moss, Mr Alan & Mrs Dale	Temby, Mrs May
Britten, Ms Elizabeth	Ferguson, Miss Margaret	Muir, Mrs Gwen	Thompson, Ms Rosalind
Brumby, Mrs Alison	Frahn, Lin & John	Mutch, Mr B & Mrs F	Toleman, Mrs Ruth
Bunney, Mr BM & Mrs GP	Fry, Mr Greg & Mrs Bev	Myers, Colin & Kim, Kevin & Maureen	Van Der Breggen, Mr Nick
Cadden, Mr Robert	Jolly, Mrs Eileen	Parsons, Mrs Lorace	Waters, Mrs Joan
Cameron, Mr Rob & Mrs Sandy	Laidlaw, Mr Barry	Pigeon Ponds Sports Social Club	Waters, Mrs Joan
Cameron, Mrs Louise	McCann, Ms Kay	Robertson, Mr LG & Mrs JL	

The above list includes donations made direct to Western District Health Service on behalf of Coleraine District Health Service. These are noted in the Western District Health Service Annual Report.

We would like to also thank those persons who have contributed to our 2019 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year (Your names will be recorded in next year's report).

GIFTS IN KIND

Coleraine Action Club
Coleraine Football/Netball Club Inc / Kerrsville Stud
Coleraine Lions Club
Coleraine Opportunity Shop
Hickey, Chloe
Hollamby, Ms Wendy
Pepper Partnership

Our heartfelt gratitude is extended to you all



