

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

# 2010 Year in Review



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

PO Box 42 Coleraine Victoria 3315

Telephone: 03 5553 2000  
Facsimile: 03 5575 2312

Ivory Print 64 Brown Street, Hamilton T 03 5572 1121

*Excellence in Healthcare, Putting People First*

## ***Our Mission***

To meet the health needs of the residents of Western District by delivering valued, high quality primary care, health promotion and illness prevention, acute care, extended care and community based services.

## ***Our Vision***

Excellence in Healthcare, Putting People First.

## ***Our Values***

We value:

- ***Our Customers*** – *we recognise their rights, encourage their participation and are committed to their wellbeing*
- ***Improving performance*** – *we are committed to a culture of continuous quality improvement*
- ***Our staff as our most valuable resource*** – *we are committed to their wellbeing and ongoing professional growth and development*
- ***Strong leadership*** – *we are committed to governance and management which sets sound directions*
- ***Safe practice*** – *we are committed to the provision of a safe environment*

Front Cover – Pictured Left to Right

- *Job Well Done* (Nell McDonald & Gladys Pietsch)
- *Smiles All Round* (Gloria Rhook, Tania Deutscher & Debbie Egan)
- *Style and Grace* (Ursula Hodgson)



# Contents

Report of the Chairperson .....	2
Management Committee .....	4
Range of Services .....	5
Coleraine and Our History .....	6
Honour Roll .....	8
Life Governors .....	9
Summary of Achievements .....	10
Manager / Director of Nursing Report .....	15
Staff List .....	16
Staff Service Milestones .....	17
Auxiliaries – Coleraine District Health Service Ladies Auxiliary .....	18
– Homes for the Aged Auxiliary .....	19
Coleraine Planned Activity Group .....	20
Community Health Report .....	23
Community Transport Report .....	24
Dental Clinic Report .....	25
Dietetics & Nutrition and Podiatry Reports.....	28
District Nursing Service .....	29
Diversional Therapy & Activities – Wannon Hostel .....	30
Education Report.....	32
Environmental and Hotel Services Reports.....	33
Fitness & Wellbeing Report.....	34
Infection Control Report .....	35
Lifestyle & Leisure Activities – Valley View Nursing Home.....	36
Medical Services.....	38
Merino Bush Nursing Centre Report .....	40
Merino Planned Activity Group.....	41
Nursing Services Report .....	42
Occupational Health and Safety – Hospital & Wannon Hostel .....	43
Physiotherapy Report .....	44
Supply & Maintenance Report .....	45
Wannon Hostel Report .....	46
Volunteer Participation Report .....	48
Donations .....	49
Revenue and Expense Statement for the year ended June 30, 2010.....	50
Balance Sheet as at June 30, 2010 .....	51



## ***Report of the Chairperson***

I have great pleasure in presenting my report for 2010. It was my fervent hope that this year I would be able to tell our community that this would be the year of our development. I cannot express how delighted I am to tell you all that this is the case. After some five years of hard work and dedication by all parties, that being, the Coleraine Management Committee, Executive, and the Board of Directors of the Western District Health Service (WDHS), the Brumby Government has taken the step of granting us significant funding. An allocation of in excess of \$25,000,000 dollars will see Coleraine undertake development on an unprecedented scale.

This will bring a much needed shot in the arm for our community with the construction of a completely new, modern, and sustainable hospital and allied health buildings. Merino too will be undergoing reconstruction of the community health service after a protracted but mutually satisfactory outcome of consultation with the local community. At the time of writing we expect the Coleraine redevelopment to commence in early June 2011, with completion in late 2013 and Merino to begin prior to the end of 2010.

I take this opportunity to express our gratitude to the Shire of Southern Grampians for their support during our submissions to government, and their ongoing support and to the Shire of Glenelg for their involvement under the National Rural and Remote Funding Round assisting in obtaining \$500,000 for the Merino project. I must also thank the community for their confidence that the redevelopment would happen. This project will ensure the delivery of health services to the Coleraine district for the next 50 years and beyond and employment opportunities for our future families.

We have also received \$56,000 grant from the State Government for the purchase of a new digital x-ray processor, which was a welcome boost to the Coleraine campus, and a pivotal point in Bendigo Radiology's three year re accreditation, thereby securing x-ray services at Coleraine.

This year again has brought new challenges for all in the health services with changes to the funding arrangements announced by the Federal Government, and uncertainty in the way that management of service delivery would be affected by the proposed structural changes. At this time it appears that there will be no immediate alteration to the way we currently function due to these changes. This year, as in previous years, Coleraine will deliver a surplus to budget, which reflects sound financial management and commitment by all to the effective running of our day to day operations.

Donations and bequests to the Coleraine District Health Service indicate a commitment and belief by and from the community that we are performing to the standard that all have come to expect. Patient satisfaction reports continue to be full of praise for the attention shown by staff to all clients when attending the Coleraine Hospital and the other service areas we provide. The Department of Health (formerly DHS) released a new Rural Directions Plan and the already in place strategic and service planning of WDHS is consistent with this plan.

We are committed to providing ongoing education and training for all staff members and assisting them in maintaining their professional competencies. Our staff undertook an online survey during the year, on the framework for the next five year Strategic Plan giving their views and suggestions on how best to deliver our range of services, and we consider their input invaluable.

A number of nursing staff have rotated through Coleraine as part of the Graduate Program offered by WDHS, which is unique in that it is the only program outside of Melbourne to accommodate



Division 2 Nurses. We have also seen the amalgamation of the Coleraine District Nursing Service with Western District Nursing Service to provide wider coverage for our outlying areas.

A health service is not a health service without doctors, and we are indeed fortunate to have a group of dedicated medical staff in the Coleraine Casterton Medical Group who provide an outstanding service to our community. At a time when rural doctors are in short supply across our nation and recruitment is difficult, we must be very thankful for the riches we have. Our thanks also go to our visiting dentist and other visiting medical professionals who provide their services to our community.

We must always recognise and stand in awe of our two Auxiliaries, being the Coleraine District Health Service Auxiliary and the Homes for the Aged Auxiliary who, without fail, continually provide necessary support and commitment to the people of the Coleraine district in the form of fundraising for items that would be out of reach of our day to day finances. Widescreen digital televisions have been provided in both areas for our clients and they are much appreciated by all. Our Annual Appeal donations have been directed toward the purchase of replacement electric lifting machines for the hostels and a freezer unit for the catering department

As in all areas of life, volunteers make up an essential part of our health service and recognition of this dedicated group within our district cannot be overlooked. To all our wonderful volunteers who assist in so many ways through our Nursing Home, Hostels, Meals on Wheels, Planned Activity Groups, Community Transport, Book Exchange, Diversional Therapy, the volunteers who visit those who may not have any one else, each and everyone I extend a sincere thank you for your vital role in the wellbeing of our community. To all the visiting clergy, our tradespeople and supporters in general, thank you for another great year.

I extend our appreciation to the Department of Health, State and Commonwealth Governments, local Parliamentarians, our Shires and Councillors, business associates and the media for their continued support and recognition.

Having undertaken educational placement across WDHS and CDHS this year I have gained an insight into the daily activities of our brilliant staff, and know firsthand, how they manage sometimes very difficult situations, and do it in a cheerful and proactive manner. I thank all our staff in all areas for their dedication and goodwill over the last year and into the future, and commend them to the community as the consummate professionals that they are.

My final thank you is to my fellow Committee Members, the Western District Health Service Board of Directors, our Chief Executive Officer Mr Jim Fletcher and his Executive, Mr Tim Pitt-Lancaster our Manager and Director of Nursing, and his Coleraine District Health Service Department Heads.

Our near future is going to be one of significant change and upheaval, with all the redevelopment construction that is coming and the hard work that it will bring for all. We are committed to providing the best possible outcomes for our community in regards to the delivery of health care. The future starts now, and it is going to be a wonderful future for the Coleraine district and its people and I hope we all enjoy this, "The year of the redevelopment."

**Ron Jones - Chairperson**  
*Management Committee*



## ***Management Committee***

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

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

Functions of the Management Committee:

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

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

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



Back Row (L to R):  
Front Row (L to R):

Alan Millard , John Northcott, John McMeekin Grant Little  
Sandra Adams Anne Pekin, Ron Jones (Chairperson), Gabrielle Baudinette

## Range of Services

### The Hospital:

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



### Allied Health:

- Dental Service
- Podiatry Service
- Physiotherapist Service



### Aged Care:

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

### Home and Community Care Services:

- Planned Activities Group
- District Nursing



### Community Health Services:

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

### Merino:

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



### Independent Living Units:

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



## **Coleraine**

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

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



## **History**

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

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

In June 1989, eight of the 23 acute beds were 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 current total beds as 27, 12 Nursing Home beds and 15 Acute hospital beds.

On Thursday 12th June 1969, Mr W Templeton, the then Shire President, arranged a public meeting to consider an offer of a house from the Estate of 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 & 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 will see new facilities developed in both Merino and Coleraine.



CDHS Manager/DON – Tim Pitt-Lancaster and WDHS CEO – Jim Fletcher were very pleased to hear the State Budget announcement



## *Honour Roll of the Coleraine District Health Service*

### **PRESIDENTS OF THE BOARD:**

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

### **SECRETARIES / CHIEF EXECUTIVE OFFICERS:**

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

### **MATRONS AND DIRECTORS OF NURSING:**

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

### **MEDICAL OFFICERS: (From 1953)**

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

### **DIRECTOR OF MEDICAL SERVICES:**

2001-2005 Dr B Warton

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

### **PRESIDENT**

2005-2008 Mrs Sandra Adams  
2008- Mr Ron Jones

### **CHIEF EXECUTIVE OFFICER**

2005- Mr Jim Fletcher

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

2005- Mr Tim Pitt-Lancaster

### **MEDICAL OFFICERS**

1981-	Dr BS Coulson	2009-2010	Dr C Wilson
1999-2009	Dr N Wulff	2009	Dr R Taheri
1999-	Dr G Prozesky	2010	Dr L Thompson
2004	Dr L Tan	2010	Dr T Nguyen
2005-2006	Dr M Deary		

### **DIRECTOR OF MEDICAL SERVICES**

2004-2007 Dr J Dunn  
2007-2007 Dr M van der Veer  
2008- Dr J Christie



## **Life Governors**

Apex Club of Coleraine	Miss RE Fitz-Gerald *	Mrs V Lawson	Mr WE Taylor *
Mr CN Austin *	Mr AH Francis *	CG Mackie *	Mr H Templeton
Mrs SJZ Austin *	JN Fraser *	J McNair *	Mr PA Thornley *
Mr SJ Bird *	Hon M Fraser	Mrs J McNair *	Mrs L Tippett
Mrs M Broers	Mr PD Gardiner	Mr R Muir	Mr GR Tschirpigg *
Mrs A Brumby	DW Gardner *	Mr RH Nagle *	Dr WR Tonkin *
Mrs B Bunge	Mr D Gaussen	Mrs B Pearce *	Dr CR Wain *
Mr MGK Bunge *	Mrs MMH Hope	Mrs ME Pearce *	Mrs M Waldron *
Mrs R Bunge	Mr RS Hope *	Mr AW Punshon *	Mrs V Wallis
Mr RJ Bunge *	Dr SW Hyland *	Mr JAD Riddoch *	Mr Claude Ward *
Mr KM Byrne *	Mrs M Kelso *	Mr GF Riordan *	Mr HM Wettenhall
Mr DE Calvert *	Mr LJ Kerr *	RIC Roberts *	Mrs M Wettenhall
Mr FR Denney *	Mrs CM Koch *	Mr M Robertson	Mr RG Wishart *
Mr CH Dew *	Mrs C Langley	Mrs C Rolfe *	Mr JC Wright *
Mrs EJ Douglas *	Lady J Law-Smith *	Mr ER Simson *	
Mrs E Fidler	Sir RR Law-Smith *	Canon WJ Tame *	
Mr GM Finch *	Mr LW Learmonth *	Mrs AM Taylor *	

## **Coleraine and District Homes for the Aged**

Mr LE Baudinette	Mrs B Fitzgerald *	Mrs H Hutchins
Mr NR Baudinette	Mrs ES Holmes	Mrs L Tippett

## **Merino Bush Nursing Centre**

Mr R Ball	Mr G Henty-Anderson	Mrs D Simkin
Mr D Clayton	Mr J Northcott	

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

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

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

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

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



## ***Summary of Achievements 2009/2010***

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

### ***Corporate Identity***

- After numerous Deputations, visits by Minister for Health and various Parliamentarians, Business Cases the \$25.8M funding announcement by the Victorian State Government for the redevelopment and building of new health facilities to service the Coleraine community for the next 50 years plus, marks the most significant announcement in the history of health services to the Coleraine community
- The announcement of a \$500,000 Commonwealth grant in response to WDHS submission put forward on our behalf by the Glenelg Shire under the National Rural and Remote Funding Round for the redevelopment of Merino to build a new Community Centre received overwhelming community support. Building plans were done in consultation with Heritage Advisor to ensure the new building was complimentary to the streetscape
- The 2009 Annual Year in Review held in October was an outstanding success with a full house of 95-100 people in attendance. Guest Speaker was Australian Rural Woman of the Year Ms Roma Britnell who gave a very interesting talk on "The Challenges of Living in a Community when Farming Forms the Economic Foundation"
- The Annual Appeal letter was sent out to households in May 2010 and \$6349.50 was raised in donations up to the end of June. The funds raised will be allocated to purchase a replacement electric lifting machine for the hostels and a freezer unit for the Catering Department
- The Western District Health Service Board held their July meeting in Coleraine
- Articles have appeared in the Hamilton Spectator, Casterton News, local Wannan Community News, WDHS/CDHS Community Newsletter which is delivered via Bulk Mail to the community and the Western Wellbeing
- WDHS one of the Runner's Up for 2009 Premier's Regional Health Service of the Year Award
- WDHS Quality of Care Report received a Highly Commended Award in the Regional Health Services Category
- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held functions during the year where there has been excellent demonstration of the community support. Ongoing



2009 Year in Review Guest Speaker Roma Britnell pictured with her husband Glen meeting WDHS Board Director – Jen Hutton

fundraising by the Coleraine District Health Service and Homes for the Aged Auxiliaries during the year has greatly assisted our goal of continually enhancing and upgrading our facilities

- The 2009 Independent Living Unit AGM was held on the 25th of November

## ***Performance Monitoring***

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

- March 2009 six monthly Patient Satisfaction report – overall care index 81% equivalent to highest of Peer Group (range 71-81). Peer Group average 77%, State wide 78%. 100% of WDHS patients fairly or very satisfied
- ACHS HACC Accreditation report received – result high standard
- Annual Cleaning Audit 95.2%
- Bendigo Radiology NATA Accreditation Survey 5 May Coleraine. Bendigo Radiology have been recommended for 3 years accreditation for both Coleraine and Hamilton campuses.
- WDHS External cleaning audit survey 15/3/10 – 96.7%
- Continue to remain fully compliant in all 44 Expected Outcomes under the Commonwealth Aged Care Standards. Very good feedback from the Aged Care Standards Accreditation Agency following unannounced visits to Valley View and Wannon
- Press Ganey benchmarking survey results – WDHS Aged Care facilities in top 1%
- All new staff and post graduate nursing students on placement participate in a structured orientation program specific to our facility
- Any new or updated Policies and Procedures are conveyed to staff via Staff /Quality Improvement Meetings

## ***Quality Improvement and Risk Management Initiatives***

- All staff complete annual Basic Life Support and CPR Training, Fire and Safety competencies and other competencies as required
- Swine Flu awareness was monitored
- A new contractor has been appointed for the supply of cleaning chemicals across WDHS. Onsite training has been undertaken
- OH and S site visits conducted in July and December 2009
- Internal cleaning audit results remain high issues that are identified are minor and addressed as soon as possible



WDHS Fire and Safety Training Officer – Rod McCreddan supervises Robyn Soulsby on the correct technique for extinguishing a fire



- All WDHS facilities passed the external Food Safety audit with flying colours
- Bushfire Preparedness Plan completed for independent living unit residents
- Internal and external audits have been conducted on the kitchen and catering department with no issues identified
- External cleaning audit conducted on the 19th March 2010 with a result of 95.2% with only minor issues identified
- Due to formation of a national body for nursing we are no longer required to provide reports in relation to Code of Guidance in relation to High Care Residents within the hostels

## ***Service Planning and Development***

- A meeting held with Coleraine/Casterton Medical staff on 28/1/2010 to brief them on the redevelopment including bed numbers and the roster changes
- On line survey completed by staff and Community Advisory Committee on the framework for the next five year Strategic Plans i.e. Mission, Vision, Values and Strategic Platforms for input into 2010 Board Retreat
- Department of Health have released new Rural Directions Plan - WDHS Strategic and Service Planning is consistent with these directions
- Community Services Needs Survey being developed for distribution in August/September.
- Action plan developed to merge the Coleraine District Nursing Service with the rest of WDHS District Nursing with the changeover of reporting and financial occurring as of the first of April
- Planned Activities Groups in Coleraine and Merino attendance rates maintained
- During the heat in January the air-conditioned Function Room of the Hospital was made available to elderly members of the community who were feeling the heat

## ***Human Resource Management***

- CDHS participates in the WDHS Registered Nurse Division One and Division Two Graduate program and a rotation program for second year nursing graduates
- Several new volunteers commenced during the past year
- Meal break issue resolved
- Annual appraisals continue to progress
- Staff Christmas BBQ held on the 9th of December and enjoyed by all in attendance
- Mandatory competencies continue to progress throughout the year
- Our Hostel Supervisor Leonie Nolte was awarded a Rotary Pride of Workmanship Award
- Allannah Brooker was named the 2009 Hamilton Region's School-Based Apprentice of the Year. Wannon Hostel hosted Allannah who has been doing a school based traineeship in Certificate III in Aged Care with West Vic Staffing Solutions. Allannah also won the West Vic Award of Excellence for the Western District and was also nominated for the Regional Award of Excellence



Congratulations to Allannah Allannah Brooker pictured with her Award received at the WestVic presentation

- An Aged Care Review of our aged care resident classifications and staffing rosters was conducted in November. This review highlighted a need to review our nursing rosters to better reflect the changing occupancy levels. Nursing allocations changed to four staff on an early shift, three on a late and two on night duty. This minor modification will allow us to better manage staff work/life balances and leave entitlements
- Staff attended a number of external courses
- Drs Ramin Taheri and Linda Thompson commenced work at the Coleraine Casterton Medical Clinic. Dr Tim Nguyen a Registrar working toward his fellowship commenced in February. Dr Christine Wilson moved onto another position to complete her Registrar training
- Senior Management appointments made to Business Support and Innovation Ms. Veena Mishra who commenced 11 January 2010, and Quality and Risk Manager Ms. Wendy James who commenced 22 February 2010

## ***Facilities and Equipment***

- A \$56,000 grant from the State Government to purchase a new digital x-ray processor was a welcome boost to the retention of x-ray services at Coleraine. The new state of the art processor provides much better quality imaging and will ensure that we can meet accreditation standards
- A shared bathroom in the acute ward and a shower and toilet in the Nursing Home have been renovated due to issues with floor coverings and sub-floor structures
- Removal of Accident and Emergency signage has not impacted on the number of attendees
- Pavers at the rear of Strathallan units 11-14 were reset due to movement
- Routine painting undertaken in the kitchen and staged around the kitchen workload
- Two New digital flat screen televisions were donated by the Homes for the Aged Ladies Auxiliary (one each to Mackie and Wannon) and a new Medication trolley
- New dishwasher and benches installed in kitchen approximately \$20K
- New split system air conditioning units installed in the last Strathallan Units
- New lever taps installed in Mackie to better accommodate the needs of the residents have been very well received
- A new ice machine purchased
- A ride-on lawn mower was replaced due to increasing breakdowns and repair costs
- Finalisation of the purchase of property at 66 Pilleau Street
- New beds for the hostels have arrived and the old beds disposed of
- There had been an increase in the number of water leaks in the copper water pipe in the ceiling at Mackie House. These leaks are patched or the section of pipe replaced
- A new meals delivery trolley was purchased on behalf of the Hospital Ladies Auxiliary



CDHS Auxiliary Members pictured with the Catering Services Supervisor Leanne Rigby inspecting the newly acquired food delivery trolley



- The faults in the fire detection system at Mackie have been rectified
- Photographic folios developed to meet a planning condition associated with the demolition of the buildings in High Street Merino
- The gardener from Hamilton Base Hospital, and the local maintenance department have spent time repairing and improving the gardens at Mackie and Wannon, to address a request identified by the residents to improve the outlook of the gardens
- New stand up scales ordered following a donation from the disbanded Coleraine Art Group
- Water leak detected out the front of the main Hospital and linked to the water main feeding the fire system. This has been repaired

## ***Information Management***

- An upgrade of the IT infrastructure to allow for greater wireless coverage undertaken
- WDHS investigating electronic medication system (HATRIX's)
- WAN/LAN upgrade completed
- Desktop PC's replaced at end of leases
- All operating systems upgraded to Office 2007 in October. Training for all staff was conducted
- There had been issues with the paging system at Wannon. This has been tracked back to staff switching the exhaust fan off in hot weather. This practise has now stopped
- The implementation of the ORACLE Debtors, Creditors and Supply System occurred in April. The staff in Hamilton have been of tremendous assistance during the implementation period
- A hand held bar code scanner has been acquired to assist all areas with the ordering of their general imprest stock through Oracle
- All payslips are now only available electronically
- On line booking system for visiting Allied Health Services
- Intranet and Internet access available to all staff
- Video conference facilities available for staff meetings and education
- Online claiming with Medicare for residents under the new ACFI funding instrument
- Lee Total Care data system compliance continues with all residents added to the system and more accessible reports
- Virtual Visiting video-conferencing technology allows residents to visit family and friends remotely. This service is available at Wannon Hostel and Valley View
- SOLLE (SWARH Online Learning and Education) available for staff to update competencies, enrol in courses and education sessions
- All policies regularly updated and available to all staff on the Intranet utilising the PROMPT system

## ***Financial and Service Availability***

- 2009/2010 Revenue and Expenditure Initiatives developed for implementation
- New Regional Financial Management System implemented 1/3/10
- Nursing Home, Hostel and Independent Living Units occupancy maintained high levels throughout the year
- A favourable end of year financial result, with a small operating surplus achieved
- Activity targets achieved

## ***Manager / Director of Nursing Report***

On behalf of all staff at Coleraine District Health Service, it is my pleasure to again provide an overview on some of our achievements over the past year.

Through the dedication and commitment of staff from across the Coleraine District Health Service as well as staff from a variety of departments within Western District Health Service, we have continued to provide an extremely high standard of care and a wide range of services, whilst achieving a small operating surplus, thereby achieving an outstanding level of excellence in service provision through the most cost effective way.

It has been a privilege to work with the highly skilled, versatile and dedicated teams throughout Western District Health Service and I would like to acknowledge the outstanding support and assistance that I have received from all staff. The ongoing success of the Coleraine District Health Service is due to the efforts of everyone involved.



Our enthusiastic volunteers continue to amaze me with the many hours they contribute. Their efforts have assisted us in so many ways. Furthermore, the dedicated work of the members of the Homes for the Aged and the Coleraine Hospital Ladies Auxiliaries is always greatly appreciated. The installation of three new large plasma screen TV's have been greatly received by the residents.

The occupancy levels of all residential care aspects of the Health Service have remained high through the year. The allied health services continue to be well utilised, which has led to an increase in services to ensure the needs of the community are met and I feel that this is a great reflection on the staff and the services offered.

As part of maintaining Commonwealth Aged Care Accreditation of our Residential Aged Care Facilities, the Aged Care Standards Agency conducted unannounced visits during April 2010, with both Valley View Nursing Home and the Wannon Hostels receiving very positive feedback and found to be compliant with all expected outcomes.

During the 2009/2010 financial year, we received funding announcements for construction of new buildings in both Merino and Coleraine; this was fantastic news and will ensure that we are able to provide excellent health services to the community for many years to come. Construction has started in Merino with completion expected in June 2011. Work on the new facilities in Coleraine is expected to commence by June 2011 with completion due in late 2013. With the ongoing support of the community we will have facilities that we can all be extremely proud of.

Along with all staff, I sincerely thank the local community for their valued support during the last financial year and we look forward to their ongoing support as we continue to advance the Coleraine District Health Service.

**Tim Pitt-Lancaster**  
*Manager / Director of Nursing*



## Staff List

### Chief Executive Officer

Jim Fletcher

### Manager/DON

Tim Pitt-Lancaster

### CLINICAL SERVICES

#### Nurse Unit Manager

Denise Beaton

#### Associate Charge Nurses

Russell Armstrong  
Judith Burgess  
Trudy Cottier  
Susan Ferrier  
Deborah Overmars  
Lorace Parsons  
Rosemary Perks  
Wendell Shaw

#### Registered Nurses

##### -Div 1

May Ferguson  
Suzanne Speirs  
Sandra Watt

#### Registered Nurses

##### -Div 2

Susan Anson  
Kath Baugh  
Margaret Mary Baulch  
Marilyn Callaby  
Debbie Egan  
Karen Forsyth  
Claire Goldby  
Ann McArlein  
Kristen McIntosh  
Lyn Marsden  
Lynette Monaghan  
Jade Roberts  
Elizabeth Talbot  
Anne Youl

### Ward Assistants

Tara-Jane Bailey  
Catherine Munro

### District Nurses

Gwendoline Baulch  
Jane Bunge  
Leigh Dean  
Camilla Dundon  
Katrina Hodgson  
Toni Reid

### MERINO

#### Bush Nurses

Janette Lier  
Pamela Meiszies  
Alison Wooldridge

#### Environmental Services

Kathleen Rhook

### WANNON HOSTEL

#### Hostel Supervisor & Care Co-ordinator

Leonie Nolte

#### Personal Care Attendants

Kelly Arnold  
Ronda Baker  
Christine Barnes  
Glenise Benson  
Debra Bickley  
Marilien Broome  
Kathleen Brown  
Lorrae Clarke  
Jennifer Fitzgerald  
Sharon Gorrie  
Lynda Harris  
Maureen Irving  
Marlene Lee

Rosemary Lewis  
Faye Lowin  
Jacqueline McCabe  
Dianne MacDonald  
Elizabeth Millard  
Debbie Nolte  
Michelle Nolte  
Jillian Peterson  
Fay Picken  
Debra Robinson  
Carol Russell  
Deidre Spencer  
Kathryn Sypott

### ALLIED HEALTH SERVICES

#### Keep Fit Program

Valerie McIntosh

#### Community Health

Tracy Plunkett

#### Activities & PAGs

Susan Dodd  
Marie Rigby  
Amanda Torney

### CATERING SERVICES

#### Executive Chef

Leanne Rigby

#### Food & Domestic Services

Samara Barby  
Shirley Broad  
Tania Deutscher  
Joshua Hewitt  
Beverley Horsburgh  
Tamara Hudson  
Patricia Jacobson  
Sharmaine Kiely  
Shirley McCarthy

Cassandra Milton  
Dorothy Milton  
Robyn Soulsby  
Beverley Spring  
Melissa Starceвич  
Janene Taylor

### ENVIRONMENTAL SERVICES

#### Services Supervisor

Maryanne Spong

Tracey Millard  
Shirley Milton  
Fiona Peach  
Laurice Picken  
Catherine Stiglich

### FINANCE

Nick Starkie  
Gabrielle Baudinette

### ADMINISTRATION

Margaret Grinham  
Julie Pollock  
Jane Robertson  
Kara Templeton

### MAINTENANCE

#### Supervisor

Douglas Moore

Neville Barker  
Jarrod Payne  
Philip Perry  
Rodney Nolte  
John Rhook

## Staff Service Milestones

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

**10 years**

*Anne Youl*

**15 years**

*Katherine Sypott  
Alison Wooldridge*

**20 years**

*Glenise Benson*

**25 years**

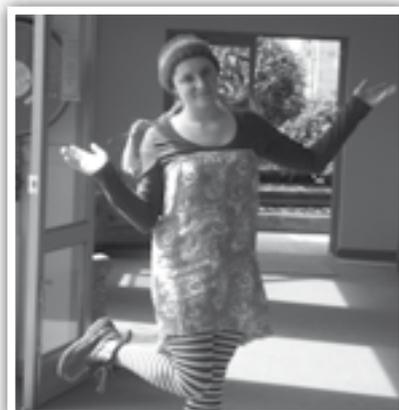
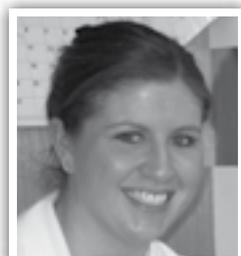
*Leigh Dean*

**30 years**

*May Ferguson*

**50 years**

*Shirley Milton*





## ***Coleraine District Health Service Ladies Auxiliary***

Once again the Auxiliary has had a very successful year fundraising for the Hospital.

We held a well attended lunch last July at 'Karingal', with Pam Robertson as a very interesting and entertaining guest speaker.

The Fete was once again a great success, showing off the culinary abilities, the sewing prowess and the green thumbs among the Auxiliary members and the many 'extras' who helped us on that day. A special thank you to all these 'extras' as the Fete is too large to manage on our own.

The Christmas Stocking raffle is now an institution in Coleraine with many people buying tickets each time they see them on sale.

Our raffle at the Christmas Parade was once again well worth the time spent by members selling tickets.

Twilight Drinks in February was held in the beautiful garden of Ainslie and Simon Wilson at the Wannan. Their garden was spectacular, looking lush and beautiful after the better rainfall of last year. The weather was favourable and a large crowd attended.

In the past year we have funded some equipment for the kitchen, promised money for the purchase of a large flat screen television for the Nursing Home sitting area and a small screen with DVD for use of residents in their bedroom. We have also promised to fund a new medication trolley for use in the Nursing Home when they change their dispensing methods.

After many years of waiting the new Hospital is now in sight. All of our recent purchases can be transferred to the new facility as will any further equipment we fund.

I would like to thank the Vice President Coralie Coulson, Secretary Bev Bunge and Treasurer Alison Brumby for their help during my first year as President. They have all flattened the learning curve for me. Thanks also to all the Auxiliary members for their continued efforts and to the community for supporting us so generously.



Auxiliary Members enjoy a luncheon together

**Leigh Dean**  
*President*

## ***Homes for the Aged Auxiliary Report***

Currently we only have seven members and we meet once every two months at Wannon Hostel.

During the year, we held three Hoy afternoons raising a total of \$247. We had a Christmas voucher raffle, which made \$295.85. Sunday night Euchre Cards has raised \$166.

Through the year, we purchased a Medicine Trolley for Mackie Court at a cost of \$3,500 and have acquired two large flat screen televisions for the Hostels.

We also supplied Christmas drinks and cakes for Mackie Court and Wannon Court residents.

Special thanks must go to Linda who organises and runs the cards and many thanks to the supporters who come along and play.

A sincere thank you to our Office Bearers and members for their continued support.

We wish our Auxiliary a successful year ahead.

**Julie Taylor**  
*Acting Secretary*



HFA Auxiliary members Hilary Hutchins and Liz Gunningham pictured with one of the new large screen televisions



## ***Coleraine Planned Activity Group – Golden Lodge Report***

The Coleraine Planned Activity Group is a community based program for older people and people with a disability living in their own home.

At PAG's over the past year we have been very busy. We hosted the Annual Fishing Competition, attended the Andre Rieu Concert in Melbourne and recently had an overnight trip to Portland. We have visited many interesting places in our local area and have joined in with other groups meeting up with old friends and making new ones.

We have been working on knitting babies beanies for the new arrivals at the Portland Hospital, some clients knit, some sew, some wash the beanies and some happily watch - so as a team we make the finished product and proudly send them off.

We get involved in the community as much as we can, attending the School Fetes, ANZAC Services, Coleraine Show, Christmas Street Parade and many more and we enjoy this very much.

We have been focusing on healthy living this year and have fruit for morning tea and incorporate gentle exercise into each session as well as a few good laughs.

We are always on the lookout for new ideas and this year we have been trying some new craft ideas and have been trying different active games and also each week we have a what/who am I? This is a good brain stimulator.

WDHS provides many services and we have had guest speakers from a variety of departments and other health care or community based support programs come and give us formal and informal talks. Our group has found this very valuable.

We are looking forward to the coming year as we are relocating due to the building of the new Coleraine District Health Service facility. This is very exciting for our group and we are looking forward to being in our brand new home.

Our volunteers are a big part of our program and we would like to acknowledge the great job they do and the support they give the staff.

We look forward to seeing you out and about in the coming year.



Joan and Syd getting into the Christmas spirit of things with good cheer and good company

**Marie Rigby**  
*Coleraine Planned Activity Group Co-ordinator*



Excited participants eagerly getting ready for their big trip to Melbourne to see the Andre Rieu Concert



Joan and her great granddaughte Molly barracking for their footy team



Dorothy pictured at the Hats Through the Years Exhibition



Fortune Teller Mildred and Lucky Cat Dot having fun at the Fancy Dress day



“Catch of the Day”  
Joan and Kath show off their winning catch



Our Hula Honey Dawn and our colourful Clown Annie take time to catch their breath in between all the fun





## ***Community Health Report***

Well who would have thought...my third Year in Review for Community Health....how time flies when you're having fun....and it has been fun.

As usual we wouldn't run so well without the valued support of a wonderful team of work colleagues and community members who make the wheels of any project I am working on run super smoothly. Thank you.

One of the most exciting events for this past year was definitely the opening of the Coleraine Men's Shed - Quietly starting in December to get the ball rolling, and launching with the Official Opening day in May. What a credit to the support of the committed group of people who worked hard for around 18 months behind the scenes to launch this project and the enthusiasm of the men who stuck with it and the company and input of all who now regularly attend...You will see them there, the Men of Coleraine, in the rear of the Caltex Service Station each week on a Thursday morning....and if you arrive quietly there will be laughter and bantering, cuppas and of course some work.....feel free to join in....

In October we prepared for the Summer heat - Sharon Linke from the CFA joined us at Strathallan and St Joseph's Court to talk about Summer Safety and Home Safety...we huddled down under the carports, in the CFA blankets and the pouring rain to learn about this important topic...and followed up in November with Jo Brown from Western District Health Service helping the community be more comfortable and heat-safe for the Summer, discussing how to keep your home cool, looking after yourself and your friends in the Summer heat.

In November we joined forces with the Coleraine Medical Clinic to provide Free Sun Spot Checks, thanks to all involved.

Once again I got to show my great knowledge to the Kinda Kids, touring them through the Medical Clinic and the Hospital....I can still find the Jelly Beans and the Cookies...

I trotted myself off to Merino in February to have tea with the Merino Lions Club, oh and presented a Stroke Safe Seminar while I was there...thanks for a great evening...

We celebrated International Women's Day in March at the Coleraine Hotel with Guest Speaker Sue Brumby who kept us on our toes with some tough Australian Trivia, thanks for joining us.

On a bitterly cold day in April some of our hardy Walking Group braved the weather and my bus driving to join the Hamilton Walking Group for an ANZAC Day walk in Hamilton. The President of the Hamilton RSL Club gave one of the most sincere and inspiring talks I have ever heard. Thanks John Locott (hope I have that right) I was moved to tears and I don't mind admitting it...

On the bus again in June and over to Hamilton for our yearly 'retail therapy trip'...oh you know BreastScreen....Not sure if my bus driving skills are improving...

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

**Tracy Plunkett**  
*Community Health Nurse*



## ***Community Transport Service Report***

The Coleraine Community Car is available to clients of our district for transportation to medical and therapy appointments, visits to friends, social activities, group activities, and shopping centres.

The limited availability of public transport in our community, and the inability of clients to access buses, etc, creates a need which our community car fills.

There have been 344 local trips to shops, doctor's surgery, etc, and clients this year have been conveyed to access specialist care in Hamilton (37), Warrnambool (17), Ballarat (6), Geelong (1), Melbourne (1), Stawell (5), Portland (2), Horsham (2), Mt Gambier (12), Henty (1), Casterton (5), Wannon (1) and Tahara (1). We have also assisted Coleraine Hospital in returning patients to their homes after hospital stays.

The car is also available in Coleraine four afternoons per week for local appointments, and shopping.

The service is run by four co-ordinators and approximately 30 volunteer drivers and phone attendants.

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

We also thank the Coleraine and District Community Bank for their sponsorship, Coleraine Op Shop, Coleraine Pensioners' Club and Coleraine District Health Service for the use of hospital cars when needed, and our clientele for their support.

*The table contains comparative information for the year-*

	<b><i>2008-2009</i></b>	<b><i>2009-2010</i></b>
Kilometres travelled	13,326	17,708.6
Driver Hours	472.5	768.05
Phone Hours	468	270.75
Co-ordinator Hours	364	468
Total Vol Hours	1304.5	1506.8
Donations Collected	\$3234.70	\$3364.65

**Marlene Steers**  
*Coleraine Community Car Co-ordinator*

## ***Dental Clinic Report***

The Dental Clinic at CDHS has had another very busy year. The Surgery operates on Thursdays from 9.00am until 5.00pm and covers most facets of general dentistry. Over the past few years, between management and ourselves, we have had some significant upgrades with our equipment levels, relating specifically to Infection Control, with a new W+H Lisa class B autoclave, and a new Progeny dental X-ray unit, replacing our old, but trusted, Siemens unit. I am very grateful to the Board of Management of CDHS/WDHS, for supplying this state-of-the-art equipment, to enable us to continue to achieve a high standard of dental care for the people of Coleraine and surrounding districts.

Since our last report, Lyn (my wife and Practice Manager) and I have welcomed a new dental assistant, Mrs Christine Grigg, to our Practice; Chris also works in our Casterton and Edenhope surgeries.

Over my 26 year association with CDHS and the people of Coleraine, we have moved locations a number of times within the hospital, and now, with funding finally being procured for the new hospital, in the latest Victorian Budget, it looks like we will be moving again!!

Lyn, Chris and myself, are pleased to be able to continue to offer a friendly and up-to-date dental service to the Coleraine community, and look forward to the next busy twelve months!

**Dr Tim Halloran BDS.BSc (Hons.)**



Dentist Tim Halloran pictured with client Maryanne Spong







## ***Dietetics and Nutrition Report***

It has been another busy year providing Dietetics services to Coleraine. I have continued to visit twice monthly, alternating between the Hospital and Mackie Hostel. As always, our goal has remained to provide high quality meals to our residents and staff, to meet both their nutritional requirements and personal preferences.

The Outpatient Clinic held once per month has also continued to grow over the past 12 months. For residents in the community I have continued to provide education and counselling with clients for weight management as well as nutrition related diseases including diabetes, cardiovascular disease and gastrointestinal disorders.

Along with my usual case load, I have had the opportunity to provide nutrition education to the wider Coleraine community, including a visit to Coleraine Senior Citizen's Club to discuss Healthy Eating.

I have also spent some time planning a group weight management program called "Appetite for Change" that we are hoping to run in Coleraine. The program will encourage healthy, mindful eating, physical activity and realistic goal setting.

In the upcoming year, I am also looking forward to delivering In-services to staff at both the Hospital and Hostel regarding nutritional requirements of aged care residents and strategies to address nutrition related issues in this setting.

In summary, it has been a productive year in Coleraine. I look forward to working with the team for another successful year in 2010/2011.

**Regards**  
**Jessica Nobes APD**

## ***Podiatry Report***

This year, the Podiatry Service at Coleraine has increased its visits from twice, to four times a month, responding to the increase need in service demand. The service continues to be very popular for new and existing outpatient clients and those of the Wannon/Mackie Court Hostels and Valley View Nursing Home.

In the forthcoming year it is hoped that an educational in-service will be held for nursing staff, informing them of basic foot pathologies, foot care and assessment for referral to the podiatrist.

**Claire Barrand**  
**Podiatrist**

## ***District Nursing Service Report***

It has been another busy year for the Coleraine District Nurses. Sadly, we have had to say goodbye to three staff members but have welcomed two new ones to the team.

Toni Reid became Toni Simson a few months ago and with that change came another, as she accepted a role as Associate Charge Nurse in CDHS. Her bright, smiling personality will be missed by the District Nurses and the clients, we wish her well. Leigh Dean has been attempting to retire for the past few years but 2010 might be the year! She has been the backbone of the Coleraine District Nursing Service for many years, leaving very big shoes to fill. We wish her well for whatever lies ahead - a



District Nurses Jane Bunge and Jane Hartwich catch up with Marie Rogers

big thankyou from the staff and the clients. Thank you also to Topsy Baulch who has also retired, after many years of service to both Coleraine and Merino. Although we think that “retiring” simply means swapping the nurses uniform for farm clothes!

We have been lucky enough to gain the services of Jane Hartwich and Sue Ferrier from the Hamilton District Nursing team. They will be travelling out to help us when we are short staffed. The “old” girls - Millie Dundon, Katrina Hodgson and Jane Bunge are still around!

As of April 1st 2010, we have merged with Hamilton District Nursing. We continue to provide our valued service to our clients, as we try to tackle the new paperwork and administrative processes. As a result of the merger, our clients should notice little change, and we are sure that the combined service will benefit everyone.

Our client referrals come from other hospitals, clinic Doctors, allied health workers and family members. Our work in Mackie and Wannon Hostels keeps us very busy, along with our increasing number of home visits. With earlier hospital discharges, we are seeing a wide variety of cases that require nursing intervention.

We are all looking forward to a challenging and rewarding year.

**Jane Bunge**  
***On behalf of the Coleraine District Nursing Service***



## ***Diversional Therapy & Activities Report – Wannan Hostel***

We have again reached that part of the year where we look back and reflect on what has happened and wonder where the time has gone. It seems that only yesterday we were putting this report together for the last year.



As always, we have been kept very busy with different activities especially our new Millionaire's Auction. This is enjoyed by residents very much and the laughter that is in the room is very nice to hear. Staff, at times have come in to see what is happening and to assist some with the bidding. It is always lots of fun.



The Auctioneer is ready with his hammer, the bidders are ready with their paddles and everyone gets into the spirit of the Millionaire's Auction

We were very lucky towards the end of last year to be entertained by some great people from the Adelaide area. All enjoyed this different music, poetry and singing and are looking forward to them coming back again in the near future. The lounge room at Wannan was really buzzing with the sound of singing and laughter. Victoria's Sights and Delights again came and bought out some goodies from her shop for us to see to enable the residents to be able to have a good look and buy some Christmas and Birthday presents for family members. This gives the residents a feeling of independence and pride in being able to say that they had chosen it themselves.

Bus outings are still one of the favourite of the activities and being able to see some of our beautiful countryside and wildlife is always a great treat, especially to the one who spots something first. All especially enjoy looking at the swans in the water holes that we have found and even lucky enough to see a couple of Brolgas.

The ANZAC Day Service is always a special occasion for us to attend and each year a different resident gets to lay our wreath. This is a sad time in their life and residents enjoy the chance to be part of this service. Usually a member of the R.S.L. attends our service in the hostel but unfortunately this was not able to happen this year due to the ill health of the R.S.L. member, so with encouragement from the residents, the service was done by myself.

Virtual visiting is still going and we are always looking forward to family contacting us for the chance to talk with their family members and loved ones who live in our Hostel. It is very private and can be taken into the resident's room so they can feel free to discuss whatever is on their mind.

The ladies mainly, but some of the male residents, have enjoyed having some guest speakers from all walks of life come to talk to us. These speakers have been very entertaining and everyone especially enjoys the cup of tea after the talks when we get to use our very best china and lace tablecloths. This is very reminiscent of what families used to do a long time ago.



A beautiful day, a beautiful garden  
.....perfect for catching up

This year we have again joined in with community groups and attended a Garden Party, Biggest Morning Tea, World Day of Prayer, and we are now having Hoy afternoons with the community coming into our home every two-three months. This is organized with the assistance of the Homes for the Aged Auxiliary, who are also holding their meetings of an evening in the Wannan lounge every two months. We also enjoyed the Australia Day Celebrations especially talking to the Ambassador for our area this year. The residents enjoy meeting the different people that come and attend and also love to catch up with friends.

Many thanks go to our Mulleraterong visitors who still visit with us each fortnight and to their carer Pam. This is a very special afternoon and all who attend enjoy the ladies and are interested in what they are doing.

We are very fortunate to have Church Services each month from all religions as this is not always easy for the Ministers of today as they have a great deal of area to cover. All have their days to attend and if, for some reason, they are not able to attend they will try to get someone else to do the service so that the residents do not miss out.



Residents enjoy the stirring sounds of the Police Pipe Band when the Band visited Hamilton for a concert

We still have BBQ lunches, but not as many as we should, and egg and bacon breakfasts which are enjoyed by most. Also we must thank our great kitchen staff for the assistance in providing the special food for our Christmas Parties, Happy Hour Teas and Afternoon Special Teas. They work behind the scenes so are never there for the accolades that are given out.

To all our wonderful volunteers, we thank you for the giving up of your time so freely and being able to assist with the Footy Tipping, Melbourne Cup Sweeps and all the other activities that you assist with. It makes the activities so much easier and it is very much appreciated by all. Another huge thank you also goes to the staff, who assist with certain activities when visitors arrive or during special afternoon activities. The residents and I sincerely do thank you and truly appreciate your assistance.

**Marlene Lee**  
*Diversional Therapist*



## ***Education Report***

Over the past 12 months following the introduction of on line education through Solle, many staff have had increased opportunities to maintain their own education via the intranet.

Competencies and training available through this learning are: Anaphylaxis, BD Pen -Auto Shield Pen Needle, Bed Sticks and Bed Controls, Cardiac Rehabilitation, Elder Abuse in the Aged Care Setting, Entonox, Epidural Anaesthesia, Fire Theory, Improving Care for Older Persons, Guidelines for Palliative Approach, Restraint Minimisation, Vulnerable Babies, Children and Young People at Risk of Harm, Blood Transfusion with CPR and BLS to be uploaded soon. All education sessions in Hamilton can also be booked through Solle.

We have also access to video linking education sessions in other facilities and education on the computers.

With our ongoing inservice education and staff attending Fire Practical Training, Emergency Evacuations and external training, I am confident that all staff in Coleraine continue to strive for continued professional growth and are competent to work in their designated position.

Thank you to all staff who assist in the training and education of staff both from Coleraine and Hamilton. Without your expertise and commitment staff would be travelling a lot more to maintain skills and competencies.

**Denise Beaton**  
*Nurse Unit Manager*



WDHS Fire Safety Officer Rod McCreddan and Rod Nolte demonstrate the Albac Rescue Mat on willing 'crash test dummy' Jarrod Payne during an Evacuation Training session for staff. The mat is used to evacuate persons to a safe area if needed



## ***Environmental Services Report***

Again another busy year with the ongoing challenges of maintaining high standards in both internal and external cleaning audits. The ongoing deterioration of the Hospital, Hostel and Allied buildings continues to cause problems with dust, cracks and uneven floors. Even though funding for building of new facility now a reality, we will continue to have a couple of years to strive to maintain a clean, fresh environment for all users of Coleraine District Health Service.

We could not continue to meet the standards in cleaning without a very dedicated band of cleaning staff – Thank you all for your commitment and ongoing efforts in maintaining a very high standard in difficult conditions.

Thank you to Tim for his ongoing support and assistance over the past 12 months.

**Maryanne Spong**  
*Environmental Services Supervisor*

## ***Hotel Services Report***

2009/2010 was a very busy year for our Catering Department with a huge increase in our Meals on Wheels, as well as still supplying our usual meals to our Senior Citizens, Hostels and Planned Activity Group.

<b>MEAL SUPPLIED DURING 2009/2010</b>								
<b><i>MOW</i></b> <small>(inc Weekend)</small>	<b><i>Senior Citizens</i></b>	<b><i>Acute</i></b>	<b><i>Nursing Home</i></b>	<b><i>Hostel</i></b>	<b><i>PAGs</i></b>	<b><i>Other Functions</i></b>	<b><i>Staff</i></b>	<b><i>TOTAL</i></b>
7,590	843	11,861	17,520	61,320	975	565	3,292	103,966

We continue to receive very positive feedback about the quality of our fresh cooked meals. Thanks to all concerned for completing feedback forms.

The high level of work would not be possible if it were not for the vast experience provided by the staff. I would like to thank them all for their dedication and support during 2009/2010.

In November this year, the Catering Department undertook some renovations to the dishwashing area of the kitchen. A huge thank you is extended to all those involved in this process during the renovation as I understand what a trying time this was and the difficult circumstances in which to work.

**Leanne Rigby**  
*Catering Supervisor*



## ***Fitness & Wellbeing Report***

The Keep Fit Program consists of different types of exercise classes and community presentations. The fitness classes and presentations are run by qualified Kinnect (VicFit) Instructors who have special training in Gentle Exercise for Older Adults, Strength Training for Chronic Illnesses, Tai Chi, Falls Prevention, Pilates Mat and Reformer Technique, Pregnancy Fitness, Fit Ball Core Strength Training, Relaxation and General Fitness Programming.

This year, the Keep Fit Program offered a range of fitness and wellness classes to suit all ages, various interests and all levels of fitness. The Silver Sneakers/Falls Prevention, Chair Based Gentle Exercise class has been going for over 16 years now and continues to be very popular especially with those who are getting silver on top and those looking for a gentler workout!



Instructor Val McIntosh shows participants some Fit Ball Core Strength exercises



There are currently two FitBall Plus! classes running, incorporating core strength and balance work. Another very popular class has been the Stretch & Tone workout. This is a 45 minute class incorporating stretching for flexibility and relaxation. The Walking Program with the Community Health Nurse in attendance is still going strong as well.

Falls Prevention sessions are also taken by the Allied Health Assistant at Mackie and Wannan Hostels for those residents recommended by the Physiotherapist for Falls Prevention exercises.

The Keep Fit Program also offers Falls Prevention workshops with local community groups. A short presentation is given on techniques for prevention of falls in the home and community and supported by handouts and checklists for making sure that everyone lives and works in a safe environment. This service is sponsored by the Coleraine District Health Service.

This year we have also been fortunate to have Senior Iyenygar Yoga Instructor, Frank Jesse, from his retreat Griffins Hill Dunkeld, hold Sunday morning yoga workshops for new and experienced students. These workshops have been well attended and Frank has agreed to offer a session once a month during the coming year.

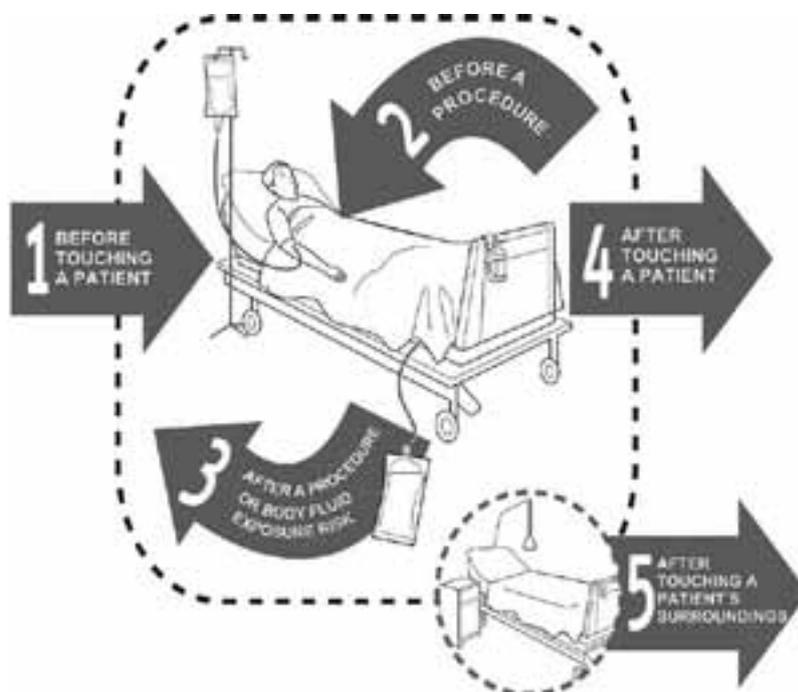
The Coleraine District Health Service offers some of these services for a minimal cost to individuals and others for free, and is committed to offering guidelines and services that help keep individuals in community fit and healthy.

**Valerie McIntosh**  
*Keep Fit Program*

## Infection Control Report

The Infection Control Program at the Coleraine campus consists of monitoring such as: cleaning standards, infection rates, also auditing staff knowledge and practices, and bi-monthly visits from the Infection Control Department of Western District Health Service.

Coleraine District Health Service participates in comparison auditing across rural Victoria and includes such audits as compliance to Infection Control principles and a point of prevalence of infections in aged care facilities. Infection Control also participates in the Victorian Hospital Acquired Infection Surveillance System (VICNISS) to allow comparison to other Public Hospitals of similar size. These reports are then used together with the incident reports to gauge the position of the service delivered.



Coleraine staff were offered both the H1N1 (Swine Flu) influenza and Annual Influenza programs. VICNISS data for 2009 indicates that 50% of the staff took advantage of the annual influenza program, which is an improvement from the previous year of 37%.

Hand Hygiene is always an area of promotion by Infection Control and the staff are audited against the 5 Moments of Hand Hygiene as is used now across Australia.

This audit system groups staff activity into 5 Moments that a person should perform Hand Hygiene of either washing or using the Alcohol Hand rubs.

Over the audits this past year, staff have consistently scored between 70% to 80%, which is an excellent result as the expectation was for a 60% minimum.

In this past year no outbreaks of infections were noted in the Health Service, highlighting the care and diligence the staff show to preventing infections amongst the people in their care.

**Mark Stevenson**  
*Infection Control Consultant*



## ***Lifestyle & Leisure Report – Valley View Nursing Home***

What a busy year we have had, joining in a large variety of activities both in the Nursing Home and in the community.

We have been very lucky to have Father Andrew Hayes coming each month to perform music and encouraging all residents to be involved. We have recently produced a relaxation CD made by our residents and compiled by Andrew and it sounds great. Everyone was very proud of this achievement.

The children from St Joseph's Primary School visit us at least once a term and have built up good relationships with our residents and our residents look forward to their visits. The Coleraine Primary School Choir visits and performs beautiful songs with the help of Jay Tan. Our residents enjoy this very much.

We have attended many community based activity sessions including: The Coleraine Show, Sheepvention and the Biggest Morning Tea Party. We have travelled around the area to Casterton, Hamilton, Portland, Port Fairy, Dergholm and many other areas and experienced some wonderful scenery.

We have been involved in a Men's program involving all WDHS aged care facilities. This program has allowed our men to catch up with old mates and make new ones and be involved in a variety of outings to farms, museums and have guest speakers on a variety of topics including fishing, wood turning and trees. Our men have been especially enjoying these sessions.

We continue to celebrate many different holidays or special days throughout the year and encourage residents and staff to join in by dressing up - you might see all sorts of funny things when you come to visit.

This year we have had a rain gauge installed especially for our residents to keep record of how much rain we have. This has been a great source of conversation around the meal table.

Our Church Ministers attend monthly and show great dedication providing beautiful services and lovely hymns for our residents.

Kath and I would like to thank the other members of our working team for helping out to make sure we are providing a high quality program for our residents, without this support our program would be limited. We look forward to seeing you throughout the coming year.

**Marie Rigby**  
*Lifestyle and Leisure Coordinator*  
*Valley View Nursing Home*



St Joseph's Primary School children enjoy some wheelchair dancing with the residents



Nurses all scrubbed up and ready for any emergency (alias Audrey and Nell)



Catching up Eileen and her cousin Ann



A Fairy Princess pictured with Nell



Smiles for Pop and Lorraine getting into the spirit and enjoying the day



Father Andrew and his dance partner show their unique style



Kath and Tom meet a cute and cuddly four-legged friend



## ***Medical Services Report***

Coleraine Casterton Medical has continued to provide Medical services to the Coleraine Hospital, township and surrounding areas throughout 2009/10.

What a year it has been for Coleraine Casterton Medical with the successful recruitment of two new doctors and a new GP registrar, as well as passing our triennium accreditation.

Dr Ramin Taheri joined our hard working team of doctors in November 2009 bringing with him a great depth of experience from his previous practice overseas. Dr Taheri has been working closely with Dr Prozesky to assimilate to our Australian Health system and is working towards his fellowship with the Royal Australian College of General Practitioners (RACGP). He has a charming, witty manner and has built up a great rapport with our clients and Practice team alike.

Dr Linda Thompson joined us in February 2010 and works exclusively in the Coleraine clinic on Thursdays and Fridays. Dr Thompson relocated from Darwin with her family, and brings with her a wealth of knowledge after having trained in Adelaide and spent many years working in General Practice. Her quiet, confident manner has built up a strong following with our clients and endeared her to our Practice team. We look forward to many years working with Dr Thompson.

Dr Tim Nguyen also joined us in February 2010 as a first year GP registrar. Dr Nguyen is working closely with Dr Coulson as he works toward fellowship with the RACGP. He has a delightful, enthusiastic approach to his clients and life in general. His enthusiasm to learn and help is welcomed by our clients and our Practice team, and we are sure he will have a long career in general practice.

We have also welcomed Alana Benson across from the Casterton Clinic where she has undertaken a 12 month traineeship, to take up the reception position left vacant by Anne Duerden's departure. Alana's bright bubbly personality has been a great addition to our Coleraine team. We also wish Anne well with her new endeavours. We thank Lorraine Watt, Jenny Trotman, Rowena Plush, Sandy Bryan and Paula Gunning for their continued excellence and expertise.

In April we also farewelled Dr Chris Wilson: Dr Wilson has moved onto another practice to complete her GP registrar training and to gain fellowship with the RACGP. The Practice has missed her dedication and we wish her well in the future.

In November 2009 we went through the arduous process of accreditation, and passed with flying colours. Accreditation through Australian General Practice Accreditation Limited (AGPAL) Quality in Practice (QIP) means our Practice meets the extremely high standards of all things General Practice. Inspectors enter the practice and inspect everything from our clinical standards, to how we



Dr Tim celebrates his Birthday with staff member ACN Debbie Overmars

protect the confidentiality of our patients, to the way in which we dispose of our Practice waste. It is a huge credit to the commitment of our clinic team that we were able to pass so easily.

As always we thank our hard working doctors; Brian Coulson, Kim Tan and Greta Prozesky for their continued dedication to the community and the practice. Their commitment to providing ongoing excellent service is commendable.

All of our team continue to develop skills and undertake training to ensure continual improvement. We also strive to fine tune our processes and equipment to ensure we are able to provide the best service possible.

Coleraine Casterton Medical would like to congratulate Western District Health Service whose persistence has seen them successfully securing funding for the new buildings for the hospital, Medical Clinic and Allied Health and we look forward to working with them to see this project through to completion.

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

**Kim Lane**  
*Practice Manager*  
*CC Medical*



Doctors Greta Prozesky, Chris Wilson and Brian Coulson  
pictured as last year's CDHS Year in Review



## ***Merino Bush Nursing Centre Report***

The Merino facility has had an exciting year. We have commenced several new services, which are doing well, and the existing services continue. The facility continues to provide service and support to the communities in Merino, Digby, Branhholme and surrounds, to enable clients to remain at home safely. We continue to receive referrals for clients who require additional care post discharge from an acute setting.

The Community Bus and Community Car continue to be utilized. This is an essential service we provide to the community, and we appreciate the time and effort given by our volunteers.

Our Exercise Program, run every Thursday, is well utilized and the clients look forward to the interaction they have with other members.

The Glenelg Library operates an outreach service from the Centre. This service has been successful enough for us to obtain two computers, for use as a free broadband for seniors' internet kiosk. The kiosk offers older members in the community free training and access to broadband.



Local school children listen intently and are very keen to learn about everything



Our tent set up at the local Show ready for business

We held an Open Day for the local Primary School students to enable them to become familiar with the Centre, to hopefully ensure they do not feel too intimidated if they need to come here for any treatment or advice.

Our tent at the local Show was well attended and utilized. The community was able to obtain blood pressure and blood glucose levels. It also provides us with an opportunity to expand our client base, by educating the community as to the services we offer at the Centre.

**Pam Meiszies**  
*RN Div 1*

## ***Merino Planned Activity Group – Miakite Centre***

The Planned Activity Group has had a busy year with reasonable numbers in attendance.

Some of our activities have been outings to musicals, movies, and day trips to towns in the surrounding district - Mt Gambier, Portland, Penola, and Casterton. We also have craft days.

Days at the Centre usually include activities that keep the brain stimulated, quizzes, some card games and crosswords.

We also try to keep up a certain amount of fitness in our programs appropriate for the participants, some exercises, Hookey, walks, and Wii games.

We have also joined in with the Coleraine Planned Activity Group throughout the year which entailed BBQ's, lunches and trips.

Our Program is tailored to giving our participants the chance to attend social activities in a safe environment, and to keep an active outlook on life.

**Susan Dodd**  
*Activities Co-ordinator*



Participants enjoying the beautiful gardens  
at Horsham on a day's outing



## ***Nursing Services Report***

Again, another busy year.

We received an unannounced visit from the Aged Care Standards and Accreditation Agency – These visits are usually annually. This year they audited Standard 3 in Aged Care- Resident Lifestyle. Areas checked were Continuous Improvement, Choice & Decision Making, Staff Education & Development , Emotional Support, Independence, Privacy & Dignity, Leisure Interests & Activities, Cultural & Spiritual Life, Choice & Decision Making.

It is pleasing to report that the audit was very positive. It is always great to receive feedback from auditors with suggestions on how to continue to improve.

Thank you to the residents who were interviewed and provided valuable information to auditors. This further emphasises the continued commitment by all staff of CDHS to maintain a very high standard of care over all areas.

We would have not have received such positive results without a great team effort.

The Acute area of the Hospital was “Packed to the Rafters” in the first half of the year, with throughput much higher than previous 12 months.

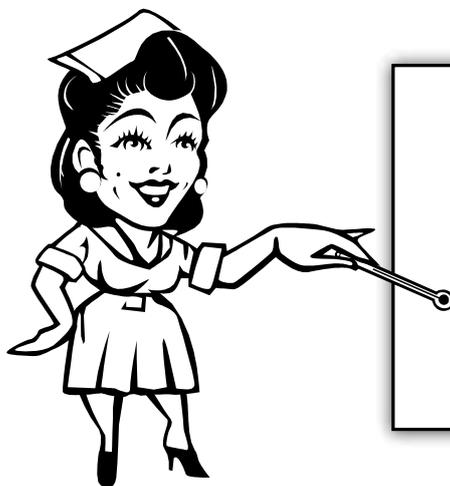
**Thank you** to staff both in Coleraine and from Hamilton casual bank who assisted in working extra shifts to cover increased workloads.

**Thank you** to our Ladies Auxiliary for their ongoing purchasing of much needed hospital equipment. All equipment is greatly appreciated by staff, residents and patients.

**Thank you** to the Art Group of Coleraine for their substantial donation, which went towards stand up scales and bed cradles. It is sad to see you fold.

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

I would like to thank all WDHS staff for their ongoing support, assistance and guidance over the past 12 months, with special thanks to Tim, Leonie, Fay, Lorace and Julie for their support and advice.



*Nurses dispense  
comfort,  
compassion,  
and caring  
without even  
a prescription*

*-Val Saintsbury-*

**Denise Beaton**  
*Nurse Unit Manager*



## **Occupational Health & Safety Report**

*The primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk. External surveys are also undertaken by a WorkSafe Inspector in conjunction with an OH&S representative to ensure Standards are upheld. OH&S is an intricate part of a multisystem workplace, working in-conjunction with No Lift, Infection control and Staff to promote a Safe, Healthy and Happy working environment.*

### **HOSPITAL**

This year, Tracy Plunkett has stepped aside from the OH&S role due to her many other commitments - I would like to thank her for her assistance. OH&S Committee meetings are held at Hamilton Base Hospital every two (2) months. Issues of safety and potential threat along with 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 on Riskman if an item of equipment is found to be faulty or something poses a potential risk to ensure that the fault or hazard is repaired as soon as possible.

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

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

Coleraine has been fortunate to receive funding to build a new hospital in the near future, we are excited by the prospect of a new facility that this will allow us to further enhance our strong focus on OH&S.

**Trudy Cottier**  
*OH&S Representative*

### **WANNON HOSTEL**

The Hostel is now at 98% with electric beds, thanks to more funding and some recycled beds from WDHS. These beds make caring for our residents easier for staff, and help with their comfort, as they are adjustable to their needs.

Staff continue to undertake mandatory competencies to ensure we deliver a high standard of care and to meet all accreditation standards. Competencies include No Lift, Fire Training and Basic Life Support.

Staff attend workplace inspections on a regular basis to ensure that the Hostels remain a safe work place and living environment. All staff and residents are looking forward to the new redevelopment and will watch with anticipation on the progress of this.

The Hostel also received a monetary gift, which earmarked for the purchase of a new lifting machine.

**Fay Picken**  
*OH&S Representative*



## ***Physiotherapy Report***

During the 2009/2010 financial year, the WDHS Physiotherapy Department continued to provide a two day-a-week physiotherapy service, based at the Coleraine Allied Health Centre. This encompassed 302 outpatient consultations, 102 hospital consultations, 56 nursing home consultations and 75 hostel consultations.

A number of physiotherapists were involved in providing this service during the year, the main ones being Yvette Schmal, Ruchi Agrawal, Zita Arends, Rebecca Redpath, and Tamara Matulick.

In addition, there were 429 hydrotherapy sessions for the year, ably supervised by Valerie McIntosh who also provided enormous support for all the visiting staff, continuing programs with residents on days we were not there. Our thanks must also go to her for keeping us organised and everything running smoothly.

**Lyn Holden M Physio M Health Admin**  
*Chief Physiotherapist*



Assistant Val McIntosh and Physiotherapist Tamara Matulick try out some of the rehabilitation aides



# Supply & Maintenance Report

## MAINTENANCE TEAM COLERAINE CAMPUS

Daryl Hedley (*Manager Supply & Maintenance Based in Hamilton*)

Douglas Moore (*Maintenance Supervisor*)

Phillip Perry (*Store person Handyman Gardener*)

Jarrold Payne (*Maintenance Handyman*)

Rod Nolte (*Maintenance Handyman*)

Neville Barker (*Gardener Handyman Part time*)

<i>Hospital</i>	Orders	<i>Mackie</i>	Orders	<i>Wannon</i>	Orders	<i>Annual Work Orders</i>	
						For other areas	
July	24	July	17	July	10		
August	15	August	12	August	17	Strathallan	37
September	23	September	12	September	10		
October	27	October	18	October	14	St Joseph's	20
November	22	November	17	November	20		
December	22	December	17	December	7	Merino	5
January	16	January	15	January	8		
February	24	February	21	February	12	PAGS	9
March	21	March	9	March	10		
April	13	April	13	April	10	Wannon Units	6
May	14	May	22	May	10		
June		June		June			
<b>Total</b>	<b>221</b>	<b>Total</b>	<b>173</b>	<b>Total</b>	<b>128</b>	<b>Total</b>	<b>77</b>
<b>Overall Total 599</b>							

To list a few of the larger expenses incurred through this period, which include fitting seven air conditioners systems and two new oven-stoves to Strathallan units. In December the Hospital kitchen wash up area was refurbished with new benches, a new dishwasher and the back walls were clad with stainless steel sheeting. In March this year, the X-ray processing room was refurbished for the new digital processor to be housed.

Maintenance staff have worked well through the year providing a range of routine, preventative and emergency maintenance to equipment and buildings on all campuses, and as you can see by the list of requisition jobs for all sites above we have been kept very active. These works do not include essential service requirements or works like lawn-mowing, gardening or everyday tasks that are done to make sure the Hospital equipment is in good condition - so I congratulate them on a job well done. I would also like to thank all the reliable contractors who have assisted us through the year.

I would like to take this opportunity to welcome Jarrold Payne to our workforce. He replaces John Rhook who has resigned to take up painting in his own business. We wish him all the best in his new venture.

**Doug Moore**  
*Maintenance Supervisor*



## ***Wannon Hostel Report***

2009/10 has been another eventful and busy year for Wannon Hostel. Occupancy has remained high with the odd low period allow the staff to draw breath and given the maintenance department an opportunity to give vacant rooms a touch-up. Our Residents continue to comment on the wonderful care and support they receive from our dedicated staff and enjoy a variety of activities both at the facility and in the community, as well as weekly bus outings with our Diversional Therapist.

The raised garden beds built last year by the maintenance team continue to be a focal point for our keen gardening residents who enjoy planting a variety of succulents, annuals, and vegetables. This year saw some much anticipated work undertaken in the garden beds around the hostels. Many new and hardy plants were brought in to replace some rather tired ones, and we would like to thank Craig Richardson the gardener from Hamilton Base Hospital for his input.

In April 2010 we received an unannounced support visit from the Aged Care Standards Accreditation Agency. This visit was again very positive with a good report on our ongoing improvements and found us compliant with all 44 Standards.

Our ladies from the Homes for the Aged Auxiliary have been very generous in purchasing two new large screen digital televisions for the lounge rooms at Mackie and Wannon. These televisions are much easier to see than the older ones and the pictures are clearer. Their dedication and tireless work is greatly appreciated both by staff and residents.

We have welcomed three new staff members to our team this year, and we farewelled our long standing staff member Elizabeth Millard following her resignation.

Staff strive to improve their education and their delivery of high quality care with many training opportunities internally, externally and with on-line competencies.

My gratitude goes out to all my staff members for their support. Also to our District Nurses for their support with our high care residents. This support and advice is valued by all staff. To the Catering staff for their continuing delivery of high quality meals, to the Maintenance Team for their prompt support in maintaining our facilities and to our Unit Manager Denise for her support and sound advice and to our DON/Manager Tim for his guidance and understanding. I would also like to say thank you to Fay who has stepped up to fill my role during my absence whilst I recover from an injury.

I feel privileged to be part of such a wonderful team delivering Excellence in Health Care, Putting People First.



The local Girl Brownies entertain the residents

**Leonie Nolte**  
*Wannon Hostel Supervisor*



Betty Cameron enjoys a visit and getting together with some of her family members



The Presbyterian Minister and his helpers prepare for a Service for the residents



Jack Turrell with his furry friends



Yes, Santa! I have been a good girl!  
Barbara MacIntyre tells Santa



Bob Barclay and Sandra McCaskill having fun and joking around



Liz Gunningham shows the item she was lucky enough to win with her bid



## ***Volunteer Participation Report***

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

A total of six individual Western District Health Service registered volunteers regularly provided and recorded the following service support hours for Wannan Court / Mackie House over the period (July 09 – June 10);

• Volunteer Hours Total, Individual Contact	76.5
• Volunteer, Individual Contact - Ave. hours per week	1.47
• Volunteer Hours Total, Group Contact Hours	293.50
• Volunteer, Group Contact - Ave. hours per week	5.6
• Other volunteer hours	25

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

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

Volunteers recorded an overall total of 395 hours volunteer service support for the 12-month period, July 2009 – June 2010. Equating to an average of 7.6 hours per week contributed by WDHS registered volunteers at Mackie House/Wannan Court

Five Volunteers give their time to the PAGs Group, which operates for 10 hours each week and one volunteer assists with the Hospital Nursing home residents.

The Merino Bush Nursing Centre is supported by 27 volunteers.

**Jeanette Ryan**  
*Volunteer Co-ordinator*  
*Western District Health Service*



## ***Thank You For Your Donations***

Adams Mrs SM	Crouch Mr & Mrs L	Leeming Mr & Mrs MA	Pink Mrs B on behalf of Mrs J Carter
Baxter Mr & Mrs S	Dean Mr & Mrs J	Lions Club of Coleraine	Pretlove Mrs MA
Beaton Mrs D	de Vries Mrs A	Lowe Mr KF	Rhook Mr J
Britten Miss EM	Douglas Mrs M	Lowery Mrs E	Rhook Mr & Mrs J
Britten Miss PA	Ferrier Mr & Mrs JH	McCarthy Ms S	Richardson Mr C
Broad Mrs S	Finn Mr G	McLean Mr P	Robertson Mr & Mrs M
Broad Mr & Mrs TJ	Fitzgerald Mr & Mrs N	McLeod Mrs P	Rogers Mr & Mrs WI
Brown Mr OBL	Fry Mr & Mrs JT	McMeekin Mr & Mrs J	Row Mr & Mrs P
Brumby Mr & Mrs M	Gardiner Mr & Mrs P	Mahoney Mrs N	Scholfield Mr & Mrs G
Campbell Mr & Mrs I	Gordon Mr & Mrs R	Meade Mrs M	Shaw Mrs T
Caulfield Mr & Mrs ET	Harris Mr & Mrs R	Millard Mrs ME	Smith Mr I
Charlton Mrs VD	Hardy Mr F	Milton Mr & Mrs H	Struthers Mrs V
Coleraine & District Art Group	Hayes Mr OS	Moffat Mrs M	Taylor Mr F
Coleraine & District Community Bendigo Bank	Hearn Mr & Mrs D	Moore Mr D	Treloar Mr & Mrs HL
Coleraine District Health Service Ladies Auxiliary	Heath Fr D	Moore Mr & Mrs L	Treloar Mrs P
Coleraine Homes for the Aged Auxiliary	Hempel Mr C	Muir Mr R	Troeth Mr & Mrs IS
Coleraine Opportunity Shop	Herring Mrs JM	Nolte Mr R	Waldron Mr M
Coleraine Pensioners Social Club	Hill Mr & Mrs I	Norris Mr & Mrs J	Ward Mr J
Cox Mrs M	Huggins Mrs NE	O'Connell Rev PJ	Waters Mr & Mrs GJ
	Hughan Mrs M	Pepper Mr & Mrs T	Waters Mr & Mrs RJ
	Johnson Mrs M	Pepper Mrs V	Wettenhall Family
	Kilpatrick Mrs B	Pigeon Ponds Sports Social Club	Wilson Mr C
	Klein Mr H		

## ***Donations In Kind***

Cameron, Family of Mrs Betty	Dunn, Mr J & Mrs S (on behalf of Mrs M Adams)	Hope Mrs M	Rainey Ms G
Chaplin Ms A	McLean M (Family of the Late)	Mills Mrs E	Richardson Mr G
De Vries Mrs A	Hayes Fr A	Pink B & M (Family of Mrs J Carter)	Warner Mr J

*We would like to also thank those persons who have contributed to our 2010 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)*

***Our heartfelt gratitude is extended to you all***



# COLERAINE DISTRICT HEALTH SERVICE

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

	2009/10 \$	2008/09 \$
<b>Revenue</b>		
State Government Grants	3,299,624	3,377,916
Patients Fees	2,538,499	2,377,781
Other Revenue	239,204	293,228
<b>Total Operating Revenue</b>	<b>6,077,327</b>	<b>6,048,925</b>
<b>Expenditure</b>		
Salaries & Wages	4,399,890	4,503,097
Direct Expenditure	561,207	557,038
Overheads	960,686	904,718
<b>Total Operating Expenditure</b>	<b>5,921,783</b>	<b>5,964,853</b>
<b>Operating Surplus</b>	<b>155,544</b>	<b>84,072</b>
<b>Capital Items</b>		
Fundraising and Donations	685,834	30,808
Ingoing Residential Charges - Aged Care	383,322	387,252
Capital Grants	77,879	140,953
Surplus / (Loss) on Disposal of Asset	(17,405)	29,779
Depreciation	(900,272)	(235,609)
<b>Net Result for the Period</b>	<b>453,326</b>	<b>437,255</b>
<b>Statement of Changes in Equity</b>		
<b>Total equity at beginning of the year</b>	<b>9,463,284</b>	<b>8,102,753</b>
Net result for the period	384,902	437,255
Gain on Revaluation of Land & Buildings	-	923,276
Gain on Revaluation of Plant & Equipment	49,292	-
<b>Total equity at end of the year</b>	<b>6,925,810</b>	<b>6,368,861</b>



# COLERAINE DISTRICT HEALTH SERVICE

## Balance Sheet as at June 30, 2010

	2010 \$	2009 \$
<b>Equity</b>		
Accumulated Surplus / (Deficits)	6,850,663	7,349,169
Asset Replacement Reserve	1,723,786	1,512,955
Asset Revaluation Reserve	647,792	598,500
Specific Purpose Reserve	675,237	2,660
<b>Total Equity</b>	<b>9,897,478</b>	<b>9,463,284</b>
<b>Current Liabilities</b>		
Payables	87,376	102,290
Employee Entitlements	699,421	824,787
Monies Held in Trust	3,375,724	3,016,596
<b>Total Current Liabilities</b>	<b>4,162,521</b>	<b>3,943,673</b>
<b>Non Current Liabilities</b>		
Employee Entitlements	161,014	158,395
<b>Total Non Current Liabilities</b>	<b>161,014</b>	<b>158,395</b>
<b>Total Liabilities</b>	<b>4,323,535</b>	<b>4,102,068</b>
<b>Total Equity and Liabilities</b>	<b>14,221,013</b>	<b>13,565,352</b>
<b>Current Assets</b>		
Cash at Bank	3,100,625	2,868,155
Investments	1,332,987	700,430
Receivables	165,035	205,656
Monies Held in Trust	3,375,724	3,016,596
<b>Total Current Assets</b>	<b>7,974,371</b>	<b>6,790,837</b>
<b>Non Current Assets</b>		
Land, Buildings, Plant & Equipment	7,680,935	7,472,912
Accumulated Depreciation	(1,434,293)	(698,397)
<b>Total Non Current Assets</b>	<b>6,246,642</b>	<b>6,774,515</b>
<b>Total Assets</b>	<b>14,221,013</b>	<b>13,565,352</b>



We extend a sincere thank you to the many individuals who give of their time so freely  
To all the volunteers and supporters of Coleraine District Health Service and our services  
who so generously assist us in so many ways through our  
Nursing Home, Hostels, Meals on Wheels, Planned Activity Groups, Community Transport,  
Book Exchange, Auxiliaries, etc

Your efforts are greatly appreciated.

We are fortunate to have such caring people who give their time so freely for the benefit of all.

Thank you to all those who contribute to our Annual Appeal and to those who give gifts in kind

Thank you all

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

Back Cover – Pictured Left to Right

- *A Beautiful Smile* (Barbara MacIntyre)
- *Catching Up* (Alan Millard, Margaret & Tunny Baudinette)
- *A Helping Hand* (Jenny Robertson)