



**2016
COLERAINE
ANNUAL REPORT**





Our vision

Excellence in healthcare, putting people first.

Our mission

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

Our values

Integrity

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

Innovation

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

Collaboration

We will actively work together in teams and partnerships.

Accountability

We will take personal responsibility for our decisions and actions.

Respect

We will value all people's opinions and contributions.

Empathy

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

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

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

The key aims are to:

Relate, Motivate, Appreciate, Engage, Enable, Empower

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

Embracing Montessori Principles

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

Acknowledgements:

Layout & Design: J. Tully / B. Roberts / J. Pollock

Printers: SpecPrint Hamilton

Front Cover: It's mutual admiration society when staff member Fiona and resident Hazel catch up

Back Cover: Resident Kath catches up with some of the Winda-Mara dancers after a recent visit

Contents

About WDHS Coleraine Campus

Our History.....	1
Our Services	3

Quality Improvement

Chairman's Report.....	4
Management Committee.....	5
Summary of Achievements 2015/2016.....	7
Campus Manager/ Director of Nursing Report	10
Nurse Unit Manager's Report	11

Clinical Services

Embracing the Montessori Principles	12
Infection Control Report.....	13
Education Report	14
Occupational Health & Safety Report	14
Leisure and Lifestyle Reports	
Valley View Nursing Home	18
Wannon Hostel	19

Primary and Preventative Health

Community Services and Allied Health (includes Foot Care & Dental Service).....	16
Coleraine Planned Activity Group	17
District Nursing Service Report	18
Community Health Report.....	18
Medical Services Report.....	19
Merino Community Health Centre Report	20
Merino Planned Activity Group	

Corporate Support Services

Hotel Services Report (Catering & Environmental).....	21
Maintenance Report	22

Our Community Partnerships

Coleraine Hospital Auxiliary Report.....	23
Homes for the Aged Auxiliary Report.....	23
Volunteers Participation Report	23
Honour Roll and Life Governors.....	24
Staff Service Milestones and Staff List.....	25
Donations.....	26

Revenue and Expense Statement

for the year ended June 30, 2014	27
Balance Sheet as at June 30, 2014.....	28

OUR HISTORY

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

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

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

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

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

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

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

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

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

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

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

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

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

The Official Opening of the Thomas Hodgetts Primary Care Centre, the first building of the Health precinct was held on 20 September 2012. The Coleraine/Casterton Medical Clinic, Dental,

Child and Maternal Health and Visiting Primary and Preventative Health programs are located at this site.

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

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

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

The project ran approximately four months ahead of schedule.

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

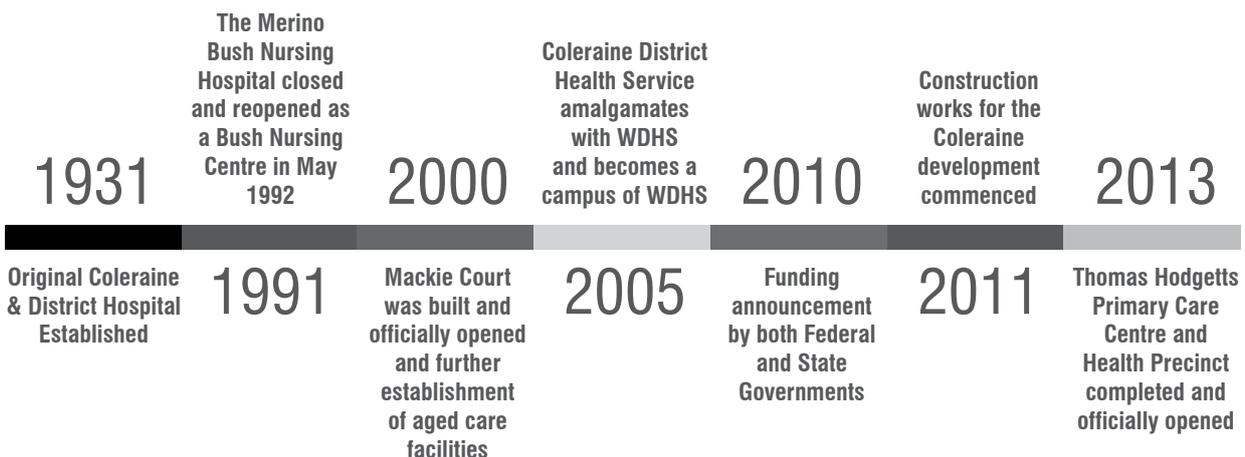
Relocation of residents and patients and all essential services from McKebery site to the new site occurred on 18 November 2013.

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

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

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

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





64

ACUTE DISCHARGES
FOR 2015/16

1355

TOTAL PATIENT DAYS

134

TRANSITIONAL CARE
PROGRAM CLIENT
BED DAYS

639

RESPITE BED DAYS

76%

2016 STAFF INFLUENZA
VACCINATION PROGRAM
(STATE BENCHMARK 75%)



The Hospital:

Primary Care Service for minor ailments and accidents only

- 10 Acute Care Beds
- General Medicine
- Venipuncture – Blood Taking
- Meals on Wheels
- Transition Care Program
- Palliative Care

Allied Health:

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

Aged Care:

- Valley View Nursing Home (12 residents)
- Wannon Hostel (39 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
- Dietitian Service
- Asthma Education
- Foot Care
- Walking Group
- Carers' Group
- Maternal Child Health
- Healthy Living Group
- Keep Fit Classes
- Community Health Activities
- Continence/Stomal
- Chiropractor
- Dental

Merino Community Health Centre:

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

Independent Living Units:

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

On behalf of the Management Committee of Coleraine District Health Service (CDHS) and the incoming Chairman (Alan Millard), I have the great pleasure in presenting this report to you.

This year I would like to start with recognising the members of the CDHS Management Committee: Anne Pekin, Lesley Kruger, Alan Millard, Ashley Lambert, Kim Chintock and our two newest appointed members Narelle Ness and Shannon Raymond. This year we have also seen the appointment of Terrie Johnson our Youth Board Observer. Without volunteering their valuable time and utilising their skills and knowledge continually throughout the past 12 months much of the CDHS success could not have been achieved.

I would also like to publicly acknowledge and congratulate Bronwyn Roberts who was appointed to the position of Director of Nursing/Manager Coleraine Campus as from the 1st February 2016 after previously serving in the position in an acting capacity. Earlier this year Pat Turnbull resigned from the position of Director of Corporate Services to take up a sub-regional position. Pat has been a tremendous resource person over the years. Nick Starkie (who originally commenced his employment at Coleraine) was appointed to the Director of Corporate Services position. I would like to take this opportunity to wish both Nick and Pat well in their new roles.

Sadly we have seen the retirement of our Nurse Unit Manager Denise Beaton after 29 years of service to this great facility. We wish Denise all the best in her retirement and look forward to seeing her out and about in our community. We also have just welcomed our new Nurse Unit Manager Suzanne Clayden. Suzie we hope you enjoy your time with us and our great facility.

Last year I touched on our core values and 12 months on these values have been fully implemented and our staff members have a greater understanding and education of them. I am pleased to say that our values are displayed daily through Integrity, Innovation, Collaboration, Accountability, Respect and Empathy.

As with all business, budgets are required to be met and organisations need to be adaptable to meet new requirements. I am pleased to see that we were able to increase our ACFI funding enabling us to meet the level of care needs for residents.

This year we have had some key focus areas with the aim of improving our service, they were:

- Embracing of the Montessori Principles;
- Increased communication - A monthly newsletter is sent out to the Coleraine community called “Monthly Memories” – informing the local community on activities within our aged care facilities which has been well received;
- Introduction across WDHS of the Workplace Wellbeing Program;
- Completing the People Matter Survey;

- Maintaining high standards of care – As per the results from the Victorian Health Experience Survey; July - Sept 2015 - 93.67% of patients from Western District Health Service [Penshurst, Coleraine and Hamilton] rated their overall hospital experience as either ‘very good’ or ‘good’.

Our team’s continued efforts and high performance were noticed this year as great results were achieved in the many audits that were undertaken. Cleaning both external and internal and Food safety audits were completed as well as an unannounced visit from the Aged Care Quality Agency in November for Wannon Hostel and Valley View Nursing home. All areas reviewed met the required standard. In the upcoming months the CDHS will be undertaking a restructure, with a staffing and change management review planned. The proposed changes are intended to:

- Meet the care needs of the residents and patients;
- Reduce the care sensitive indicators which include pressure injuries, medication errors and falls with injury;
- Improve the support and supervision for staff through appropriate skill mixes;
- Provide a professional management structure across the Coleraine Campus; and
- Address the National Aged Care Reforms and care and specified services within the Coleraine Community.

Providing a proactive and professional service is something that I am very proud of, however you cannot achieve these types of results without the support of many people.

To the Department of Health, State and Commonwealth Governments, our local Parliamentarians, both the Southern Grampians and Glenelg Shires and their Councillors and staff thank you for the continued support and assistance throughout the year.

To all our visiting clergy, tradespeople, businesses, our wonderful medical staff, allied health professionals, specialists and educators a big thank you. The high quality service we provide in our one stop health precinct is from your influence and collaboration.

Each year the Coleraine Hospital Auxiliary and the Homes for the Aged Auxiliary continue to lead the way with fundraising. Continuing to come up with fresh ideas to get people involved and donate either time or money to a fantastic cause. I would like to wholeheartedly extend my appreciation to each and every member of the Auxiliaries for their continued enthusiasm and dedication.

To all our wonderful volunteers who so kindly freely give of their time to both Coleraine and Merino you are truly worth your weight in gold. Without the time you give so generously we would be unable to provide our many valuable services. Our Health Service is indeed fortunate to have your support.

Thank you for generously assisting us in so many ways – we appreciate your contributions more than words can define.

To Western District Health Service; Rohan Fitzgerald (Chief Executive), Board of Directors and Executive thank you all for your knowledge, expertise and guidance. To our Director of Nursing/Campus Manager Bronwyn Roberts, WDHS and CDHS Department Heads thank you all for your knowledge, expertise and guidance and the very capable manner in which you manage the affairs of the facility.

Our Health Service is so fortunate to have a fantastic team of management and staff at both our Merino Community Health Centre and Coleraine District Health Service. Our facilities are supported by weekly visits from professionals and allied health staff and continue to offer programs for the community at a high standard which is great to see and that are embraced by the Coleraine, Merino and surrounding community members.

To all our committed and dedicated staff at both Coleraine and Merino - thank you for your achievements of the past year and your continued proficiency to ensure that all residents, patients, clients and the community are looked after so capably. Thank you for your commitment to ongoing education and your continual upgrading of skills and competencies to ensure that we are able to offer excellence in a quality service and one that family and loved ones can be justly confident of.

I would like to extend my gratitude and appreciation to our community and supporters who support our health service in many ways. Your continued support cannot be underestimated and is truly appreciated and CDHS would not be able to provide the level of service without the invaluable support of the community. Thank you not only for the betterment and benefit of our Health Service but for making the whole of Coleraine, Merino and surrounding districts a great place to live.

This year I formally hand over the reins to Alan Millard as this is my final formal duty as the CDHS Chairman. For the past three years I have been very proud to be a part of this team as Chairman and although I will continue working within this team it will be at a reduced capacity.

I am repeatedly amazed as to the level of professional service we provide on a daily basis to our patients, residents, clients and participants in our fantastic new building.

I would like to thank each and every person who has helped me in this role along the way.

I also wish Alan all the success as the Chairman for the exciting but challenging year ahead.



Grant Little
Outgoing 2016 Chairman

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.

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

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

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

MANAGEMENT COMMITTEE MEMBERS



Grant Little



Anne Pekin



Lesley Kruger



Alan Millard



Ashley Lambert



Kim Chintock



Narelle Ness



Shannon Raymond



Terrie Johnson





Montessori

MODEL OF CARE INTRODUCED

100%

AGED CARE ACCREDITATION
ACHIEVED

11

HEALTH ASSESSMENTS AND
EDUCATION ON HEALTH, WELLBEING
AND SAFETY DELIVERED TO FARM
MEN/WOMEN

3

AGRISAFE CLINICS



NEW HEALTH SERVICE BUS



“... Time to harvest the vegetables to cook up a feast.”

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

- WDHS stall held at Sheepvention promoting Aged Care facilities and services
- Implementation, understanding and education of the new set of values that have been adopted by the Health Service. These include Integrity, Innovation, Collaboration, Accountability, Respect and Empathy
- The Health Service continues to promote good news stories on Facebook
- The Health Service introduced mystery shoppers into our Aged Care facilities. The purpose of the mystery shopper is to evaluate the quality of service and ease by which people wanting a place at one of our Aged Care facilities can gain information and access to one of our facilities
- The Annual Appeal letter was sent out to households in May 2016 and \$4635 was raised in donations up to the end of June 2016. The funds raised will be used to purchase raised garden beds and sponsor external resident activities and outings which were identified during the implementation of the Montessori Model of Care. Montessori is an innovative method of working with older people living with cognitive and/or physical impairments and has the potential to improve the lives of people in residential care
- Regular Resident Meetings are held to keep residents and families informed and as a forum to raise any issues of concern and

record of Minutes of Meetings circulated

- Regular Resident Newsletters for both the Valley View Nursing Home and Wannan Hostel distributed to residents and families as well as a full colour electronic version available for family members
- Re-appointment of Mr Grant Little and Mrs Lesley Kruger to the CDHS Management Committee. The appointments are for the three year period from July 1, 2015 to June 30, 2018
- CDHS Management Committee Member Mr Grant Little was elected as Chairperson and Mr Alan Millard as Vice Chairperson for the period 1/7/2015 to 30/6/2016
- The WDHS Board at its February 3, 2016 meeting approved the following nominations to fill two vacant positions and appoint one Youth Board Observer on the Coleraine District Health Service Management Committee as from November 30, 2015:
 - Shannon Raymond and Narelle Ness appointed to the CDHS management committee for 3 years to June 30, 2018
 - Terrie Johnson appointed as Youth Board Observers for 1 year to June 30, 2017
- DON/Manager spoke at the Shire Annual Community Engagement meeting at Karingal on 7th October 2015 re service provision at Coleraine
- Discontinuation of Sugary Drinks - The health service made the decision to discontinue the sale of sugary drinks from its cafeteria and vending machines. The decision was based on recognising WDHS has a leadership role to play in promoting good health in its community

SUMMARY OF ACHIEVEMENTS 2015/16

- Both the Coleraine District Health Service and Homes for the Aged Auxiliaries have held functions during the year where there has been excellent and continuing support from the community. Ongoing fundraising by the Coleraine District Health Service and Homes for the Aged Auxiliaries during the year has greatly assisted our goal of continually enhancing and upgrading our facilities

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

- Internal cleaning audit conducted in 2015 total June: 98.8%, September: 99.3%, October: 99.6% and November: 99.2%
- Cleaning audit April 2016 98.7%
- Quarterly Public Sector Residential Aged Care Quality Indicator Report - Implemented 20 minute rounding for high risk fallers, all residents with unplanned weight loss are referred to a dietician, residents with 9 or more medications undergo external medication review, pressure area education attended
- Internal food safety 4th November audit compliant with no corrective actions
- Unannounced visit from the Aged Care Quality Agency on 12th November for Wannon Hostel and Valley View Nursing home. Noted compliance and no recommendations
- An audit was conducted of all kitchens across the health service sites. We achieved a score of "A", which is the highest compliance rating at each of the sites
- External Food safety Audit Jan 2016 certificate of compliance achieved
- Victorian Health Experience Survey Results - In July - Sept 2015, 93.67% of patients from Western District Health Service [Penshurst, Coleraine and Hamilton] rated their overall hospital experience as either 'very good' or 'good'

Quality Improvement and Risk Management Initiatives

- Reduction in falls and medication errors (signature omissions). New Coleraine local workgroups for falls and medication review in progress. This will engage a cross section of clinical staff to be aware of and implement local falls prevention strategies that are person centred
- Gastroenteritis Outbreak - All precautions

were set in place which limited the spread. The spread was well managed. Improvements implemented included revised policies and reporting template, updated gastroenteritis kits, staff education included a mock exercise and quiz completed by 70 staff and development of a resident/family gastroenteritis communication fact sheet

- Research proposal and funding (\$30,000) accepted by Western Alliance to research if 20 minute rounding (or supervision) reduces falls in Aged Care across all six Aged Care facilities. The research will examine the risk of a serious injury to a resident from a fall in Residential Aged Care facilities and how this can be effectively managed using 20 minute rounding or supervision. The research was being undertaken by Ms Bronwyn Roberts, Ms Tatum Pretorius, Ms K Armstrong, Ms Hannah Betts, Ms Alison Kennedy and Ms Kara Holloway
- Implemented Webster 7 medication packs at Wannon to comply with medication standards

Service Planning and Development

- Coleraine Restructure/ Staffing Change Management Review –proposed changes to improve the clinical care and teamwork on the amalgamated Coleraine Campus. The proposed changes are intended to:
 - Meet the care needs of the Residents and Patients
 - Reduce the care sensitive indicators which include pressure injuries, medication errors and falls with injury
 - Improve the support and supervision for staff through appropriate skill mixes
 - Provide a professional management structure across the Coleraine Campus and
 - Address the National Aged Care Reforms and care and specified services within the Coleraine community
- Introduction of initiatives across WDHS aged care facilities including:
 - Palliative Care Toolkit
 - Advanced Care Planning, all sites have identified further staff interested in becoming a consultant and further education sessions for consultant status have been sought
 - End of Life Pathway education and implementation for aged care was completed in May 2015 and all sites commenced using EOLC Plan in June 2015
- The health service provided procurement training to its senior managers that are responsible for our large scale procurement across the organisation
- Geriatrician consultations to commence following implementation at the Birches and the Grange

- Montessori principles embraced. The Montessori model we are implementing as a leader in the industry will be used as a positive marketing opportunity, and has been included in the new Generic WDHS Aged Care Information booklet. Coleraine have implemented many improvements such as growing, cooking and eating fruit and vegetables, inviting kinder groups to interact with residents, dancing and drawing groups with many more improvements to be implemented
- A local consumer has been appointed to the Aged Care People and Culture Workgroup
- Youth Observer attendance at Management Committee Meetings has resulted in discussion towards the formulation and development of a Coleraine Youth Group to bring youth together to get to know each other, etc, implementation of a Youth Facebook page and provision of a Youth Study Hub
- A Farmers Succession Planning forum for farming families considering residential aged care was held on Friday 27/5/16 with a good attendance and along with financial information; WDHS facilities and services were presented
- Non-Emergency Transport with online bookings implemented at Coleraine in April 2016 for acute patients. This will reduce the demand on ARV for non-urgent transportation

Human Resource Management

- Workplace Wellbeing Program introduced across WDHS
- People Matters Survey Summary - Results discussed with staff and all staff received a summary of results. Introduction of staff newsletter communication by group e-mail
- Monthly meetings commenced with the Casterton/Coleraine Medical Group
- PSRACS Leadership Committee Aged Care Appreciation Day was celebrated in October 2015 with a BBQ and cake iced with "We Care". Each department was presented with a certificate of appreciation
- Ms Bronwyn Roberts has been appointed to the position of Director of Nursing/Manager Coleraine Campus. Bronwyn commenced in her new role on Monday 1st February 2016
- Congratulations to Terrie Johnson for receiving the Southern Grampians Shire Youth Australian of the Year
- A staff suggestion box has been implemented to capture ideas and feedback during the values discussions at handover

- A plumber has been employed by the Coleraine maintenance team which will reduce our plumbing costs by not having to use external plumbing contractors
- Bullying and Harassment and Elder Abuse education sessions held for all staff. The DON/Manager and Hotel Services Manager attended the Bullying and Harassment education session in May 2016 by Tresscox Lawyers. Bullying and Harassment education will continue to be a focus for all staff
- Suzie Clayden has been appointed to the position of Coleraine Nurse Unit Manager commencing on 11th July 2016
- One-off funding from the Department of Health and Human Services Ageing and Aged Care branch of \$3600 to be used to send staff to an approved comprehensive health assessment of older people education program
- Fay Picken awarded Employee of the Month for October 2015. Morning tea and presentation attended on Friday 27th November
- Coleraine volunteer Mieke Schapp-Russeller awarded the Charlie Watt Volunteer of the month in August 2015
- Denise Beaton - Nurse Unit Manager and Alison Wooldridge a Community Health Nurse at Merino Community Centre were awarded Employee of the Month for February and March 2016 respectively

Facilities and Equipment

Merino:

- General preventative maintenance carried out as required
- Painting works undertaken as required

Coleraine:

- Lawn irrigation and spoon drain works progressed at the Strathallan complex
- General preventative maintenance continues with all buildings
- Painting works undertaken as required
- Purchased medication trolley for Wannan
- Independent Living Unit environmental risk assessment completed February 2016 and a maintenance priority plan developed
- Offer accepted for the sale of the former hospital site at McKebery Street land Sold at Coleraine
- A new trolley for volunteer books purchased from funding from the Coleraine Book Exchange
- Two Bariatric chairs purchased through OH&S funding
- Two falls bed and chair and floor alarm mats purchased
- One off funding from the Department of Health and Human Services of \$8000 used to purchase a new lifting machine (Steady Sara), wanderers alert and falls mats
- Coleraine experienced three false fire alarms due to a faulty detector. As a result there has been a comprehensive review of the fire alarm panel and corrections made by Elliotts

Information Management

- Electronic National Medication Chart for Aged Care to be implemented following a trial at the Birches
- Trak electronic medical records into the Primary Care Service
- A lap top computer has been set up in the Primary Care room for Medical and Nursing staff
- Trak electronic observation charts implemented
- PC periodic upgrades as required
- Encouragement of residents' families and loved ones to utilise Skype to enable them to virtual visiting with their loved ones in our aged care facilities
- Residents' Newsletters (full colour version) are available to family members via email
- Video conference/Webex facilities available for staff meetings and education
- SOLLE (SWARH Online Learning and Education) available for staff to update competencies, enrol in courses and education sessions

Financial and Service Availability

- 2015/2016 Revenue and Expenditure Initiatives developed for implementation
- Nursing Home, Hostel and Independent Living Units occupancy monitored throughout the year
- A favourable end of year financial result, with a small operating surplus achieved



→ February 2016 Employee of the Month Denise Beaton



→ Proud recipient Fay Picken receives her Employee of the Month Award from Chief Executive Rohan Fitzgerald



→ Volunteer Co-ordinator Nettie Ryan presents valued volunteer Mieke with her Award

Director of Nursing/ Manager Report

It is with great honour that I write my first report, following my appointment as DON/ Manager in February 2016 for the Coleraine (incorporating the Merino Community Centre) Campus of Western District Health Service's annual year in review.

It has been a very challenging but successful year for the Western District Health Service Coleraine Campus.

One of the greatest challenges we have faced this year has been maintaining occupancy and therefore revenue in both Aged Care facilities and this will remain a challenge due to the increasingly competitive environment and the increased level of community care and services provided to support ageing members of the community in their homes for as long as they can. WDHS including Coleraine has continued to implement marketing strategies such as community forums and good news stories to ensure we remain competitive and have improved both occupancy and revenue even managing a budget surplus.

We continually strive to develop partnerships to improve the health and wellbeing of the Coleraine community. The National Centre for Farmer Health is one such partnership that is delivering Agrisafe clinics for farmers, in Coleraine, to assess and advise on health care strategies to improve the health, wellbeing and safety of farmers. A total of three clinics were held and eleven participants have participated, with further clinics planned in the coming year.

WDHS was proud to lead and implement the Leadership in Dementia Practice (Montessori Model), in partnership with Alzheimer's Australia Vic (AAV). It involved the education and training of staff from thirteen residential aged care (RAC) facilities, including WDHS, across South Western Victoria. The Montessori Model of Care provides residents with choice, respecting their rights and preferences by getting to know each resident and their individual needs to provide them with meaningful activities that provide a sense of value and purpose. Coleraine has implemented many improvements such as growing, cooking and eating fruit and vegetables, engagement with children, dancing and drawing activities just to name a few. The Coleraine presentation of our achievements will be used by Alzheimer's Australia to promote their service.

We continually strive to build our partnership with consumers and we welcomed a consumer onto the people and culture workgroup. This workgroup provides leadership and education to staff in order to drive a cultural change that leads to excellence through continuous improvement, engagement and involvement of consumers in their care and to facilitate marketing of our facilities to ensure sustainability of Aged Care Services. Another wonderful example of community partnerships is



→ Bronwyn Roberts-CDHS Manager/DON (centre), welcomes Suzie Clayden- new Nurse Unit Manager (left) and thanks Lorace Parsons - Acting Nurse Unit Manager (right)

the community youth hub, coordinated by Terrie Johnson, to engage youth and provide a safe study environment within the hospital. A community garden in front of the Coleraine Medical Clinic has been initiated and is currently in the planning and consultation stage for the coming year.

We have also continued to imbue the organisational values of Integrity, Innovation, Collaboration, Accountability, Respect and Empathy. Following a staff suggestion to celebrate the demonstration of the values, value boxes were designed by a resident who assisted the men's shed to make them. The value boxes are located in each staff room to collect the nomination forms to promote positive demonstration of the values.

WDHS received funding from Western Alliance to research an innovative idea to determine if twenty minute rounding or supervision reduces falls in Aged Care. The research project will specifically focus on residents who have a cognitive impairment, at high risk of falls who have had one or more falls in the last twelve months to see if increased supervision every twenty minutes reduces their risk of falls and fall related injury.

I wish to thank Denise Beaton the Nurse Unit Manager, who retired in February 2016, and Lorace Parsons the Acting Nurse Unit Manager and all staff for making me feel so welcome. Suzie Clayden was appointed to the Nurse Unit Manager role in July 2016 and we welcome Suzie to the team. I would like to congratulate all staff for their commitment to quality improvement and providing such excellent person centred care during this changing environment. We are fortunate to have such a generous community and we are truly grateful to those who support us in so many different ways such as volunteering and membership of our auxiliaries.

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

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

Without the support of community groups like the Coleraine Hospital Ladies Auxiliary and the Homes for the Aged, other individuals and organisations, we would not be able to provide such a high level of care. With the bar continually being raised by accreditation and community expectations, improving our service delivery is integral to achieving best practice outcomes. Coleraine has met a number of accreditation processes which is evidence that we continue not only to meet, but exceed those expectations. Consumers and their families can feel confident that care is of the very highest standard, measured against standards established by external accreditation agencies.

I would also like to thank Mr Grant Little the outgoing Chair of the Coleraine District Health Service Management Committee for his outstanding leadership over the last three years. I welcome Alan Millard as the newly elected Chair and thank all the members who give so much of their time to offer outstanding leadership. We had the pleasure of welcoming three new members, Ms Shannon Raymond, Ms Narelle Ness and our youth observer Ms Terrie Johnson.

In closing we wish to thank Mr Rohan Fitzgerald for his excellent support and leadership over the last year. WDHS Coleraine campus will continue to demonstrate WDHS mission, vision and values providing excellence in healthcare, putting people first, everyone every time.

Bronwyn Roberts

Director of Nursing/Manager

NURSE UNIT MANAGER'S REPORT

It is with pleasure I present the 2015-2016 annual report. It remains challenging to maintain occupancy however the demand for Aged Care Services in Wannan Hostel and Valley View Nursing Home remains strong.

We Continue to support staff in Wannan Hostel by rotating Registered Nurses.

Acute Care Electronic progress notes and observation charts have been implemented at the Coleraine Campus.

Staff are actively preparing for the NSQHS Accreditation in October 2016.

Palliative Care

Coleraine continues to provide palliative care to patients and residents, so that families and friends can be near their loved ones.

Aged Care

The Montessori Model of Care has been introduced across WDHS. The Montessori Model personalises the care given to residents, taking into account their individual needs, likes and dislikes and includes choice and respects resident's wishes.

It enables residents to continue activities they were doing at home if they wish such as setting tables, washing dishes, pouring tea, cooking, gardening, dusting, sweeping, organising events, delivering newspapers and mail.

Staff have had some wonderful ideas and enjoy getting to know the residents and what they would like to do whilst supporting them to provide a meaningful and valued lifestyle in their home.

Graduate Program

Registered and Enrolled Nurses rotate throughout WDHS as part of the Graduate Program.

This program allows nurses to experience working in a smaller hospital.

TAFE Students

Students studying Enrolled nursing are supported at Coleraine for placement during their training and work in a supernumery capacity learning valuable skills and are preceptored by experienced staff.

Volunteers

We have several volunteers across our aged care facility who assist the Leisure and Lifestyle Program. The residents look forward to these visits and enjoy one on one communication. Thank you to all our wonderful volunteers.

Allied Health

Coleraine provides multidisciplinary care for residents and patients with regular visits from allied health including occupational therapy, physiotherapy, dietetics, stomal therapy, speech pathology, diabetes, podiatry, palliative care and infection control.

Transition Care Program (TCP)

Coleraine continues to provide this service after an acute admission to support patients to transition back to their own home or into permanent care.

We sincerely thank the Coleraine Hospital and Homes for the Aged Auxiliaries for your ongoing support to our staff, patients and residents by tirelessly fundraising to purchase equipment and to fund activities that enhance and support resident care and wellbeing.

Staffing

In February 2016 we welcomed Bronwyn Roberts as our site DON/Manager, following the resignation of Tim Pitt-Lancaster. We were sad to farewell our Nurse Unit Manager, Denise Beaton upon her retirement. We wish Denise and her family all the best and sincerely thank Denise for her dedication and commitment to the Coleraine Hospital.

Thank you to all the staff at Coleraine, Merino, and District Nursing for your commitment, dedication and loyalty to continue providing a high standard of care to patients, residents and the communities of Coleraine and surrounding districts.

National Standards

NSQHS Accreditation will be held in October 2016 in the acute sector.

All acute staff have been reading policies, attending education, conducting and evaluating audits and implementing improvements.

In closing

I would like to thank Bronwyn Roberts for her support and guidance, and all staff across the Coleraine Campus for their support over the last few months. We look forward to our new Nurse Unit Manager commencing in the new financial year.

Lorace Parsons

Acting NUM



→ Left to Right: Bronwyn Roberts (CDHS Manager/DON), Grant Little (CDHS Management Committee Chairperson), Denise Beaton (Retiring Nurse Unit Manager), Rohan Fitzgerald (WDHS Chief Executive)

EMBRACING MONTESSORI PRINCIPLES



Being able to give something to children is much more meaningful to residents than just being entertained by children

Inspirational quotes supporting the Montessori Principles

"There are no seven wonders of the world in the eyes of a child....There are seven million"

- Walt Streightliff

"We find a delight in the beauty and happiness of children that makes the heart too big for the body" - Ralph Waldo Emerson

Residents said that *"it was a bit noisy"* but added that *"it was lots of fun and they thoroughly enjoyed themselves and are looking forward to many more visits"*

70

PARTICIPANTS
IN STAFF KNOWLEDGE OF
GASTRO-ENTERITIS AUDIT
AVERAGE RESULT 89%

95%

RICPRAC AUDIT OF COLERAINE
INFECTION CONTROL PRACTICES
& GOVERNANCE



IMPROVED HAND HYGIENE RESULTS
83% (TARGET 80%)

35

PARTICIPANTS
IN KNOWLEDGE OF
INFECTION CONTROL QUIZ



→ Infection Control staff member Lesley talks to residents during “Stop Pressure Injury” week

INFECTION CONTROL REPORT

Infection Control at Coleraine continues to be managed by monthly onsite visits by an Infection Control staff member based at the Hamilton campus of Western District Health Service. Coleraine, as part of Western District Health Service, is preparing for accreditation later this year. National Standard 3, for which Infection Control is responsible, relates to the prevention and control of health-care related infections.

Infections

Each month infections that may have occurred in acute patients or aged care residents in our care are examined and tracked.

Recently there was an outbreak of gastroenteritis in the Wannan Hostel. This presented many challenges for all involved.

The improvements identified as a result of an investigation of the outbreak included: further education for staff; the need to have a specific policy developed for gastroenteritis outbreak management; separate documents for reporting staff and patient details; a patient information leaflet, plans for staff replacement through other campuses; and an audit of staff knowledge specific to outbreak management. The audit included 70 participants with an average result of 88.85%.

Influenza Vaccinations

Influenza vaccinations commenced in April this year, with four strains of the flu being immunised against this year. The aim is to ensure that all staff members are given the opportunity to be vaccinated before the influenza season arrives. Unfortunately there are no on-site immunisers; in order to improve uptake convenience for staff, an arrangement has been made to access staff vaccination through the Coleraine Medical Practice and education for an on-site nurse immuniser.

Education

Education this year has focused on the management of Carbapenemase Producing Enterobacteriaceae (CPE), a new multi-resistant organism that has emerged from overseas, the new influenza vaccine, and the management of gastroenteritis in an outbreak situation, with >50 participants attending. Aseptic technique on line education was attended by all clinical staff and practical competency testing is to be completed by August this year.

Audits

There have been 3 audits attended in the past 12 months. The management of gastroenteritis in an outbreak, the knowledge of infection control (35 participants with an average score of 86%) and a Rural Infection Control Practice Group (RICPRAC) organisational audit of Infection Control Practices and Governance where Coleraine received an overall score of 95%.

Hand Hygiene Audits

Hand hygiene is one of the most important ways to prevent the spread of infection and is monitored by auditing. A staff member in Coleraine has been trained to Gold Standard level to audit the practice of hand hygiene in the hospital. Coleraine commenced participating during the last cycle for 2015. The results are submitted three times a year to the Department of Health. The benchmark target set is 80%.

2015	Audit 3	2016	Audit 1
Coleraine	82.4%	Coleraine	82.8%

Standard 8 – Pressure Injury Report

Pressure injury incidence is reported via Risk man. All reports are analysed by the staff in the Infection Control / Wound Department. Healing progress is monitored and management assistance is provided by the Wound CNC as required.

The monthly Pressure Injury incidence is reported to the Coleraine staff, the Wound / Pressure Injury working party and forwarded to the QICC via the CCR Committee.

Pressure prevention equipment purchased this year included:

- Heel lift boots
- Equigel chair cushions
- Heel and back wedges
- Two airflow mattresses

All patients, on admission, are educated about strategies to prevent pressure injuries. A risk assessment is completed and prevention and management plans are introduced, based on the risk assessment, skin checks and consultation with the patient.

In November all campuses at WDHS celebrated the World wide "Stop Pressure Injury" week. Staff completed Pressure Injury education and Coleraine staff with high participation and quiz results, won a special cake.

Lesley Stewart, Kaye Roberts-Rundell & Carolyn Templeton

Infection Control & Wound Management

EDUCATION REPORT

Ongoing education for our staff continues to be a priority. Care based on best practice requires staff to keep up to date with current changes for both Residential Care residents and Acute Care patients.

The WDHS Aged Care Events Calendar continues to provide a yearly plan for in-service education for our staff. Each month's education is based on a different assessment module. There are 11 Assessment modules developed by the Australian Aged Care Quality Association which ensure a broad review of a home's care for residents.

The Aged Care Audit Schedule is reviewed each year and audits are conducted which relate to the assessment module e.g. In February the assessment module was 'Incident Management'. Staff received training and audits were conducted around management of incidents. Staff also receive training related to changes to policies or new policies that have been developed. For example, 'Sexuality in Residential Aged Care' policy was written and an online education package was developed for staff to complete.

Other in-service education is also provided which includes diabetes management, infection control and emergency and evacuation training. When any new situation arises i.e. specific resident needs or new equipment, education is sourced for the staff and delivered. The main strategic education for all WDHS aged care facilities has been the Montessori training to implement the Montessori Model of Care. Leadership teams from Coleraine have attended five study days to learn the model and how to imbed it into everyday practice.

External education is also available on a wide range of topics. Staff have attended study days on Comprehensive Health Assessment of the Older Person, Skin Integrity and Mental Health which is only

a small example of what education is offered and attended. The current Online Learning System is in the process of being updated to a system that is more interactive for the staff to complete their mandatory competencies. Education is essential for our staff to deliver the best quality care for people in our facility and Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration.

Hazel Saligari

Practice Development Nurse
Aged Care

OCCUPATIONAL HEALTH & SAFETY REPORT

Working together for a safer future.

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

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

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

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

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

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

Our OH&S reps for Coleraine are: Rod Nolte and myself, and we provide advice and support to staff reporting to the staff Quality and Leadership meetings.

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

Trudy Cottier

OH&S Rep

VALLEY VIEW NURSING HOME

This year has been interesting and very rewarding.

Our ladies & men's groups are going well, this involves going out for lunch with other groups to catch up for a chat and to renew friendships. Everyone looks forward to these outings asking where and when the next one is as well as offering some suggestions.

We are fortunate to have had some very talented people willing to come and entertain us over the past year with Agnes Allan who comes every month for a sing a long at happy hour, the Casterton Band providing us with a pleasant

Saturday afternoon. The Rock n Rollers put us through our paces much to everyone's delight, and lastly we had the pleasure of hosting a Col Millington concert.

The football celebrations last season were a collaborative effort with everyone from residents to medical staff and everyone in between getting involved with making the banners, anyone offering to help for this year?

We hosted the biggest morning tea in the lounge this year and raised quite a lot as well as having a lot of fun enjoying the morning tea and catching up with friends and family.

We had the wonderful privilege of organizing a ceremony for two wonderful ladies from Valley View as they received their RSL full membership

for the first time for their involvement in WWII. We have to thank Phil Deutscher for his wonderful effort in organizing this for these ladies.

On that note I would like to thank our wonderful volunteers. Without these volunteers who so generously give up their time we would not be able to do half the things that we do, from helping with outings, special functions, to just sitting down and having a chat with someone. These wonderful volunteers are worth their weight in gold.

We also need to acknowledge our religious ministers and lay ministers who come every month ensuring that everyone has the chance to celebrate their own religion. This is a wonderful effort that everyone appreciates.

It has been an enjoyable and eventful year and I look forward to the next.

Danielle Telley

Leisure & Lifestyle Coordinator

WANNON HOSTEL

Here we are again at that time of year when we reflect on all that has been. We have said hello and goodbye to Christmas and it is nearly time to say hello again.

Some of the old favourite activities such as Bingo, exercises, quizzes, reminiscing, Millionaire Auction and special activities, such as Armchair Travel, where we visit and go to different parts of the world have been keeping us busy. Also we all enjoy the Melbourne Museum calling on us and the Mobile Zoo. Much of the excitement is the not knowing what animals we are going to see, or how big the snake is this time!

Our Footy Tipping competition is another one of the most competitive weekly items that we do. Some have their favourite teams and others change around. Our guest speaker for last year was Mr Billy Picken.

We like to keep our traditional days such as Australia Day, ANZAC Day and Remembrance Day going with guest speakers attending where a service is held at the Hostel and then on the day we join in with the community commemorations.

Our Melbourne Cup day was a great day with all getting into the fashions on the field with staff and residents all dressing up in their finery. We all enjoy having our horse races and then watching the big race to see who had won the sweeps.

We have enjoyed the children from the State School doing some 'trick or treating'; the kindergarten children came and entertained us with some Christmas carols, and are now coming on monthly basis which is working out well.

For the first time we were asked to hold the World Day of Prayer, which involved the community and Hostel residents. This was very well attended by both the community and was easy for the residents to attend. This day was well received. We thank the Anglican Church for providing us with the opportunity to do this.

This year we are also introducing the Montessori Principles. This is about "what we can do" not "what we cannot do", giving back some independence and self-esteem while living in their home at Wannon Hostel. Those that have found their special little jobs they like to do, the smiles on their faces are wonderful and some concentrate very hard and are proud of the jobs they have done so well.

Once again I must thank the many volunteers who give so freely of their time.

The different Ministers of religion for the services each month especially our Memorial Services that come along. To the Lay Preachers who come with Church Papers and Communion. To the other volunteers who come on bus outings, or assist with activities at the Hostel a big 'thank you'. To the many staff for their support when I come up with some of my ideas and the work that they entail 'Thank You'. Also to the Catering staff for their great catering and thoughtfulness, to make sure all residents are happy with the choices of food, not only on our special days but all through the year 'Thank You'.

Last but not least to the members of the Homes for the Aged Auxiliary who without their support we would not have some of the activities that come to the Hostel. The raffles and Community Hoy days we all find so enjoyable. Thank you for your hard work and your support for the last year.

We look forward to the next year with great excitement and enthusiasm embracing the Montessori Principles.

Marlene Lee

Leisure & Lifestyle Coordinator

COMMUNITY SERVICES & ALLIED HEALTH REPORT

Nutrition and Dietetics

The Nutrition and Dietetics department has seen a change in staff this past year. We farewelled Natalie Lim in September 2015 and welcomed Emma Stubbs to the Coleraine community.

We continue with our bi-monthly visits to the health service, predominately assessing the residents at Wannon Hostel and Valley View Nursing Home and working with nursing and food service staff to optimize their nutritional status. In addition, we continue to provide input into hospital inpatients and run a regular outpatient clinic. We continue to appreciate the referrals received for outpatient consults and we welcome the opportunity to provide tailored and practical information to more of the Coleraine community. Referrals are not necessary to see the dietitian.

Emma thanks all the staff who have made her feel very welcome and at ease in her new role, and looks forward to continuing to work with the Coleraine community in the future.

Occupational Therapy

The Occupational Therapy Department continues to provide services to Coleraine District Health Service on an as needs basis.

Occupational Therapy includes the following services:

- Inpatients -helping patients get home safely by completing home assessments, assisting with home modifications such as the installation of rails, ramps and other equipment, teaching skills to maximize independence with daily activities such as cooking, showering, and shopping, and providing rehabilitation services as required
- Outpatients/ambulatory care - hand therapy, home-based assessments, assistance with daily living skills, provision of equipment, and assistance with returning to work
- Wannon Hostel and Valley View Nursing Home – assistance as required with issues such as seating and pressure care needs, scooter or wheelchair assessments
- Transition Care Program – weekly therapy sessions
- Staff education and in-services as required

Complex Care

Western District Health Service continues to provide a Telehealth Pain Service in Coleraine working in collaboration with Coleraine and Casterton Medical Clinics.

In 2015 we facilitated three Telehealth Clinics. Janine Huf and Angela O'Brien attend the Coleraine consulting rooms monthly to enable clients to access our services ensuring these clients do not have the additional burden of travel to Hamilton.

Podiatry

The Podiatry Department has been fortunate to employ a third podiatrist to our department (Chaehyung Cho).

Cho has visited Coleraine since he joined our Department and enjoys working with and getting to know the staff and clients at the Coleraine Clinic.

As a result of this recruitment, we are now able to visit Coleraine weekly increasing our services. Deanne Moyle remains our primary visiting podiatrist to Coleraine.

We shall continue to strive in delivering our best services to the community of Coleraine.

Physiotherapy Service

The physiotherapy department continues to provide a bi-weekly service to Coleraine District Health Service. The physiotherapy department values the need to provide quality care in this area of the Western District region and endeavours to maintain the frequency of this service despite fluctuating staffing levels.

We continue to see the residents of the Aged Care Facilities, as well as acute care patients, and Community clients in the outpatient setting. The Physiotherapist conducts annual reviews of all residents within the hostel in order to develop a plan (in conjunction with the resident and/or carer) to maintain their functional independence. We also now deliver pain management treatment to appropriate residents within the Aged Care facilities four times per week. The Allied Health Assistant conducts weekly community exercise programs for members of the Coleraine community as well as an Orthopaedic exercise class for community clients after they have operations.

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

Belinda Payne

Manager | Primary Care Services
Primary & Preventative Health

FOOT CARE REPORT

Nurse led Foot Care has been proven to be a valuable and popular service to our local community for the past 14 years. It is available to the community who may be having difficulty attending to their basic foot care needs or advice for their foot comfort. (The Podiatrist treats diabetics or anyone who is at high risk).

This service runs every four weeks in the podiatry room located at the Allied Health entrance of the Hospital in Pilleau Street for the public. Appointments can be made by ringing Coleraine District Health Service on 55532000. The Community Car is available for pickups after lunch by calling 55752001.

Low risk foot care is also available for Hostel and Nursing Home residents every four weeks in between podiatry appointments.

Marilyn Callaby EEN

DENTAL CLINIC REPORT

Hello again, everyone. The timing of this report seems to come around quicker each year.

The Dental Clinic has had another year of consistent and interesting work, serving not only patients from Coleraine and district community, but also from further afield.

Recently, we have had a bit of a change in our staff profile. Trish Pitkin has returned as our Receptionist in Casterton, and is responsible for organizing most of our bookings for all three Clinics. Chris Grigg, who has been our loyal Dental Nurse for the past six and a half years, has decided to retire, to concentrate more on her much-loved family, involving the usual "grandmother" duties. As a consequence, we welcome Monika Brown from Coleraine, as our new Trainee Chairsides Assistant. In July/August this year Monika will begin her formal training as a Dental Nurse through the RMIT course in Melbourne.

Along with the above changes, everything else has been running smoothly and happily. Thank you to WDHS, CDHS, and all of our patients, near and far, for another successful year.

Dr Tim Halloran BDS., BSc (Hons)
Lyn , Trish and Monika

COLERAINE PLANNED ACTIVITY GROUP

The Coleraine Planned Activity Group (PAGs) is a community based program for older members of our community and those with disabilities living in their own homes.

This year our major craft project was making beanies for premature babies, these are then sent off to Adelaide. These beanies are designed to grow with the baby so they are able to use them until they go home.

The games days are always popular with dominoes, cards or indoor bowls happening although at times I wonder whose sheep station we are playing for.

PAGs try to have one or two outings a month to one of the major shopping centres where we try to get those things that we can't get locally. Sometimes all it takes is for someone to say there's a sale on somewhere and before you know it we are on the bus and gone.

It is always a treat when friends come to visit us or we get the chance to visit them. Merino and Casterton PAGs have been to visit along with some friends from Hamilton on Hoy days, and Coleraine have travelled to Merino for lunch and a catch up on many occasions.

I would like to thank our volunteers for their invaluable help over the last twelve months. These volunteers are so kind and caring as well as generous with their time.

It is always a treat to welcome new members who bring new ideas and experiences with them. This is always interesting getting to know new people, our doors are always open and the kettle on if you feel like dropping in.

Dani Telley

Coleraine Planned Activity Coordinator



COMMUNITY HEALTH REPORT

Well, I would like to start this report by thanking everybody for welcoming me into your community – not just down the street, but the hospital community as well. Your overwhelming support is invaluable to me.

In my first week here, the Coleraine Medical Clinic conducted a Spot Check Clinic, which was well attended by everyone. Thank you must go to the medical staff for this very important clinic and also Heidi Newley for organising it– we are a sun loving culture so we need to be aware of changes to freckles or moles. Another clinic will be organised in early 2017, so keep your eyes on the Wannan News for dates.

I was introduced to the Walking Group, who meet every Tuesday to walk around the town. It has been great fun getting to know these ladies (men are welcome as well of course). It has been a wet, cold year – so I hope to start some walking trips away once the weather starts to warm up. We always conclude our walk with a cuppa at one of our cafes and hopefully a laugh as well. In October, we will be travelling up to the last “Pathways to Harrow” dinner.

The Men’s Shed continues 2 days a week, and you are always guaranteed of a good hot cuppa and a piece of cake or scone if you visit. So come along and check them out, the more the merrier. Stu Wilder, Nurse Practitioner, who specialises in Men’s & Rural Family Health was the guest speaker on Thursday 18th August at the Men’s Shed. Stu is a great speaker and well known and liked in the district.

A bus was organised to travel to Hamilton in May for the free BreastScreen. I think a little shopping may have been done on this day as well. Thanks to Amanda for driving the bus and ensuring everybody arrived back safe and sound.

The Coleraine Women’s Health Group organised our Cancer Council Morning Tea in June, which we held in the luxurious Valley View room.

Everybody had a great time and a good amount of money was sent off to the Cancer Council. Thanks to these ladies for the organisation, hard work and dedication to ensure this event went off so well.

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, or I can help support an event for you. I am situated in the Thomas Hodgetts Centre.

Elizabeth Guthridge

Acting Community Health Nurse



DISTRICT NURSING SERVICE REPORT

The past year has been a busy and challenging time for District Nursing.

At the Hamilton campus the District Nurses worked diligently to consolidate the implementation of the new team nursing structure which has been ably led by the Assistant Supervisors Anne-Marree Simonds and Erin Rhook. This has proved to be very successful for both staff and clients with improved continuity of care for clients and increased job satisfaction for the District Nurses.

At the Coleraine campus Jane Bunge, Millie Dundon and Katrina Hodgson have been kept busy due to an increase in new clients with complex needs admitted to the service. They have found it to be a very rewarding experience working closely with other service providers to enable these clients to remain in their own homes as long as possible.

The District Nurses continue to have a very good rapport with the local GP’S which assists in providing quality client care.

The District Nurses continue to provide care to clients on the Hospital in the Home Program. We also maintain a close working relationship with the Palliative Care nurses by providing the clinical care to clients registered to that service.

In addition to this the District Nurses at both campuses have each taken on the management of specific portfolios such as Advance Care Planning, Wound Care, Occupational Health and Safety, CPR Assessor, Dementia Care, Falls Management, No Lift, Central Venous Lines, Breast Care Nurse, Rostering, Admission Officer, DVA, Hospital in the Home and Transition Care Program. This gives individual nurses the opportunity to provide feedback and education to their colleagues.

The District Nurses have recently been issued with smart phones and laptops. The laptops will be used in the clients’ home for staff to enter electronic notes and observations. The smart phones will be used for communication, photographing wounds and in time will be utilised to monitor staff safety.

Over the year we had several staffing changes farewelling Robyn Wood who retired after many years as a District Nurse and Stomal Therapist, Anne Warburton and Sherrie Ross who moved interstate. We welcomed to our service Marlise Clay, Carol Nield, Mandy Straw, Sarah Crowe and Heidi Newley who have all settled in well and enjoy being on our DNS team.

As always all staff have attended a variety of education sessions over the year which equip them with greater knowledge to provide quality care to our clients. This was reflected in our annual consumer satisfaction surveys which once again indicated a high level of satisfaction with the care delivered by the District Nurses.

From the 1st July 2015 to the 30th June 2016 the District Nurses attended 20,384 visits and travelled 98,398 kilometres.

Pat O’Beirne - Unit Manager

District Nursing Service

Western District Health Service



→ Left to Right: Dr Moe Aung, Dr David Chen, Dr Mei Lyn Tan & Dr Julia Jaensch

MEDICAL SERVICES REPORT

Well the year has certainly flown by again far too quickly, however to sit and reflect on the 2015/16 year at Coleraine Casterton Medical Clinics we certainly have been busy within this time.

Whilst this year we missed our GP Pre-vocation Placement Program (GPPPP) junior doctors, it gave us the opportunity to embrace those who were firm in their direction to becoming a GP, more importantly a rural GP. We have had the pleasure over the past 12 months to have Drs Steven Yuan, Moe Aung, Julia Jaensch, David Chen and Mei Lyn Tan complete placements as part of the GP training program. We have been fortunate during this time to welcome the arrival of Moe and Hnin's first child and to congratulate David and Mei Lyn on their marriage. Steven has since moved on to Deniliquin to continue his GP Training and Julia has embraced the rural life, becoming involved in the Casterton community during her stay.

It was a busy time for the clinics in 2015, with our three yearly accreditation taking place in December. Much time and hard work was completed by the staff and doctors to ensure we remain compliant with the AGPAL standards in relation to the quality of care and our service to the community. Suitably we were deemed successful, with much praise from our assessors in relation to the quality of service to our patients within the rural environment and our commitment to improvement in a changing healthcare industry. Feedback and suggested changes will be integrated into both our practices over the coming 12-18 months in view of improving the long term viability of the service within both the towns. Major improvements identified at the Coleraine Clinic, in conjunction with the Hospital was improving community understanding of the after-hours service. After hours services are available by the on call doctors at the Coleraine Hospital on Saturday, Sunday

and Public Holidays at 9:00am. Medical enquiries are welcome by the hospital staff outside of clinic business hours where you can be triaged, and where required, the on call doctor be requested to attend.

In May the Government made the renewed push of the 'MyHealth Record' which the clinics have embraced for our community members in providing assisted registrations for patients at the clinic at the time of service, rather than lengthy waits at Medicare offices and confusing online applications forms. For more information on the 'MyHealth Record' please contact the clinic or see online at www.myhealthrecord.gov.au

Our doctors have continued to support the Coleraine and Casterton communities, as well as continuing our relationships with the Bush Nursing Centres in Merino, Harrow and Balmoral. Continuity of inpatient care and aged care rounds, regular facility based medication reviews, continuing afterhours services and weekend morning clinics are all elements of service we have focused heavily on improving this year.

We have been fortunate to retain Drs Thompson and Taheri for some time now and we thank them for their service and dedication to their role in our clinic and community.

In March we saw Dr Syed Ansari and his family relocated to Bendigo to provide services to the growing community of Marong. We thank him for his valuable service to our community and wish them good luck in their future endeavours.

The Deakin Immerse program for Medical Students saw our 2015 student Deinion Jones complete his time with us and in November pass his exams with excellent results. Due to additional Registrars in 2016 we have not taken on a Deakin Medical student this year.

It would not be without the continued efforts and commitment of Drs Brian Coulson and Greta Prozesky to have retained medical services to Coleraine.

Again I mention our ability to accommodate and provide a variety of learning opportunities to junior doctors and medical staff through the efforts of Brian and Greta to share their learnings and experience as well as focusing on new medical trends and techniques.

I would like to thank all our hard working team especially our reception and administration team Lorraine Watt and Alana Benson whom have worked tirelessly and sometimes in to the early hours of the evening to ensure every day runs as smoothly as possible. I thank our dedicated nursing staff Jenny Trotman, Rowena Plush, Tracy Plunkett, Ellen Brewster, Alana Benson, Wendy Davies and Sarah Sutherland who take pride in their work and genuinely care for our patients in all manner of ways, from pathology and dressings to assisting procedures and recalling patients. We are greatly appreciative of the continued support of the community and the Coleraine District Health Service throughout this past year and look forward to continuing to improve this strong relationship into the future.

Chris Payne

Practice Manager

Coleraine Casterton Medical Clinics

MERINO COMMUNITY HEALTH CENTRE REPORT

2016 marks the five year anniversary of the Merino Community Health Centre's relocation to the main street of Merino. I could say that antidotely we are more successful and busier than ever, but I thought some brief statistics might convey the picture better than I can.

In 2007 we saw/had contact with an average 120 people per month, by 2011 (when we moved to the current site) we saw an average of 91 per month. In the last financial year the number was 210 per month.

In 2007 our volunteer car drivers drove for a total of 190 hours, by 2012 this had increased to 272 hours but this year our current tally is 328 hours.

Yes we have been busier than ever. Apart from the day to day running of the Centre, we have hosted a variety of one off events. Glen Howell (Optometrist) and Australian Hearing ran clinics here. We took a group of ladies to BreastScreen in Portland (combined with a day of shopping). The CFA provided an information session on house fires over Winter. We ran an Ambulance Victoria program called 4 Steps for Life that taught CPR and how to respond when someone collapses. The Old Courthouse Community Centre ran a 10 week computer course in our Centre. The other changes that occurred were with the library service and dietician. We changed over from a weekly volunteer run library to a three weekly visit from the Glenelg Shire's new Mobile Library. Also Fiona the Dietician used to visit on an "as needs" basis, but due to a high demand, this has been upgraded to a monthly service.

On a staffing level we saw Georgia commence maternity leave and be replaced by Sarah. Elizabeth has also commenced as a casual reliever. Of course the best piece of news was the safe arrival of Hamish. Congratulations Georgia and Hugh.

Alison Wooldridge

RN Div 1

MERINO PLANNED ACTIVITY GROUP

MIAKITE CENTRE REPORT

The Merino group meets every Wednesday and Friday and provides support services for eligible people and their carers to assist them to continue living independently at home.

The Home and Community Care (HACC) Program provides services for frail older people, younger people with disabilities and their carers, the program funds around 470 agencies to support nearly 300,000 people.

HACC support is designed to assist people with the greatest need and aims to maximise people's independence.

This includes providing basic support for people:

- to participate in social activity in a group or one-on-one
- to enhance nutrition, function, strength, independence and safety
- to keep up with essential activities such as shopping, banking and maintaining social contacts

At Merino we have had a busy year with numbers fluctuating....having the use of the bus every second week we are able to do small trips around the district to different and interesting places, a bus trip usually includes a nice lunch out somewhere along the way which is always enjoyed by everyone.

The days that are held at the Centre cover a variety of activities covering different areas of social inclusion and mobility aided exercises, cooking, craft, games, quizzes and some gardening among others...

I would like to take this opportunity to say a big thank you to the volunteers that come and help with the program, without your help this would be much more challenging.

Susy Dodd

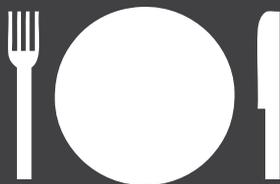
Activities Co-ordinator



89,732
TOTAL MEALS

3,649
MEALS ON WHEELS

6,229
ACUTE MEALS



74,460
AGED CARE MEALS



→ The Catering Department is always so busy so it is a very rare occasion that a photo of some of the staff can be taken

HOTEL SERVICES

Catering Services

2015/2016 was as always a very busy year for our Catering Department supplying fresh cooked meals to the CDHS Hospital, Wannon Hostel, Meals on Wheels including Coleraine, Privates, Post-Acute Care, Senior Citizens and Planned Activity Groups at Coleraine and Merino.

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 Catering Staff. I would like to take this opportunity to thank them all for their dedication and support during 2015/2016.

Over the past 8 months we have been implementing changes to the Food Services procedure over at Wannon Hostel and I am pleased to report we are starting to see some improvements in our delivery of food to Wannon Hostel.

Over the last 12 months we were visited twice for Food Safety Inspections once in October by Southern Grampians Shire Pauline Porter and then in January by an Independent Auditor Paul Maggs.

We also have regular visits from our WDHS Food Safety Supervisor Lesley Povey.

I would like to thank all catering staff for keeping the Catering Department and Wannon Hostel a clean and safe environment and for taking the time to complete all food safety forms.

This year we have also committed to Montessori which I am happy to say has been very well received by staff and residents.

Environmental Services

Once again the Coleraine District Health Service Non External cleaning audits has been of high standards it is a credit to all Hotel Services involved.

In December I attended a Cleaning Standards for Victorian Healthcare Facilities Auditors Training Course in Geelong so we are now auditing our own facilities in compliance with the standards required.

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

The commitment of all the Hotel Services staff in providing such a high standard can never be understated and thank you to all staff for their support during the year 2015/2016.

Leanne Rigby

Hotel Services Facility Supervisor

MAINTENANCE TEAM REPORT

Maintenance have had another busy year providing a range of preventative, routine and breakdown maintenance services to all our facilities as well as meeting all our essential service requirements. We have welcomed the appointment of Jarrod Stevenson to our team Jarrod is a plumber by trade and also has a wide range of skills which he has put to good use. It is great to have a plumber on site to deal with all our daily issues which will reduce external contractor costs, he is also a very talented singer guitar player and has already played for our residents which they thoroughly enjoyed and are all requesting a repeat performance.

Some major tasks for the year include more concreting works at our Strathallan units as well as the replacement of a section of sewerage line that had become very troublesome. We also replaced sections of foot path at our St Joseph's Court units because of uneven services caused by ground movement which had created trip hazards for our residents. As most of our locals know the ground here moves quite a lot and causes us quite a lot of trouble.

The treatment room floor at Merino Community Health Centre has been replaced making cleaning of the floor much easier for staff.

Another major change for us has been the implementation of our rubbish disposal from the Hospital. It has been a large task to implement and I would like to take this opportunity to thank everyone involved at every level for the smooth transition into this new arrangement. A purpose built trailer was purchased for Coleraine and after consultation with the Shire our rubbish disposal and recycling program is running very smoothly and efficiently.

I would like to thank my staff at Coleraine for their enthusiasm and professional manner taken to make this a success.

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

I would also like to thank our Maintenance Managers and team in Hamilton for their backup and support.

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

Trevor Wathen
(Facility Manager Hamilton)

Rod Nolte
(Maintenance Supervisor Coleraine)

Jarrod Payne
(General Hand)

Jarrod Stevenson
(Plumber/General Hand)

Rod Nolte
Maintenance Supervisor



→ May the luck of the Irish be with you. Maintenance Team Members Jarrod Payne and Jarrod Stevenson join with Tara for some St Patrick's Day celebrations and laughs

COLERAINE HOSPITAL AUXILIARY REPORT

Last year instead of our annual fete in November (a very busy time for all) we held a winter lunch with stalls at Karingal, in August. This was well attended and with some fine tuning will be held again this year.

Our Christmas Stocking was again well supported by the community and saved the winner much of her shopping for presents!

During the year we have purchased an ironing press for the hospital laundry which makes the ironing for 60 residents a much easier task. We have also funded an extra medication trolley for the hostel to enable the medications given in a more timely manner.

We were sorry to hear of Denise Beaton's retirement and wish her well for the future. We held a 'THANK YOU' afternoon tea in April which enabled us to thank Denise for all the support she has given the Auxiliary over many years.

We were also able to show our appreciation to retiring members Alison Brumby and Lorna Baulch who have both moved from Coleraine. We also invited many past members and helpers so we could thank them as well for their past support. It was a wonderful opportunity to catch up with many old friends.

We were very sad to lose Maisie Mitchell and were honoured to be able to provide lunch following her funeral. Maisie was a very keen and active member of the Auxiliary and we will all miss her greatly.

We are always looking for new members to help us in our fundraising efforts for the Hospital. Though the Hospital is new and we have not been asked for much in the past year we continue to add to our bank balance so we can be ready for future requests.

Thank you to all the Auxiliary Members for their enthusiastic and willing help at our functions, and thanks to the kitchen for providing us with delicious afternoon teas following our meetings (another good reason to join us)!

Leigh Dean
President

HOMES FOR THE AGED AUXILIARY REPORT

Currently we have 12 members and we meet once every two months at Wannon Hostel.

During the year we held four HOY afternoons which are held at Wannon Hostel. This fun afternoon starts at 1.30 pm and finishes at 3.00 pm with a lovely afternoon tea to follow. The residents really enjoy these afternoons especially when they get to pick a prize out of the basket.

We hold 500 Cards every Monday at 1.30 pm at the Karingal Senior Citizens' Centre. Beatrice Bunney gives her time to run these cards along with a few of our other members. We thank them very much for this.

Last year we paid for Jamie and Kim's Mobile Zoo to come to Wannon Hostel. The residents just loved this as they got to hold and pat some interesting creatures.

In August we purchased a Reverie Harp which residents can strum and listen to. Some find it very relaxing and soothing.

At Christmas time we raffled a \$100 gift voucher from IGA raising quite a sum of money. We also supplied a Christmas cake and soft drinks to the residents to share over the festive season.

This year we had an Easter egg raffle where each member donated an egg or eggs to go into the basket. I would like to thank our members for donating and selling of tickets as this made a large sum of money.

At the moment we are working towards a new bain-marie for Wannon Hostel.

I would like to extend sincere thank you to our Office Bearers and Members for their continued support throughout the year.

Julie Taylor
Secretary/Treasurer

VOLUNTEER PARTICIPATION REPORT

We appreciate and give our sincerest thanks to all volunteers at WDHS Coleraine Campus who so capably assist at both Coleraine and Merino Volunteer statistics for volunteering for Coleraine and Merino during the last financial year include:

Coleraine

Aged care - Wannon Hostel	
Individual activities	325.5 hrs
Group activities	425.25 hrs
Other	14.25
PAGS	564
Valley View	195.85

Community Transport

Volunteer hours	817.5
Trips	628
Kilometres travelled	15845
Contributions	\$4771

Merino

PAG volunteer hours	450
Merino shopping bus	195
Driver hours	
Journeys	52
Distance travelled	2475
Community Car journeys	80
Driver hours	577.31
Distance travelled	7642kms

Jeanette Ryan

Volunteer Coordinator

HEARTS OF GOLD

Volunteers are the backbone of our organisation. All our wonderful volunteers both in Coleraine and Merino are worth their weight in gold.

Your generosity and willingness to give time to others in need is truly appreciated.

To all our wonderful members of both Auxiliaries a heartfelt thank you to you all for your dedication, enthusiasm, hard work and commitment.

We cannot put into words our gratitude.....thank you each and everyone.

Our Health Services is indeed fortunate to have your support. Thank you for your valued contribution.

You all have hearts of gold

HONOUR ROLL AND LIFE GOVERNORS

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE

OFFICERS:

1930-1936
1936-1972
1942-1947
1947-1953
1953-1954
1954-1961
1961-1987
1987-1989
1989-1999
1999-2002
2002-2005

MATRONS AND DIRECTORS OF NURSING:

1930-1932
1932-1935
1935-1936
1936-1937
1937-1939
1940-1941
1942-1947
1947-1949
1949-1952

1952-1972	
1973-1978	
1978-1985	Mr JC Hurry
1985-1987	Mr HA Hill
1987-1991	Mr WE Taylor
1992-2000	Mr HA Hill
2000-2003	Mr R Potter
2003-2004	Miss E Duffell
2004-2005	Mrs AK Kealy
	Mr D Jones
	M GR Tschirpig
	Miss J Cannon
	Ms L Vause
	Sr Prendergast
	Sr Ramsay
	Sr Ford
	Sr Knox
	Sr Wells
	(Mrs P McKebery)
	Srs Talbot, Ingleby, Rees, Ramage
	Sr C Templeton
	Sr J Gordon
	Srs J Davey, A McAlpine, F Petchell

Miss RE Fitz-Gerald
Mrs ES Holmes
Mrs AC Fitzgerald
Mrs A Raven-Richards
Mrs S Malborough
Mrs J Pymmer
Mrs J Handbury
Mrs L Vause
Mrs R Mitchell

MEDICAL OFFICERS: (From 1953)

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

DIRECTOR OF MEDICAL SERVICES:

2001-2005	Dr B Warton
-----------	-------------

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

PRESIDENT

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

CHIEF EXECUTIVE OFFICER

2005-2014	Mr Jim Fletcher
2014-	Mr Rohan Fitzgerald

MANAGER/DIRECTOR OF NURSING

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

MEDICAL OFFICERS

1981-	Dr BS Coulson
1999-2009	Dr N Wulff
1999-	Dr G Prozesky
2004-2012	Dr L Tan
2005-2006	Dr M Deary

2009-2010

2009
2010
2010-2011
2012-2016
2013-2015

DIRECTOR OF MEDICAL SERVICES

2004-2007
2007-2007
2008-2011
2011-2013
2014-

LIFE GOVERNORS

Apex Club of Coleraine
Mrs M Broers
Mrs A Brumby
Mrs B Bunge
Mrs R Bunge
Mrs E Fidler

Dr C Wilson
Dr R Taheri
Dr L Thompson
Dr T Nguyen
Dr S Ansari
Dr X Zhang

Dr J Dunn
Dr M van der Veer
Dr J Christie
Dr A Wilson
Dr N Van Zyl

Mr PD Gardiner
Mr D Gausson
Mrs MMH Hope
Mrs V Lawson
Mr M Robertson
Mr H Templeton
Mrs L Tippett
Mrs V Wallis
Mr HM Wettenhall
Mrs M Wettenhall

COLERAINE AND DISTRICT HOMES FOR THE AGED

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

MERINO BUSH NURSING CENTRE

Mr J Northcott
Mrs D Simkin

STAFF SERVICE

MILESTONES

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

10 years	15 years	20 years	30 years
Susan Anson Cassandra Milton	Maureen Irving Laurice Picken	Angela Brown Margaret Grinham	Ronda Baker Deborah Egan Bronwyn Roberts

STAFF LIST

Chief Executive

Rohan Fitzgerald

Manager/DON

Bronwyn Roberts

CLINICAL SERVICES

Nurse Unit Manager

Denise Beaton (up to Feb 2016)

Lorace Parsons (Acting)
(Feb – June 2016)

Suzanne Claydon (July 2016)

Associate Nurse Unit Managers

Russell Armstrong

Judith Burgess

Trudy Cottier

Felicity Griffiths

Deborah Overmars

Lorace Parsons

Tracy Plunkett

Wendell Shaw

Toni Simson

Diana Stirling (resigned Feb 2016)

Graduate Registered Nurses

Laura Dufty

Alexandra Enright

Melissa Green

Caitlyn West

Graduate Enrolled Nurses

Sarah Betts

Simone McRae

Enrolled Nurses

Susan Anson

Tara-Jane Bailey

Kath Baugh

Margaret Mary Baulch

Dianne Brown

Marilyn Callaby

Debbie Egan

Karen Forsyth

Claire Hearn

Ann McArlein

Kristen McIntosh

Lyn Marsden

Lynette Monaghan

Shane Kneebone

District Nurses

Jane Bunge

Camilla Dundon

Susan Ferrier

Katrina Hodgson

Jennifer Walsh

MERINO

Bush Nurses

Sarah Crowe

Georgia Gutjahr

Elizabeth Guthridge

Alison Wooldridge

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Registered Nurse Div 1

Heidi Newley (resigned Dec 2015)

Cindy-Lee McMahon

Personal Care Attendants

Ronda Baker

Debra Bickley

Amy Boxer

Larna Brooks

Marilien Broome

Angela Brown

Helen Brown

Kathleen Brown

Lorrae Clarke

Kellie Clayton

Jennifer Fitzgerald

Sharon Gorrie

Maureen Irving

Rosemary Lewis

Dianne MacDonald

Michelle Monaghan

Debbie Nolte

Michelle Nolte

Fiona Peach

Fay Picken

Debra Robinson

Deidre Spencer

Kathryn Sypott

Susan Townsend

ALLIED HEALTH SERVICES

Community Health

Tracy Plunkett

Elizabeth Guthridge (Acting)

Heidi Newley (Acting)

Leisure & Lifestyle & PAGs

Susan Dodd

Marlene Lee

Danielle Telley

Amanda Torney

HOTEL SERVICES

Hotel Services Facility Supervisor

Leanne Rigby

Second in Charge

Robyn Soulsby

Food & Domestic Services

Shirley Broad

Annaleise Burford

Tania Deutscher

Patricia Jacobson

Jeanette Kaine

Belinda McCredan

Eisha McKerlie

Shirley Menz

Anne Michau

Cassandra Milton

Kathleen Rhook

Carol Russell-Bailey

Janene Taylor

Environmental Services

Maryanne Spong

Monica Annett

Elecia Cordy

Lyn Greed

Lisa Haymes

Lona Horsburgh

Tracey Millard

Avril Milson

Shirley Milton

Laurice Picken

Leanne Potter

Kerrilee Reedman

Catherine Stiglich

Paige Walker

FINANCE

Nick Starkie

Nick Templeton

ADMINISTRATION

Margaret Grinham

Julie Pollock

Jane Robertson

Kara Templeton

MAINTENANCE

Supervisor

Rodney Nolte

Jarrod Payne

Jarrod Stevenson

DONATIONS

Adams Mrs SM	Egan Mr & Mrs M	McLean Mr P	Rae Mrs H
Anonymous	Farrell Mrs B	McPhee Mr & Mrs A	Rhock Mrs G
Beaton Mr & Mrs G	Ferguson Mrs M	Mahoney Mrs NF	Richardson Mr CJ
Britten Miss E	Fitzgerald Mr & Mrs N	Mills Mrs E	Roberts Ms B
Botterill Mrs & Mrs G	Fulton Mrs L	Monaghan Mrs D	Robertson MJ & SM
Brown Mr R	Fry Mr & Mrs GJ	Moore Mrs M	Robinson Mrs P
Bunge Mrs B	Harris RJ & J	Moss Mr & Mrs A	Shaw Mrs T
Bunney Mr & Mrs P	Hearn Mr & Mrs D	Muir Mrs G	South. Gramp. Livestock & Real Estate
Cameron Mrs L	Hill Mrs & Mrs I	Mutch Mr P	Sutherland RB
Coleraine Book Exchange	Klein Mr H	Myers Mrs & Mrs K	Troeth IS & FM
Coleraine Homes for the Aged Auxiliary	Koenders Mrs PMM	O'Connell Mrs M	Walker Rev F
Coleraine Hospital Ladies Auxiliary	Leeming MA & RJ	Parsons Mrs L	Waters Mrs F
Coleraine Primary School	Little Mr & Mrs G	Pepper Mrs V	Waters Mrs MJ
Coleraine Opportunity Shop	Lowery Mr & Mrs KW	Povey Mrs W	Wettenhall Family
Cox M & M	McCann Mrs K	Pevitt Mr L	Willis Mrs & Mrs A
Dean Mr & Mrs J	McInnes Mrs P	Pigeon Ponds Sports Social Club	Wishart Mrs B
	McKean IK & SF	Incorp	

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

We would like to also thank those persons who have contributed to our 2015 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year (Your names will be recorded in next year's report)

GIFTS IN KIND

J Briggs	Embassy Staff, Embassy of Brazil	Ian McKean	A Steers
Mr Lorne Brown	Friends of Mary Davis	Mr John Meade - In memory of Mrs Margaret Meade	Ms Diane Wilson – in memory of Mrs Valda Hanson
Mrs Noelene Clarke	Mr T Hafrenscheid	Lyn Monaghan	
Coleraine Auskick Group	Huggins Family	Mr Tom Pepper	
Coleraine Homes for the Aged Auxiliary	Hughan Family	Mr Hieu Pham (Reed's Pharmacy)	
Coleraine Men's Shed participants	Dot Jones	Robyn Pillar	
CWA Ladies	S Jones	Ms Gloria Sims & All family members of the late Norma Huggins	
Mr Phil Deutscher	Lawson Family	V Sykes	
Dugan Family - In memory of Mr Dennis Dugan	Eva Lowery		
	Management and Staff Botanical Motel		

Our heartfelt gratitude is extended to you all

Coleraine District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2016

	2015/16	2014/15
	\$	\$
Revenue		
State Government Grants	3,413,247	3,547,471
Patients Fees	3,753,390	3,348,754
Other Revenue	248,384	325,903
Transfer of Accommodation Charges	-	-
Total Operating Revenue	7,415,021	7,222,128
Expenditure		
Salaries & Wages	5,245,289	5,123,634
Direct Expenditure	521,327	534,314
Overheads	1,546,414	1,487,014
Total Operating Expenditure	7,313,029	7,144,962
Operating Surplus	101,992	77,166
Capital Items		
Fundraising and Donations	9,675	20,927
Ingoing Residential Charges - Aged Care	809,302	560,071
Transfer of Accommodation Charges	-	-
Surplus / (Loss) on Disposal of Asset	(115,985)	(81,198)
Depreciation	(1,094,704)	(1,134,138)
Other Capital Expenditure	(1,353)	-
Net Result for the Period	(291,072)	(557,172)

Statement of Changes in Equity

Total equity at beginning of the year	40,345,239	40,902,411
Net result for the period	(291,072)	(557,172)
Gain on Revaluation of Land & Buildings	-	-
Total equity at end of the year	40,054,167	40,345,239

Coleraine District Health Service

Balance Sheet as at June 30, 2016

	2016 \$	2015 \$
Equity		
Accumulated Surplus / (Deficits)	33,379,628	34,194,678
Asset Replacement Reserve	1,174,434	650,456
Asset Revaluation Reserve	4,923,454	4,923,454
Specific Purpose Reserve	576,651	576,651
Total Equity	40,054,167	40,345,239
Current Liabilities		
Payables	70,783	6,382
Employee Entitlements	1,128,612	1,185,334
Monies Held in Trust	4,351,126	4,656,522
Total Current Liabilities	5,550,521	5,848,238
Non Current Liabilities		
Employee Entitlements	291,192	233,141
Total Non Current Liabilities	291,192	233,141
Total Liabilities	5,841,713	6,081,379
Total Equity and Liabilities	45,895,880	46,426,618
Current Assets		
Cash at Bank	7,555,216	6,584,324
Investments	2,372,077	2,335,252
Receivables	281,383	190,454
Monies Held in Trust	4,351,126	4,656,522
Total Current Assets	14,559,802	13,766,552
Non Current Assets		
Land, Buildings, Plant & Equipment	34,166,637	34,395,921
Accumulated Depreciation	(2,830,559)	(1,735,855)
Total Non Current Assets	31,336,078	32,660,066
Total Assets	45,895,880	46,426,618



