



Working together

*Creating healthier communities*



## Our vision

Creating healthier communities

## Our mission

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

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

## Our values

### Integrity

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

### Innovation

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

### Collaboration

We will actively work together in teams and partnerships.

### Accountability

We will take personal responsibility for our decisions and actions.

### Respect

We will value all people's opinions and contributions.

### Empathy

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

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

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

The key aims are to:

Relate, Motivate, Appreciate, Engage, Enable, Empower

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

#### Embracing Montessori Principles

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

#### Acknowledgements:

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Front Cover: Mr Lorne Brown picking the season's crop of home-grown vegetables ready for cooking.

Back Cover: "Girls just wanna have fun" It is all smiles as residents enjoy a ladies day out at a garden party.

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## COLERAINE

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

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

## OUR HISTORY

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

A Hospital was opened on the McKeberly 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 12 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 McKeberly 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 McKeberly 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, social support group and other allied health services along with the Thomas Hodgetts Primary Care Centre.

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

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

# OUR SERVICES



## AVERAGE OCCUPANCY

WANNON HOSTEL 94.69%  
NURSING HOME 90.13%  
ACUTE 47.23%

# 1724

## TOTAL PATIENT DAYS

69 ACUTE DISCHARGES  
FOR 2016/17 FINANCIAL YEAR



## BED DAYS

104 TRANSITIONAL CARE  
PROGRAM CLIENT BED DAYS  
763 RESPITE BED DAYS

### The Hospital

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

### Allied Health

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

### Aged Care

- Valley View Nursing Home (12 residents)
- Wannon Hostel (38 Residents)
- Respite Care (one place)
- Aged Care Assessment Referral Assistance

### Home and Community Care Services

- Social Support 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

### Merino Community Health Centre

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

### Independent Living Units

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



## 'Changing of the guard'

Former Chairman Grant Little hands over the reins to in-coming Chairman Alan Millard

On behalf of the Management Committee of the Coleraine District Health Service (CDHS) it is with much pleasure that I present the Chairman's report to you. It has been an honour to serve as Chairman for the last twelve months and there are many areas of interest we should be proud of.

CDHS could not function as well as it does without the invaluable support of its auxiliaries - Coleraine Hospital Auxiliary and the Homes for the Aged Auxiliary. Their continued financial support to the Hospital makes Coleraine an even better place to live and we recognise them publicly yet again for their continued ongoing support.

I also wish to thank the many volunteers who contribute their time to help improve the lifestyle of the residents of the Coleraine Campus.

The level of commitment shown by the volunteers is admirable and I am sure that the Coleraine Hospital would not function as well as it does without their help.

To the staff at CDHS I extend my heartfelt thanks as you are the lifeblood of this organisation. Whether you are working in primary care, food services, maintenance or administration your work is extremely valuable to the overall provision of service here at CDHS. Thanks also to the Merino Community Health Centre staff who continue to serve the needs of Merino and surrounds with their usual high standard of care. I have received many positive comments about how professional, caring and friendly the staff at both campuses are and I wholeheartedly agree. This can only be achieved if they are happy within their fields and well led. I commend to you the professionalism of our DON Bronwyn Roberts who has helped educate, implement and raise the understanding of the core values of WDHS, "Integrity, Innovation, Collaboration, Accountability, Respect and Empathy." There would not be a person who embodies these qualities more completely than Bronwyn and we are very lucky to have her services here in Coleraine.

Another thank you should go to WDHS Chief Executive Rohan Fitzgerald and the WDHS Board Chairman Hugh Macdonald for their continuing support of the Coleraine Campus. As government policy and budgeting challenges continue to develop in the health industry it is comforting to know that WDHS, at an executive level, will continue to look towards Coleraine favourably in the understanding of how important the Coleraine District Health Service is to the township and the satellite areas.

To the Department of Health & Human Services, State and Commonwealth Governments, local Parliamentarians, the Southern Grampians and Glenelg Shires - their Councillors and staff thank you for your continued support and assistance.

Thank you also to our visiting clergy, entertainers, tradespeople and businesses. To all our wonderful medical staff, allied health professionals, visiting specialists and educators thank you for providing such a professional, proficient and valued service to our community. To all our wonderful community members our heartfelt gratitude is extended to each and every one for your ongoing support of Coleraine District Health Service.

Our new vision of 'Creating Healthier Communities' has a number of facets which, as a Management Committee, we have embraced together with the local community. Many aspects of community health have been identified as being of concern within the Southern Grampians Shire and in the Coleraine community in particular.

Higher than average rates of obesity should be a concern to all of us and one aspect of this is having a healthier diet with less processed food in it. To this end and with the help of a small grant, the CDHS, together with an enthusiastic group of community members, is establishing a community garden next to the clinic which will have fresh produce available in season. There have also been some fruit trees planted on the Whyte street side of the clinic with the idea of providing fruit to the

community in season. I encourage everyone to get involved as it's a great project. Merino Community Health Centre has a thriving community garden and the produce swaps often turn into impromptu get-togethers with people traveling from Sandford and Casterton to be there.

Family health and wellbeing has also been a focus this year with a campaign of raising awareness within the community of the incidence of family violence. Family violence is any sort of intimidation within the family unit be it physical, sexual, financial or emotional. CDHS held a well attended forum in February with Senior Sergeant Nick Finnigan as guest speaker. Family violence is a problem, not only in Coleraine and surrounds, but all over Victoria and Australia. CDHS with the support of Western District Health Service (WDHS) is helping raise awareness of this.

Our program will begin with a program in local schools helping the students to think about what it means to be a healthy family. The Coleraine Football Netball Club also held a White Ribbon round on 1st July using a home game to further raise awareness within the community. This was a fantastic initiative which was assisted by Coleraine Management Committee member Ashley Lambert and his close ties with the club. We will continue to support the community's continued rejection of family violence in Coleraine and the local area. If you are in the situation of being in an abusive relationship be assured; you are not alone.

If you hear or see domestic violence; report it. Dial 000. You can do this anonymously if you prefer but by calling the police you are helping prevent a crime and you could be saving a life.

CDHS continues to implement and embrace the Montessori Model of Care within the service. This principle is a valuable concept which focuses on an individual's positive abilities rather than their inabilities. It is yet another indication of the progressive view of health care taken by CDHS.

In 2016 CDHS implemented a Youth Observers

position on the Coleraine Management Committee and we were very fortunate to have, as our first candidate, Terri Johnson. Terri has been an enthusiastic Management Committee member and, despite being in her VCE year, has devoted many hours to helping establish a Youth Hub within the Coleraine Hospital. This is an area where the local youth can gain access to a computer and broadband internet free of charge to assist with their studies and gain some peer support. Terri has done a great job in a difficult year and we thank her for her contribution. We welcome to the Management Committee as Youth Observers in 2017 Tayla Ness and Jacob Mills who are already

showing great promise and I look forward to seeing their progress throughout the year ahead.

I would also like to thank my fellow Management Committee members who have provided valuable support and knowledge to myself and CDHS throughout the year. Sadly we bid farewell to Anne Pekin as a board member this year after nine years of dedicated support to Coleraine.

I would like to thank Anne for her valuable input and wish her well for the future.

The health industry, WDHS and Coleraine will continue to face challenges in the year ahead. Government policy changes are always a

challenge. Rising costs of providing services and tightening allocation of funding are of great concern.

It is our aim to provide the best care possible to our residents and the best workplace possible for our staff. I feel confident that, with the help and support of the Coleraine community, we can continue to provide a standard of care second to none.

**Alan Millard**

Chairman, Coleraine Management Committee

## MANAGEMENT COMMITTEE MEMBERS



Alan Millard  
*Chairman*



Lesley Slater  
*Vice Chair*



Grant Little



Ashley Lambert



Kim Chintock



Narelle Ness



Shannon Raymond



Tayla Ness  
*Youth Observer*



Jacob Mills  
*Youth Observer*

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

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

Functions of the Management Committee:

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

- Review the performance and operations of the Coleraine District Health Service
- Be responsible for service planning, service delivery and service quality activities for the Coleraine community and make recommendations to the Board of the Service

- Make recommendations on the strategic plan of the Service (so far as it relates to Coleraine District Health Service) to the Board of the Service
- The Committee conducts bi-monthly meetings

The Management Committee are grateful for the assistance of WDHS CE 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.



Anne Pekin  
(resigned as from 30 June 2017)

Appreciation and gratitude is extended to Anne for her wonderful contribution to the Management Committee and the community over the last nine years.

Anne saw many projects undertaken during her terms major ones being the construction of Merino Community Health Centre, Thomas Hodgetts Primary Care Centre and the 'new health precinct' in Coleraine which included a brand new hospital and aged care facility.

The opening was a major milestone in local history and Anne can be justly proud of her contributions towards this amazing goal.

Thank you Anne for your dedication, commitment and valued contribution given during your time as a Committee Member. Your contribution has been greatly appreciated by all.



Terrie Johnson - Youth Observer  
(One year term completed 30 June 2017)

Gratitude is extended to Terrie for her excellent commitment and contribution to the Coleraine Management Committee and the community whilst serving as a Youth Observer. Her commitment to youth activities and the establishment of a Youth Hub was instrumental.

We thank Terrie and wish her all the best for her future endeavours.



'Sisters-in-arms'

Nurse Unit Manager Suzie Clayden along with DON Manager Bronwyn Roberts thank Lorace Parsons, who was acting Nurse Unit Manager

## DIRECTOR OF NURSING/NURSE UNIT MANAGER REPORT

It is with pleasure that we present this combined report for the Coleraine (incorporating the Merino Community Health 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.

In February 2017 we implemented recommendations from the staffing review change impact statement following staff and union consultation. This resulted in an increase of Registered Nurses and roster flexibility for the team of registered nurses, endorsed enrolled nurses, enrolled nurses personal care workers and Hotel Service staff to work together to meet the needs of our ageing residents to ensure that the complexity of their health care needs are met. We wish to sincerely thank all Coleraine and Merino staff for their continued commitment and provision of excellence in health care.

We continually strive to develop partnerships to improve the health and wellbeing of the Coleraine community. The National Centre for Farmer Health (NCFH) is one such partnership that is delivering Agrisafe™ clinics for farmers, in Coleraine, to assess, educate and recommend health care strategies to improve the health, wellbeing and safety of farmers. A total of seven clinics were held with twenty eight Agrisafe™ appointments in total which included sixteen new farmers, nine cholinesterase reviews for farmers handling and applying agrichemicals and five referrals to GP's for follow up care. Elizabeth Guthridge the Coleraine Community Health Nurse successfully completed, with distinction, the NCFH HMF701 Agricultural Health and Medicine Course and as a qualified Agrisafe™ clinician will now conduct the

Agrisafe™ clinics at Coleraine.

WDHS continues to imbed the Leadership in Dementia Practice (Montessori Model of Care). The Montessori Model of Care provides residents with choice, respecting their rights and preferences by getting to know each resident and their individual needs to provide them with meaningful activities that provide a sense of value and purpose. Coleraine has implemented many improvements such as growing, cooking and eating fruit and vegetables, engagement with children, dancing and drawing activities just to name a few. We have also purchased two chickens, that reside in an impressive chook pen, that provide enough eggs for the residents and staff to cook pavlovas and sponge cakes.

We continually strive to increase our partnership with consumers and we collaborated with the Coleraine Football Club led by the Coleraine Management Committee member Ashley Lambert to raise awareness of the prevention of violence against women with a White Ribbon football match and a suicide prevention forum supporting the NCFH research project the Ripple Effect. Another wonderful example of community partnerships is the community garden in front of the Coleraine Medical Clinic that has commenced with a small band of volunteers and the Coleraine community will be able to share the fruit, vegetables and herbs in the near future. The Merino community garden, led by the Coleraine Management Committee member Kim Chintock continues to prosper with regular swap meets held to share the home grown, healthy, produce.

WDHS six Aged Care facilities implemented the innovative research project '20 minute rounding' to determine if twenty minute rounding or supervision reduces falls and fall related injuries in Aged Care. The research project specifically focused on residents who have a cognitive impairment, were at high risk of falls and had one or more falls in the previous twelve months. The research trial period concluded on June 30 2017 and the evaluation and final report is near completion. Interim results indicate there were no fall related fractures during the trial period.

We are fortunate to have such a generous community and we are truly grateful to those who support us in so many different ways such as volunteering and membership of our auxiliaries. We would like to thank our wonderful team of volunteers for their continued dedication and support. They are amazing people who

capture the life of the organisation, providing comfort and companionship to our patients, their carers and families.

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

Without the support of community groups like the Coleraine Hospital Ladies Auxiliary and the Homes for the Aged Auxiliary, other individuals and organisations, we would not be able to provide such a high level of care. With the bar continually being raised by accreditation and community expectations, improving our service delivery is integral to achieving best practice outcomes. Coleraine has successfully met a number of accreditation processes including the National Safety and Quality Health Service Standards (NSQHS) which is evidence that we continue not only to meet, but exceed those expectations. We continue to achieve excellent compliance with cleaning and food safety audits which is a credit to our wonderful Hotel Services team. Consumers and their families can feel confident that care is of the very highest standard, measured against standards established by external accreditation agencies.

We would also like to thank Mr Alan Millard the Chair of the Coleraine District Health Service Management Committee and the members who give so much of their time to offer outstanding leadership. We sadly farewell and sincerely thank Ms Anne Pekin for her outstanding contribution to the Coleraine District Health Service over the last nine years. We also sadly farewell and wish to sincerely thank Ms Terrie Johnson for her contribution and outstanding commitment to developing the Youth Hub and wish her all the best as she undertakes tertiary studies. We had the pleasure of welcoming two new Youth Observers, Ms Tayla Ness and Mr Jacob Mills and we look forward to working with them both.

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

**Bronwyn Roberts**

*Director of Nursing/Manager*

**Suzanne Clayden**

*Nurse Unit Manager*

# AGED CARE QUALITY & RISK MANAGEMENT



'Sharing a smile and a laugh'  
Rosemary and Casey catch up

## Montessori

OUTCOMES

THE MONTESSORI MODEL DELIVERS A RANGE OF ACTIVITIES TO ENSURE RESIDENTS FEEL VALUED AND AN INTEGRAL PART OF THEIR COMMUNITY.



### 20 MIN ROUNDING FALLS RESEARCH

INTERIM DATA SHOWS AN INITIAL REDUCTION IN THE NUMBER OF FALLS AND RELATED INJURIES WITH 20 MINUTE ROUNDING (STAFF SUPERVISION EVERY 20 MINUTES).



### IMPROVED MEDICATION MANAGEMENT

INTRODUCED AN ELECTRONIC PORTAL (MEDS COMM) TO PROVIDE TIMELY AND EFFECTIVE DISPENSING OF MEDICATIONS THROUGH THE PHARMACY

## Leading Practice

WDHS was proud to lead and implement the Leadership in Dementia Practice (Montessori Model), in partnership with Alzheimer's Australia Victoria. It involved the education and training of staff from 13 residential aged care facilities, across South West Victoria. The Montessori Model of Care provides resident with choice, respecting their rights and preferences. By getting to know each resident and their individual needs staff can provide them with meaningful activities that encourage a sense of value and purpose. Alzheimer's Australia is using the WDHS presentation of Montessori achievements to promote its service.

## Falls Management

The 20 Minute Rounding Research Project was implemented across the six WDHS aged care facilities following ethics approval in November 2016. A research assistant was appointed and applicable residents were randomised into the participant and control group. Resident, relative and staff education was an integral part of the marketing strategy. Following resident and relative consent, the project commenced in December and concluded on 30 June. Data collation is in progress, with the final report due to be completed in September 2017.

## Quality Improvement

### Medication Management

WDHS has taken several different approaches to improving medication management in its aged care facilities. An external consultant pharmacist has been contracted to conduct medication review and provide recommendations, for inclusion in the shared clinical record. The Health Service has also implemented the National Residential Medication Chart, designed to improve medication safety for residents.

### Dementia Management

A Cognitive Impairment Workgroup has been established, with multidisciplinary and consumer representation. A gap analysis against National Dementia Best Practice Standards was completed resulting in five recommendations for action including:

- Improving access to a geriatrician/psychogeriatric services
- Further embedding the Montessori Model of Care
- Providing workplace support for staff diagnosed with dementia
- A forum on Dementia to be held with a guest speaker
- Recommendation for a risk screening tool for cognitive impairment and delirium screening

## Systems Improvements

### Aged Care Services

WDHS is currently reviewing how it can ensure access to aged care services such as permanent and respite care and home care packages is more accessible and comprehensive for consumers. With the aim of creating an 'Aged Care Service Centre' WDHS has completed a comprehensive review of current processes and developed an action plan which includes a multi-skilled team who is the one point of contact for aged care services, with team member availability during standard business hours.

### Documentation

With the aim of aligning systems and processes across all facilities, WDHS has reviewed its documentation of resident care in relation to assessment, care planning and clinical handover. Documentation audits were conducted, with areas for improvement identified. Guidelines and education for clinical handover have been implemented for trial, to assist staff in effective information sharing to ensure the safety of residents.



Our knowledgeable educator Hazel ready and waiting to impart her knowledge

## Education Report

At Coleraine, staff continue to maintain, improve and broaden their knowledge, expertise and competence, and develop the personal and professional qualities needed to fulfil their professional duties.

Education targets all employees at Coleraine, not just the nursing staff; however Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration.

The yearly education plan is developed according to staff requests, outcomes of incidents, resident needs, changes in legislation, introduction of new and revised policies, new equipment and the outcome of audit results.

### In-service, Online Learning and External Education

In-service education (education that is held onsite) is planned and advertised with 2-3 sessions occurring on average each month.

The Online Learning System has been updated and is now called SOLLE16. This is a much more interactive program for staff to use and includes all the online mandatory competencies that staff are required to complete. The Australian Aged Care Quality Agency (AACQA) check during their site visits the education that has been delivered and offered to staff and that this education covers all four aged care standards.

AACQA ensure that management and staff have the appropriate knowledge and skills to perform their roles effectively.

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

#### Hazel Saligari

Practice Development Nurse-Aged Care

## Occupational Health & Safety

### Working together for a safer future

The primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk.

By undertaking regular safety checks we ensure that all areas of the Health Service comply with these objectives and any hazards or safety issues have been resolved. We are now very fortunate to be enjoying 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 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.

The Coleraine Occupational Health and Safety representatives are involved in the review of any potential or actual OH&S incidents. Some examples of improvements include:

Review of the work flow in the Wannon Hostel kitchen and purchase of a trolley to dry the dishes after they have been washed in the dishwasher, which eliminated duplication of tasks.

Additional street lighting was installed by the Southern Grampians Shire Council in McLeod and Pilleau Streets to improve the visibility and safety for staff and residents.

Review of and relocation of shelving in resident's rooms at Wannon Hostel to improve safety for staff and residents.

Clutter removed from storerooms to ensure equipment is accessible in a safe and tidy environment.

Area warden and mock emergency procedure training completed to educate staff regarding their role and responsibilities in the event of an emergency.

Wannon Security duress alarm testing process reviewed and a flow chart was developed to clearly communicate the testing process to all staff.

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.

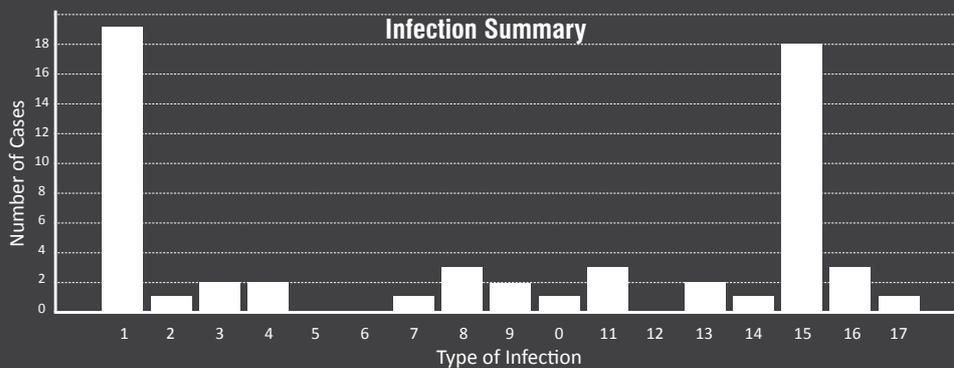
#### Trudy Cottier

OH&S Rep



**'Decked from top to toe'**

**Melissa is a great example, demonstrating infection control precautions when required**



- 1 = Cellulitis/Soft Tissue/Wound Infection
- 2 = Common cold syndromes of pharyngitis
- 3 = Conjunctivitis/Eye Infection
- 4 = Ear
- 5 = Fungal skin Infection
- 6 = Gastroenteritis/Diarrhoea
- 7 = Herpes Infection's
- 8 = Influenza
- 9 = Mouth or perioral infection
- 10 = Other LOWER RTI's/RTI's
- 11 = Pneumonia
- 12 = Scabies
- 13 = Sinusitis
- 14 = Systemic Infection
- 15 = UTI without IDC/past selected UTI's
- 16 = UTI with IDC
- 17 = Other infections NOT listed in McGeer

## Infection Control Report

Onsite visits by an Infection Control staff member based at the Hamilton campus of Western District Health Service continue every month to manage Infection Control.

### Infections

Each month infections that may have occurred in acute patients or aged care residents in our care are examined and tracked. (Above is the data from January – June 2017)

### Influenza Vaccinations

Influenza vaccinations commenced in April this year, again with four strains of the flu being covered.

The aim of vaccination is not just to ensure that staff members are immune before the influenza season arrives. It is also to provide protection to those in our lives who are vulnerable, whether they are patients, residents, family or friends.

Statistics for 2016 have recorded the highest rates of influenza (confirmed by laboratory tests) in those over 75 years and a smaller peak in those less than five years of age.

Unfortunately there is still no on-site immunisation nurse, so an Infection Control staff member from Hamilton continues to visit and vaccinate. We have had four visits with a total of 72 staff vaccinated to achieve a vaccination rate of 80.9% (compared with 77.17% in 2016). A staff member from Coleraine will take up the opportunity to study and assist with the influenza program in 2018.

## Hand Hygiene Audits (The benchmark target set is 80%)

	Correct Moments	Total Moments	Compliance rate
Audit 2 2016	47	50	94%
Audit 3 2016	43	52	83.7%
Audit 1 2017	45	50	90%

### Audits

There have been 3 audits attended in the past 12 months.

- Jewellery audit – 90% compliance is a great result.
- Knowledge of Infection Control & Pressure Injuries –the average result achieved was 78%. Infection control staff will provide further education related to the areas of deficit that were noted in this staff knowledge quiz.
- Rural Infection Control Practice Group (RICPRAC) audit of Infection Control Practices at a Governance and Clinical level and where Coleraine received scores of 84.9% & 89.7% respectively. These scores are impacted by issues that are structural and unable to be improved upon.

### Infection Control Challenges Lying Ahead

In April 2017 the Department of Health and Human Services released a document providing guidelines on the management of carbapenamase-producing Enterobacteriaceae (CPE) in residential care facilities. CPE refers to bacteria that are members of the family Enterobacteriaceae that are resistant to almost all antibiotics. The recommendations contained within this document are relevant to a wide range of health professionals, including medical staff, nursing and allied health staff, and personal care attendants.

Our initial plan is to continue the education process for all staff about CPE whilst the Nurse Unit Manager at Coleraine begins a self-audit checklist to identify any areas of non-compliance.

**Kaye Roberts-Rundell**  
Infection Control Consultant



**'Sharing Christmas Cheer'**

Residents always look forward to this annual pilgrimage to Kathy's house where they are treated like Kings and Queens by Kathy and Michelle

## Valley View Nursing Home

This year has been very rewarding and enjoyable for us all. Valley View has embraced the Montessori Principles and the residents have enthusiastically joined in with being in charge of their own lives. Those that wish to be completing everyday tasks that are familiar to them such as setting the tables, growing vegetables, caring for the chooks (yes chooks), getting involved in cooking and helping one another with various projects or just being there for one another.

Now these chooks, they are two lovely Isa Browns that wander around the courtyard and lay some beautiful eggs that we use in our cooking. In the near future they will have a permanent run to keep them out of the gardens. As you can imagine chooks and gardens are not exactly compatible at times.

The Men's Out & About Program is going well. The men look forward to this activity once a month where they get to travel around the countryside catching up with mates from The Birches, The Grange or Peshurst. Of course when you are out you tend to run into people from all walks of life and it's amazing just how many they know.

The ladies get a chance to travel and meet up with friends once a month also, and they also manage to run into friends everywhere as well as see new things.

Agnes Allan comes in once a month for a sing along during happy hour, this is always greatly appreciated with everyone singing along to old favourites. Someone will always mention how it used to be a weekly get together around the piano to sing these songs.

The vegetable gardens are going well with plenty of vegies for us to cook or young plants to sell. The strawberries and cabbages are always popular sellers.

I would like to thank my wonderful volunteers for their untiring efforts throughout the year. Without their help I would not be able to do as much as I do.

We have been very privileged to have had some wonderful entertainers come throughout the year. These have included the old time dancers and Reverend Will Pickett and his family.

**Dani Telley**

*Leisure & Lifestyle Coordinator*

## Wannon Hostel

What a year we have had and it has gone so very quickly. We reflect at this time of all that has occurred, the people we have said goodbye to and others we have welcomed.

Our old favourite activities still linger on, and are enjoyed either weekly or monthly depending on what is required. Happy Gang travel each month from Portland to entertain us with their music and also Ken who is a local. We had The Bobby Dazzlers from Adelaide which were quite different. Music plays a big part in the resident's life.

Millionaire Auction is always enjoyed with residents having fun with their \$1,000 to spend which can go rather quickly. All are happy with what is in the boxes that they bid on and it is always a surprise.

Football tipping is enjoyed and looked forward to each year, time passes quickly and we no sooner start than it is finished.

We again held World Day of Prayer in conjunction with the Uniting Church-this was well attended by the residents and also members of the community.

Men's Programs and the Ladies outings going to different towns and seeing some of the attractions of that town is really great and enjoyed by everyone. Also growing bonds of friendship with other residents from different facilities is a great experience.

We always celebrate Australia Day, ANZAC and Remembrance Day by joining in with the community commemorations as well as holding these services in the facilities with guest speakers.

Melbourne Cup is a fun day with a special lunch and games, best dressed man, lady and hats. Other days we have celebrated have been Halloween although

it was the day before the Melbourne Cup so it was a busy day. This year Chinese New Year was very close to Australia Day.

Melbourne Museum visited this year which was well received by the residents that attended. We have also been joined by members of the local walking group, taking part in our exercise program. This is important for both residents and the community, to maintain contact and social inclusion.

We have been very lucky to have the children from St Joseph's joining in with us. This has been a great success not only for the residents but also for the children who all look forward to these visits. We have also maintained our contact with the kindergarten with monthly visits, not such a large group this year but still a great time is had by all.

As always, a big thank you is extended to the volunteers who give freely of their time. To join in with the different activities or just talking and interacting with the residents is really appreciated. Also gratitude is extended to the Ministers and lay preachers and their volunteers for their monthly services and to assist in our Memorial Services when a resident passes to enable our residents to have closure which is very much appreciated.

To our staff, thank you! And also to maintenance and catering and administration, a big thank you for your assistance and patience with some of the ideas that we come up with. Thank you to the members of the Coleraine Men's Shed for their help and assistance with special projects throughout the year.

Finally to the wonderful ladies from the Homes for the Aged Auxiliary thank you for your support and work in raising funds for equipment and entertainment for the residents - They enjoy all of the activities. Your fundraising and hard work is always behind the scene.... I know because it is always hard to get a photo.

Who knows what next year will bring but we all look forward to it with excitement.

**Marlene Lee**

*Leisure & Lifestyle Coordinator*

# PRIMARY & PREVENTATIVE HEALTH



## 'Chair Chi Coordination'

Even though it requires our complete concentration, we can't help having a laugh!

## Community Services & Allied Health Report

### Nutrition and Dietetics

Nutrition & Dietetics have continued bi-monthly visits to the health service. The major role of Nutrition & Dietetics is to assess residents at Wannan Hostel and Valley View Nursing Home and work with nursing and food service staff to optimise nutritional status. In addition, input into hospital inpatients and a regular outpatient clinic are provided. Referrals continue to be received for outpatient consults and tailored and practical information to the Coleraine community is also welcomed. At the end of 2016, a review of the menu was completed and the process is now underway to implement the recommendations.

### Speech Pathology

The Speech Pathology department provides assessment and management of swallowing and communication disorders for residents and patients as needed. Speech Pathologists work closely with clients, their families and staff to ensure that everyone is eating and drinking safely. Education for nursing staff is provided when required.

### District Nursing Service

District Nursing services Coleraine and the surrounding region on a Monday to Friday basis. District Nursing provides delivery of clinical care to clients through programs such as Hospital In The Home (HITH), Post Acute Care (PAC) and Department of Veteran's Affairs (DVA). TRAK is accessed in 'real time' out in the community, in line with acute areas.

### Complex Care

WDHS Continence and Stomal services continue to provide services to Coleraine District Health Service when required.

The Pain Clinic, facilitated by WDHS Complex Care staff in conjunction with Dr Malcolm Hogg, RMH Pain Specialist, continues to provide pain management and support to Coleraine residents via 2-3 Telehealth clinics per year.

Diabetes Educator, John Kearney, continues to visit CDHS and provide Diabetes Education, management and support to the residents of Coleraine and surrounding districts.

### Podiatry

The Podiatry Department's services are still in high demand as they continue to service the general public, Valley View, Wannan Hostel and the Hospital. Fortunately, final year podiatry students doing placement with WDHS have facilitated the Podiatry department in running weekly podiatry clinics.

### Physiotherapy

The Physiotherapy Department continues to provide services to Coleraine District Health Service. Physio values the need to provide quality care and endeavors to maintain this service despite fluctuating staffing levels.

The Physio Department visits residents of the Aged Care facilities, Acute Care patients, and community clients in the outpatient setting. An annual review of all residents within the hostels is conducted by the Physiotherapist to develop a plan to maintain their functional independence. Pain management treatment is also delivered to residents within the Aged Care facilities four times per week. The AHA conducts weekly community exercise programs as well as an orthopedic exercise class for post-op community clients.

### Occupational Therapy

The Occupational Therapy Department continues to provide Occupational Therapy services to Coleraine (Including Wannan Hostel) on an as needs basis. Referrals over the past 12 months have increased and the use of TRAK is assisting greatly in this process. Occupational Therapy includes the following services:

**Inpatients** - assisting patients get home safely by organising rails, ramps and other equipment or teaching skills such as cooking, dressing, showering and personal care to maximise independence

**Outpatients/ambulatory care** - hand therapy, assistance with daily living skills, provision of equipment, assistance with returning to or staying at work

- Rehabilitation and Reablement (including TCP)
- Home visits
- Staff education and in-services as required

### Palliative Care

The WDHS Palliative Care Program continues to provide care within patients' homes including End Of Life Care. Care includes impeccable assessment of pain and other symptoms, management and care planning, coordination of care by corresponding with all other service providers and local GP's. Patients have access to 24 hour support.

### Mac McInnes

Director of Primary & Preventative Health



**'Fun and Frivolity'**

**It's always lots of fun when we get to dress up**

## Foot Care Report

Foot care has been once again a popular and important service to the community of Coleraine and surrounding area and an occasional client travelling over from Hamilton.

This service provides basic foot care to non-diabetics and complicated health issues by a trained foot care nurse. Suitable for all ages that may have difficulty in trimming nails.

Regular appointment dates can be found in the community news. This service is held monthly on a Friday in the Podiatry Room at Allied Health entrance from Pilleau Street.

Appointments can be made by contacting Coleraine District Health Service.

The community car is available for transport to appointments on Friday afternoons.

Thanks once again to all my loyal clients to enable this service to continue.

**Marilyn Callaby**

*EEN*

## Dental Clinic

Over the past twelve months my Dental Clinic in Coleraine has been kept very busy, as has been the case for many years now! I am pleased to say that the majority of our patients have shown a keen interest in improving their home oral hygiene over the years, which, in turn has improved their overall oral and general health. These days, the Health Professions are becoming increasingly aware that oral health can influence many general health disorders, eg: Cardiovascular disease, Diabetes, etc. I have particularly found that by suggesting patients use electric toothbrushes, and small, flexible, soft brushes in between their natural teeth, their plaque and tartar levels have reduced dramatically. Most patients have indicated that their teeth also feel much cleaner than they used to when they were only using a manual toothbrush!

Dentistry, just like all the other professions, is constantly changing and improving every year. Your teeth and other oral tissues are an amazingly important part of your body, and are meant to remain with you for the whole of your life. Although teeth generally only give trouble when they become diseased, they require only a few minutes a day, EVERY DAY, to remain healthy.

My Dental Clinic is always happy to see new patients who are seeking help to maintain their teeth and general health, in "tip-top" shape.

On behalf of the Coleraine and district community, and many patients from further afield, I would like to thank WDHS for continuing to maintain the Dental Clinic in Coleraine.

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

**Lyn, Tricia, and Monika**

*Dental Clinic*

## Coleraine Social Support Group (CSSG)

The Coleraine Social Support Group have had a wonderful year with lots of laughter and enjoyment. Many a friendship is formed and cemented during our social outings and get-togethers.

Coleraine and Merino have a close relationship that is greatly valued by all the members and they look forward to these visits with much anticipation.

The shopping or outing days are always a hit. During the year CSSG travel around the countryside ensuring that everyone gets to go places that interest everyone.

Cooking is always a treat and it is always interesting to discuss and taste how each other cook the same dish in different ways.

Our craft is always a hit. CSSG have been involved in different things within the community, perhaps you have seen our poppies that were made for ANZAC Day. CSSG are currently involved in making stars for the prevention of domestic violence, these will be sent to the Commonwealth Games where they will be displayed along with other stars from around the country. This year will see us involved in the Woolly Fest in Coleraine with CSSGs making flowers to decorate the story boards in the main street.

**Dani Telley**

*Coleraine Social Support Group Coordinator*

# Working together *Creating*



# *healthier communities*





**'Walking Group Wanderers'**  
Sunshine, smiles, laughter and friends

## Community Health

Community Health in Coleraine has continued to support the WDHS vision of 'Creating Healthier Communities'; together with the Coleraine community we have worked towards achieving this vision.

### International Women's Day

The Hospital hosted International Women's Day, with our Nurse Unit Manager, Suzie Clayden, as our guest speaker. Suzie spoke on women who have inspired her over her lifetime, a fascinating speech for us all. The Coleraine Ladies Health Group put on a fabulous Cancer Council Morning Tea in May this year, managing to raise a record amount of money to send off to the Cancer Council. The Coleraine community certainly turned out in good numbers to support these health-initiated ventures.

### The Walking Group

The Walking Group continues through sun, wind, rain and hail to walk the streets of Coleraine; Sadie Langley, one of our members, conducted a historical tour around Whyte Street earlier this year, we hope to finish this tour off when the weather begins to warm up.

Last October, we attended the last Pathways to Harrow, where five Harrow women told their life stories, some tears were shed, however, a few laughs were had as well as we listened to stories of their experiences in life.

The Walking Group made two trips to Portland one for our Christmas breakup and one in March. These were much enjoyed – we dropped into Treloar's Roses and visited the Portland Gardens when the dahlias were in full bloom. They are amazing places to visit and Portland turned on really good weather on both days.

The Social Support Group and Marlene welcomed the Walking Group into the hospital,

where we joined in the activities planned for the day. Marlene took us through her Chair Chi exercises class and with Dani and Amanda we wove and folded the stars for the 1 Million Stars Project, an anti-violence campaign, where the stars made will be sent up with the stars from the Hamilton Library, to the Gold Coast Commonwealth Games in 2018 to be displayed. We also joined in with the Coleraine Social Support group in making candleholders for the Kinder Winter Solstice Walk.

### Beyond the Bell

Beyond the Bell is another health initiative in the community to increase the retention rate of children in school to Year 12. Headed by Coralie Coulson in Coleraine and with the generosity of the Book Shop, we are aiming to increase children's literacy by providing access to books for free. The books are situated in Cambo's, Cathy's, Bendigo Bank and Coleraine Medical Clinic.

### Community Garden

A Community Garden on Whyte Street Coleraine, is in the process of being developed. Meetings are held monthly, which has ensured we have maintained momentum in getting this initiative up and running. We are now up to the ordering stage and hope to have some fruit trees planted in front of the Clinic in the next few weeks.

## Domestic Violence and Youth Suicide

Domestic Violence and Youth Suicide are two very sensitive subjects, which the community of Coleraine have identified as a serious threat to the safety and health of the community. Together, with the National Centre for Farmer Health Hamilton (NCFH), the Coleraine Football Club have stepped up and have come on board by addressing these threats to the community. The Coleraine Football Club have recently been presented with accreditation by the NCFH for showing support and awareness of suicide, by promoting NCFH's The Ripple Effect website. The Coleraine Football Club will also be holding a White Ribbon Violence Against Women round of football on 1 July. These are traditionally taboo subjects – however they remain with us generation after generation.

This year to complement my work in the Coleraine community, I have attended a four-day short course at Monash University on Health Promotion and also completed a National Farmer Health post graduate subject.

### Elizabeth Guthridge

Community Health Nurse



**'Catching Up'**

**Doctor Greta catches up with WDHS Director of Medical Services, Doctor Nic Van Zyl at the 2016 CDHS Year in Review meeting**

## Medical Services Report

Such a busy year during 2016-17, lots of movement within with our longer terms GP's moving on and our shorter term Registrars which has kept us all with lots to do in transitioning and recruiting.

Over the past 12 months we have had the pleasure of GP Registrars, Moe Aung, Julia Jaensch, David Chen, Mei Lyn Tan, Khaled Moussa and Alison Brown working with us, who are completing their placements as part of the GP training program. All have enjoyed their time within the practice and taken away many elements to support their clinical skills for the future.

Drs Brown and Moussa will continue with us in 2017-18 as part of their Registrar training and we expect further Registrars to commence with us in 2018.

Unfortunately we saw the departure of Dr Thompson in March this year who has nominated to take on a locum role which will see her be able to travel Australia on a working holiday. We thank Linda for her hard work and dedication over the last 7 years at Coleraine both within the clinic and her service to the hospital – particularly Wannan Hostel.

Dr Prozesky advised after 17 years of service she would be leaving the practice both as a partner and practitioner. Greta looks forward to having a break from the day to day clinical and hospital duties. We thank Greta for her dedication, attention to detail and commitment to the improvement of clinical and systemic services within the practice, hospitals and bush nursing centres. We wish you well for your future in integrative and preventative healthcare.

Together with the hospital we continue to work on improving the community understanding of the after hours service and developing more continuity with the hospital through the daily ward and weekly aged care rounds. After hours services continue to be available by the oncall 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 oncall doctor be requested to attend.

All our GP's have provided clinical support to the Bush Nursing Centres at either Merino, Harrow or Balmoral, which at times has been difficult to coordinate, however we are committed to continuing to provide service to our surrounding communities.

Thanks must go to for their effort and commitment, Drs Brian Coulson and Greta Prozesky in enabling the medical practice to continue providing services to the hospital and the surrounding area during 2016/17. We are optimistic of securing more sustainable medical services from another GP settling into our practice in the near future.

We hope they will be inspired to move on a long term basis and embrace our rural community and all it has to offer.

I would like to thank all our hard working team especially our reception, administration team and nursing staff who continue to work tirelessly and sometimes in to the early hours of the evening to ensure every day runs as smoothly as possible.

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.

With the community supporting us, we can then continue to support our community.

**Chris Payne**

*Practice Manager*

*Coleraine Casterton Medical Clinic*

## PRIMARY & PREVENTATIVE HEALTH



'Pink Pazzaz Party'

Merino participants get into the spirit of the day and dress in all shades of pink

### Merino Community Health Centre

The past 12 months have again been busy with a combination of both regular and one off events.

Glenn Howell (Optometrist) and Australian Hearing both visited for their annual clinic.

Sue Langley (Continence Nurse) gave a presentation about the services she provides.

WDHS CE Rohan Fitzgerald and Bronwyn Roberts Manager/DON joined us for afternoon tea as part of a community 'Meet and Greet'.

After an absence of several months, the Casterton Medical Clinic resumed its weekly clinic. This has been particularly welcomed and well attended.

In conjunction with the GP clinic, we have hosted an evening skin clinic. This saw 22 locals, brave the cold evening chill to have their skin examined.

The other preventative health clinic that continues to grow, is the flu vaccination program. This year over 60 people have been vaccinated at our Merino service compared to 43 last year.

The Merino School children have joined us on several occasions, including a Pink Pazzaz Party to support breast cancer research. We invited participants to "Dust off your pink and wear it with flair. Men too if you dare!" As you can imagine it was a laughter filled afternoon.

We started a walking group that wanders the streets of Merino for about 30 minutes each Monday. Exercise is so much easier when shared with a group of friends.

Fiona Williams (Dietician) has increased her visits to monthly due to strong demand and the podiatry clinic has officially changed hands from Maureen Richter-Rundell to her daughter Rebecca. Maureen still calls in regularly though to give Rebecca a hand. Both these clinics are regularly booked out which is great to see.

On a different note, we've also had a few additions to the garden area at the back of our building. Through generous community donations, we've been able to purchase bird feeders, an insect hotel, mulch, garden edging, vegetable seeds and seedlings and fruit trees.

This summer even saw a few self-sown tomatoes growing amongst the shrubs, and not just growing, but bearing fruit. The produce from our gardens is available for anyone to come and harvest and we include it in food hampers. Long life hampers are provided by the Hamilton Uniting Church for distribution to those in need. We average 2 requests per month for this service.

Finally I'd like to take this opportunity to publicly thank our wonderful volunteers. Without you we could not offer many of the services that are currently available. You also help me immensely as a sounding board for ideas. Thank you.

**Alison Wooldridge**

RN Div 1 / Manager

Merino Community Health Centre

### Merino Social Support Group

#### Maikite Centre

Merino Social Support Group numbers have fluctuated this year, some of our clients have gone into full time care and some new ones are starting to come along.

We are still pleased to offer meaningful and stimulating activities to the group in a safe and comfortable environment, which in turn fosters friendships.

The bus outing to different local locations provide a sense of community as well as a chance to shop!!

We have a strong affiliation with the local primary school and the Coleraine Social Support Group, and the locals often pop in to say "Hello".

By varying the activities we are able to accommodate each member and promote a person centred care and an interest in many things.

Some of our participants' comments:

*"I like coming because it's very stimulating, inspiring, entertaining and interesting"*

*"I come because I always feel better after being here"*

*"Quite enjoy it, love the company"*

**Susy Dodd**

Coordinator Merino Social Support Group



**'Dressed to the nines'**

Any excuse to get dressed up, and we're there... This time it was for Melbourne Cup Celebrations



TOTAL MEALS ON WHEELS

**2,925**

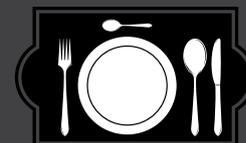
MEALS ON WHEELS (FRESH AND FROZEN)



CLEANING AUDIT

**98%**

CLEANING AUDIT RESULT



TOTAL MEALS

ACUTE	6,880
NURSING HOME	17,520
HOSTEL	56,940

## Hotel Services

### Catering Services

2016/2017 was as always a very busy year for our Catering Department supplying fresh cooked and frozen meals to the CDHS Hospital, Wannan Hostel, Meals on Wheels including Coleraine, Privates, Post Acute Care, Senior Citizens and Social Support Groups at Coleraine and Merino.

We continue to receive very positive feedback about the quality of our fresh cooked and frozen meals. In March we ceased to deliver hot cooked fresh meals on wheels from the kitchen at CDHS and the meals are now being delivered daily cook chilled from WDHS kitchen but over the past few months we are gradually gaining some of our clients back and we now deliver them frozen meals.

The high level of work would not be possible if it were not for the vast experience provided by the Catering Staff. I would like to take this opportunity to thank them all for their dedication and support during 2016/2017.

Over the past 6 months we have been designing a new Menu for CDHS which has been to the dietetic department at WDHS and Dietician Emma has made some minor recommendations which we are researching at the present time.

Over the last 12 months we were visited twice for

Food Safety Inspections once in August by Southern Grampians Shire Pauline Porter and then in January by an Independent Auditor Paul Maggs both visits were successful. We also have regular visits from our WDHS Food Safety Supervisor Lesley Povey.

I would like to thank all Hotel Services Staff for keeping our facility a clean and safe environment and taking the time to complete all food safety requirements.

### Environmental Services

Once again the Coleraine District Health Service Non External cleaning audits have been of high standard which is a credit to all Hotel Services Staff involved.

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 your support during the year.

**Leanne Rigby**

*Hotel Services Facility Supervisor*

### Meals supplied 2016/17

Meals on Wheels (Fresh and Frozen)	2,925
Senior Citizens	571
Acute	6,880
Nursing Home	17,520
Hostel	56,940
Social Support Groups	428
Other Functions	660
Staff	2,611
<b>Total</b>	<b>88,535</b>

# CORPORATE SUPPORT SERVICES



## 'A rare photo'

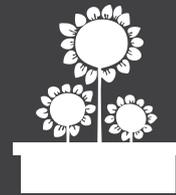
The Maintenance team are always so busy, it is a very rare occasion that a photo of them all can be taken!



COMPLETED 900 TASKS  
REPORTED FROM WORK ORDER SYSTEM



WORKS UNDERTAKEN AT ST JOSEPH'S  
CRT & STRATHALLAN INDEPENDENT  
LIVING UNITS AS PART OF OUR 3 YEAR  
WORK PLAN



INSTALLED 3 NEW RAISED GARDEN BEDS  
KINDLY DONATED BY THE BOTTERILL  
FAMILY, MADE BY OUR LOCAL MEN'S SHED

## Maintenance Team Report

Hello everyone I cannot believe another year has passed by. Maintenance has had another busy year providing a range of preventative, routine and breakdown maintenance services to all our facilities as well as meeting all our essential services requirements. A report from our work order system shows that maintenance has completed 900 tasks for this year as well as keeping up with the grass mowing and gardening across all our facilities (Hospital, St Joseph's Court, Strathallan, Merino, primary care). The setting up for events and activities, the rubbish removal, the fleet cars tyres servicing, as well as the verbal requests we attend to as well. This is quite a work load for three men and I would like to thank my team for their hard work and commitment over the past year.

### Work at Strathallan & St Joseph's Court

We have undertaken work at St. Joseph's Court and Strathallan as part of our 3 year work plan, the large trees at St. Joseph's have been pruned and had their height reduced this will make keeping spouts and tanks clean much easier as they had gotten quite large and messy.

Also the two large gum trees at Strathallan have had their height reduced and a good prune and tidy up as they were quite high and had become a worry being so close to the buildings. Some more concreting has been done at the units at Strathallan reducing trip hazards there which is a constant battle with the ground movement. Stage two of our irrigation system at Strathallan has been completed which will help keep the grounds looking nice and green this summer. Long awaited security doors have been completed at Strathallan as well. It is good to see this work on the three year plan being completed and at this stage we are on track with what was budgeted for.

### Work at the Hospital & Hostel

Work at the hospital has been interesting with some major water leaks and sewerage blocks attended to as well. We have installed three new raised garden beds which were kindly donated by the Botterill family, these were made by our local Men's Shed and have been placed in different court yards for our residents to enjoy it is great to see this local involvement and I am sure all our keen gardeners will get much pleasure from them.

## Thank you

I would like to thank all our local businesses and contractors for their help and support over the last 12 months your professional approach helps us to maintain services to our clients and residents, a thank you to all staff and management here at CDHS 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.

### Rod Nolte

Maintenance Supervisor



**'Heartfelt gratitude'**

**WDHS Volunteer Coordinator Nettie Ryan shows her appreciation to volunteer Bev Bunge**

## Coleraine Hospital Auxiliary

The Hospital Auxiliary continues to raise money for the Coleraine Hospital with our functions well supported by the community.

Last July we again held a 'Winter Lunch' at Karingal along with a trading table. This was well attended and gave our supporters a chance to meet friends for lunch in a warm, comfortable venue.

A big thank you must go to Lou and Rob Guthrie, and Katrina and Greg Hodgson, who opened their beautiful gardens for us in October. The many people who attended were inspired by wandering around these two gardens and had many new ideas to take home. Tara Guthrie had her metal work and wire sculptures on display and for sale.

Our Christmas stocking was once again well supported by many in our community and a great surprise for the winner.

We wished Mrs Hope one of our inaugural members a happy 95th Birthday last October with a bouquet of flowers.

In May we visited the Nursing Home residents with 'High Tea'. Members enjoyed catching up with some old friends.

Thank you to the Catering staff for the delicious afternoon teas at our meetings and with thanks once again to all members of the Auxiliary, and the extras who help at functions. To boost our number we would welcome any new members willing to join us.

**Leigh Dean**

*President*



## Coleraine Homes for the Aged Auxiliary

We are a small committee of just nine members and we meet once every two months at Wannon Hostel.

During the year we held four Hoy afternoons at Wannon Hostel. The afternoons commence at 1-30pm and finish at 3-00pm with a lovely afternoon tea to follow. We also have a lucky door prize which is donated by some of our members. These days are looked forward to and enjoyed by all participants.

We hold 500 cards every Monday afternoon; 1-30pm at Karingal Senior Citizens Clubrooms. These cards are for anyone that wants to come along and try their luck.

During the year we purchased a new Bain Marie for Wannon Hostel.

We also made donations to the four churches that donate their time at Wannon Hostel for their services.

Also through the year we held a Mother's Day raffle that raised a lot of money.

We also supplied Christmas cakes and soft drinks to the residents to share and enjoy over the festive season.

I would like to extend sincere thanks to our Office Bearers and members for their continued support throughout the year. Also thanks to Bronwyn Roberts who makes a big effort to attend our meetings and informs us all on what is happening at our Wannon Hostel.

I wish our Auxiliary a successful year ahead.

**Julie Taylor**

*Secretary/Treasurer*



## Volunteer Participation Report

### Coleraine:

- Aged Care-Wannon Hostel  
12 Volunteers - 998.5 hrs
- Social Support Group: 1 volunteer - 42 hrs
- Valley View: 5 volunteers - 235 hrs
- Coleraine Community Transport: 18 Volunteers  
Volunteer hours - 913.5hrs

### Merino:

- Social Support Group: 2 volunteers - 600 hours
- Merino shopping bus: Driver hours - 200 hours  
50 journeys, 17 participants, 4700 kms
- Merino Community Car: 413.94 driver hours  
Distance travelled - 9851.25 kms
- Total Merino Volunteers - 8 volunteers

Charlie Watt Volunteer of the Month Award for September 2016 went to Ian and Sylvia McKean of Merino for their outstanding 21 years of service to the Merino Community Centre.

Thank you to Marlene, Dani, Alison and Susy for supervising and supporting our volunteers.

**Jeanette Ryan**

*Volunteer Co-ordinator*



# HONOUR ROLL AND LIFE GOVERNORS

## PRESIDENTS OF THE BOARD:

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

## SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

## MATRONS AND DIRECTORS OF NURSING:

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

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

## MEDICAL OFFICERS: (From 1953)

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

## DIRECTOR OF MEDICAL SERVICES:

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

### PRESIDENT

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

### CHIEF EXECUTIVE

2005-2014	Mr Jim Fletcher
2014-	Mr Rohan Fitzgerald

### MANAGER/DIRECTOR OF NURSING

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

### MEDICAL OFFICERS

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

2009-2016	Dr R Taheri
2010-2017	Dr L Thompson
2010-2011	Dr T Nguyen
2012-	Dr S Ansari
2013-2015	Dr X Zhang

### DIRECTOR OF MEDICAL SERVICES

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

### LIFE GOVERNORS

Apex Club of Coleraine
Mrs M Broers
Mrs A Brumby
Mrs B Bunge
Mrs R Bunge
Mrs E Fidler
Mr D Gaussen
Mrs MMH Hope

Mrs V Lawson
Mr M Robertson
Mr H Templeton
Mrs L Tippet
Mrs V Wallis
Mr HM Wettenhall
Mrs M Wettenhall

### COLERAINE AND DISTRICT HOMES FOR THE AGED

Mr LE Baudinette
Mr NR Baudinette
Mrs L Tippet

### 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	25 years	30 years
Tara-Jane Bailey Marilien Broome Kellie Clayton Trudy Cottier Karen Forsyth Ann McArlein Shirley Menz Fiona Peach Amanda Torney	Shirley Broad Claire Hearn	Susan Dodd Lynette Monaghan	Tania Deutscher	Margaret Mary Baulch Leanne Rigby

## STAFF LIST

**Chief Executive**  
Rohan Fitzgerald

**Manager/DON**  
Bronwyn Roberts

### CLINICAL SERVICES

**Nurse Unit Manager**  
Suzanne Clayden

**Associate Nurse Unit Managers**

Russell Armstrong  
Judith Burgess  
Trudy Cottier  
Felicity Griffiths  
Elizabeth Guthridge  
Deborah Overmars  
Lorace Parsons  
Tracy Plunkett  
Wendell Shaw

**Registered Nurses**

Cindy-Lee McMahon  
Josiah Clay  
Mel Green  
Krystal Wellington (resigned April 2017)

**Graduate Registered Nurses**

Melissa Green  
Sophie Hall  
Krystal Wellington  
Caitlyn West

**Graduate Enrolled Nurses**

Sarah Betts  
Danielle Leckning  
Jodie Tillier  
Emma Nicholas

**Enrolled Nurses**

Susan Anson

Tara-Jane Bailey  
Kath Baugh  
Margaret Mary Baulch  
Dianne Brown  
Marilyn Callaby  
Debbie Egan  
Karen Forsyth  
Claire Hearn  
Maureen Irving  
Lisa Janes  
Shane Kneebone  
Ann McArlein  
Kristen McIntosh  
Lyn Marsden  
Lynette Monaghan

**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**

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  
Rosemary Lewis  
Dianne MacDonald  
Michelle Monaghan  
Melinda Moyle  
Debbie Nolte  
Fiona Peach  
Fay Picken  
Debra Robinson  
Kathryn Sypott

### ALLIED HEALTH SERVICES

**Community Health**

Tracy Plunkett  
Elizabeth Guthridge (Acting)

**Leisure & Lifestyle & SSGs**

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  
Tania Deutscher  
Patricia Jacobson

Jeanette Kaine  
Belinda McCreddan  
Eisha McKerlie  
Shirley Menz  
Anne Michau  
Cassandra Milton  
Jane Moss  
Kathleen Rhook  
Janene Taylor

**Environmental Services**

Maryanne Spong  
Monica Annett  
Elecia Cordy  
Lyn Greed  
Lisa Haymes  
Tracey Millard  
Avril Milson  
Laurice Picken  
Leanne Potter  
Kerrilee Reedman  
Paige Walker

### FINANCE

Nick Starkie  
Nick Templeton

### ADMINISTRATION

Margaret Grinham  
Julie Pollock  
Jane Robertson  
Kara Templeton

### MAINTENANCE

**Supervisor**  
Rodney Nolte

Jarrod Payne  
Jarrod Stevenson

## Coleraine District Health Service

### Revenue and Expense Statement for the Year Ended June 30, 2017

	2016/17 \$	2015/16 \$
<b>Revenue</b>		
State Government Grants	3,520,563	3,413,247
Patients Fees	3,485,278	3,753,390
Other Revenue	336,070	248,384
Transfer of Accommodation Charges	125,000	-
<b>Total Operating Revenue</b>	<b>7,466,911</b>	<b>7,415,021</b>
<b>Expenditure</b>		
Salaries & Wages	5,634,085	5,245,289
Direct Expenditure	504,529	521,327
Overheads	1,303,715	1,546,414
<b>Total Operating Expenditure</b>	<b>7,442,329</b>	<b>7,313,029</b>
<b>Operating Surplus</b>	<b>24,582</b>	<b>101,992</b>
<b>Capital Items</b>		
Fundraising and Donations	16,963	9,675
Ingoing Residential Charges - Aged Care	735,591	809,302
Transfer of Accommodation Charges	-	-
Surplus / (Loss) on Disposal of Asset	-	(115,985)
Depreciation	(1,174,815)	(1,094,704)
Other Capital Expenditure	-	(1,353)
Transfer of Aged Care Capital	(125,000)	-
<b>Net Result for the Period</b>	<b>(522,679)</b>	<b>(291,072)</b>

### Statement of Changes in Equity

<b>Total equity at beginning of the year</b>	40,054,167	40,345,239
Net result for the period	(522,679)	(291,072)
Gain on Revaluation of Land & Buildings	-	-
<b>Total equity at end of the year</b>	<b>39,531,488</b>	<b>40,054,167</b>

## Coleraine District Health Service

### Balance Sheet as at June 30, 2017

	2017	2016
	\$	\$
<b>Equity</b>		
Accumulated Surplus / (Deficits)	32,414,577	33,379,628
Asset Replacement Reserve	1,616,806	1,174,434
Asset Revaluation Reserve	4,923,454	4,923,454
Specific Purpose Reserve	576,651	576,651
<b>Total Equity</b>	<b>39,531,488</b>	<b>40,054,167</b>
<b>Current Liabilities</b>		
Payables	12,488	70,783
Employee Entitlements	1,202,277	1,128,612
Monies Held in Trust	4,562,576	4,351,126
<b>Total Current Liabilities</b>	<b>5,777,341</b>	<b>5,550,521</b>
<b>Non Current Liabilities</b>		
Employee Entitlements	123,742	291,192
<b>Total Non Current Liabilities</b>	<b>123,742</b>	<b>291,192</b>
<b>Total Liabilities</b>	<b>5,901,083</b>	<b>5,841,713</b>
<b>Total Equity and Liabilities</b>	<b>45,432,571</b>	<b>45,895,880</b>
<b>Current Assets</b>		
Cash at Bank	8,096,145	7,555,216
Investments	2,380,667	2,372,077
Receivables	150,755	177,368
Monies Held in Trust	4,562,576	4,351,126
<b>Total Current Assets</b>	<b>15,190,143</b>	<b>14,455,787</b>
<b>Non Current Assets</b>		
Land, Buildings, Plant & Equipment	34,237,258	34,386,637
Accumulated Depreciation	(3,994,830)	(2,830,559)
<b>Total Non Current Assets</b>	<b>30,242,428</b>	<b>31,556,078</b>
<b>Total Assets</b>	<b>45,432,571</b>	<b>46,011,865</b>

## DONATIONS

Adams, Ms Sandra	Coleraine Opportunity Shop	Lowery, Karl & Eva	Robertson, Mr M & Mrs S
Bendigo Community Bank	Cunneen, Mrs Gayle	MacGibbon, Dr Patricia	Scholfield, Mr G & Mrs M
Botterill, Geoff & Barbara	deVries, Mrs A	McDonald, Mr Wayne	Shaw, Mrs Thelma
Britten, Miss Trish	Fitzgerald, Mr N & Mrs F	Merino/Digby Lions Club	Smith, Mr Ian
Brown, Geoff	Fry, Mr Greg & Mrs Bev	Moore, Mrs Margery	Steers, Audrey
Bunge, Mrs Bev	Hearn, Mr D & Mrs W	Moss, Mr A & Mrs D	Sutherland, Mr Ray
Bunney, Mr & Mrs P & B	Jacobson, WR & NL	Muir, Mrs Gwynneth	Troeth, Mr & Mrs IS & F. M
Campell, Marilyn & Turner, Cynthia	Koenders, Mrs P	Myers, Mr K & Mrs M	Waters, Mrs Florence
CDHS Auxiliary	Lawson, John & Val	Neeson, Rod	Waters, Mrs Margaret Joan
Coleraine Football Netball Club	Little, Grant & Katie	Roberts, Ms Ann	
Coleraine Homes for the Aged Auxiliary	Lodge, Ms Jenny	Robertson, Mrs Diana	

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 2017 Annual Appeal but may not be listed above as your kind donation may have been received in the new financial year (Your names will be recorded in next year's report)

## GIFTS IN KIND

Coleraine Homes for the Aged Auxiliary	Truwin, Mr Ron	Coleraine Joinery & Building Supplies	McCallum, Ethel
Deutscher, Mr Phillip	Brackley Family	Wooster, Irene	McKeen, Ian
	Coleraine Book Exchange		

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



