



2018
COLERAINE
YEAR IN REVIEW



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: ‘Sometimes the smallest things take up the most room in your heart’
Kindred spirits Baby Charlotte and Resident Casey.

Back Cover: ‘Reminiscing’

Beryl & John Robson look back with fondness over 70 years of marriage & memories.

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COLERAINE

Coleraine is situated 34 km North West of Hamilton. Agriculture is the biggest employer in the local economy, producing fine wool and beef.

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

OUR HISTORY

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

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

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

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

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

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

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

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

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

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

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

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

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

Construction works for the Coleraine Development commenced on 29 August 2011. The new health precinct 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 Service, the Coleraine Community and the Southern Grampians Shire.

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

OUR SERVICES



AVERAGE OCCUPANCY

- NURSING HOME 4275 DAYS 97.60%
- HOSTEL 13077 DAYS 91.86%
- ACUTE 50.41% (INCLUDES RESPITE AND CONVALESCENT DAYS)

1625

HOSPITAL IN PATIENT DAYS

67 HOSPITAL DISCHARGES



BED DAYS

- 215 TRANSITIONAL CARE PROGRAM CLIENT BED DAYS
- 1042 RESPITE BED DAYS

The Hospital

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

Allied Health

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

Aged Care

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

Home and Community Care Services

- Social Support Group
- District Nursing
- Home Care Packages

Community Health Services

- Diabetes Education
- Dietitian Service
- Asthma Education
- Foot Care
- Walking Group
- Carers' Group
- Maternal Child Health
- 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)

CORPORATE GOVERNANCE – CHAIRMAN'S REPORT



'Catch Up'

Grant Little (former CDHS Chairman), Nick Starkie (Director of Corporate Services), Bronwyn Roberts (CDHS Mgr/DON), Alan Millard (CDHS Chairman), Greg Walcott (WDHS BOD Rep) catching up before the formalities of a meeting.

On behalf of the Coleraine District Health Service (CDHS) Management Committee I present the Chairman's report to you. We have much to be thankful for.

Firstly let me thank all the volunteers who give so generously of their time for the betterment of the health service. We are very fortunate to have a core group of volunteers and it is the selfless gift of their time that helps make the CDHS so special.

I would like to thank the Coleraine Hospital Auxiliary and the Homes for the Aged Auxiliary for the continued support. Their tireless efforts help enhance the quality of life of the residents and we wouldn't be the same organisation that we are without you. I would also like to thank the Australian Pedal Car Grand Prix Committee for their wonderful \$5,000 donation which helped with the purchase of a bariatric bed.

CDHS exists in its present form as an affiliate of Western District Health Service (WDHS) and I would like to pay special thanks to Rohan Fitzgerald as the Chief Executive for his support. Rohan, Hugh Macdonald and the WDHS Board along with the executive staff and departmental heads provide invaluable support to CDHS and we couldn't provide the standard of care that we do without their assistance.

For her tireless efforts to maintain and improve the standard of health care provided at CDHS, I would like to thank our Director of Nursing (DON), Bronwyn Roberts. It is a complex task that involves a deft hand and a deep knowledge of the health industry. I would also like to commend our staff at CDHS for their commitment to continually improve the high standard of care already provided in Coleraine and Merino.

There are both moral and legal expectations in the care provided to the residents and I am pleased to report that Coleraine meets these. It is through the hard work of the entire team at Coleraine that CDHS met all of the 44 expected outcomes with the Australian Aged Care Quality Agency which

resulted in our reaccreditation. The auditors were very positive about the standard of care provided to the residents and the community activities undertaken.

In line with WDHS vision of Creating Healthier Communities we have seen the establishment of a community garden adjacent to the clinic. It is gratifying to see this garden grow under the careful guidance of community members. This project is expanding to include the entrance way area from Whyte Street with the addition of citrus in pots and a redeveloped herbaceous border leading into the clinic. Well done to those involved as it's a credit to your hard work.

As part of creating a healthier community we continue to focus on raising awareness of domestic violence. Domestic violence is present in all cities, towns and communities. By raising awareness of the issue we can help women that have experienced domestic violence. The White Ribbon round of football/netball held last year was a great example of the community working with the health service to raise awareness of the issue. CDHS was recognised for its efforts by receiving an Innovation and Excellence Award at the WDHS annual general meeting in November.

Part of the care of the residents in Wannan and Valley View is their mental and spiritual wellbeing and I would like to thank all the visiting clergy and entertainers who provide such valuable services. One of the hardest aspects of residential care is maintaining social inclusion. To this end I would like to thank all those involved in entertaining and stimulating the minds of the residents. There have been visitations from singers, dancers and even a travelling zoo.

We embrace the Montessori principles of focussing on the positives of what our aged care residents can still do and not on those aspects of what they can no longer do. There is a life lesson in that for all of us.

We say a fond farewell to Suzie Clayden our Nurse Unit Manager who has left us for a new

role at WDHS. Thank you Suzie for your cheerful professionalism while at Coleraine. Recruitment of staff to smaller, more remote areas of the state, can prove difficult especially when competing against similar towns throughout the state and will continue to be an issue for us. I hope the community in general helps in the recruitment process by highlighting the potential benefits of living away from the major centres and emphasising how rewarding it can be. I have noticed a special bond between the staff and this shines through in their dealing with their residents, patients and members of the community. We sincerely thank the community for their ongoing support.

I would like to thank the Management Committee members for their continued support and input throughout the year. I would like to thank Grant Little and Ashley Lambert for their contributions as they leave the committee to pursue other interests. I welcome tonight Sharon Mowatt as a new Management Committee member. Sharon is widely known in Coleraine and has strong connections with businesses and the schools in the township and I look forward to benefitting from her experience in the coming year.

Coleraine has been very fortunate to have two Youth Observers on our committee and I wish to thank Tayla Ness and Jacob Mills for their contributions especially with a Coleraine Youth Facebook page and the Coleraine Youth Hub which provides free access to broadband internet for study purposes onsite at CDHS.

All health services were challenged with a 3.5% wage increase in 2017. This put huge pressure on an already strained health sector, whilst we don't know what is around the corner in the coming year please be assured CDHS will continue to deliver the highest standard of service and care.

Alan Millard

Chairman, Coleraine Management Committee

MANAGEMENT COMMITTEE



Alan Millard
Chairman



Narelle Ness
Vice Chair



Kim Chintock



Shannon Raymond



Kate Novikov



Greg Walcott
WDHS BOD Representative



Tayla Ness
Youth Observer

The Coleraine District Health Service Management Committee comprises six 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.



Lesley Slater
(Commenced 1/7/12 and resigned 21/7/17)

A sincere thank you is extended to Lesley for her exceptional contribution during her time as a Management Committee Member and Office-Bearer for CDHS. Lesley's association with CDHS began at an exciting period and she witnessed many projects undertaken and completed during her time. The Committee and its members at the time of the opening of the new 'health precinct' can be justly proud of their contributions towards this amazing goal and achievement.



Ashley Lambert
(Commenced 1/7/13 and resigned 28/5/18)

The CDHS Management Committee is a vital link to the community and Ashley's willingness to take on the responsibility was very welcomed when he nominated for a position on the Committee in 2013. It was a very exciting time for CDHS and the community culminating in the opening of the new 'health precinct' in December 2014. It is staunch community minded people like Ashley that live in the community and become involved in it and with its people that the Shire is a better place for and truly benefits. We wish Ashley all the best for the future and look forward to continuing association in various capacities with projects of mutual interest and importance.



Grant Little
(Commenced 27/11/06 and resigned 30/6/18)

Grant's association with CDHS began at an exciting period in 2006. He was involved in and witnessed many projects undertaken and completed during his time, but undoubtedly the major one was the planning and culmination of a multi-million dollar building redevelopment for Coleraine and purpose built facility at Merino. It was in 2010, when after some five years of hard work, lobbying for funds, representative visits and deputations along with the overwhelming support of the community that the 'announcement' day came in 2010 with significant funding in excess of \$25M for the construction of a new health facility. This together with a grant through the Shire of Glenelg funding round of \$500,000 for the Merino project was a marking point for the community. The completion and opening of the new 'health precinct' followed which was a major milestone and exciting phase of the local history. Grant would be the first to extend gratitude to the community, groups and individuals for their continued and ongoing support but let us take this opportunity to thank Grant for his outstanding contribution, dedication and commitment to the Health Service and community which has been overwhelmingly appreciated by all.



Jacob Mills – Youth Observer
(Term 29/5/17 - 30/6/18)

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

The Youth Board Observer position provides an avenue for younger people to support the Coleraine and surrounding districts community's physical, mental and social wellbeing. It is also an excellent opportunity to develop and gain insight into community engagement and corporate and clinical governance practices.

We thank Jacob and wish him all the best for his future endeavours.



'Thank you and best wishes'

Suzie Clayden (NUM) and Bronwyn Roberts (Mgr/DON) extend heartfelt thanks to Hazel Saligari (Practice Development Nurse - Aged Care) and wish her all the best as she sets off on her new adventure.

DIRECTOR OF NURSING/NURSE UNIT MANAGER REPORT

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

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

We continually strive to improve the health and wellbeing of the Coleraine community, our staff, patients and residents. This year the WDHS Coleraine Campus achieved a staff flu vaccination uptake of 96% (compared with 79% in 2017) exceeding the VICNISS state benchmark of 80% and regional benchmark of 95%. All eligible residents were also vaccinated. Thank you to Trudy Cottier Associate Nurse Unit Manager who completed a nurse immunisation course which assisted us to achieve improved vaccination compliance.

We wish to sincerely thank all Coleraine and Merino staff for their continued commitment and provision of excellence in Health Care. Congratulations are extended to Rod Nolte and Jane Robertson who were both worthy recipients of the employee of the month award. WDHS Coleraine campus is committed to customer service and 99% of staff have completed customer service training. We sadly farewell Suzanne Clayden NUM in June to pursue her Nurse Practitioner goal. We would like to sincerely thank Suzie for her commitment and dedication to the role over the last two years and thank Lorace Parsons for acting up into this role whilst recruitment takes place.

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, craft and arm chair travel activities just to name a few. The two chickens that reside in an impressive chook pen continue to provide enough eggs for the residents and staff to cook pavlovas and sponge cakes.

We continually strive to increase our partnership with consumers and a wonderful example of this is the community garden located in front of the Coleraine Medical Clinic. The garden continues to thrive, with the commitment and dedication of a small band of volunteers enabling the Coleraine community to share the fruit, vegetables and herbs. There is also a book swap box which is very popular with children. The Merino community garden, led by the Coleraine Management Committee member Kim Chintock continues to prosper with regular swap meets held to share their home grown, healthy, produce. I wish to congratulate you all for achieving the WDHS 2017 Excellence and Innovation award -community for all the excellent and innovative work that continues to raise awareness of the prevention of violence against women.

WDHS five 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 20th 2017 and the results indicated an overall reduction of falls in both the control and intervention groups, who completed the trial, and no fall related fractures during the trial period. Twenty minute rounding guidelines have been developed and this intervention will continue to be implemented across WDHS and the Region. This important research will be published and presented at the International Forum on Quality and Safety and at the Western Alliance Symposium.

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 also acknowledge and congratulate the Coleraine and Merino volunteers, Graeme Wombwell, Martin Wilks, Valma Lambert and Noelene Clarke who were the very deserving recipients of the Charlie Watt Volunteer of the month award.

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 Aged Care Accreditation by the Australian Aged Care Quality Agency, which is evidence that we continue to meet 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 the Coleraine/Casterton Medical Group, visiting Allied Health professionals and Corporate Services for their continued support for residents/patients and the wider community.

We would also like to thank Mr Alan Millard the Chair of the Coleraine District Health Service Management Committee and the members who give so much of their time to offer outstanding leadership. We sadly farewell and sincerely thank Mr Grant Little, Ms Lesley Slater and Mr Ashley Lambert for their outstanding contribution to the Coleraine District Health Service over many years. We also sadly farewell and wish to sincerely thank Mr Jacob Mills, Youth Observer, for his contribution and commitment to marketing the Youth Hub and wish him all the best as he undertakes VCE studies. We had the pleasure of welcoming Ms Kate Novikov to the Coleraine Management Committee who has been very active cultivating the community garden.

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

Bronwyn Roberts
Director of Nursing/Manager
and Lorace Parsons Acting NUM

AGED CARE QUALITY & RISK MANAGEMENT



'Girls just wanna have fun'

Any opportunity to dress up and you are sure to find Dawn, Michelle, Kathy & Marie in the spirit.

Dementia

FORUM

70 COMMUNITY MEMBERS ATTENDED
THE DEMENTIA FORUM



20 MIN ROUNDING FALLS RESEARCH

DATA INDICATED A REDUCTION
OF FALLS AND NO FALL RELATED
FRACTURES



IMPROVED MEDICATION MANAGEMENT

LOCAL EXTERNAL CONSULTANT
PHARMACIST CONTRACTED TO CONDUCT
MEDICATION REVIEWS TO IMPROVE
MEDICATION SAFETY

Improving Medication Management

Improving medication management has been a focus in our aged care facilities and includes reviewing the type, dosage and number of medications prescribed in order to reduce, (where possible), nine or more medications which can lead to adverse events. A local external consultant pharmacist was contracted to conduct medication reviews and provide recommendations for inclusion in the shared clinical record. Pharmacists, doctors, nurses and residents collaborate to review the type, dosage and number of medications to improve resident safety and health outcomes.

Better Support for People with Dementia

A Cognitive Impairment Workgroup, with multidisciplinary and consumer representation completed a gap analysis against National Dementia Best Practice Standards, resulting in several outcomes. These included improved access to a geriatrician / psycho geriatric services, further embedding of the Montessori Model of Care and workplace support for staff diagnosed with dementia. A best practice risk screening tool for cognitive impairment and delirium screening was also implemented.

A highly successful Dementia Forum was also held for carers, their families and the wider community, with over 70 people in attendance. As part of their continued education, staff experienced dementia for themselves using virtual reality glasses provided through Dementia Australia's 'Enabling Edie' training program.

Aged Care Documentation

Funding for aged care facilities in the public hospital system is dependent on the documentation of care, which is increasingly carried out by nurses and care staff. This year WDHS conducted a review of documentation processes in its aged care facilities. The review incorporated the content and goals of handover materials and the Nursing Care Plan. It looked at the frequency, time of day and skill levels of all staff involved in the Care Plan and how this could be streamlined to guarantee quality, while also allowing enough time for direct patient care. Ongoing reviews are allowing staff to restructure their workday to achieve greater efficiencies and more effective use of their nursing time.

Mobility Trained Nurse Program

The Mobility Trained Nurse Program has been rolled out to all aged care facilities and the Merino Community Health Centre. This program

aims to equip nursing staff to address mobility and transfer issues, for patients admitted when Physiotherapists are unavailable.

Aged Care Standards

A full assessment of compliance with the AACQA Standards was conducted at the Coleraine campus in December 2017. Coleraine achieved reaccreditation in all four Australian Aged Care Quality Agency (AACQA) standards, which drive the implementation of safety and quality systems to improve aged care.

FALLS RESEARCH

20 Minute Rounding research explored the impact of '20 minute staff rounding' on the incidence of falls and fall related injuries among high risk aged care residents. A major finding was that increased observation of the intervention group, led to zero fall related fractures during the study period. 20 minute rounding continues at WDHS, with guidelines developed. This important research will also be published and WDHS will present a poster at the International Forum on Quality and Safety in Healthcare in September 2018. WDHS will also present the research findings at the Western Alliance Symposium in September 2018.



'Sharing the knowledge'

Russell Practice Development Nurse Aged Care and Lorace (Acting NUM) offer their expertise to Graduate Registered Nurse Alice.

Education Report

In March this year we sadly farewelled Hazel Saligari, our Aged Care Practice Development Nurse and welcomed Russell Armstrong to the position. The position covers all WDHS Aged Care facilities. Russell spends one day per week at the Coleraine Campus mentoring Nursing staff and providing support to our Graduate Nurses and all nursing staff.

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

The WDHS Aged Care Events Calendar is accessible to all staff on the WDHS intranet site, and covers all Aged Care Education sessions that are scheduled for WDHS Aged Care Facilities. Staff may attend any of the scheduled education at any of the other facilities.

The Education Calendar is formulated initially based on Audit results that identify educational needs. Other education is planned based on staff needs, alteration to legislation and changes to policies. Additional education can be requested at any time, based on care needs of the residents or patients. The education plan is adapted to suit the needs of the staff.

WDHS has an Online Learning System (SOLLE) which is 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.

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.

Russell Armstrong

Practice Development Nurse (Aged Care)

Occupational Health & Safety

Working together for a safer future

The Primary objectives of the Occupational Health and Safety Act include that a facility must secure a healthy, safe environment for the welfare of employees and other people at work. This must include eliminating at the source any risks that could harm any person at work and ensure that the health and safety of members of the public is not placed at risk. By undertaking regular safety checks we ensure that all areas of the Health Service comply with these objectives and any hazards or safety issues have been resolved. We are very fortunate, our hospital is only four years old and has a lot of modern equipment. 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 complete an Incident Form, Hazard Risk Assessment or Riskman if an item of equipment is found to be faulty to ensure that the fault or

hazard is rectified.

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

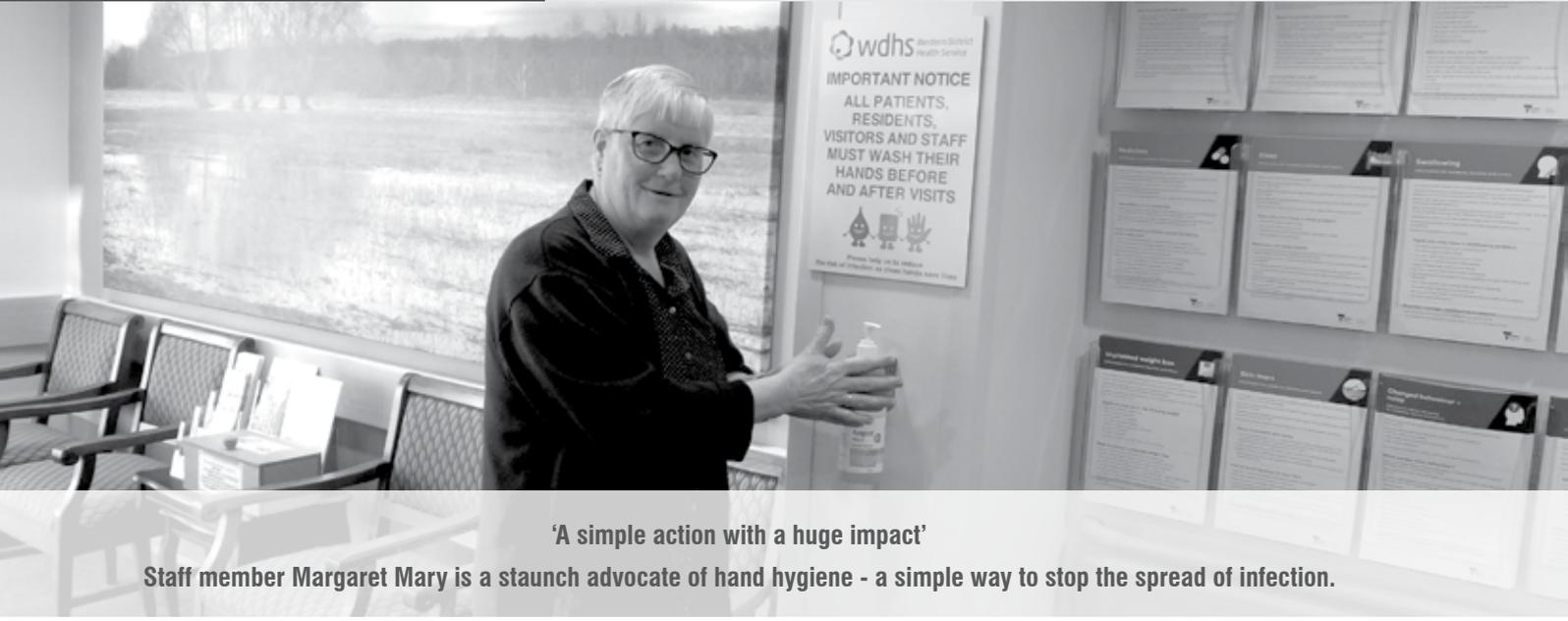
It is a mandatory requirement that all staff attend practical training in Fire Safety and No Lift. Staff are also required to undertake a theory component for these which can be completed via the Intranet. This avoids the problem of staff having to travel for education sessions, and can be undertaken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

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

Trudy Cottier

OH&S Rep.

Coleraine Hospital



'A simple action with a huge impact'

Staff member Margaret Mary is a staunch advocate of hand hygiene - a simple way to stop the spread of infection.

Infection Control Report

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

Hand Hygiene

A vital, but simple way to stop the spread of infection is to ensure that all staff members are cleaning their hands at the appropriate times.

Regular audits continue to monitor staff compliance with the 5 moments of hand hygiene; the results for the first audit this year are pleasing.

Coleraine

Audit 1, 2018	96.1%
Audit 3, 2017	85.5%
Audit 2, 2017	90%

Staff member Tony Belle has recently trained as a Gold Standard Hand Hygiene auditor, which will ensure that monitoring of hand hygiene practices can occur throughout the year, rather than only on days when Infection Control staff visit.

Influenza Vaccination Program

All clinical and non-clinical staff members and volunteers are encouraged to take advantage of the free Influenza vaccination offered by Department of Health & Human Services each year. This year the Department is encouraging vaccination of staff in residential aged care facilities, particularly after the large numbers of influenza cases seen in these centres last year.

Coleraine's influenza vaccination campaign commenced in April this year. Staff member, Trudy Cottier, completed training as a nurse immuniser and is managing the program locally which will improve access to vaccinations.

Staff Education

Education about the varying aspects of Infection Control is provided regularly on the visits to the campus.

Topics covered include:

- Anti-Microbial Stewardship – the appropriate use of antibiotics
- Influenza – the latest information
- Aseptic technique – refresher in technique
- Outbreak management (Influenza)
- CPE (Carbapenemase producing Enterobacteriaceae) – the latest “superbug”

Further topics will include:

- Clostridium difficile (“C. Diff”) and norovirus infections
- Vaccinations in the elderly – the latest recommendations
- Transmission based precautions – preventing the spread of infections within hospitals and aged care facilities
- Gastroenteritis outbreak management

Compliance with Standard 3

The National Safety and Quality Health Care Standards (NSQHS) Standard 3 is the standard that relates to preventing and controlling health care related infections.

Each year an audit is conducted to monitor the hospital's compliance with Standard 3. The audit was conducted using the RICPRAC audit tool. This tool is divided into two sections, an organizational section with 43 criteria, and a clinical section with 39 criteria.

The organisational audit evaluates elements of infection prevention related to the governance structure; and management of the organisation wide program. Consideration is given to organisational resources, policy, procedure, and facility wide issues.

The clinical audit evaluated the implementation and practice of infection control in the clinical patient care areas. This section evaluated criteria related to hand hygiene, occupational health and safety, environment and cleaning, instrument reprocessing and storage of sterile stock, as well as general elements.

Organisational	96.5%
Clinical	92.8%

Kaye Roberts-Rundell

Infection Control

Clinical Nurse Consultant

96%

2018 STAFF INFLUENZA

VACCINATION UPTAKE

VICNISS BENCHMARK 80%

REGIONAL BENCHMARK 95%



'What a way to spend the day'

Residents, staff and volunteers enjoy a leisurely cruise along the Glenelg River.

Valley View Nursing Home

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

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

This year with the Winter Olympics and the Commonwealth Games happening we decided to hold our own versions. This caused quite a lot of laughter and competitive spirit. Everyone was pleased with their efforts and most went away with an award of some sort.

With the warmer weather we have been having BBQs once a month. This is something different from the usual fare and greatly looked forward to by everyone. If it isn't too hot we sit outside otherwise we cook outside and eat inside.

Marlene and I have completed the Certificate 3 in Chair Chi, there are only three people in Australia Qualified in this at this stage. So we have started incorporating Chair Chi into our program for the benefit of everyone. The Easy Moves for Active aging is still going strong with everyone keeping up with their exercises even when I'm not here.

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

The Men's Out & About Program is still going

strong. The men look forward to this every month and are always interested to see the new places that are dreamt up to visit. The ladies also get to go out once a month for lunch somewhere interesting and to catch up with old friends.

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

Dani Telley

Leisure & Lifestyle Coordinator

Wannon Hostel

Once again it has come to that time of year when we reflect on what has happened. The sad times saying farewell, to residents who have passed and hello to new ones, to the counting down of months, to special activities that happen annually, or bi monthly.

Christmas is a favourite time of year for us all, with the different decorations in different sections of our facility. Our Christmas parties and guests during this time are all enjoyed by residents and staff alike.

Football tipping is another highlight of our year, as is Melbourne Cup. Also for this year we held a Rodeo which those that attended had a great laugh. Pleased to see staff getting into the act with their horse roping.

Millionaire Auction is still going strong, with a new Auctioneer this time. This was very exciting for both himself and residents.

All other activities have continued with sensory time, chair exercises, bingo, brain gym, quizzes and games. We have introduced a new exercise program over the last few months which is Chair Chi.

Also we have maintained our very special days such as Remembrance Day, Australia Day and ANZAC Day, and where able residents attended these services held at the Hostel and also in the Community.

The men and ladies have also enjoyed many different and varied outings throughout the year, and some exciting times are planned for the next 12 months.

It is important for residents to have that community contact and social inclusion either in the Hostel or attending special functions in the community.

I would like to take this opportunity in thanking the ladies of the Homes for the Aged Auxiliary for their tireless work providing our residents with special items, such as our great trip down the Glenelg River on the Nelson Endeavour, for our lovely shell chairs, which provide comfort for the residents. Also the support of our Community Hoys card game which are enjoyed by residents.

To the volunteers who give tirelessly of their time to come and sit, talk and take part in activities, your kindness is greatly appreciated. Words cannot state how much it means to us all. Many thanks.

We look forward to what next year will bring with all the exciting times we have planned.

Marlene Lee

Leisure & Lifestyle Coordinator

PRIMARY & PREVENTATIVE HEALTH



'Service with a smile'

Allied Health Assistant Robyn and Physiotherapist Charlie brighten the day for their clients with their welcoming smiles.

Community Services & Allied Health Report

Nutrition and Dietetics

This year we have seen Emma Stubbs hand over the Nutrition & Dietetics bi-monthly visits to the Coleraine community to Emma Pryn. Emma's major role is assessing the residents at Wannon Hostel and Valley View Nursing Home, and working with nursing and food service staff to optimise 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.

Currently, Noël Kelly is working with Robyn and the Foods Services team in completing the Coleraine component of the WDHS-wide menu review, and has recently prepared the first ever Allergy & Intolerance Matrix. This document provides information on the presence of key ingredients that are known to cause allergic reactions and/or cause adverse symptoms in people who are food sensitive in all foods regularly supplied on campus. This is available from the Food Service department.

Diabetes Education

Diabetes education is provided by referral to Coleraine for acute care and aged care resident consultations. This past year has seen people with existing and newly diagnosed diabetes receive education and support to help them to manage their diabetes.

New technologies have allowed for improved monitoring and a wider range of treatment options for people living in Coleraine and district. Credentialed Diabetes Educator - John Kearney continues to provide regular diabetes education clinics at Coleraine Medical Clinic, working with local staff to provide quality diabetes education close to home.

Physiotherapy

In 2017/2018, the physiotherapy department continues to provide services to Coleraine District Health Service. The physiotherapy department values the need to provide quality care in this area of the Western District region and endeavours to maintain the frequency of this service despite fluctuating staffing levels.

We continue to see the residents of the Aged Care Facilities, as well as acute care patients, and Community clients in the outpatient setting. The Physiotherapist conducts annual reviews of all residents within the hostels in order to develop a plan (in conjunction with the resident and/or carer) to maintain their functional movement. We also deliver pain management treatment to appropriate residents within the Aged Care facilities 4 times per week. The AHA conducts weekly community exercise programs for members of the Coleraine community as well as an Orthopaedic exercise class for post-op community clients.

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

Podiatry

Podiatric treatment is available once a week to the Coleraine community at the Coleraine Outpatient clinic. We also provide services to the Aged and Acute Care facilities.

Our services are provided through various funding streams and as such require some data collection. You can gain access to podiatric services through referral from your doctor, nurse or you can refer yourself for any foot conditions.

The Coleraine podiatry department see a vast range of different and sometimes complex foot conditions. In addition, we support clients in preventing and maintenance of foot complications by encouraging clients to participate in their own foot health through early education, identification, and management.

Occupational Therapy

The Occupational Therapy department provides a weekly Occupational Therapy service to Coleraine District Health Service (including Wannon Hostel and the surrounding community). Referrals over the past 12 months have continued to increase with a focus enabling participation and independence.

Occupational Therapy includes the following services:

- Inpatients - assisting patients to get home safely by arranging home modifications and equipment provision, and/or or facilitating independent living skills such as meal preparation and personal care
- Outpatients/ambulatory care - hand therapy, assistance with daily living skills, provision of equipment, assistance with returning to or staying at work
- Rehabilitation (including the Transitional Care Program)
- Community-based Home Visits, with the addition of NDIS clients since October 2017
- Staff education and in-services as required with a focus on Falls Prevention

Speech Pathology

The Speech Pathology Department continues to provide services to the Coleraine District Health Service on an as needs basis. Referrals are received via the TRAK system and followed up as appropriate.

Assessment and management of swallowing and communication disorders are available to residents and patients. Speech Pathologists Karen Abdullah and Jami Giles work closely with clients, their families and staff at Coleraine to ensure that everyone is eating and drinking safely. Staff education and in service are also provided as required.



'Posing for the obligatory Christmas "Family" portrait'

Coleraine Social Support Group participants and staff get ready for the Festive Season.

Social Work

Jaibu Philip, our Social Worker commenced at WDHS in March last year. Being the sole Social Worker for the entire organisation, Jaibu responds to Social Work referrals from Coleraine campus as well. This includes Acute, Aged Care and TCP clients.

Palliative Care

The Palliative Care Team has been involved in actively providing education and training sessions to the staff at Coleraine over the past year. The team has also provided support to palliative care patients and their families

Continence and Stomal

The WDHS Continence Service has visited Coleraine on a regular basis. Catheter care has been a major component of our service, both with education of staff and for the Coleraine and District residents.

The Continence team of Jess McLeod, Annabelle Last and Sara Derksen provide care to outpatients and inpatients at Coleraine and the surrounding community.

District Nursing Service

The district nurses based at Coleraine provide a 5 day per week service Monday to Friday. The district nurses provide wound care, general monitoring of health, advice and comprehensive assessment. The Transition Care program is utilised by members of the Coleraine community with the provision of bed based services at the health service or in the community member's home. This service is a multidisciplinary program to support people who do not require acute care but benefit from some additional service provision giving the best opportunity to remain independent.

Foot Care Report

Nursing led foot care has been a very successful service to our ageing community for the past 15 years providing care to the residents of the area

who are now unable to attend basic foot care and are low risk.

This service is only available to non-diabetics and non-complicated feet. High risk residents or community members receive foot care from the Podiatrist

Foot care is held once a month on Fridays in the CDHS Allied Health building in Pilleau Street.

Appointments can be made by calling Reception at CDHS on 55532007 Mondays to Fridays.

The community car is available for afternoon appointments for anyone who requires transport on 55 752001.

Dates of service are advertised in the local Wannon Community Newsletter.

Dental Clinic

The Coleraine Dental Clinic, located within CDHS, and in more recent years WDHS, has been serving the Coleraine community and surrounding areas for the past 30 plus years. During those years, Dentistry has advanced at a phenomenal pace. Keeping up with these advances, and living in the country, used to be somewhat difficult. However, as communication technology has expanded dramatically with the advent of the Internet, social media, video conferencing, Webinars, etc, I, in association with my Specialist colleagues have been able to continue to offer all the latest practical dental procedures, equipment and materials to the Coleraine and district population. I continue to investigate all new dental procedures and products as they become available. It is also important to have an organisation like WDHS that is committed to providing the Community with "state of the art" equipment in all its facilities, and I thank the WDHS Management for their continued support and interest in the Dental Health of the Coleraine community. Dental health in the population is rapidly being seen as an integral part of everyone's overall general health and wellbeing, so our Clinic door is always open

to those of you who wish to achieve the very best of health in life!

Dr Tim Halloran, BDS, BSc (HONS.) Practice Principal, **Lyn** (Practice Manager), **Trish** (Reception), and **Monika** (Chairside Assistant).

Coleraine Social Support Group (CSSG)

We are a group of the Coleraine community who get together on Tuesdays and Fridays at the Coleraine District Health Service.

We enjoy socialising together over morning tea, lunch and afternoon tea.

Our activities include craft, movies quizzes, games and outings.

Some of our outings have included Mt Gambier, Penola, Portland, Hamilton and Casterton.

Once a month we like to cook our own lunches which is always lovely to try new recipes.

Every so often we get together with Merino and Casterton Social Support groups for the day with lots of laughter and games.

Everyone likes to dress up and celebrate special days throughout the year and of course this includes a photography session to remember the fun times.

New members are always welcome, so come along and have a look.

Dani Telley

Coleraine Social Support Group Coordinator

Mac McInnes

Director Primary Preventive Health

Working together *Creating*



healthier communities



PRIMARY & PREVENTATIVE HEALTH



'Rain, hail or shine we're there!'

Dedicated Walking Group members rug up ready to battle the elements as they head off on their walk.

Community Health

Community Health in Coleraine has embraced the vision, mission statement and values of Western District Health Service of Creating Healthier Communities within the Coleraine and district community.

Community Garden

The Community Garden has taken off this year! Two enthusiastic and dedicated community members, Kate and Julian, are unrelenting in their enthusiasm for the garden; we not only have three fruit trees in the lawn at the front of the Coleraine Medical Clinic but two citrus trees planted into the terracotta pots at the entrance as well. There are two raised garden beds, which are convenient for wheelchairs and four wheel walkers (allowing all members of the Coleraine community access) and other ground level beds have been planted up with a variety of herbs and vegetables. A visit to the Warrnambool Community Garden gave everyone fresh inspiration and ideas (why invent the wheel twice) to move on with further planning and direction for the garden. We encourage local participation in the garden by advertising regularly in the Wannon Newsletter. We are in the process of putting up a "book box" which will have books for all ages to borrow. We thank 'Lady Bug Nursery' for their generous purchase discounts and Rod Nolte and his team for generously giving us their time and advice in setting the garden up.

Walking Group

Meeting outside Spring's Furniture building, an average of between seven to twelve walkers participate weekly in the Walking Group, and follow on with a social get together at the local cafes in town. Our youngest member is eight months old! Over the last twelve months the Coleraine Men's Shed have twice hosted us to morning tea; a trip to Cavendish to walk around and view a beautiful, native planted garden, with the Grampians in the background and morning tea at the local shop was very enjoyable. Marlene and her Activity Group invited us to join in with chair based exercises in Wannon Hostel and the Coleraine Social Support Group hosted us to

morning tea and viewed Dani's holiday snaps of Vietnam. Everyone enjoyed mixing and joining in with residents. Coleraine Hotel provided the venue for our Christmas break up last year – which was hugely enjoyed by all!

Cancer Council Morning Tea

The 2018 Cancer Council Biggest Morning Tea held on the 24th May in the Valley View Residents Lounge at the Coleraine Hospital was a resounding success. Thanks to the hard work and inspiration of the Coleraine Ladies Health Group, including Thelma Wombwell, Val Spong, Val Hadden and Heather Watt who managed to attract sixty three people to the morning tea raising a record breaking \$2022.00. This is a true example of dedication, determination and excellence in our local community. Our guest speaker, Ms Brigid Kelly, Community Liaison Manager from Western District Health Service, travelled out from Hamilton to promote the state of the art Oncology/Dialysis Centre which is currently in the process of being completed this year at the Hamilton Hospital. The opening of this centre will have a huge impact on local communities saving time and money and reducing the stress of treatment, by allowing people diagnosed with cancer to be treated locally instead of having to travel long distances for treatment.

Free Spot Check Clinic

Coleraine Medical Clinic and Community Health Coleraine Hospital collaborated in bringing the community of Coleraine the Annual Free Spot Check Clinic on the 8th of May 2018. This was an excellent primary preventative health strategy which was run between the hours of six and eight at night in the clinic to encourage maximum participation by community members. This night was extremely successful, with a total of thirty participants of all ages booking in and attending the clinic.

National Centre for Farmer Health

This year Coleraine Community Health has commenced monthly farmer health screening assessment in the Thomas Hodgetts building. This is a well worthwhile free health assessment

conducted over three or four visits and both partners on the farm are encouraged to come for an assessment. This is a great health initiative, which raises awareness of not only health issues but also safety issues on the farm.

Domestic Violence and White Ribbon Round of Football

Domestic Violence is a taboo subject within communities, which allows it to be ever present, but never called out on. Following on from the Domestic Violence Forum, held in April last year, it was agreed that we include the children of the Coleraine State School and St Joseph's School to participate in using art work to demonstrate Healthy Respectful Relationships. The schools' enthusiastically embraced this initiative with the beautiful and inspiring artwork displayed at the Coleraine Show on the 4th of November and then placed in the Historical Society's shop window in Whyte Street for the community to view. The Coleraine Football/Netball Club and their followers showed great strength of character by supporting and playing a White Ribbon game of football on July 1 2017 in Coleraine. So, congratulations must go to the Coleraine Football/Netball Club and the local primary schools' and staff, for stepping up and raising awareness on such an important issue.

Coleraine Golf Club

The Coleraine Golf Club very kindly invited me to participate and provide health advice at their Annual Golf Tournament day on the 8th September, 2017. Amongst much fun and light-heartedness, Sam, a sports physiologist from Hamilton, and I were kept very busy as over one hundred golfers requested blood pressure readings as well as receiving lots of preventative health advice as well. Thank you to Howard Templeton for including us on the day.

That's it for 2017/2018 Financial Year of Community Health. I'm looking forward to next year and continuing to work within the Coleraine community, to create healthier communities.

Elizabeth Guthridge

Community Health Nurse



'Job well done'

Working together at the Sun Spot Clinic were Ed Appleby, Drs Peter McIsaac, Gaya Ekanayake, Brian Coulson, Yong Yu, Khaled Moussa. Ed Appleby was a first year medical student from Oxford University in the UK, who chose to do his student elective in Rural Medicine in Australia for 4 weeks. Ed's father is a cousin to Dr Brian Coulson.

Medical Services Report

2017-18 has been a year of challenges for the continued provision of service for the Coleraine Casterton Medical Clinic. As always, attracting and retaining medical practitioners to a small rural health facility is difficult, as is evident nationwide.

Following the departure of previous Overseas Trained Doctors working under supervision in the Medical Clinics, we had a gap until the arrival of Dr Gaya, who arrived in the district in February 2018. She is working across Coleraine & Casterton sites and offering medical services weekly to Wannon Hostel.

Dr Greta Prozesky had been with CC Medical for 17 years, but decided to set up a separate practice to pursue her own particular medical interests, and so departed from CC Medical. At the same time Dr Linda Thompson was away on extended leave with her family, travelling in Queensland, so these two experienced practitioners were very much missed at the time, with Locum doctors and restricted doctor choice in particular for the Coleraine Clinic.

Happily Dr Linda has returned to Coleraine, working two full days including providing care to Valley View Nursing Home.

We have had a great group of Registrars (trainee specialist General Practitioners), with Dr Khaled Moussa and Dr Yong Yu both very engaged,

knowledgeable and interested practitioners, working towards their exams as fully qualified specialist GP's.

Working with Health Service staff to give integrated and competent care to patients and Nursing Home residents at Coleraine District Health Service, is vitally important, and the issues of staff changes for both the Medical Clinic and the Health Service, throw up continued challenges, but will be well managed in order to provide the required care.

One notable event for locals, Clinic doctors and the Community Health Nurse Elizabeth Guthridge, was a successful sun spot clinic held in May.

Coralie Coulson
Coleraine Casterton Medical Clinic



PRIMARY & PREVENTATIVE HEALTH



'Smiles all round at the Autumn Yummies Lunch'

Participants enjoyed a delicious lunch with the added benefits of raising funds whilst indulging.

Merino Community Health Centre

There's something very satisfying about being able to confirm what you've long suspected. The last year at Merino has been busy and I was left with the conclusion that our throughput has increased. After a little number crunching, I'm able to confirm that this is the case. Since January we have seen an extra 550 people compared to the same time last year. March alone saw the numbers rise from 295 per month to 495. This equates to us seeing 22 people per day. Taking into account that most days we work alone, I can confidently say that yes we have been busy.

This community health care could not have been achieved without brilliant staff. Well done to Sarah and Josiah, who have both proved themselves invaluable time and again.

The second group of people who also contribute to making Merino so great, are the volunteers. They never cease to amaze me with their never ending capacity to give. Thank you one and all.

We were also privileged to be joined for several months by two students. Hopefully we've influenced them to become the community nurses of the future.

Our activities range from district nursing to in-centre nursing care. We have co-ordinated

health screening checks covering bowel cancer, breastscan and skinchecks.

April saw us work with the Glenelg Shire to host a Listening Post and also PCP to participate in a study about information sharing within a small community.

October was the month to receive financial counselling. The Coleraine and District Community Bank presented an information session on funeral bonds and Bethany presented a session on hardship access and grants.

October also was the month to come and try yogalates.

Aged Care Week in August was a reason to celebrate (not that it requires much of a reason) and March saw us again come together to celebrate with our Autumn Yummies lunch. This was also an opportunity to raise money to purchase toiletry bags for palliative care patients.

In between times, the regular GP, podiatry and dietician clinics continue. The walking and chair based exercise groups meet weekly and we smile and continue to deliver care and services to assist the Merino and surrounding communities, meet their health care needs.

Alison Wooldridge

RN Div 1 / Manager

Merino Community Health Centre

Merino Social Support Group

Maikite Centre

The Merino Social Support group have had a fabulous year.

We have kept our participants entertained with activities that are socially inclusive, stimulating and fun.

It has been great to welcome some newcomers to the group this past year who have fitted in really well.

We have celebrated milestone birthdays and numerous day trips to surrounding areas/towns along with many "Home day" programs.

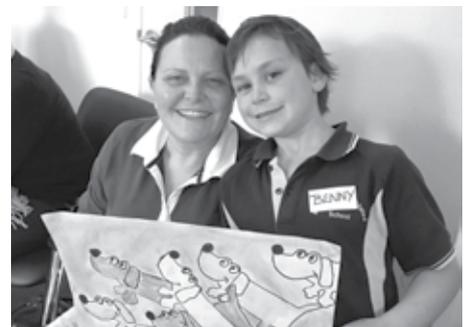
There have been visits with the Coleraine group which everyone looks forward to and enjoys.

Our aim is to keep building on the program and promoting the positive aspects of socialising, activities and friendships.

Many thanks to our wonderful volunteers who without their help, kindness and positive attitude the job would be much harder.

Susy Dodd

Social Support Group Coordinator





'A rare photo opportunity'

It is a rare occasion to be able to catch some of the wonderful Hotel Service staff for a photo.... they are always so busy.

Hotel Services

Catering Services

2017/2018 was as always a very busy year for our Catering Department supplying fresh cooked and frozen meals to the CDHS Hospital, Wannon Hostel, Meals on Wheels including Coleraine, Privates, Post Acute Care, Senior Citizens and two Social Support Groups Coleraine and Merino. It also saw us working hard on developing the Allergen and food intolerance matrix which is now complete.

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

The high level of work would not be possible if it were not for the vast experience provided by the Catering Staff. I would like to take this opportunity to thank them all for their dedication and support during 2017/2018.

Over the last 12 months we were visited twice for Food Safety Inspections once in August

by Southern Grampians Shire Mel Rhook and then in January by an Independent Auditor Paul Maggs both visits were successful, achieving 100% food safety compliance.

We also have had 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.

Meals supplied 2017/18

Meals on Wheels (Fresh and Frozen)	1,722
Senior Citizens	555
Acute	6,569
Nursing Home	17,520
Hostel	56,940
Social Support Groups	539
Other Functions	412
Staff	1,244
Total	85,501

Environmental Services

Once again the Coleraine District Health Service non external cleaning audits have been of high standards with the most recent one being 99.6% it 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 their support during 2017/2018.

Robyn Soulsby

Acting Hotel Services Facility Supervisor



TOTAL MEALS ON WHEELS

1,722

MEALS ON WHEELS (FRESH AND FROZEN)



CLEANING AUDIT

99%

CLEANING AUDIT RESULT



FOOD SAFETY AUDIT

100%

COMPLIANCE

CORPORATE SUPPORT SERVICES



'Nothing better than the aromas of a barbecue'

Bronwyn puts in her order to the Maintenance Team who are busy cooking a barbecue for the residents and staff.

Maintenance Team Report

Hello everyone I cannot believe another year has passed by. The Maintenance Team 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 1000 tasks for this year as well as keeping up with the grass mowing and gardening across all our facilities (Hospital and Hostel, St Joseph's Court, Strathallan, Merino and Primary Care). The setting up for events and activities, the rubbish removal, fleet cars tyres and servicing as well as the verbal requests we attend to. This is quite a workload 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 ILU's as part of our three year work plan. There has been some external painting at Strathallan and new doors that were fitted to the units have also been painted. There is a lot more external painting to be done at both ILU facilities and we hope to be able to continue on with this as time and budget allow. There have been new hot water services fitted at both

Strathallan and St Joseph's and Strathallan has had some work done on water supply as we are removing old tanks and pumps and associated infrastructure as they are no longer needed now that the facility is solely on mains water supply. Driveway repairs have been completed at Strathallan which is a constant challenge with the ground movement there. Also the main controller for the irrigation system at Strathallan has been shifted up to the maintenance sheds as we no longer have power at the rotunda due to a faulty underground cable. It is good to see this work on the three year plan being completed and at this stage we are on track according to the ILU works budget.

Work at the Hospital & Hostel

Work at the Hospital has been interesting with some major water leaks and sewerage blocks attended to as well. The raised garden beds in the courtyards are looking magnificent thanks to the efforts of our residents. The amount of care and work that is put into these is tremendous and the results of that are there for all to enjoy. It is great to see and I am sure all our residents and visitors receive pleasure from them. I would also like to thank the volunteers that have worked or put time into the gardens in any capacity this help is very much appreciated by maintenance staff and helps us keep the gardens in good order.

The old maintenance ute that we have had for 12 years has been replaced with a new ute causing much celebration in the maintenance department as this is a vital piece of equipment with our facilities so large and spread out over different locations. Also a new electrical test and tag machine has been purchased to replace an old unit. This is a vital piece of equipment to keep all our electrical equipment tested and safe as part of our routine testing - it is great to see this important piece of equipment updated.

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 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.

Rod Nolte

Maintenance Supervisor



COMPLETED 1000 TASKS
REPORTED FROM THE WORK ORDER
SYSTEM



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



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



'Cheers for our volunteers'

Volunteers are the heart of a community and it is difficult to express all the appreciation and gratitude we have for all that they do.

Coleraine Hospital Auxiliary

It is with pleasure that I present my report for 2017/2018. Firstly I would like to thank Leigh for covering for me early in my term.

Through the winter months we held a winter lunch at Karingal with guest speaker Sabrina Watt who spoke on the American Political System. A lovely meal and social outing was had by all. Proceeds from this day of \$600.00 went to the Cancer Treatment Centre which is being built at the Hamilton Facility.

In October we held a very successful open garden day at the home of Ron and Denise Beaton at Wanda Dale, raising around \$3000. A big thank you goes to all of our members and helpers who assisted us on the day with both donations and help.

We raffled our usual Christmas Stocking at Christmas raising around \$700.00. Thank you to Sue Coe for the job of shopping for the stocking.

We continue to work towards raising money to supply equipment as needs arise. Currently chair back supports are being investigated for chairs in the front lounge area. We will cover the cost of these when a decision is made. Any equipment funding assistance should be directed to Ms Bronwyn Roberts.

In closing I would like to thank my very capable Secretary Coralie and Treasurer Thelma and all committee members of the Auxiliary for your support through the year.

Heather Watt
President

Volunteer Contributions

Coleraine Homes for the Aged	\$4190
Coleraine Ladies Auxiliary	\$652
Coleraine Opportunity Shop	\$1200
Coleraine Book Exchange	\$3300

Coleraine Homes for the Aged Auxiliary

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

During the year we held five Hoy afternoons which are held at Wannan. They commence at 1.30 pm and finish at 3 pm with afternoon tea to follow. The residents really look forward to these afternoons and some Hamilton visitors come to play.

Beatrice Bunney and Therese Nolte and a team of helpers run 500 Cards every Monday afternoon starting at 1.30 pm and they are held at Karingal Senior Citizens' Clubrooms.

We also ran an Easter Raffle which is a great fundraiser. We also purchased two shell pressure relieving wheelchairs for the residents.

The residents also enjoyed a Glenelg River Boat Cruise and Jamie and Kerri's Mobile Zoo.

I would like to extend sincere thanks to our Office Bearers and members for their continued support throughout the year and wish our Auxiliary a successful year ahead.

Therese Nolte
Secretary

Coleraine Book Shop

The Coleraine Book Shop is situated at 72b Whyte Street, in the main street of Coleraine. It is run by 20 volunteers who keep the shop open from 10 am – 12 noon and from 1.30-3.30 pm from Tuesday to Friday. Books are donated by the local community. They are then sorted and priced for display and sale in the shop. The books cover general fiction, murder/mystery, non-fiction, health, cooking, gardening and other reference topics. There is a wide range of books available and usually something to suit all tastes. There are two rotating stands and the window display is changed regularly. All money raised goes to help support local hospital projects. Just over \$3300 was donated last year which was utilised to purchase a princess pressure relieving chair.

Volunteer Participation Report

Coleraine:

- Aged Care-Wannan Hostel
10 Volunteers - 1121hrs
- Valley View: 2 volunteers – 569.5 hrs
- Coleraine Community Transport: 18 Volunteers. Volunteer hours 1018 hrs
Kilometres travelled 24053

Merino:

- Social Support Group–2 volunteers–956 hours
- Merino shopping bus: Driver hours 195,
132 journeys, 96 participants
- Merino Community Car: 377.41 driver hours,
208 trips, distance travelled – 12160kms
- Total Merino Volunteers: 14 volunteers

Charlie Watt Volunteer of the Month:

- October 2017 – Martin Wilks
- January 2018 – Graham Wombwell
- March 2018 – Val Lambert
- April 2018 - Noeleen Clarke

A wonderful cross section of our amazing volunteers.

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

Jeanette Ryan/Kim Fort

*South West Community Transport
and Volunteer Coordinators*

HONOUR ROLL AND LIFE GOVERNORS

PRESIDENTS OF THE BOARD:

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

SECRETARIES / CHIEF EXECUTIVE OFFICERS:

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

MATRONS AND DIRECTORS OF NURSING:

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

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

MEDICAL OFFICERS: (From 1953)

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

DIRECTOR OF MEDICAL SERVICES:

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

PRESIDENT

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

CHIEF EXECUTIVE

2005-2014	Mr Jim Fletcher
2014-	Mr Rohan Fitzgerald

MANAGER/DIRECTOR OF NURSING

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

MEDICAL OFFICERS

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

2009-2016	Dr R Taheri
2010-2017	Dr L Thompson
2010-2011	Dr T Nguyen
2012-2016	Dr S Ansari
2013-2015	Dr X Zhang
2017-	Dr K Moussa
2018-	Dr Y Yu
2018-	Dr G Ekanayake

DIRECTOR OF MEDICAL SERVICES

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

LIFE GOVERNORS

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

Mrs E Fidler
Mr D Gausson
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	20 years	25 years	30 years	35 years
Rodney Nolte Deborah Overmars Debbie Notle Robyn Soulsby	Kathleen Rhook Dianne MacDonald	Leah Swainston Fay Picken Jane Robertson	Kathleen Brown Lorace Parsons Maryanne Spong Wendell Shaw	Lynette Marsden Julie Pollock

STAFF LIST

Chief Executive

Rohan Fitzgerald

Manager/DON

Bronwyn Roberts

CLINICAL SERVICES

Acting Nurse Unit Manager

Lorace Parsons

Associate Nurse Unit Managers

Trudy Cottier

Felicity Griffiths

Elizabeth Guthridge

Deborah Overmars

Tracy Plunkett

Wendell Shaw

Leah Swainston

Registered Nurses

Mel Green

Irene Robbins

Toni Simson

Helen Woods

Graduate Registered Nurses

Julie Baker

Helen Dodds

Daniel Edwards

JasminFimeri

Carissa Mason

Alice Wintercooke

Graduate Enrolled Nurses

Wendy Bell

Jill Hoskyns

Leisa Johns

Emma Nicholas

Enrolled Nurses

Susan Anson

Tara-Jane Bailey

Kath Baugh

Margaret Mary Baulch

Dianne Brown

Marilyn Callaby

Debbie Egan

Karen Forsyth

Grace Gilmore

Claire Hearn

Maureen Irving

Lisa Janes

Shane Kneebone

Ann McArlein

Wendy MacKenzie

Lyn Marsden

Lynette Monaghan

Emma Nicholas

District Nurses

Jane Bunge

Camilla Dundon

Susan Ferrier

Katrina Hodgson

Jennifer Walsh

MERINO

Bush Nurses

Josiah Clay

Sarah Crowe

Elizabeth Guthridge

Alison Wooldridge

Environmental Services

Kathleen Rhook

WANNON HOSTEL

Registered Nurse Div 1

Tony Belle

Personal Care Workers

Ronda Baker

Debra Bickley

Marilien Broome

Angela Brown

Helen Brown

Kathleen Brown

Lorrae Clarke

Kellie Clayton

Hayley Dines

Katie Dyker

Jennifer Fitzgerald

Sharon Gorrie

Kelly Harrison

Rosemary Lewis

Natalia Marrett

Dianne MacDonald

Michelle Monaghan

Melinda Moyle

Debbie Nolte

Fiona Peach

Fay Picken

Kaylene Shirley

Kathryn Sypott

ALLIED HEALTH SERVICES

Community Health

Tracy Plunkett

Elizabeth Guthridge (Acting)

Leisure & Lifestyle & SSG

Susan Dodd

Marlene Lee

Danielle Telley

Amanda Torney

HOTEL SERVICES

Hotel Services Facility Supervisor

Robyn Soulsby (Acting)

Food & Domestic Services

Shirley Broad

Tania Deutscher

Patricia Jacobson

Jeanette Kaine

Eisha McKerlie

Shirley Menz

Anne Michau

Cassandra Milton

Jane Moss

Kathleen Rhook

Janene Taylor

Environmental Services

Maryanne Spong

Monica Annett

Elecia Cordy

Leisa Gibbs

Lyn Greed

Lisa Haymes

Andrea McClure

Danielle Michau

Tracey Millard

Avril Milsom

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

Jarrold Payne

Jarrold Stevenson

Coleraine District Health Service

Revenue and Expense Statement for the Year Ended June 30, 2018

	2017/18	2016/17
	\$	\$
Revenue		
State Government Grants	3,794,375	3,520,563
Patients Fees	3,343,294	3,485,278
Other Revenue	361,673	336,070
Transfer of Aged Care Capital	179,800	125,000
Total Operating Revenue	7,679,142	7,466,911
Expenditure		
Salaries & Wages	5,824,898	5,634,085
Direct Expenditure	511,074	504,529
Overheads	1,331,759	1,303,715
Total Operating Expenditure	7,667,730	7,442,329
Operating Surplus	11,412	24,582
Capital Items		
Fundraising and Donations	7,941	16,963
Ingoing Residential Charges - Aged Care	752,947	735,591
Surplus / (Loss) on Disposal of Asset	-	-
Depreciation	(1,159,233)	(1,174,815)
Transfer of Aged Care Capital	(179,800)	(125,000)
Net Result for the Period	(566,733)	(522,679)

Statement of Changes in Equity

Total equity at beginning of the year	38,701,488	40,054,167
Net result for the period	(566,733)	(522,679)
Gain on Revaluation of Land & Buildings	2,854,611	-
Equity Transfer to WDHS	(780,000)	(830,000)
Total equity at end of the year	40,209,366	38,701,488

Coleraine District Health Service

Balance Sheet as at June 30, 2018

	2018	2017
	\$	\$
Equity		
Accumulated Surplus / (Deficits)	31,478,788	32,414,577
Asset Replacement Reserve	1,999,597	1,616,806
Asset Revaluation Reserve	7,778,065	4,923,454
Specific Purpose Reserve	562,916	576,651
Equity Transfer to WDHS	(1,610,000)	(830,000)
Total Equity	40,209,366	38,701,488
Current Liabilities		
Payables	6,382	12,488
Employee Entitlements	1,254,906	1,202,277
Monies Held in Trust	5,120,167	4,562,576
Total Current Liabilities	6,381,455	5,777,341
Non Current Liabilities		
Employee Entitlements	91,348	123,742
Total Non Current Liabilities	91,348	123,742
Total Liabilities	6,472,803	5,901,083
Total Equity and Liabilities	46,682,169	44,602,571
Current Assets		
Cash at Bank	6,822,546	7,266,145
Investments	2,391,201	2,380,667
Receivables	118,953	118,059
Accrued Revenue	235,954	32,696
Monies Held in Trust	5,120,167	4,562,576
Total Current Assets	14,688,821	14,360,143
Non Current Assets		
Land, Buildings, Plant & Equipment	32,839,470	34,237,258
Accumulated Depreciation	(846,122)	(3,994,830)
Total Non Current Assets	31,993,348	30,242,428
Total Assets	46,682,169	44,602,571

DONATIONS

Adams, Ms Sandra	Ferguson, Ms Margaret	McDonald, Mr Wayne	The Australian Pedal Car Grand Prix Committee Inc
Britten, Miss Elizabeth	Ferguson, Ms Anne	Mills, Mrs Enid	Trewin, Mr Ron
Brown, Mr Bob	Fry, Mr Greg & Mrs Bev	Moss, Alan & Dale	Tung, Peter
Brumby, Mrs Alison	Fulton, Mrs Lorna	Muir, Gwynneth	Waters, Joan
Bunney, Mr & Mrs P & B	Horsburgh, Mr R & Mrs L	Packham, Mrs Mary	Waters, Florence
Cameron, Ms Louise	Jacobson, N & B	Pepper, Bev	Waters, Carolyn & Geoff
Cameron, Rob & Sandy	Janes, Ms Lisa	Pigeon Ponds Sports Social Club	
Coleraine Book Exchange	Leeming, Mrs Rosemary	Robertson, Mal & Sherri	
Coleraine Opportunity Shop	Lowery, Mr Karl	Saligari, Kath	
Coleraine Homes for the Aged Auxiliary	Mahoney, NF	Scholfield, Iris	
	McClure, Andrea	Shaw, Thelma	

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

We would like to also thank those persons who have contributed to our 2018 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

Britten, Trish & Elizabeth
McVean, Ian & Sylvia
Merino Produce Swap
Lowery, Karl in memory of wife Eva
The Family of the Late Mr John McVean

Our heartfelt gratitude is extended to you all



