



Working together

Creating healthier communities

ABOUT WDHS PENSURST CAMPUS



Penshurst and District Health Service (PDHS) a member of the Western District Health Service since 1998, is a public hospital that provides acute care, residential aged care, community services and independent living units at Penshurst and Dunkeld.

Located in the Southern Grampians Shire, Penshurst and District Health Service supports the healthcare needs of the Shire's resident population of 734 people; in addition, to those living within the local catchment areas

of Dunkeld, Glenthompson, Hawkesdale and Macarthur.

Established originally as a Bush Nursing Hospital, the need for a local hospital was recognised in the early 1950's by Dr. Watt in Penshurst and Pastor Wiebusch of the Tabor Lutheran Church. A committee, which included Mr. R. Schramm, MBE, Mr. C.G. Ross and Mr. J. Ryan, was established to expedite a hospital project for Penshurst and work toward the construction of a health care facility.

Mr. J.O.W. Smith donated a parcel of land presently occupied by the Hospital with construction of the new hospital commencing in August 1955 and the first patient being admitted in July 1957. The cost of constructing and furnishing the new five-bed hospital was 46,567 pounds, of which a portion was paid by money raised by the community with the remainder paid by a Government grant.



1950

Construction of Hospital commenced on current site



1988

Redevelopment and upgrade of Nursing Home



1998

Upgrade to Nursing Home dining room, acute rooms and garden area



2011

Redevelopment of Kolor Lodge Hostel

Penshurst community serviced by Bush Nursing Hospital

1955

Extension completed to incorporate Nursing Home - W.J. Lewis Wing, and acute beds

1997

Kolor Lodge Hostel established
WDHS amalgamated with 4 local Health Services
Sheppard Community Health Centre

2009

Upgrade of new laundry area and kitchen with installation of new walk in cool room

2013







Penshurst and District Health Service (PDHS) has continued to ensure our services meet best practice and meet the needs of our consumers, including residents, patients, and the community.

100%

ACUTE CARE ACCREDITATION
ACHIEVED

Montessori

OUTCOMES

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



IMPROVED MEDICATION MANAGEMENT

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

Accreditation

National Safety and Quality Health Service Standards

Penshurst Campus acute services were assessed against the National Safety and Quality Health Service Standards in October 2016. We received positive feedback in relation the systems and processes that we have in place to meet the standards.

Australian Aged Care Quality Agency Standards

Both facilities received an assessment contact visit in August 2016, with full compliance achieved and positive feedback provided in relation to each outcome that was assessed. We use these visits as an opportunity to improve our systems and processes around each standard.

Systems improvements

Documentation

With the aim of aligning our systems and processes across all facilities we have been reviewing how we document resident care in relation to assessment, care planning and clinical handover. Documentation audits identified areas for improvement and actions were developed. Guidelines and education for clinical handover have been implemented for trial to assist staff in providing safe and effective information sharing to facilitate the safe management of residents.

Leading Practice

Montessori

The WDHS Montessori Program was awarded the WDHS Service Excellence & Innovation Award for 2016. Care staff are nominated as the "Montessori Champion" on a shift to shift basis and support and encourage Montessori activities. All staff continue to work with residents to embed the Montessori principles of enablement and have implemented many improvements such as growing, cooking and eating fruit and vegetables; activities with children engaging in singing, reading, dancing and drawing and socially inclusive activities involving trips around the district which ensures that residents remain an important part of their local community.

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/psycho geriatric services
- Further imbedding the Montessori Model of Care
- Providing workplace support for staff diagnosed with dementia
- A forum on Dementia to be held with a guest speaker.
- recommending a risk screening tool

Falls management

20 minute rounding project

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 on 20th December 2016 concluding on 30th June 2017. Data collation is in progress, with the final report due to be completed in September 2017.

Medication management

Improvement in the management of medications has taken several different approaches. Across all aged care facilities we have introduced an electronic portal (Meds Comm) that has resulted in timely and effective ordering of medications through the local pharmacy; contracted an new external consultant pharmacist to conduct medication reviews and provide recommendations, which is included in the shared clinical record and implemented the National Residential Medication Chart which is designed to improve medication safety for residents.

OUR CAMPUS

Occupancy

Occupancy at both facilities was very positive over the past year with occupancy of both the Nursing Home and Kolor Lodge sitting above 90 percent. Both the Aged Care Placement Coordinator and Nurse Unit Manager continually work toward improving and maintaining occupancy levels. Over the past year many new residents into our facilities have opted to “try” the system with a respite placement before making the decision to become permanent.

Hamilton Medical Group Partnership

There are currently six HMG doctors who consult from the Penshurst Medical Clinic on a rotational basis. This continues to provide an invaluable medical service to the resident and patients of the Penshurst Campus, as well as to the local community.

Capital Improvements

Over the past year the Penshurst Campus has completed several capital improvements, this has included the replacement of the cooking range, the update of driveway to the main entrance and the installation of storage compactors in our store room. PDHS continues to be generously supported by the community and we received donations from the Hospital Ladies Auxiliary to purchase an air conditioner for the community treatment room, a Coagu Check machine and television; Kelly's Merchandise donated money that purchased a lovely outdoor lounge setting for the residents at Kolor Lodge; the Penshurst Hotel & Patrons donated money that will purchase lounge chairs for residents and the Combined Churches Community Carols Committee donated money toward lifestyle activities for the residents.

Social & Emotional Well-being Forum

A Social and Emotional Well-being Forum was held in collaboration with the Penshurst Football Netball Club on Thursday in April 2017. Alex Robinson from the National Centre of Farmer Health presented to about 50 participants, which included football and netball players, club members and a small number of community members.

Alex spoke about the Ripple Effect rural suicide project and how community members can contribute their information and insights about rural suicide to help develop strategies for more effective suicide prevention and better supports for all those affected. Take home information was provided to support the continuing wellbeing of rural community members which included tips for improving and supporting the wellbeing of yourself and people around you.



The mission of the Penshurst and District Health is to meet the health and wellbeing needs of the community by delivering a comprehensive range of high quality, innovative and valued health services.

Over my years on the Health Service Board I have seen staff honour this mission time and time again. The staff work together to provide ever-improving customer service, identifying key needs and assessing how well these needs are met. They never seem to lose sight of the fact that we provide care and comfort to those people in need. Services are continuously improved and progress measured, providing timely, professional, effective and efficient service to all patients.

We are committed to fairness and trust with our patients, and employees. We conduct our business according to the highest ethical standards with the hiring of talented and driven people ensuring that families who rely on us receive respectful and dignified treatment at all times.

The board appreciates the commitment of Director of Nursing, Katherine Armstrong and thank her for the tireless work, support and care.

I thank all our dedicated staff whose unfailing commitment to improving the lives of our patients and community remains the lynchpin of our great public healthcare service.

The Health Service wishes to recognise the high quality of service delivered by staff in all areas. This is reflected by the excellent results in meeting the Aged Care Standards set by the Accreditation assessors. I thank you all for your dedication and care to our residents.

As well as Residential Aged Care and Respite

the following Allied Health Services are available and provided at the Health service are: Medical care, Podiatry, Physiotherapy and Dietician .

Appreciation for continued support with Gratitude going to our many donors and volunteers whose constant support and tireless efforts make a difference to our patients health and wellbeing. Their generosity inspires our work.

My thanks to the collectors and to the generous community members who donated to the annual Hospital Doorknock appeal. All donations collected will go towards the development and operation of the Penshurst Hospital.

We have also been financially supported by the generosity of The Penshurst Hotel Patrons, The Combined Christmas Carol Collection and Kelly's Community Auction Grant Program.

With this financial support we are able to provide an environment where residents can feel safe and well-connected, where they can enjoy complete peace of mind especially with the development of "Cora's Way"

The Penshurst Hospital Ladies Auxiliary's fund raising efforts has enabled the purchase of a Coagu Check Pro to measure the INR Blood Levels , a Split System air conditioner for the Consulting rooms, a replacement television for Kolor Lodge, \$500 for the Social Support Group, replacement crockery in Kolor Lodge, an aromatherapy diffuser and a donation towards the model railway set in the Nursing Home day room. We thank this committed hard working group for their on going care and support.

If you have any spare time on your hands please consider giving back to the community with a volunteer position.

On Behalf of the Penshurst Health Service Board I would like to acknowledge the time and support given by Rick Jacobs during his time on the board. We thank him for his contribution, and efforts. Our best wishes to him in the years ahead.

Earlier this year we were fortunate to have Trevor Gaudenzi join the Advisory Board. We look forward to working with Trevor and are sure his efforts and input will be welcome and greatly appreciated.

The Advisory Board works very closely with the Western District Health Service where a strong partnership has developed over the years. The Board are grateful for the support and thank the Chief Executive Rohan Fitzgerald, Manager Finance & Budget Nick Templeton and Director of Corporate Services Nick Starkie for their continued assistance and guidance.

I also want to acknowledge the work and support of the Visiting Medical Officers from the Hamilton Medical Group, who have delivered their GP services to the Penshurst Community. It is highly important to the Health Service that we as a community support this clinic.

Thank you to all members of the Penshurst Advisory Board who give generously of their time and expertise throughout the year, and to members of the broader community who have contributed to the life of PDHS in so many ways.

Margaret Eales
Chairperson



DIRECTOR OF NURSING

It is with great pleasure that I present the accomplishments over the past 12 months of the Penshurst Campus of the Western District Health Service.

A notable highlight has been our high occupancy level in the Nursing Home. Over the past year many new residents into our facilities have opted to "try" the system with either a respite or transitional care placement before making the decision to become a permanent resident. It is rewarding for everyone involved in this process as most of our residents come from the local community and can continue to call Penshurst "home". Ultimately, this means that the Penshurst Campus remains viable in our ability to offer high quality care, services and employment to the community.

The Penshurst Campus provides a warm and inviting environment and ensures that residents, patients and community members receive a high standard of care and service at all times. I would particularly like to acknowledge the staff, whose enthusiasm and commitment to their work enables the residents to lead a rich and fulfilling life, while living here. This is demonstrated on a daily basis where the Montessori program, which creates an environment that enables resident to participate in their care, continues to be embedded. All staff continue to work with residents to apply the Montessori principles of enablement and have implemented many improvements such as growing, cooking and eating fruit and vegetables; activities with children, from local schools and kindergartens, engaging in singing, reading, dancing and drawing and socially inclusive activities which include trips around the district which maintains a vital connection to the local community.

Over the past year our acute services have been assessed against the National Safety and Quality Health Service Standards; our aged care services received a support contact visit from the Aged Care Accreditation Agency and our kitchen has participated in an external Food Safety Audit. We passed each of these assessments and received positive feedback about our organisation which is a testament to the hard work and diligence of our staff in ensuring that they provide high quality care.

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 30 June 2017 and the evaluation and final report is near completion.

In line with our goal of "creating healthier communities" we continue to maintain strong partnerships with both the National Centre for Farmer Health (NCFH) and the Hamilton Medical Group (HMG). The NCFH facilitated monthly clinics with the aim of improving the health, wellbeing and safety of farm men, women and agricultural workers. In addition to this, we collaborated with the NCFH and the Penshurst Football Netball Club to provide a Social and Emotional Well-being Forum to about 50 participants, which included football and netball players, club members and a small number of community members. The focus of the forum was the Ripple Effect rural suicide project and how community members can contribute their information and insights about rural suicide to help develop strategies for more effective suicide prevention and better supports for all those affected. Doctors from HMG doctors consult from the Penshurst Medical Clinic on a rotational basis. This continues to provide an invaluable medical service to the resident and patients of the Penshurst Campus, as well as to the local community.

The generous support that the Penshurst community continues to provide to the health service is remarkable and includes an immense number of voluntary hours given so generously by so many dedicated people. These include individual volunteers, those who facilitate local raffles and market days, community members who give generously to our Hospital Door Knock Appeal, to membership on the Penshurst Hospital Ladies Auxiliary; all of which we are extremely grateful for. I sincerely appreciate the time, hard work and commitment to the Health Service that each and every person so willingly gives to ensure

that we are able to maintain the high standard of care that we do.

We have completed several capital improvements over the year, which have included the replacement of the cooking range, the update of driveway to the main entrance and the installation of storage compactors in our store room. PDHS continues to be generously supported by the community and we received donations from the Hospital Ladies Auxiliary to purchase an air conditioner for the community treatment room, a Coagu Check machine and television; Kelly's Merchandise donated money that purchased a lovely outdoor lounge setting for the residents at Kolor Lodge; the Penshurst Hotel & Patrons donated money that will purchase lounge chairs for residents and the Combined Churches Community Carols Committee donated money toward lifestyle activities for the residents.

I would also like to thank Mrs. Margaret Eales, Chair of the Penshurst Advisory Committee and thank her for her ongoing support of the Penshurst Campus. Thanks must also go to the Advisory Committee members who give so much of their time to provide us with their support and leadership. We also wish to thank Rick Jacobs for his generous commitment to the Penshurst Advisory Committee following her retirement after 3 years of outstanding service.

Finally, on behalf of the staff and residents, I wish to thank the Chief Executive Mr. Rohan Fitzgerald for his ongoing support and leadership over the past year. I look forward to embracing the coming year and continuing to provide a health service that supports the WDHS mission of "creating healthier communities".



Katherine Armstrong

Acting Manager / Director of Nursing

Our Services

Acute Care

- inpatient care for four acute care patients
- Transition Care
- Wound Care

Primary and Preventative Health

- Asthma Educator
- Chronic Disease Management
- Continence
- Counselling
- Diabetes Educator
- District Nursing
- Men's Health

Nutrition and Dietetics

- Palliative Care
- Physiotherapy
- Planned Activity Group
- Podiatry
- Women's Health

Aged Care

- Residential Aged Care
- Penshurst Nursing Home
- Kolor Lodge Hostel
- Independent Living Units - Penshurst and Dunkeld
- Leisure and Lifestyle

Men's Out and About Program

- Palliative Care
- Respite Care

HACC Services

- Meals on Wheels Service

National Centre for Farmer Health

- AgriSafe Clinics
- Health and Lifestyle Assessments
- Training and Education

Administration

- Auxiliary
- Business Support and Innovation
- Community Liaison

Facility management

- Finance
- Health Information
- Hotel Services
- Human Resources
- Learning and Education
- Library
- Occupational Health and Safety
- Quality Improvement
- Reception
- Security
- Volunteer Program



“...the team at Penshurst, including Nursing, Maintenance, Hotel Services, Administration and Leisure & Lifestyle work really hard to improve the care for the residents, around all aspects of the resident’s daily life.”



40

EPISODES OF IN-SERVICE EDUCATION
HAS BEEN PROVIDED



91%

INFLUENZA VACCINATION FOR STAFF



20 MIN ROUNDING FALLS RESEARCH

20

MINUTE ROUNDING
STAFF SUPERVISION EVERY 20 MINUTES

NURSE UNIT MANAGER REPORT

It’s been another busy yet very rewarding year at Penshurst. This year has seen changes and new initiatives introduced for the betterment of the service provision for our residents who are the key focus of the service.

The Montessori program is now fully entrenched into the program with staff involvement and enthusiasm high. The program focuses on promoting elderly resident’s opportunity to continue to undertake activities they have undertaken in their lives that they enjoy and that are stimulating and meaningful to them. The program is intended to maintain resident’s enthusiasm and enjoyment in day to day life.

The Ladies Auxiliary has been a continuous support in provisions of donations towards the service for residents benefit. A donation to cover the cost of a CoaguChek machine that monitors the blood levels of Warfarin in blood stream has resulted in residents no longer being required to undertake a monthly blood collection via needle and syringe. Instead the machine allows staff to take a skin prick test to measure the Warfarin levels similar to skin pricks for diabetics. Resident’s feedback is that they really appreciate this as less invasive testing. The time taken by

valued community representatives is appreciated.

One of the key areas that we continue to work on is falls management and harm minimisation. Over this year we participated in a 6 month falls research program from December 2016 to May 2017. The research was undertaken as there is a high falls rate in aged care and residents and many of the residents who fall do not regain previous levels of mobility and independence. A researcher was appointed across WDHS facilities to coordinate this research and the research was to ascertain if 20 minute rounding reduces the falls in Aged Care. High risk residents were consented to participate, families were provided information and staff were given education. At this point the researcher is analysing the outcome of the research and we eagerly await the outcome.

A key area to ensure is managed well in aged care is manual handling. We have appointed two staff to be responsible for this key portfolio. These staff have been active in ensuring all staff have competency in using lifting machines correctly and moving residents who may be confined to bed. This is important in reducing the likelihood of staff injury in aged care as well as ensuring resident safety and comfort

The Australian Aged Care Quality Agency undertook an unannounced visit during the year. A comprehensive assessment was undertaken

by the surveyors of both Kolor Lodge and the Nursing Home and all assessed standards were met. The surveyors were impressed with the level of staff and resident interaction during the time onsite and excellent feedback was provided to the surveyors when interviewing the residents about their general level of happiness in the facility and the level of care they have received.

We have had new clinical staff commencing over the year as well as graduate registered nurses and enrolled nurses. One of the key components to the settling in process to a new facility is around the orientation provided to the new workplace and a mentoring program that is offered. We have worked hard this year to provide this wrap around support for new staff; it has been very pleasing to receive feedback from the WDHS Human Resources Manager that surveyed graduates working across the organisation have indicated that the Penshurst facility has provided their best orientation and support over their placement this year.



Virginia Quirk
Nurse Unit Manager

LEISURE & LIFESTYLE REPORT

I have found my first full year as Lifestyle Coordinator to be both challenging and fulfilling. It has been an exciting year with quite a few highlights.

The Montessori Program has been implemented and is embedded as the basis of the lifestyle program, focusing on both what the residents can, and want to, do. This has resulted in residents contributing to the day to day activities of their home, such as setting tables for dinner, making their bed, folding their laundry and so on. It also encourages residents to continue to do activities that they have always done, as well as to try new things. It is lovely to hear the encouragement a resident is given when they are a little nervous about an activity. Sometimes it only requires a little encouragement for a resident to find a new pastime that they enjoy.

A few of the highlights include the monthly Men's and the Women's Out and About Programs. The residents enjoy the interesting places that we visit and benefit greatly from the social interaction with residents from the other facilities of WDHS. We also encourage the local schools and Kindergarten to visit regularly, with our activities together ranging from craft to using iPads together. The interaction between the residents and the children is always a delight. We have also had many guest speakers visit us here at Penshurst, from recounting travel experiences to telling us all about a hobby such as woodworking or cake decorating. We continue to celebrate special events together, such as Christmas, Easter, Birthdays, Mother and Father's Days and so on. Many an afternoon tea or special lunch has been enjoyed in the last year. We honor the traditions of Anzac Day and Remembrance Day, with the solemnity that they deserve, and the AFL Grand Final and the Melbourne Cup with the dedication of true Australians.

The Lifestyle Program benefits greatly from the support of the Penshurst Hospital Ladies Auxiliary who have donated money for new portable cd players to be used by residents, dementia specific jigsaws and craft activities, new cd's and dvds, an aromatherapy diffuser and money to complete the miniature train table. Thank you, your support is greatly appreciated by myself and the residents.

Regarding the miniature train table, our volunteer Tony Auden designed and built the table at the request of some of the residents, who wished to continue their interest in all things train related. Tony also donated some train engines and carriages, which have been supplemented by donations from a resident, Don Taubert. With the purchase of buildings and so on, our train table is finally looking like it is meant to, and it is lovely to see the residents using the table, as well as showing visitors how it all works.

On a final note, the lifestyle program is greatly enhanced by the contributions of time and effort from a small bunch of enthusiastic volunteers. I can't thank them enough for all that they do, from bus driving to leading activities, they add to the lives of the residents in many ways and I am grateful for their generosity of time and energy.

Beth Howlett - Leisure & Lifestyle Coordinator

INFECTION CONTROL REPORT

Penshurst has an Infection Control consultant who facilitates the infection control portfolio for the campus. This includes oversight of the infection control program, staff education and auditing.

Influenza Vaccinations

Staff and residents are offered the Influenza vaccination which commenced in April. The aim of vaccination is not just to ensure that staff members are immune before the influenza season arrives but to also provide protection to vulnerable patients, residents, family and community.

The overall the vaccination rate for influenza was 91% which exceeds the state target of 75%.

Hand Hygiene Audits

Penshurst Health Service provides quarterly results on their hand hygiene rate to Hand Hygiene Australia. Compliance has been maintained to meet the national benchmark of 80%. Staff complete annual competency training to support their understanding of the importance of hand hygiene.

Carolyn Templeton - Infection Control

EDUCATION AND TRAINING

At Penshurst, 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 Penshurst, 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 education (education that is held onsite) is planned and advertised with 3 sessions occurring on average each month. In-service education has included training on Medication management, Complaints management, Diabetes, No Lift and Emergency Procedures.

Education sessions are organised in the Learning and Development Centre of WDHS. These have included a 3 day Comprehensive Health Assessment of the Older Adult and a 3 day Dementia Essentials training.

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. Some examples of external training attended include Palliative Care, Medication Update Seminar, First Aid Training for Aged Care and Skin Integrity Education Day.

Hazel Saligari - Practice Development Nurse- Aged Care



PRIMARY AND PREVENTATIVE HEALTH



Social Support Group; We work together with you to help you stay socially connected, maintain health and wellbeing.



350

COMMUNITY ALLIED HEALTH SERVICES
SUPPLIED

49

SOCIAL SUPPORT GROUP SESSIONS

WITH AN AVERAGE OF 11 CLIENTS
AT EACH SESSION



ALLIED HEALTH

PODIATRY, PHYSIOTHERAPY, DIABETIC
EDUCATOR AND DIETITIAN SERVICES

Contenance and Stomal

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

The Contenance team of Jess McLeod, Sue Langley and Sara Derksen continue to provide care to outpatients and inpatients at Penhurst and the surrounding community.

Podiatry

Chaehyung Cho continues to visit Penhurst every week, providing podiatry services courteously and respectfully to out-patients and residents at both Nursing Home and Kolor Lodge.

Cho has engaged in reflective practice and participated in team meeting and In-Service education with Chief Podiatrist and senior Podiatrist to maintain and develop clinical and professional knowledge and skills.

Cho has worked in conjunction with other professionals from different disciplines to ensure patients receive optimal care.

Nutrition and Dietetics

The Dietetics department continues to be strongly supported by the community in Penhurst. Clients can be seen for a range of conditions including diabetes, gastrointestinal disorders, cardiovascular disease and more. Referrals are appreciated but not required for our clinics.

Noël Kelly continues to make regional visits to Penhurst twice a month. Noël very much enjoys working with both nursing and food service staff, providing nutritional management of the residents in the aged care facility and consulting with outpatients.

Speech Pathology

The Speech Pathology department is available to provide assessment and management of swallowing and communication disorders for residents and patients as needed. Speech Pathologists Claire Nailon and Jami Giles work closely with clients, their families and staff at Penhurst to ensure that everyone is eating and drinking safely. We also offer regular education for nursing staff as needed.

Physiotherapy

The Physiotherapy Department continues to provide a weekly service to the Penhurst and District Health Service, and values the need to provide a quality care service in this area of the Western District region.

We continue to see residents of the Penhurst Nursing Home and Kolor Lodge, as well as Inpatients in acute care and Outpatients. Clients under the Transitional Care Program (TCP) in Penhurst are also seen for weekly therapy.

The Physiotherapy Department also provides the therapists to implement the ACFI 4b Complex Care Pain Management for residents in Penhurst's Aged Care facilities. Through good communication and team work with the Penhurst staff, we strive to provide access to best practice health care for all residents and the general public.

The Physiotherapy team continues to enjoy their time at Penhurst, interacting with the vibrant staff and residents, and appreciates the excellent team environment and well organised facility. We are looking forward to continuing this service into 2017/2018.

PRIMARY AND PREVENTATIVE HEALTH

Women's Health

The Women's Health Nurse Practitioner has held several pap smear days at Penshurst during the last financial year. She now has the ability to bulk bill all appointments.

Women who have regular screenings are 90 per cent less likely to develop cervical cancer than those who don't. Many reasons are given for not attending for a pap smear including distance to travel, difficulty in obtaining suitable appointments as well as preference for a female practitioner. The provision of this service in the local community is an effective way to encourage women to have regular screenings.

Occupational Therapy

The Occupational Therapy department continues to provide services to Penshurst and District Health on an as needs basis. Referrals are received via the TRAK system and followed up as appropriate.

Occupational Therapy includes the following services:

- Inpatients -helping patients get home safely by completing home assessments, assisting with home modifications such as the installation of rails, ramps and other equipment, teaching skills to maximize independence with daily activities.
- Outpatients/ambulatory care - hand therapy, home-based assessments, assistance with daily living skills, and provision of equipment.
- Penshurst Nursing Home and Kolor Lodge – assistance as required with issues such as seating and pressure care needs, scooter or wheelchair assessments.
- Transitional Care Program –therapy sessions and interventions as required.
- Staff education and in-services as required.
- Social Support Group supervision and assistance

Social Work

Jaibu Philip, our new Social Worker commenced at WDHS March this year. Being the sole worker for the entire organisation, Jaibu responds to Social Work referrals from Penshurst campus. This includes Acute, Aged care facility and TCP clients.

Diabetes Education Service

Diabetes education services have continued at Penshurst over the past year with monthly visits from Megan McLeish. Megan offers support and information for people with diabetes, including type 1 and 2 diabetes, gestational diabetes and pre-diabetes. Megan provides practical assistance and equipment to help people effectively self-manage their diabetes and to prevent complications.

A diabetes educator can be a great resource when you want more information and / or motivation in the management of your diabetes. We can also link in with other health professionals, such as your GP, podiatrist, optometrist or dietitian. For people who have just been diagnosed, or have had diabetes for some time, diabetes educators are there to help along the way.

Being able to offer diabetes education closer to people's home means more convenience for rural people, and keeping our local communities healthy with diabetes is a priority for the WDHS Diabetes team.

Mac McInnes – Director Primary and Preventative Health

Social Support Group (previously Planned Activity Group)

We are known as CHARM – Caring, Healthy, Activities, Recreation and Music

We work together with you to help you stay socially connected, maintain health and wellbeing.

Due to change of funding to Commonwealth, our department has yet again gone through another name change. Planned Activity Group has been replaced with Social Support Group.

During the past year we have embarked on challenges and changes with the implementation of Commonwealth Home Support Program, HACCPYP and referrals going through My Aged Care portal. If you know someone who would benefit from Social Support Group, please refer them to us.

Social support Group meets weekly on Thursdays in Sheppard Centre and Attendance has been consistent with an average attendance of 10 – 12 weekly.

The program is developed together with member's requests, interests, strengths and goals and includes: Outings, Community Connections with Senior Citizens, schools, other Social Support Groups, Guest speakers, Cultural interests, Music, Health and Wellbeing topics and much more. This year our keen gardeners commenced attending the Dunkeld School Stephanie Alexander garden. An annual 3 day holiday is a highlight for those able to participate, this year we visited Harrow and Naracoorte areas during April.

We work with all our members closely to help them achieve their specific goals and wishes to remain independent, by promoting physical activity, cognitive stimulation, good nutrition, emotional wellbeing and social inclusion. We also provide opportunities to learn new skills Saturday Out and About group operated twice per month in the past 12 months, giving carers a day to themselves on the weekend. This program is funded by Barwon Health Carer Respite Services.

Staff and members greatly appreciate the assistance of volunteers in transporting members and helping on the day. The lives of our members' are enhanced and many wonderful opportunities are made possible with your support, assistance and friendship.

We sincerely thank PDHS management and staff for your ongoing support and assistance.

Brenda Uebergang - Co-ordinator



HOTEL SERVICES REPORT

Our department continues to provide freshly cooked meals on a daily basis for residents, visitors and staff as well as catering for special functions and occasions which include Christmas, Easter, Melbourne Cup, the AFL Grand Final and St. Patrick's Day. Resident's also celebrate their birthday with a freshly made birthday cake of their own choosing.

Our food is prepared according to HACCP principles and our food safety plan monitoring and documentation is a fundamental part of how we deliver safe quality food for our residents.

Audits conducted throughout the year include an annual External Health Officer Food Safety audit conducted in January 2017. The site assessment report detailed that the kitchen staff demonstrated an excellent ability in maintaining the food safety in the food services. It was noted that the kitchen had some renovations since the previous audit with new cupboards and bench tops. The kitchen was found clean and tidy with food stored in a compliant way. Staff, was observed in cleaning of the kitchen and all demonstrated the required skills to maintain and manage the food compliantly. From the food safety audit a certificate of compliance was given. Two 'observations to consider' were made to enhance and help meet food safety requirements.

Southern Grampians shire council food safety inspection was conducted in August 2016 we were found to be compliant in all areas with a comment noted that we have a well-organized kitchen and food storage a certificate of registration was issued.

Internal audits are conducted quarterly by Lesley Povey Hotel services facilitator Hamilton base hospital. No corrective actions have been documented or undertaken.

CLEANING STANDARDS

We have a committed and dedicated team of environmental service staff who take pride in ensuring that all areas meet required standards. In order to achieve this, we ensure all staff are appropriately trained and have the necessary equipment to undertake their various tasks. Monthly cleaning audits, which are undertaken in accordance with the department of health cleaning standards Victoria, are one way to ensure that standards are maintained. Every audit looks at specific elements within an area and scores accordingly. During the past year we have continued to score above the benchmark results with all audits conducted. The monthly audits are also an opportunity for any maintenance issues not previously reported to be identified and therefore actioned.

From the 1st of July environmental cleanliness of Victoria health facilities will be evaluated through accreditation to the NSQHS standards. The department of health and human services will discontinue the cleaning standards key performance indicator to eliminate duplicate reporting by health facilities in Victoria we will no longer be required to report cleaning audit results to the department.

Our annual non external cleaning audit was completed in October 2016. The results identified a very high level of compliance within the high risk areas and full compliance with the moderate risk areas.

Rhonda Hamilton - General Service Manager

FACILITIES AND EQUIPMENT

The Penshurst site along with the Independent Living Unit's at both Penshurst & Dunkeld are being efficiently managed by Richard Casey along with back up support by Hamilton maintenance staff.

Once again we would like to thank Tony Auden who volunteers his time with the grounds maintenance – the gardens are certainly looking a treat.

Some of the main works that have been undertaken at Penshurst in the last twelve months have been:-

- Kitchen upgrade with new commercial stove installed and
- Painting to main kitchen

Ongoing maintenance and planned service schedules have been the main focus in the last 12 months with some 997 work order requests and planned schedules completed for the year.

Trevor Wathen - WDHS Facilities Manager







The Health Service relies heavily on the support of its volunteers and acknowledges and appreciates their dedications and tireless contribution to improving the lives of residents and patients at Penshurst.

\$10,000

IN DONATIONS BY
PENSURST HOSPITAL
LADIES AUXILIARY



8 VOLUNTEERS

\$10,500

RAISED WITH THE HOSPITAL DOOR
KNOCK APPEAL

AUXILIARY

On behalf of the "Penshurst Hospital Ladies Auxiliary" it is with pleasure that I give you a report of their activities over the past 12 months.

The auxiliary meets on the 3rd Tuesday of each month with an average of 8-10 members, new members are most welcome.

Once again we have had a successful year and I would like to thank the Committee, volunteers and the community for their ongoing support.

Katherine Armstrong and Virginia Quirk share representation at meetings; they give an informative report on the proceedings of the hospital, plus a "wish list" of things that we can contribute to.

Our main focus is fundraising and this is achieved mainly in the catering area. This has included:

- The Dodge Veteran Car Rally
- Funerals
- Various Raffles
- Penshurst Show lunches
- Street stall at the Christmas Street Market and
- Stall at the Penshurst Hospital Market

This year we have donated \$ 10,000 towards the purchases of a new television for Kolor Lodge, an air conditioner for the consulting room, a

Coagu check Pro machine, along with donations to the Social Support Group (previously Planned Activity Group) and the Lifestyle Department for purchases of a C.D. player, a Garden Bed and to obtain items for the new Train Table.

Once again, I would like to thank Stella and Steve Boots for their support and Kit Boyd for her donations towards our catering functions.

To the members, volunteers and the community, I thank you, for your ongoing support and enthusiasm. This is greatly appreciated and it means the Auxiliary can ensure ongoing success.

Judy Drane - President Hospital Ladies Auxiliary

VOLUNTEERS

Volunteers enhance the lives of the residents, providing them with meaningful interaction and support with their leisure and lifestyle program.

A total of 8 individual Western District Health Service registered volunteers regularly provided support to our residents and staff over the past year.

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

- Visiting resident for discussion, company, and support
- Walks
- Reading to residents
- Crosswords, playing cards and games
- Manicures
- Cooking sessions
- Art sessions
- Gardening
- Football tipping
- Music and singing
- Spiritual Activities
- Group activities
- External outings
- Meals on Wheels

Jeanette Ryan – Volunteer Coordinator

FUNDRAISING EVENTS AND PROJECTS

Our generous donors and supporters make it possible for the Penshurst Campus of WDHS to purchase much-needed equipment and refurbish facilities to meet the needs of patients and clients.

We sincerely thank all those who contributed financially or in-kind in the 2016/17 year. A list of donors is shown later in this report.

Hospital Sunday Door Knock Appeal

Once again the Penshurst Community have displayed their generosity in their support of the hospital through the annual door knock appeal. The Penshurst community donated approximately \$ 10, 500 towards the local health service to contribute to its ongoing development. Sincere thanks must go to our local collectors including: Gwen Rentsch, Katherine Armstrong, Jenni Kinnealy, Don Adamson, Anna Watson and Carly Behncke.

Hospital Markets

Two Community markets were held in Penshurst with all proceeds being directed towards the Penshurst and District Health Service. Different stalls, including local arts and crafts, jewellery, Sourdough bread, jams preserves and gourmet tea and face painting. A sausage sizzle fed the hungry visitors and a Devonshire tea and a Mother's day hamper raffle was provided by the Hospital Ladies Auxiliary. We extend a big thank you to everyone who contributed to both days and in particular the Penshurst Community and Nanette and Pat Stanes for their support in making the day so successful. A total of \$ 1,850 was raised over the two markets.

Hampers, Raffles and Resident Trading Table

Various Hampers and fundraising raffles such as a Christmas Hamper, Easter Raffle were conducted during the year. Along with a Super 66 Draw (held over 10 weeks) and a 5 cent donation jar which is available at reception for visitors to empty their loose change into, which all assist to raise money for the Health Service. This totalled approximately \$ 838 for the financial year.

We also have a resident Trading table, which raised approximately \$ 418. Our residents make items and various community members donate items to sell on the table, of which the funds from this are put directly back into special activities and events for our residents to enjoy.



ADVISORY COMMITTEE

The Penshurst Campus of the Western District Health Service Advisory Committee comprises members of the community who are appointed to advise the Western District Health Service Board on issues in relation to the Penshurst Community and District on health needs and services.

The Advisory Committee's operation is governed by the by-laws, rules and standing orders of the Western District Health Service.

Functions of the Advisory Committee

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

- Review the performance and operations of the Penshurst and District Health Service.
- Be responsible for service planning, service delivery and service quality activities for the Penshurst 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 Penshurst and District Health Service) to the Board of the Service.
- The Committee conduct bi-monthly meetings.

The Advisory Committee are grateful for the assistance provided during the past year by Mr. Rohan Fitzgerald, Mr. Nick Starkie, Mr. Nick Templeton and staff of the Finance Department of the Western District Health Service in reviewing and planning performance, and Jenny Hutton the WDHS Board representative on the Advisory Committee.

Community Advisory Committee Members



**Margaret Eales
(President)**

Commenced with Advisory Committee: 2000

Term of Appointment: 2015-2018

Margaret, now retired, previously was employed as a Trainer Telstra Operator Assisted Services for 4 years prior to holding the position as Manager of Telstra Customer Service centre for 10 years.

Other than her service as President on the WDHS Penshurst Campus Advisory Committee, Margaret is currently the Vice President of the Penshurst Hospital Ladies Auxiliary, President of the Penshurst Senior Citizens Club, Member of the Caramut and District Garden Club, Editor of the Penshurst News and a volunteer of the Penshurst Campus Western District Health Service.



Jenny Hutton B.Ed. (WDHS Board representative on Advisory Committee)

Commenced with WDHS Board 2002

Jenny is a past secondary teacher and is currently Director of Community Relations and Development

at The Hamilton and Alexandra College. Jenny plays an active fundraising role in the community and is a Fellow of Educate Plus (Association of Development and Alumni Professionals in Education). Jenny was the President of the Penshurst Botanical Gardens (1995-2010) and was part of the Mulleraterong (2010) and Grange (2011) Fundraising Committees.



Tom Nieuwveld

Commenced with Advisory Committee: 2003

Term of Appointment: 2015-2018

Along with Tom's Service on the Advisory Committee he also holds the position

as a Justice of the Peace and is a member of the local C.F.A. and is also a member of the Wannon Water Advisory Committee.



Wendy Williams

Commenced with Advisory Committee: 2005

Term of Appointment: 2017-2020

Wendy spent approx. 35 years working for the Education Department of

Victoria as a Teacher, Historian, Archives and Records Management Officer in Charge and Principal.

She currently operates her own company which does Consultancy for Schools producing Annual Reports and Reviews including Data analysis, contracts workers to the mining industry. She is also a civil Celebrant qualified to undertake Marriages, Namings, Renewal of Vows, Funerals, Grief and Trauma Counselling, along with running a small farm which produces fine wool merinos.

Other than her service on the Advisory Committee she holds the position as Secretary/Treasurer of the Dunkeld & District Historical Museum, Justice of the Peace and qualified Bail Justice.



Trevor Godenzi

Commenced with Advisory Committee: 2016

Term of Appointment: 2016-2019

Trevor has been involved in the Health Care industry for nearly 35 years first as

a Volunteer for people with disabilities, then as a House Supervisor for Deaf/Blind children and also an Instructor at an Adult Vocation Centre in the disabilities field. Gaining two Nursing degrees Trevor then branched into Aged Care eventually Managing a 94 Bed Unit for the Freemasons' and subsequently as CEO of two Aged Care facilities, the most recent being Eventide Lutheran Homes in Hamilton. Trevor currently owns and operates a Wine Bar in Penshurst.



Don Adamson

Commenced with Advisory Committee 2010

Term of Appointment: 2016-2019

Don worked for 29 years with General Motors / Electronic Data Systems,

as an Information Security Officer and Computer room Supervisor, Despatch. He is currently semi-retired, however employed part time as a Personal Care Assistant is driving a bus for the Disabled and Aged.

He is also very active in the local community, volunteering his time as a driver for the Planned Activity Group, (ADASS), is a member of the Penshurst Show Committee, has been, and is still involved as a member of the Lions Club for 18 years, assists with the local Penshurst Community newsletter and has recently joined the Advance Penshurst Committee.



Lucy Cameron

Commenced with Advisory Committee 2011

Term of Appointment: 2017 – 2020

Lucy lives on the family farm near Penshurst with her husband Damian and

their sons Ben and Duncan.

She has completed a Bachelor of Engineering (Hons), Adelaide University.

For the past ten years she has worked for the Glenelg Hopkins CMA where she runs projects aimed at protecting rivers and wetlands. In her spare time she helps run the farm and Damien's Sheep pregnancy scanning business, and enjoys being a mum.

Other interests include reading, playing music, cooking and travelling.

CORPORATE GOVERNANCE



Anna Watson

Commenced with Advisory Committee 2014

Term of Appointment: 2017 – 2020

Anna is the Bank Manager at the Dunkeld & District Community Bank® Branch of Bendigo Bank and has over 25 years of banking experience. She is the Secretary and Treasurer of the Penshurst Lions Club, the Treasurer of the Penshurst A & P Society (show)

and the Treasurer of the Mininera & District Football League. Anna enjoys travelling, especially to warm places and reading.



Richard Jacobs

Commenced with Advisory Committee 2014

Term of Appointment: 2014 – 2017

Rick is a member of the Victoria Police and is currently Station Commander at Penshurst Police Station (7 years). He has worked in the Western District for 16 years and has a Diploma in Investigation. He served for 12 years with the

Australian Army with the Special Investigation Branch. Rick has served on many committees in various locations across Victoria and is the current President of Penshurst Lions Club and President of the Penshurst RSL Sub Branch.

HONOUR ROLL PENSHURST & DISTRICT HEALTH SERVICE

LIFE GOVERNORS:

MR. G.G. BURGER *

MR. E. COTTRILL *

MR. F. DUNKLEY *

DR. L. JENKINS

MRS. E. KINNEALY *

MR. W. LEWIS *

MR. A. THORNTON

Pastor E.W. WIEBUSCH *

MR. A. COTTRILL *

DR. J.D. FLEMING

MR. T.A. RENTSCH*

MR. J. RYAN *

MR. F. SCHRAMM

MR. R. SCHRAMM *

MR. J.O.W. SMITH *

MRS. H.M. LINKE *

MR. H. MIRTSCHEIN *

MR. N. KRUGER

MR. T.D. HUTTON

PRESIDENTS OF THE BOARD OF MANAGEMENT:

1956-1959

Pastor E.W. WIEBUSCH *

1959-1961

Rev. C.A. GIBSON*

1961-1966

MR. R. CHESHIRE*

1966-1969

MR. J.G. RYAN *

1969-1974

MR. K. CROPPER *

1974-1977

MR. G.G. BURGER *

1977-1988

MR. W.J. LEWIS *

1988-1994

MR. T.A. RENTSCH*

1994-1998

MR. T.D. HUTTON

CHAIRPERSONS OF THE ADVISORY COMMITTEE

1998-2000

MR. R. GREIG

2000-2007

MR. P. HEAZLEWOOD

2007-2009

MR. T. NIEUWVELD

2009-2012

MR. L. PATON *

2012-pres

MRS. M. EALES

MATRONS / DIRECTORS OF NURSING:

1956-1957

MRS. J. CHESSWAS *

1957-1958

MRS. E. FAIRHURST

1958-1959

MRS. A. PITT

1959-1960

MS. M. HIGGINS

1960-1966

MRS. E. WILSON *

1966-1971

MISS. S. MURPHY

1971-1975

MRS. J. FLYNN *

1975-1978

MS. A. BLACK

1978-1979

MRS. G. HARRINGTON

1979-1984

MRS. M. JEREMY *

1984-1987

MR. J. DRUMMOND

1987-1992

1992

1995

1999

DIRECTORS OF NURSING / MANAGER:

1992-1995

1995

1995-1998

1998-1999

1999-2003

2003

2004-2008

2008-2010

2010-2011

2011-2013

2013-2015

2015-pres

NURSE UNIT MANAGERS:

2002-2003

2003-2011

2008

2011-2013

2013-2014

2014-2016

2016- Pres

MEDICAL PRACTITIONERS:

1956-1958

1958-1963

1963-1970

1970-1982

1982-1985

1985-2006

2006-2011

2008-Aug 08

2010 – July 14

July 2014 - Feb 15

Feb 2015 – Dec 15

2016 – Present

MS. E. DUCKMANTON

MS. C. FRECKLETON (Acting DON) *

MRS. N. GASH (Acting DON 5mths)

MRS. C. TEMPLETON (Acting DON 3 mths)

MS. M. DADSWELL (DON/Administrator)

MS. J.A. DAVIS (Honorary Administrator 5 mths)

MS. J. ROSS (DON/Administrator)

MS. J. ROSS (Manager/DON)

MRS. J. BURTON (Manager/DON)

MRS. J. PATON (Acting Manager/DON 3 mths)

MR. D. CLARKE (Manager/DON)

MR. D. MALONE (Manager/DON)

MRS. J. PATON (Acting Manager/DON 6 mths)

MR. A. DOULL (Manager/DON)

MRS. B. ROBERTS (Manager/DON)

MRS. K. ARMSTRONG (Acting Manager/DON)

MS. A. O'BRIEN

MRS. J. PATON

MRS. B. JOOSEN (6mths)

MRS. A-M WHEATON

MRS. C. TEMPLETON (Acting NUM)

MRS. JUNE MORRIS

MRS. VIRGINIA QUIRK

DR. J.P. WATT *

DR. R.J. LEITCH *

DR. A.I. MacKINNON

DR. L. JENKINS

DR. A. ARKELL

DR. J.D. FLEMING

DR. M. FORSTER

DR. J. BANERJI

DR. M. ABDULLAH

Dr. IFRAN HAKEEM

DR. LOBA HAQUE

Hamilton Medical Group – on a rotating Dr. basis.

* Denotes deceased

ACKNOWLEDGEMENT



Tony is a wonderful example of someone who is continually giving his time to the town of Penshurst and in particular the local Penshurst and District Health Service.

He is a man who does not chase recognition for the work he does within the community but is truly committed to the work that he does for the service.

In his volunteer role at the Hospital, Tony attends to the garden for up to 12-16 hours plus per week and also helps out with other smaller tasks where needed. He has been volunteering at the local Hospital for over 15 years.

Visitors and community regularly comment on the way the garden is presented and maintained.

Tony came to this area after working on a farm at Caramut and now lives at Minhamite. His other 'pet hobby' is building and showing model railway trains and is currently working with the residents to design a railway for our facility.

Tony is a person who is reliable, hardworking and always willing to make himself available to help others.

Our town relies on many Volunteers to help deliver a fantastic service to our local community and it is people like Tony Auden who do it for the enjoyment and the pleasure they get from helping others. PDHS staff and residents congratulate Tony on receiving the 2017 Lion's Club of Penshurst Community Service Award.

DONATIONS

General:

Penshurst Hospital Ladies Auxiliary
Kellys Merchandise
Estate of the Late Leo {Sandy}
O'Brien
Penshurst Hotel and Patrons
Tony Auden
Don Adamson
William Agar
Katherine Armstrong
Stuart Burger
Mr. Clinton Burger
Peter Besgrove
Bethlehem Lutheran Church Tabor
Mrs. Kit Boyd
B. Barker
Peter & Helen Brown
Margery Carpenter
Glen & Rachel Cameron
Henry and Karen Cameron
Michael & Marcia Cameron
Combined Churches Community
Carols Committee`
K. & M. Doyle Partnership
Alan Eales
Richard Eales
Mrs. Barbara Finlay
Nathalie Gash
Ken Holmes
Brian Holmes

Hawkesdale CWA
Chris & Sarah Hines
Barry & John King
Bill & Jenni Kinnealy
Scott & Alex Kinnealy
Neville & Shirley Kruger
Sheila Kirn
Peter Linke
Ian and Robyn Linke – Sth Kolor
Partnership
Neville Linke
Richard Mann
Stuart & Heather McKenry
David and Lyn Munro
Rhoda Mirtschin
Colin & Kath Mirtschin
Wayne McDonald
Julie Morice
Brian O'Brien
Bron & Brent Page
Judy & Graeme Page
Page Livestock
Myra Pohl
Gwen Rentsch
Mr. Marcus Rentsch
John & Annette Rentsch
James and Monica Rentsch
Simon & Tania Rentsch
Norm & Marilyn Rentsch
Ross & Leanne Stewart

Sawrite Ptyl Ltd.
Tom Schoefield
Nanette and Pat Stanes
Tabor Ladies Guild
Ian Thomson
Lesley Toyer
Leigh and Natalie Uebergang
Uniting Church Penshurst
John and Beryle Watson
John and Jenny Watt

Gifts in Kind:

Katherine Armstrong
Don Adamson
Mr. Tony Auden
Sherin Almac
Katie Benson
Carli Behncke
Helen Brown
Lucy Cameron
Rev. Peter Cook
Joy Darroch
Sue Davenport
Dunkeld Red Cross
Judith Drane
Rosemary East
Mrs. Margaret Eales
Liz Ewing
Irene Edwards

Kath Edlich
Gerry Eykels
Mrs Kathleen Golding
Trevor Godenzi
Hospital Ladies Auxiliary
Jenny Hutton
Mr. Rick Jacobs
Mrs Janet Kelly
Jenni Kinnealy
Brenda Mirtschin
Tom Nieuwveld
Jo and Graham Music Mortlake
Penshurst Hotel Patrons
Penshurst Primary School
Penshurst Kindergarten
Gwen Platt
Gwen Rentsch
Dorothy Sherlock
Janet Shalders
St. Joseph's Primary School
Tabor Male Choir
Anna Watson
Wendy Williams

There are many individuals who give their time or other gifts in kind (including donations, sponsorships and assisting fundraising functions. Your efforts are greatly appreciated

STAFF SERVICE MILESTONES

5 YEAR	10 YEAR	15 YEAR	20 YEAR	25 YEAR
Jishamol Abraham Juby Jacob Precy O'Meara Rebecca Siemon	Kate O'Neill	Margaret Meulendyks	Carolyn Templeton	Katherine Armstrong

STAFF OF PENSHURST CAMPUS

CHIEF EXECUTIVE:

ROHAN FITZGERALD BCOM

Rohan commenced as the Chief Executive at Western District Health Service in August 2014. He was previously the Chief Executive at Stawell Regional Health and has held senior director positions at Latrobe Regional Hospital and Central Gippsland Health Service.

Rohan has held numerous board positions including serving on the board of Health Purchasing Victoria and was also a Latrobe City Councillor. Prior to entering the healthcare industry Rohan worked in the commercial finance sector. He is passionate about rural healthcare and encouraging the creation of healthier communities.

ACTING MANAGER/DIRECTOR OF NURSING:

KATHERINE ARMSTRONG RN, BApp Sci (Nursing), Grad Cert Bus Admin.

Katherine has worked at the Hamilton Campus for the last 25 years in a number of positions in Aged Care, including Nurse Unit Manager and Aged Care Quality Coordinator. Katherine's most recent position is the Assistant Director of Nursing – Aged Care (Hamilton Campus)

NURSING

UNIT MANAGER

VIRGINIA QUIRK RN, RM, Grad Dip. Family & Child Health (from January 2016)

Virginia has held senior management positions in the public health system and brings with her substantial experience in clinical oversight, quality management, driving organisational change and customer service; working with both patients and staff.

PENNY HOLMES (One day per fortnight)

AFTER HOURS COORDINATORS

CAROLYN TEMPLETON RN, Cert. Ster. & Inf. Control, Hep.C/HIV counsellor, Nurse Immuniser
JULIE CARTER (COSTELLO) RN

ASSOCIATE NURSE UNIT MANAGERS

JANE BARTLETT
JUBY JACOB
PENNY HOLMES
JISHAMOL ABRAHAM
JANETTE RANTALL

REGISTERED NURSES

DZINTRA CLARKE
RACHAL THOMSON (Ceased Employment 24.6.17)
SUSAN RICHARDSON

ENROLLED NURSES

KATE JACKSON
JAN NICHOLSON (Ceased Employment 30.10.16)
LYN PEACH
MARGARET MEULENDYKS
KIM CAMERON
KATE O'NEILL
SALLY CASEY
TERESA HOLMES
JOSCELYN MIBUS
REBECCA SIEMAN
LAURA IRVING (Contracted: 2.5.2016 to 17.4.17)
RACHEL PHILLIPS (Contracted: 3.10.16 to 16.7.17)

PERSONAL CARE WORKERS

CHERYLE CASEY
PAULINE McLEAN
JOY LAMBOURN
MARIE SHAW
SHANE BENGE
BEVERLEY OLLE

SUPPORT SERVICES

GENERAL SERVICES MANAGER

RHONDA HAMILTON

FOOD AND DOMESTIC SERVICE ASSISTANTS

LIZ EWING
BELINDA HILL
LEEANNE CAMERON
NORELLE BENSCH
ROBYN SMITH
DIEDRE MATUSCHKA (Ceased Employment 9.9.16)
BIANCA KELLY
PRECY O'MEARA
TESSA BENGE
FENELLA CAMPBELL
SAMANTHA MILLER
SONAM CHODEN

EDUCATION

HAZEL SALAGARI

LIFE STYLE CO-ORDINATOR

BETH HOWLETT

MAINTENANCE

RICHARD CASEY

ADMINISTRATION ASSISTANTS

GWEN RENTSCH
HEATHER McKENRY
MELISSA PYE

SOCIAL SUPPORT GROUP

BRENDA UEBERGANG (SSG Manager)
KATE COOTE (SSG Co-ordinator)
MICHELLE MASLEN
JUDY THORNTON
JESSIE ANDERSON (Maternity Leave)
RUBEN ROSS
MICHELLE ELLIS

Penshurst and District Health Service

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

	2016/17 \$	2015/16 \$
<i>Revenue</i>		
State Government Grants	1,801,001	1,756,497
Patients Fees	1,903,632	1,748,287
Other Revenue	87,874	84,987
Transfer of Accommodation Charge	-	30,000
<i>Total Operating Revenue</i>	3,792,507	3,619,771
<i>Expenditure</i>		
Salaries & Wages	2,917,114	2,769,028
Direct Expenditure	223,537	232,800
Overheads	632,329	602,184
<i>Total Operating Expenditure</i>	3,772,980	3,604,012
<i>Operating Surplus</i>	19,527	15,759
<i>Capital Items</i>		
Fundraising and Donations	317,156	38,908
Ingoing Residential Charges - Aged Care	400,775	351,815
Transfer of Accommodation Charge	-	(30,000)
Capital Grants	-	96,420
Surplus on sale of assets	-	1,818
Expenses using Capital Income	(3,065)	(5,865)
Depreciation	(432,986)	(423,638)
<i>Health Service Result</i>	301,407	45,217

Statement of Changes in Equity

<i>Total equity at beginning of the year</i>	9,448,560	9,403,343
Net result for the period	301,407	45,217
Gain on Revaluation of Land & Building	-	-
<i>Total equity at end of the year</i>	9,749,967	9,448,560

FINANCIAL STATEMENTS

Penshurst and District Health Service

Balance Sheet as at June 30, 2017

	2017 \$	2016 \$
<i>Equity</i>		
Accumulated Surplus / (Deficits)	6,196,687	6,365,917
Asset Replacement Reserve	623,638	428,280
Asset Revaluation Reserve	2,472,604	2,472,604
Specific Purpose Reserve	457,038	181,759
<i>Total Equity</i>	9,749,967	9,448,560
<i>Current Liabilities</i>		
Payables	-	-
Employee Entitlements	475,182	482,998
Monies Held in Trust	953,977	1,024,826
<i>Total Current Liabilities</i>	1,429,159	1,507,824
<i>Non Current Liabilities</i>		
Employee Entitlements	66,526	93,102
<i>Total Non Current Liabilities</i>	66,526	93,102
<i>Total Liabilities</i>	1,495,685	1,600,926
<i>Total Equity and Liabilities</i>	11,245,652	11,049,486
<i>Current Assets</i>		
Cash at Bank	3,354,261	2,648,285
Investments	278,505	271,212
Receivables	91,283	130,505
Monies Held in Trust	953,977	1,024,826
<i>Total Current Assets</i>	4,678,026	4,074,828
<i>Non Current Assets</i>		
Land, Buildings, Plant & Equipment	8,135,444	8,109,111
Accumulated Depreciation	(1,567,818)	(1,134,453)
<i>Total Non Current Assets</i>	6,567,626	6,974,658
<i>Total Assets</i>	11,245,652	11,049,486

Our vision

Excellence in healthcare, putting people first.

Our mission

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

Our values

Integrity

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

Innovation

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

Collaboration

We will actively work together in teams and partnerships.

Accountability

We will take personal responsibility for our decisions and actions.

Respect

We will value all people's opinions and contributions.

Empathy

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

Farewell



*Don't weep at my grave, for I am not there,
I've a date with a butterfly to dance in the air.
I'll be singing in the sunshine, wild and free
playing tag with the wind while I am waiting for thee.*

