

# 2016 PENSHURST ANNUAL REPORT





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 District 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





## Montessori

MODEL OF CARE INTRODUCED

# 100%

AGED CARE ACCREDITATION  
ACHIEVED

# 21

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

# 7

AGRISAFE CLINICS



NEW HEALTH SERVICE BUS



**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.**

## ACCREDITATION

### Australian Aged Care Quality Agency Standards

Penshurst Aged Care facilities successfully attained compliance with all 44 Aged Care Quality Agency Standards following their site audit in August 2015. There is an ongoing commitment to maintain accreditation which includes audits, quality improvement activities and resident/relative meetings.

A further review was conducted during an unannounced visit that occurred in April. The facilities passed the review which focussed on quality improvements and care recipient satisfaction. The assessors complimented the high standard of care and indicated all residents were very positive in relation to all aspects of care.

### National Safety and Quality Health Service Standards

Integration and sustainability of the National Standards has been achieved through promotional and compliance activities in preparation for accreditation in October 2016. Registered Nurses hold portfolios for each standard and are responsible for staff education, promotion and activities.

### AGRISAFE CLINICS

AgriSafe clinics have been facilitated by the National Centre for Farmer Health for the farming community in the Penshurst, Dunkeld, Caramut, Macarthur and Hawkesdale area at the Penshurst Campus of WDHS from August 2015 through to June 2016. Monthly clinics are held at the Penshurst Campus with the aim of improving the health, wellbeing and safety of farm men, women and agricultural workers.

An AgriSafe clinic involves a comprehensive 90-minute health assessment, including cholesterol and blood glucose testing; blood pressure; hearing, skin and vision screenings and occupational health history surveying. Education and recommendations for personal protective equipment is provided and includes the fitting of masks and respirators correctly.

## MAINTENANCE STORAGE SHED

Penshurst District Health service staff and residents continue to be generously supported by the Penshurst Hospital Ladies Auxiliary. This year the Auxiliary have donated approximately \$22,000 towards the purchase and construction of a much needed maintenance and storage shed. An official opening of the shed by Chief Executive Rohan Fitzgerald was held on Tuesday 19 April, 2016 with members of the Hospital Ladies Auxiliary, Hospital Advisory Committee, volunteers, staff and residents in attendance followed by an afternoon tea.

## PHYSIO PROVIDING ACFI COMPLEX PAIN TREATMENTS IN AGED CARE

In August, the WDHS Physiotherapy Department commenced providing treatment for chronic pain management to residents in Penshurst. The treatment is delivered by an Allied Health professional and involves therapeutic massage and / or pain management using special equipment. It is delivered on an ongoing basis, as required by the resident, for at least four days per week.

## MONTESSORI MODEL OF CARE

Throughout 2015 - 2016, Penshurst Nursing Home and Kolor Lodge management and staff participated in the Leadership in Dementia Practice (Montessori Model) Project to embed Montessori principles into everyday practice, based on the educational philosophies of Dr Maria Montessori where each individual is at the centre of their care.

Knowing the resident well and supporting their individual strengths and abilities, in a supportive environment, is core to the philosophy.

The team identified 'roles' for residents that include gardening, cooking, setting / clearing tables and serving morning tea - familiar activities that the resident used to do at home. Other improvement projects included improved signage, music therapy, creating a designated space for an office (with a desk for reading and letter writing), activities / games area along with a book and DVD library that residents can access independently.





The Leadership team continue to meet regularly and continuously identify, plan and communicate ideas that are consistent with the philosophy and will help improve the lives of the elderly and those living with dementia.

The benefits of the Montessori model of care include:

- Better care outcomes for those living with dementia
- Freedom of choice
- Increased sense of importance and satisfaction
- Improvement in behaviours often associated with dementia i.e. wandering.
- Improved sleep patterns

## RISK MANAGEMENT

### Falls Management

There has been an increase in the number of residents with cognitive impairment in the Nursing Home which has resulted in an increase in the number of falls. The staff at Penshurst continue to implement strategies to reduce the number of falls and support improved resident safety, through the purchase of equipment, through an organisational review process of falls management equipment; facility representation at the organisational falls workgroup which includes review of frequent fallers and consideration of best practice strategies for these residents; completion of environmental audit and review of Aged Care Falls Guidelines; strength training and exercise programs offered; Physiotherapy, Occupational Therapy, Continence and Dietetic referrals made as required and review of medication.

### Medication Management

Medication incidents are analysed at the organisational Medication Advisory Committee with recommendations and feedback provided to staff at all facilities. Improvements include: Implementation of the Webster 7 medication system across WDHS; staff education; checking of medication charts each shift; do not disturb aprons to help prevent distractions; safety Cross calendar; external medication reviews conducted; and a reconciliation process established to validate Webster packs.

### Pressure Injury Management

The incidence of pressure injury continues to decrease with best practice management including risk assessment of all residents and where indicated implementation of pressure area care, pressure area mattresses and pressure relieving equipment along with staff education. All pressure injuries are analysed by the staff in The Infection Control / Wound Department. Each facility has wound care nurses under the expert guidance of the wound care and infection control consultants. Pressure prevention equipment purchased this year includes: heel lift boots; equigel chair cushions; heel and back wedges and a bariatric airflow mattress.

### HAMILTON MEDICAL GROUP PARTNERSHIP

Following the closure of the Tristar Medical Clinic at Penshurst in December the Health Service announced a new partnership between WDHS and the HMG to deliver GP services to the Penshurst Community, the Penshurst Nursing Home and Kolor Lodge. The HMG run a twice weekly clinic which is used consistently by the community in addition to the invaluable service provided to the residents and patients at the Penshurst Campus.

### BUS

The Health Service proudly took ownership of a new bus in May. Having a dedicated bus for the Penshurst Campus enables us to offer the resident's and Planned Activity Groups a variety of activities within the community which they are safely and effectively transported to.



It is a pleasure to present the annual report of Penshurst & District Health Service Advisory Committee for 2016. A highly successful year in the life of our health service, a year that has seen a number of significant developments and changes as we respond to the rapidly growing demand for services but constrained financial resources.

Penshurst District Health Service has continued with a conservative approach in addressing our funding challenge and this has resulted in a sound financial result for the year. The health service has a committed and dedicated staff, all of which takes pride in providing the best possible care to many patients across the region.

Services available and provided at the health service are: medical care, podiatry, physiotherapy and dietetics.

The general facilities at Penshurst include, spacious gardens and safe walking paths under cover and shady seating areas. Open visiting hours demonstrates an emphasis on a relaxed and comfortable environment. Families are encouraged to participate in the activities of residents and be involved in the planning of their care. Residents participate in a busy program of recreational activities including participation in local community clubs and events.

I wish 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 Australian Aged Care Quality Agency. I thank you all for your dedication and care to our residents.

I wish to thank our reliable team of collectors who gave up their time again this year to assist with the annual door knock appeal. Thank you to the community for your ongoing support and generosity to this appeal. All donations collected will go towards the development and operation of the Penshurst Hospital.

The board is extremely grateful for the time given by all volunteers who so readily help out continually throughout the year. Volunteers are critical to the success and development of all organisations and the Health Service is no exception. The Ladies Auxiliary has once again worked tirelessly over the year to raise \$25,020 for the hospital. Their commitment to fundraising remains an enormous support to the hospital, as funds raised from their vigorous efforts assisted the hospital in purchasing a storage shed / carport, a bariatric bed and mattress and two bed alarms.

If you are interested in joining a community group, as a volunteer, please consider this willing, caring and happy band of women who meet at 1.30pm on the 3rd Tuesday of each month here in the Sheppard Centre.

I also want to acknowledge the work and support of the Visiting Medical Officers from the Hamilton Medical Group, who following the closure of Tristar have delivered their GP services to the Penshurst Community

The Advisory Board works very closely with the Western District Health Service where a strong partnership has developed over the years.

Thank you to all members of the 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.

I would also like to acknowledge the service of Mrs. Jenni Kinnealy and her commitment to the Penshurst Advisory Board over the past 9 years. The Advisory Board are grateful for the support and thank Mr Rohan Fitzgerald and Mr Nick Starkie for their continued assistance and guidance.

I look forward to continuing to serve our local Community in the coming year.



**Margaret Eales**  
Chairperson



Having commenced my role in July 2015, following the secondment of Mrs. Bronwyn Roberts to the Coleraine Campus, I have been managing the Penshurst Campus for the past year and have thoroughly enjoyed the challenge that it has offered. I would particularly like to acknowledge and thank Bronwyn for her hard work and dedication to the Penshurst Campus during her 18 months as Director of Nursing and also the staff, residents, relatives, volunteers, Advisory Board and local community for welcoming me to Penshurst. The past year has provided both challenges and successes, both of which have moulded the Penshurst Campus to continue to be a vibrant and welcoming facility.

A constant challenge is maintaining maximum occupancy of the aged care facilities to ensure that our service remains viable. Ultimately, this means that at Penshurst we will continue to offer high quality care, services and employment to the community. Having faced a decline in occupancy for the first half of the year, it is heartening to see this improve over the last six months, both Penshurst Nursing Home and Kolor Lodge Hostel almost at capacity. WDHS employs an Aged Care Placement Coordinator whose role is to assist with appropriate placement of residents into our aged care facilities. This role has been paramount with improving and maintaining our residential occupancy status.

I would like to commend the staff for their optimism and effort in ensuring that all residents and patients continue to receive a high standard of care at all times. This was formally demonstrated through our most recent accreditation audit in August 2015, where both facilities successfully attained compliance with all 44 Aged Care Quality Agency Standards. The accreditation process provides an opportunity for

staff to demonstrate their continuous commitment to providing quality care for the residents of both Penshurst Nursing Home and Kolor Lodge Hostel. The accreditors specifically acknowledged the "lovely, warm, and welcoming facility" and "warmth" was used by many residents to describe their home. I am confident that this will again be reflected during our imminent acute care accreditation audit in October.

The past year has seen us partner with both the National Centre for Farmer Health (NCFH) and the Hamilton Medical Group (HMG), as we continue to expand the types of health services that we provide to the community. The NCFH has facilitated monthly clinics with the aim of improving the health, wellbeing and safety of farm men, women and agricultural workers; each clinic has had an extremely positive uptake. We are proud to be able to continue to provide a valuable medical service to the Penshurst community with the HMG commencing services to the Penshurst Campus in December 2015 and the wider community in March 2016.

The generous support that the Penshurst Community provides to the health service, year after year, is truly outstanding. The variety of support that we receive is immense, ranging from 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 dedication that each and every person so willingly gives to ensure that we are able to provide the best level of care to every customer of the Penshurst District Health Service.

I particularly wish to acknowledge the Penshurst Hospital Ladies Auxiliary, who this year

have donated over \$ 25 000. This generous contribution represents many years of hard work and commitment to the Penshurst Campus and many hours of voluntary time given to fundraise for equipment and improvements to the facility. This amazing sum of money has purchased our new maintenance shed and carport, in addition to a bariatric bed and falls management equipment.

I would also like to thank Mrs. Margaret Eales, Chair of the Penshurst Advisory Committee and congratulate her on receiving the 2015 Shire of Southern Grampians Senior of the Year Award for her dedication and voluntary service in the community. Improving the lives of those around her is always at the forefront of Margie's work as a volunteer and leader of our community. We congratulate Margie on being a very deserving recipient of this award and thank her for her fantastic 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 Mrs. Jenni Kinnealy for her generous commitment to the Penshurst Advisory Committee following her retirement after 9 years of outstanding service.

Finally, on behalf of the staff and residents, I wish to thank 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 physical, mental and social well-being of the Penshurst community.



**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



31

ACUTE DISCHARGES  
FOR 2015/16 FINANCIAL  
YEAR

6

TRANSITIONAL CARE  
PROGRAM CLIENTS



36 IN-SERVICE EDUCATION  
PROVIDED FOR YEAR BY  
WDHS

91%

2016 STAFF INFLUENZA  
VACCINATION PROGRAM

88%

HAND HYGIENE RESULT



**"...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."**

## NURSE UNIT MANAGER REPORT

It's been a busy yet very rewarding time since my appointment to the position of NUM, firstly in an "acting" capacity from January 2016 then as a permanent position commencing in March 2016.

I was very fortunate to be involved in the Montessori training program along with a very dedicated Leadership Team of staff from all areas of the service at Penshurst Campus. The Montessori program focused on teaching staff how to promote elderly resident's still being able to undertake activities that they enjoy and that are stimulating and meaningful to them. The program was developed initially for people with dementia but is very valuable for all residents who are in care and the aim is to relate to the needs of residents in our care and keep them motivated so they feel valued and have a sense of purpose.

Implementation of this program has seen the introduction of an increasingly varied calendar of Leisure & Lifestyle events developed, including movie events catering for movies that appeal more to men than women and vice versa, high tea, fashion shows are planned, the garden has expanded and residents enjoy their produce that is cooked in our kitchen. Reading and discussion groups are very popular and provide much hilarity and laughter with resident sharing their lives with each other. Staff use the techniques in all aspects of day to day interaction with all the residents.

There has also been more community involvement with visiting local schools coming to the centre to entertain and learn from older residents. One of the key areas that we continue to work on is falls management and harm minimisation. Our Ladies Auxiliary kindly donated money for the purchase of bed alarms which alert staff when a resident likely to fall or has got up from the bed, particularly at night. Extra

funding also allowed the purchase of wireless alarms to be placed beside resident's beds to alert staff if an unsteady resident gets out of bed. The absence of cords for these mats is such a bonus both for residents and staff that also could be caught in the cords if not taking care.

Since commencing I have seen the team at Penshurst, including Nursing, Maintenance, Hotel Services, Administration and Leisure & Lifestyle working really hard to improve the care for the residents around all aspects of the resident's daily life.

We could not do without the support of the Ladies Auxiliary, the Volunteers and the Advisory Committee. Key events they have undertaken and donations provided allow Penshurst Hospital to grow. The time taken by valued community representatives is appreciated.

It's always really heartening when I see new nursing graduates coming on rotation to Penshurst and being told "I can't wait to come as I hear such good things about Penshurst".

A new casual staff member who had been appointed across WDHS was asked recently where she preferred to work; the reply was "Penshurst of course". Comments such as these gives me great satisfaction as Penshurst is clearly a desired place to work.



**Virginia Quirk**  
Nurse Unit Manager



## LEISURE & LIFESTYLE REPORT

Twelve months has seen a lot of change in the Leisure and Lifestyle Department at the Penshurst and District Health Service. We have farewelled Irene Edwards, who has left us for the quieter realms of retirement. Carol Fennell spent seven months with us before leaving to focus on her studies and her work at The Birches. I was lucky enough to start work here in April of this year and will continue in the role full-time.

When I commenced working here, WDHS was in the middle of implementing the Montessori Program into each of its' aged care facilities. At the Penshurst and District Health Service, time had been spent educating hospital staff, the residents and their relatives and carers. With ongoing education and support from the consulting team from Alzheimer's Australia, we saw the principles of the program being integrated into the everyday care and lifestyle of our residents. The Montessori principles will remain the basis on which the leisure and lifestyle program is built, enabling the program to meet the individual needs of the residents.

We have established the Wattle Café for residents and visitors to spend time together in an informal setting which affords a degree of normalcy and privacy. Residents can share a coffee or a meal with their visitors and the café has also become a lovely place to participate in small group activities. With the male residents in mind, Blokes' Corner was established, a comfy area set up for the exclusive use of the male residents and their visitors. Blokes' Corner is located near the rooms of the majority of the male residents and styled and equipped to appeal to masculine interests. This has proved a popular area, especially during football season, with gathering for drinks and nibbles to watch football games on television.

The facility has recently taken possession of a replacement bus. It has wheelchair access and seating for twelve with updated seatbelt/safety belts which are easier to use and save us time. Residents are very appreciative of having this transport available and have enjoyed many outings, too numerous to mention. Both the men's and the ladies 'Out and About Programs' continue on a monthly basis. Having transport available allows the residents to meet up with others from the different facilities of WDHS,

enjoying the social contact and establishing friendship groups. The lifestyle co-ordinators ensure that the monthly meetings are diverse and interesting and this can involve travelling to places such as Nelson, Harrow, Casterton, Port Fairy, Warrnambool and so on.

The residents and staff are very grateful for the ongoing support of our small group of volunteers. From the magnificent garden, to running group activities, or chatting with residents, our volunteers contribute to the lives of the residents in many positive ways. We are very grateful for each and every volunteer and thank them for their time and energy. The contribution of volunteer musicians is also greatly appreciated with the variety of performances very much a highlight of the lifestyle program. Thank you to all at Penshurst and District Health Service for welcoming me in this role and I look forward to building on the great work already done.

**Beth Howlett - Lifestyle Co-Ordinator**

## INFECTION CONTROL REPORT

The Infection Control Department combined with the Wound Department at WDHS. The IC consultant visits Penshurst monthly to oversee the infection control program, offer staff education and to conduct audits.

### Staff Vaccination program

Staff are offered vaccinations against vaccine preventable diseases including influenza, measles, mumps, rubella, and Hepatitis B. The more staff that are vaccinated provides a herd immunity which protects the community, our vulnerable patients and residents. It is pleasing to report that the staff uptake of the influenza vaccine has increased markedly since 2014.

### Hand Hygiene

Penshurst Health Service now reports quarterly on hand hygiene rates to Hand Hygiene Australia. Compliance has been maintained to the national benchmark. Increased placement of hand hygiene products has contributed to this high result of compliance to the 5 moments of hand hygiene.

**Carolyn Templeton - Infection Control**

## EDUCATION AND TRAINING

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

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

The Aged Care Audit Schedule is reviewed each year and audits are conducted which relate to the assessment module eg In February the assessment module was 'Incident Management'. Staff received training and audits were conducted around management of incidents.

Staff also receive training related to changes to policies or new policies that have been developed. For example, 'Sexuality in Residential Aged Care' policy was written and an online education package was developed for staff to complete.

Other in-service education is also provided which includes diabetes management, infection control and emergency and evacuation training. When any new situation arises, such as, specific resident needs or new equipment, education is sourced for the staff and delivered.

The main strategic education for all WDHS aged care facilities has been the Montessori training to implement the Montessori Model of Care. Leadership teams from Penshurst have attended 5 study days to learn the model and how to imbed it into everyday practice.

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

The current Online Learning System is in the process of being updated to a system that is more interactive for the staff to complete their mandatory competencies.

Education is essential for our staff to deliver the best quality care for people in our facility and Registered Nurses and Enrolled Nurses require a minimum of 20 hours of continuing professional development per year to maintain their registration.

**Hazel Saligari - Practice Development Nurse- Aged Care**





GUEST SPEAKERS FOR  
PLANNED ACTIVITY GROUP



ALLIED HEALTH

PODIATRY, PHYSIOTHERAPY, DIABETIC  
EDUCATOR AND DIETITIAN SERVICES

## 1342

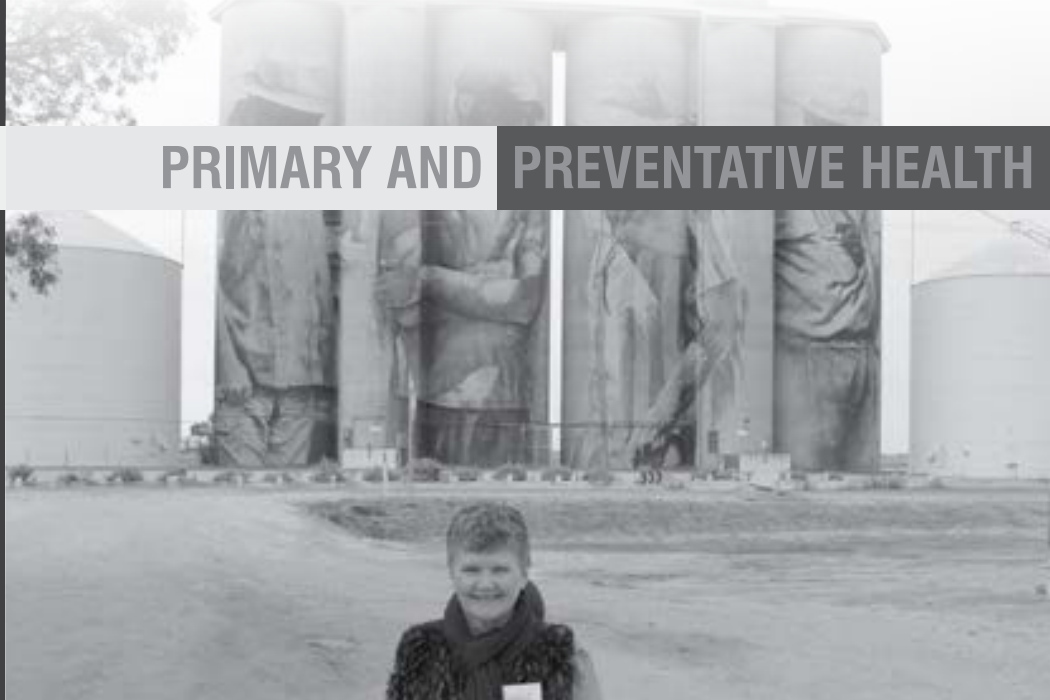
ALLIED HEALTH SERVICES  
SUPPLIED



49 PLANNED ACTIVITY GROUP  
SESSIONS



CONTINUED FUNDING FOR  
DIABETES EDUCATION FOR  
2016-17 FINANCIAL YEAR



Planned Activity Group members enjoy many opportunities to participate in Community events, interaction with others, emotional support and support for carers

## Community Services and Allied Health

### Contenance and Stomal

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

The Contenance team of Annabelle Last, Sue Langley, Jess Parker and Sara Derksen continue to provide care to outpatients and inpatients at Penshurst and the surrounding community.

### Podiatry

The Podiatry Department team of Phuong Huynh, Deanne Moyle and Janine Gunn welcomed our third podiatrist to WDHS. Chaehyung Cho's recruitment enabled us to increase our visits to weekly allowing even more services to be provided to the Penshurst community.

Cho enjoys the country lifestyle and is deeply grateful for the generosity, kindness and support that both colleagues and clients at WDHS and regional clinics such as Penshurst have shown him.

Penshurst community have embraced Cho and been very complimentary. We are all pleased and delighted to hear such positive feedback and shall continue to strive in delivering our best services to the community of Penshurst.

### Nutrition and Dietetics

The Dietetics department continues to be strongly supported by the community. 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 currently provides dietician services to Penshurst having previously worked as a chef for over 20 years before graduating as dietitian in 2014.

### Speech Pathology

Speech Pathologists - Sue Cameron, Claire Nailon and Sarah Maddern provide assessments of residents or patients for swallowing difficulties or communication needs when required.

### Physiotherapy

The Physiotherapy department continued to provide a weekly service to the Penshurst and District Health Service. The Physiotherapy department values the need to provide a quality care service in this area of the Western District region.

We see residents of the Penshurst Nursing Home and Kolor Lodge, as well as inpatients in acute care and outpatients. Clients under the Transitional Care Program (TCP) in Penshurst were also seen for weekly therapy. This past year saw the inclusion of ACFI 4b Complex Health Pain Management into the treatment regime for residents in the Aged Care facilities at Penshurst. It is a credit to the staff at Penshurst and the visiting Physiotherapists, that their communication and team work have been excellent, providing access to best practice health care for all residents and the general public.

The team continues to enjoy their time at Penshurst, interacting with the vibrant staff and residents. Thanks to the excellent team environment and well organised facility. We are looking forward to continuing this service into 2016/2017.

### Women's Health

Women's Health Services are provided by Nurse Practitioner, Sue Watt. Several clinics have been held at Penshurst during the past year, which have included Pap smear clinics. Sue's provision of this service to the local community is an effective way to encourage women to have regular screenings.

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.

### Occupational Therapy

The Occupational Therapy department continues to provide services to Penshurst and District Health, mainly on an as needs basis. The therapists attending appreciate the support of the Staff, both from Penshurst itself, and those visiting, to ensure the provision of client-centred, quality care to their clients.

### Social Work

Trisha Cox, our new Social Worker commenced at WDHS in January. Trisha has settled extremely well in to her position and is providing an invaluable service to WDHS inpatients including those at Penshurst.

### Diabetes Education Service

The incidence of diabetes in Australia remains alarmingly high, with 280 people developing diabetes every day.

Diabetes educators work with GP's, podiatrists and dietitians to provide timely and comprehensive support with clinical guidance to people with diabetes and their families. Learning about and managing diabetes well can help people adjust to living with diabetes, and to self-manage for good health.

Megan McLeish has been providing diabetes education at Penshurst monthly – seeing outpatients in the Shepherd Centre, patients in the hospital, as well as residents in Kolor Lodge and the Penshurst Nursing Home. She has also been involved in providing staff education.

We are fortunate to have gained continued funding for the 2016-17 financial year and look forward to working with people with diabetes and their families, close to their home.

**Belinda Payne - Manager Primary Care Services**

### Planned Activity Group

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

Planned Activity Group provides valuable support to socially isolated members of our community and respite for their carers.

Planned Activity 'CHARM' Group operates from Allied Health building in Hamilton Monday – Friday and at the Sheppard Community Centre Penshurst weekly on Thursdays to support frail aged and disabled persons living in the community, providing a broad service focussing on Wellness, Reablement and Restorative approach.

Members enjoy many opportunities to participate in Community events, interaction with others, emotional support and support for carers

The program is designed around member's choice and interests, maintaining or improving physical and cognitive capacity, building independence and achievement, community connection and learning new skills.

"No wonder the Sheppard Centre comes alive with chatter and laughter on Thursdays"

During the past year, members of Penshurst and Hamilton Thursday group have mixed on a monthly basis. This provides a wonderful opportunity for past friendships to be maintained, members to become familiar on each other's turf, a larger variety of guest speakers and activities can now be provided. It's a win, win situation for everyone!

In July 2015 a Saturday Out and About group commenced monthly and increased to twice monthly in May 2016. This program is funded by Barwon Health Carer Respite Services and provides carers with a day to themselves on the weekend. Carers are so appreciative of this respite time and members are enjoying their special days out on Saturdays.

Many members participated in the 3 day trip, this year travelling to the Wimmera. Again this event

assists carers to participate in a well-earned holiday. I cannot thank our dedicated staff and volunteers enough who make this amazing event happen. Congratulations to all.

Many wonderful mystery trips, community events, theme days and new opportunities for learning for example IPAD lessons with SGAE, continue in the program.

Guest speakers have included: Neighborhood Watch, MEPACS (Home Safety Alarm), Continence, Oral Health, Hygiene and Health, Respiratory Awareness and Safety, Consumer Affairs, Fire Safety in the Home and Heat Wave Safety

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 catering department undertakes two independent food safety audits annually. This process involves an inspection of all areas, work practices and our food safety records; this is to ensure that we are compliant in all areas and we continue to provide safe meals to our residents, it also gives us important feedback to ensure continuous improvement in the delivery of our service. We were found to be compliant on both audits, with praise being given by the manner in which we maintain our food safety requirements.

This year WDHS implemented an in house monthly cleaning auditing system this works in conjunction with our existing quarterly internal audit and our annual external audit. With the introduction of the new auditing process it gives staff an opportunity to act on any issues identified immediately and therefore provide a more consistent service throughout the facility. Our cleaning service contributes to a safe and clean work environment and living environment for residents. Staff continue to achieve above benchmark results for all cleaning audits which

are a requirement of cleaning standards for Victorian Health facilities.

The overall audit results for our hotel service team is testament that the service we provide is effective and efficient. But it's why we do what we do that is important. The reason we go above and beyond is because we believe it's important to look after our residents on every level, this is a reflection of the dedication of our staff and a reflection of WDHS values.

**Rhonda Hamilton - General Service Manager**

### FACILITIES AND EQUIPMENT

The Penshurst site along with all the ILU'S (Independent Living Units) are maintained by Richard Casey (Maintenance Coordinator) who provides an excellent service in maintaining site services and emergency repairs as they arise, which has a positive outcome for patients, residents, staff and the general public; he is also supported by the Hamilton Maintenance staff and local contractors.

The campus was fortunate to receive funding to replace its emergency generator from the state government due to a recommendation from the Bushfire Royal Commission. It now means that the whole site can run on full emergency power which is a great outcome, as previously the generator could only run some essential items which caused some logistical issues for all when the power supply was interrupted for long durations.

The main kitchen also had a minor upgrade with the laminated benches replaced with a stainless steel component which was recommendation from a food safety audit.

Once again we would like to thank our local contractors and suppliers who continue to provide excellent service and response for planned and emergency maintenance requirements along with volunteer Tony Auden who provides his time in maintaining the gardens.

**Trevor Wathen - WDHS Facilities Manager**









# \$25,220

IN DONATIONS BY PENSURST  
HOSPITAL LADIES AUXILIARY



\$1600 WAS RAISED OVER 2  
HOSPITAL MARKET DAYS



7 VOLUNTEERS

# \$9400

RAISED WITH THE HOSPITAL DOOR  
KNOCK APPEAL



HAMPERS AND FUNDRAISING  
RAFFLES



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.

## AUXILIARY

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

This year I became president of the Penshurst Hospital Lady's Auxiliary and let me tell you, I have big shoes to fill, so thank you Mrs Margaret Eales for all the work you have done whilst being president.

The P.H.L.A. are very pleased with the successful year we have had and we would like to thank all the committee, volunteers and the community for all the support, with all we do it is most appreciated.

Penshurst Hospital Ladies Auxiliary meets on the 3rd Tuesday of each month at the "Sheppard Centre" with an average of 8-10 members attending. New members are most welcome.

Katherine Armstrong and Virginia Quirk share representation at our monthly meetings and provide an informative report on the progress of the health service. We are always willing to receive a list of items that will support the staff to provide excellent service to residents. Our main focus is fund raising and this is achieved still in the catering area. This has included:

- Lunches at the Penshurst Show
- Garden Club Regional Conference
- Rail Heritage Society
- Men's Day Out and About
- Morning and Afternoon Teas during the Wool Fest Doll Exhibition
- Street Stall at the Christmas Market and Mother's Day and
- Various Raffles

We rely on the advice and direction as to where our contributions are best put to use and this year we have donated a grand total of \$27,220 used for the Storage Shed/Carport \$22,020, Bariatric Bed \$4,000 and Fall Mats \$1,200.

Thank you to Rhonda and her kitchen staff for the meals they supply, also thanks to Kit Boyd for her generous donations to all our catering

functions, Barbara Finlay for her donation, along with Stella and Steve from the Penshurst Hotel.

Our Christmas lunch was held at the Penshurst Hotel where we also welcomed members of the community, a great day was had. To the ladies of the auxiliary and the community, I thank you for your enthusiasm and support. It is valued and appreciated.

**Judy Drane - President Hospital Ladies Auxiliary**

## VOLUNTEERS

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

Over the past year a total of 7 individual Western District Health Service registered volunteers regularly provided support to our staff and residents during the past year.

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

- Visiting resident for discussion, company, & support
- Walks
- Reading to residents
- Crosswords, playing cards and games
- Manicures and nail painting/presentation
- 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 2015\16 year. A list of donors is shown later in this report.

### Hospital 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 \$ 9,400 towards the local health service to contribute to its ongoing development. Sincere thanks must go to our local collectors including: Gwen Rentsch, Katherine Armstrong, Jenny Hutton, Jenni Kinnealy, Don Adamson, Anna Watson, Marcus Rentsch 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 \$1,600 was raised over the two markets.

### Hampers and Raffles

Various Hampers and fundraising raffles such as a Christmas Hamper, Mother's Day Pamper Pack and Easter Raffle were conducted during the year to raise money for the Health Service.



## 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.

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. Pat Turnbull, Mr. Richard Staude, Mr. Nick Starkie 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: 2014-2017

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.



**Jenni Kinnealy**

Commenced with Advisory Committee: 2007

Term of Appointment: 2013-2016

Jenni has been a partner on the family farm north of Penshurst for approx.

35 years. Other than her service on the PDHS Advisory Committee, she is also a member of the Penshurst Hospital Ladies Auxiliary, Treasurer of the Penshurst Pony Club, Treasurer of Penshurst Bowls Club Ladies Section and a playing member.



**Don Adamson**

Commenced with Advisory Committee 2010

Term of Appointment: 2013-2016

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: 2014 – 2017

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: 2014 – 2017

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. T.A. RENTSCH*
MR. E. COTTRILL*	MR. J. RYAN*
MR. F. DUNKLEY*	MR. F. SCHRAMM
DR. L. JENKINS	MR. R. SCHRAMM*
MRS. E. KINNEALY*	MR. J.O.W. SMITH*
MR. W. LEWIS*	MRS. H.M. LINKE*
MR. A. THORNTON	MR. H. MIRTSCHEIN*
Pastor E.W. WIEBUSCH*	MR. N. KRUGER
MR. A. COTTRILL*	MR. T.D. HUTTON
DR. J.D. FLEMING	

### 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	MS. E. DUCKMANTON
1992	MS. C. FRECKLETON (Acting DON)*
1995	MRS. N. GASH (Acting DON 5mths)
1999	MRS. C. TEMPLETON (Acting DON 3 mths)

### DIRECTORS OF NURSING / MANAGER:

1992-1995	MS. M. DADSWELL (DON/Administrator)
1995	MS. J.A. DAVIS (Honorary Administrator 5 mths)
1995-1998	MS. J. ROSS (DON/Administrator)
1998-1999	MS. J. ROSS (Manager/DON)
1999-2003	MRS. J. BURTON (Manager/DON)
2003	MRS. J. PATON (Acting Manager/DON 3 mths)
2004-2008	MR. D. CLARKE (Manager/DON)
2008-2010	MR. D. MALONE (Manager/DON)
2010-2011	MRS. J. PATON (Acting Manager/DON 6 mths)
2011-2013	MR. A. DOULL (Manager/DON)
2013-2015	MRS. B. ROBERTS (Manager/DON)
2015-pres	MRS. K. ARMSTRONG (Acting Manager/DON)

### NURSE UNIT MANAGERS:

2002-2003	MS. A. O'BRIEN
2003-2011	MRS. J. PATON
2008	MRS. B. JOOSEN (6mths)
2011-2013	MRS. A-M WHEATON
2013-2014	MRS. C. TEMPLETON (Acting NUM)
2014-2016	MRS. JUNE MORRIS
2016- Pres	MRS. VIRGINIA QUIRK

### MEDICAL PRACTITIONERS:

1956-1958	DR. J.P. WATT*
1958-1963	DR. R.J. LEITCH*
1963-1970	DR. A.I. MacKINNON
1970-1982	DR. L. JENKINS
1982-1985	DR. A. ARKELL
1985-2006	DR. J.D. FLEMING
2006-2011	DR. M. FORSTER
2008-Aug 08	DR. J. BANERJI
2010 – July 14	DR. M. ABDULLAH
July 2014 - Feb 2015	DR. IFRAN HAKEEM
Feb 2015 – Dec 2015	DR. LOBA HAQUE
2016 – Present	- Hamilton Medical Group – DR. D. FORD & DR. R. JOYCE

\* Denotes deceased

# FAREWELL LIFE GOVERNOR – TREVOR

# “TOOFY” RENTSCH



We sadly farewelled Trevor “Toofy” Rentsch in October 2015. Trevor was a Life Governor of the Western District Health Service and a long-time supporter of the Penshurst Campus. He was a past member of the then Board of Management, for 20 years, holding the position of Chairman of the board of Management from 1988-1994. During his time on the Board of Management Trevor assisted with numerous fundraising activities and special events, including Hospital Fetes, Dog in the Ute Competition and Hospital Balls, to name just a few.

Trevor was a major supporter of our Hospital Sunday Door Knock Appeal raising approximately \$ 45,000 over the past 10 years; and also of our Murray to Moyne Cycle relay team where he cooked bacon and eggs for the riders in Penshurst as they ride through to Port Fairy.

Trevor received the “Charlie Watt Volunteer of the Month” award in June 2013 for his efforts in fundraising for the doorknock appeal.

He was also the president of the local Penshurst Combined Churches Community Carols Committee which has donated funds raised to the Hospital over many years; the most recent assisting to purchase the new Weber BBQ. Trevor leaves behind his wife Gwen (administration assistant at the Penshurst Campus of WDHS) along with sons Scott and Darren and daughter Natalie.

We wish to acknowledge all the time and effort that Trevor put into our Health Service during his lifetime and pass on our sincerest condolences to his family.

## DONATIONS

### General

Hospital Ladies Auxiliary  
 Kellys Merchandise  
 Tony Auden  
 Don Adamson  
 William Agar  
 Katherine Armstrong  
 Carli Behncke  
 Stuart Burger  
 Grenville and Roslyn Burger  
 Mr. Clinton Burger  
 Bethlehem Lutheran Church Tabor  
 Mrs. Kit Boyd  
 Coca Cola Amatil  
 Country Music Concerts for Charity  
 Richard Canapini  
 Glen Cameron  
 Damien and Lucy Cameron  
 Henry and Karen Cameron  
 Mrs. Cheryl Casey  
 Combined Churches Community Carols Committee  
 Mr. Kevin Doyle  
 Alexander and Jillian Drysdale  
 Alan Eales  
 Patrick Eales  
 Mrs. Barbara Finlay  
 Tracey Fort  
 Hawkesdale CWA  
 Mr. and Mrs. Chris & Sarah Hines  
 Hutton Partnership  
 Dianne Kinnealy  
 Bill & Jenni Kinnealy

Neville & Shirley Kruger  
 Glenis Linke  
 Ian and Robyn Linke – Sth Kolor Partnership  
 Greg & Angela Linke  
 M. G. McKinnon  
 Stuart & Heather McKenry  
 Lauris McConnell  
 Margaret Meulendyks  
 David and Lyn Munro  
 Rhonda Mirtschin  
 Colin & Kath Mirtschin  
 Jennifer Mirtschin  
 Julie Morice  
 Mark Nicholson {Stanich Partnership}  
 Jenny & Daryl Nagorcka  
 Brian O'Brien  
 Mrs. P. Piper  
 Judy Page  
 Penshurst Hospital Ladies Auxiliary  
 Ruth Pihl  
 Arthur Perry  
 E.R. & C.A. Presser  
 Virginia Quirk  
 Janette Rantall  
 Gwen Rentsch  
 Mr. Marcus Rentsch  
 J. & A. Rentsch  
 James and Monica Rentsch  
 S. & T. Rentsch  
 Darren and Joanne Rentsch  
 Jeff and Cheryl Roads

Sawrite Pty Ltd.  
 Rosalie Schultz  
 Betty Symes  
 Nanette and Pat Stanes  
 Andrew and Roslyn Thornton  
 Yvonne Tripovich  
 Tabor Ladies Guild  
 Ronald Uebergang  
 Leigh and Natalie Uebergang  
 Mr. & Mrs. John Watson  
 John and Jenny Watt  
 Maree West

### Gifts in Kind

Katherine Armstrong  
 Don Adamson  
 Mr. Tony Auden  
 Norelle Bensch  
 Katie Benson  
 Carli Behncke  
 Lucy Cameron  
 Cheryl Casey  
 Richard Casey  
 Julie Costello  
 Joy Darroch  
 Sheila and Sue Davenport  
 Dunkeld Red Cross  
 Dunkeld Museum  
 Judith Drane  
 Mrs. Margaret Eales  
 Liz Ewing  
 Irene Edwards  
 Mrs. Barbara Finlay

Nathalie Gash  
 Mrs Kathleen Golding  
 The Happy Gang (Mick and Pearl)  
 Hospital Ladies Auxiliary  
 Jenny Hutton  
 Mr. Rick Jacobs  
 Mrs Janet Kelly  
 Jenni Kinnealy  
 Tracey Kruger Photography  
 Heather McKenry  
 Barry & Brenda Mirtschin  
 Earl Membrey  
 Tom Nieuwveld  
 Penshurst Hotel Patrons  
 Jo and Graham Music Mortlake  
 Mrs. Myra Pohl  
 Gwen Rentsch  
 Marcus Rentsch  
 Brendan Roberts Photography  
 Haromi Rowlands  
 Janet Shalders  
 Ken Smith Music  
 Gwen Thorne  
 St. Joseph's Primary School  
 Tabor Male Choir  
 Tarrington Brass Band  
 Bardina Vandermost  
 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



## 5 YEAR

Dzintra Clarke  
Bianca Kelly

## 15 YEAR

Joy Lambourn  
Pauline McLean

## 20 YEAR

Kate Cottrill (Jackson)  
Heather McKenry

## STAFF OF PENSURST CAMPUS

### CHIEF EXECUTIVE:

ROHAN FITZGERALD BCOM

Rohan commenced as the chief executive in August 2014. He was previously the Chief Executive at Stawell Regional Health and has held senior management positions at Latrobe Regional hospital and Central Gippsland Health Service. Rohan is also a Health Purchasing Victoria Board member and was previously a Latrobe City Councillor. He is passionate about rural health and supporting communities to receive high quality services close to home. Prior to entering the health sector Rohan worked as an insolvency accountant.

### ACTING MANAGER/DIRECTOR OF NURSING:

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

Katherine commenced her role at Penshurst in June 2015. Katherine has worked at the Hamilton Campus for the last 24 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

JUNE MORRIS RGN, Dip PSN, BSC (Hons), NIP, RN (Ceased Employment 10.01.2016)

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. Virginia commenced her new role in early February.

### AFTER HOURS COORDINATORS

CAROLYN TEMPLETON RN, Cert. Ster. & Inf. Control, Hep.C/HIV counsellor, Nurse Immuniser  
JULIE CARTER RN  
VIVIANNE BRADLEY RN, OR Cert, RAN (Ceased employment 15.5.2016)

### ASSOCIATE NURSE UNIT MANAGERS

JANE BARTLETT  
JUBY JACOB  
PENNY HOLMES

### REGISTERED NURSES

JISHAMOL ABRAHAM  
DZINTRA CLARKE  
JANETTE RANTALL  
RACHAL THOMSON  
AMANDA NAGORCKA (Ceased Employment 5.10.15)

### ENROLLED NURSES

KATE JACKSON  
JAN NICHOLSON  
LYN PEACH  
MARGARET MEULENDYKS  
KIM CAMERON  
KATE O'NEILL  
SALLY CASEY (TEELow)  
TERESA HOLMES  
JOSCELYN MIBUS  
REBECCA SIEMANS  
LAURA IRVING  
RACHEL PHILLIPS

### PERSONAL CARE WORKERS

CHERYLE CASEY  
PAULINE McLEAN  
JOY LAMBOURN  
MARIE SHAW  
SHANE BENGE  
BEVERLEY OLLE  
JOY DARROCH (Ceased Employment 31.1.2016)

## SUPPORT SERVICES

### GENERAL SERVICES MANAGER

RHONDA HAMILTON

### FOOD AND DOMESTIC SERVICE ASSISTANTS

LIZ EWING  
BELINDA HILL  
LEEANNE CAMERON  
NOELLE BENSCH  
ROBYN SMITH  
DIEDRE MATUSCHKA  
BIANCA KELLY  
PRECY O'MEARA  
TESSA BENGE  
FENELLA CAMPBELL  
ABIGAIL CRAIG (Ceased Employment 29.11.15)  
LISA HAYMES (Ceased Employment 1.4.16)

### EDUCATION

HAZEL SALAGARI

### LIFE STYLE CO-ORDINATOR

BETH HOWLETT  
IRENE EDWARDS (Ceased Employment 9.2.16)  
CAROL FENNELL (Ceased Employment 6.5.16)

### MAINTENANCE

RICHARD CASEY

### ADMINISTRATION ASSISTANTS

GWEN RENTSCH  
HEATHER MCKENRY  
MELISSA PYE

### PAG CO-ORDINATOR

BRENDA UEBERGANG (PAG Manager)  
KATE COOTE (PAG Co-ordinator)  
MICHELLE MASLEN  
JUDY THORNTON  
JESSIE ANDERSON  
NICOLE LANDWEHR (Ceased Employment Dec. '15)

## ***Penshurst and District Health Service***

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

	2015/16 \$	2014/15 \$
<b><i>Revenue</i></b>		
State Government Grants	1,756,497	1,740,753
Patients Fees	1,748,287	1,733,855
Other Revenue	84,987	162,730
Transfer of Accommodation Charge	30,000	-
<b><i>Total Operating Revenue</i></b>	<b>3,619,771</b>	<b>3,637,338</b>
<b><i>Expenditure</i></b>		
Salaries & Wages	2,769,028	2,775,941
Direct Expenditure	232,800	202,489
Overheads	602,184	640,761
<b><i>Total Operating Expenditure</i></b>	<b>3,604,012</b>	<b>3,619,191</b>
<b><i>Operating Surplus</i></b>	<b>15,759</b>	<b>18,147</b>
<b><i>Capital Items</i></b>		
Fundraising and Donations	38,908	197,456
Ingoing Residential Charges - Aged Care	351,815	312,339
Transfer of Accommodation Charge	(30,000)	-
Capital Grants	96,420	-
Surplus on sale of assets	1,818	-
Expenses using Capital Income	(5,865)	(5,879)
Depreciation	(423,638)	(412,679)
<b><i>Health Service Result</i></b>	<b>45,217</b>	<b>109,384</b>

### ***Statement of Changes in Equity***

<b><i>Total equity at beginning of the year</i></b>	<b>9,403,343</b>	<b>9,293,959</b>
Net result for the period	45,217	109,384
Gain on Revaluation of Land & Building	-	-
<b><i>Total equity at end of the year</i></b>	<b>9,448,560</b>	<b>9,403,343</b>



# FINANCIAL STATEMENTS

## ***Penshurst and District Health Service***

### ***Balance Sheet as at June 30, 2016***

	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
<b><i>Equity</i></b>		
Accumulated Surplus / (Deficits)	6,365,917	6,488,606
Asset Replacement Reserve	428,280	302,540
Asset Revaluation Reserve	2,472,604	2,472,604
Specific Purpose Reserve	181,759	30,209
<b>Total Equity</b>	<b>9,448,560</b>	<b>9,293,959</b>
<b><i>Current Liabilities</i></b>		
Payables	-	-
Employee Entitlements	482,998	534,767
Monies Held in Trust	1,024,826	943,849
<b>Total Current Liabilities</b>	<b>1,507,824</b>	<b>1,478,616</b>
<b><i>Non Current Liabilities</i></b>		
Employee Entitlements	93,102	73,804
<b>Total Non Current Liabilities</b>	<b>93,102</b>	<b>73,804</b>
<b>Total Liabilities</b>	<b>1,600,926</b>	<b>1,552,420</b>
<b>Total Equity and Liabilities</b>	<b>11,049,486</b>	<b>10,846,379</b>
<b><i>Current Assets</i></b>		
Cash at Bank	2,648,285	2,065,904
Investments	271,212	252,797
Receivables	130,505	97,381
Monies Held in Trust	1,024,826	943,849
<b>Total Current Assets</b>	<b>4,074,828</b>	<b>3,359,931</b>
<b><i>Non Current Assets</i></b>		
Land, Buildings, Plant & Equipment	8,109,111	7,862,661
Accumulated Depreciation	(1,134,453)	(376,213)
<b>Total Non Current Assets</b>	<b>6,974,658</b>	<b>7,486,448</b>
<b>Total Assets</b>	<b>11,049,486</b>	<b>10,846,379</b>

### 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.

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## Farewell



*“Keep your face always  
towards the sunshine and  
the shadows will fall behind”*

