



ANNUAL REPORT 2013-2014

Please visit the Tallangatta Health Service web site to view
the Annual Report for 2013-2014

www.tallangattahealthservice.com.au

Tallangatta Health Service Annual Report
has been prepared in compliance with the requirements of the
Financial Management Act 1994
and the
Standing Directions of the Minister for Finance
and the
Financial Reporting Directions.

Tallangatta Health Service Responsible Bodies Declaration

In accordance with the Financial Management Act 1994, I am pleased to present the Report of Operations for the Tallangatta Health Service for the year ending 30 June 2014.



Andrew Brown
Chair
Board of Management
Tallangatta
22nd August 2014

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OUR VISION

To Excel as a Rural Community Health Provider.

OUR MISSION

To Provide High Quality and Effective Health Services.

STRATEGIC ASPIRATIONS

1. To Make The Greatest Possible Impact On Our Community's Health
2. To Achieve Continual Financial Viability
3. To Develop And Utilise Partnerships That Add Value To Our Efforts
4. To Develop Strong Operational Practices Throughout The Organisation
5. To Build A Workplace For The Future

OUR VALUES

- Willingly Being Accountable
- Valuing People
- Achieving Results Through Teamwork
- Integrity In All We Do
- Respect For Others At All Times

*Derived from the
THS STRATEGIC PLAN 2012- 2017*

STAFF SERVICE AWARDS 2012/2013

The following dedicated staff of Tallangatta Health Service received awards for service during the 2012-2013 year.
The awards were presented at the 2013 Annual General Meeting.

10 Years

Emma Nankervis

Kim Miller

OUR PROFILE

Tallangatta Health Service (THS) is a government funded rural community health service located on one site above the picturesque Lake Hume foreshore.

The facility includes an acute hospital ward, residential aged care, Integrated Medical Clinic, and community and support services. THS employs approximately 140 staff who provide the services and programs, on-site or within the community. Our residential care services include high care and high care respite at Lakeview Nursing Home, which is located within the main buildings, and Bolga Court for both high care and low care residential and respite services.

ACUTE CARE

Tallangatta Health Service has 15 acute state-funded beds. These beds are used to provide:

- General/Sub Acute Care
- Post-Surgical/Medical Care
- Palliative Care
- Slow Stream Rehabilitation Services

TRANSITION CARE PROGRAM

Two of our acute beds are used for Transition Care clients. Transition Care provides short term care that aims to optimise the functioning and independence of older people after an acute hospital episode.

RESIDENTIAL AGED CARE

Bolga Court is a fully accredited 36 bed aged care facility providing permanent high and low level residential and respite care. Lakeview Nursing Home is a fully accredited 15 bed facility providing high level residential and respite aged care services.

MEDICAL CENTRE

Tallangatta Health Service also incorporates Tallangatta Medical Centre. The Medical Centre provides services to both the community and to clients and residents of Tallangatta Health Service. The Centre is staffed with two General Practitioners, one Nurse Practitioner, one Community Diabetes Educator, one Practice Nurse, Receptionists, and a Practice Manager.

PRIMARY AND COMMUNITY CARE

We continue to provide diabetes education, women's health, men's health, podiatry, mental health and generalist counselling services to community groups, clients and residents. The Health Promotion programs are shifting their focus to the Hume Regional priorities of increasing the physical activity and healthy eating of individuals, particularly the 0 – 12 age group, and broader communities within the Tallangatta Health Service Catchment.

ALLIED HEALTH

Our Allied Health team consists of an Occupational Therapist, Physiotherapist, Social Worker, Dietician and visiting Podiatrist; providing services to inpatients, together with a range of services to community groups, clients and residents.

HOME AND COMMUNITY CARE

Home and Community Care (HACC) services are delivered directly from Tallangatta Health Service. Home maintenance, personal care, home care, meals on wheels and planned activity groups are examples of services provided to HACC eligible clients.

VOLUNTEER PROGRAM

THS is supported by a great team of 58 volunteers who support residents and community clients with activities of daily living, leisure and lifestyle, transportation, and outings. This year volunteers contributed over 187 hours per month.

BOARD OF MANAGEMENT & CEO REPORT 2013-14

On behalf of the Board and Executive it gives us great pleasure to present the Annual Report for the year ended 30 June 2014.

Tallangatta Health Service continues to face some significant financial challenges, but we are proud to say we are making significant progress towards achieving a break even position. The end of year financial result for THS in 2011/12 was a significant loss of \$629,312; 2012/13 was \$302,051, and this year we have achieved \$294,081. The Board had developed a clear strategic direction to deliver the changes required to make THS a sustainable health service.

A key deliverable for this financial year was to improve the occupancy rate for Bolga Court. The refurbishment of Modules two and five during 2012/13 has had an immediate impact on the occupancy rate of Bolga Court. Bolga Court has gone from its lowest level of occupancy in November 2011 of 50% to 72% in 2012/13 and 82% in 2013/14. Average occupancy was 85% in 2012/13 and 93% in 2013/14. We continue to allocate one of our Aged Care beds as a Respite bed, as we feel this is an essential service to our local community and in particular our Home and Community Care clients and their families. The ability to access Respite when required can allow our community members to stay in their home for as long as possible.

Our Community believe one of the key contributors to improving their health is to have permanent General Practitioners. We are extremely pleased to welcome Dr Anne McMahon and Dr Rizwan Akhter to the THS Medical Centre as permanent General Practitioners. We thank the staff of the Hume Medicare Local and the Rural Workforce Agency, Victoria (RWAV) for their active support in recruiting doctors for the service.

We would like to thank the Board members for their support and commitment during the past year. We would also like to recognise the outstanding contribution of Mrs Jean Teek over the last three years. Jean has been a dedicated Board member and actively represented the health needs of our local community. The Board welcomes our two new members, Narelle Klein and Kim Stewart appointed in July 2014.

Working in Partnership with our community ensures THS remains aligned with the community's needs and health concerns. THS has reached out in many different forums to hear and share the experiences of our community. We would really like to thank the members of the Tallangatta Secondary College for their active participation in The THS Open Board meeting. It is invaluable to hear the views of the youth within our community. Their ideas and suggestions arising from that meeting were actively utilised in our review of the THS Strategic Plan.

THS is committed to improving the quality of the care we deliver to all of our clients. One of the methods we have of ensuring this process is through accreditation by external agencies. In 2013 THS was successful in achieving AGPAL (Australian General Practice Accreditation Limited) Accreditation for the General Practice.

We would like to thank the Department of Health and in particular the staff at the Hume Regional office for their support and guidance. We are very grateful for the financial support we received during the grant rounds with THS being allocated over \$678K for Capital Improvements to our facilities. These funds will allow us to upgrade the air conditioning system of Lakeview and Acute areas as well as refurbish another Bolga Court module. This work has commenced and is essential in enabling us to meet the changing care needs of our community

The health and wellbeing of all of the members within our catchment continues to be our priority. We are working collectively with the members of the Towong Alliance: Upper Murray Health and Community Services, Walwa Bush Nursing Centre and Towong Shire to deliver a partnership approach to improving the health and wellbeing of all within our shire.

The staff members of THS are the key to the delivery of good quality care. THS continues to focus on developing and diversifying our workforce for the future. The Board would like to recognise the outstanding contribution of

our Executive team and staff. Their ability to adapt to the ever changing needs and standards is a credit to their professionalism and a key demonstration of their commitment to the care of our community. Well done to them all. We are very pleased that Robyn Gillis, Chief Executive Officer, has recently renewed her contract with the health service. Robyn has strengthened business practices and provided strong leadership during the first three years of her appointment at THS and the continuity of this leadership will be important in coming years as the health service builds on this work.

THS extends thanks to our Volunteers for their outstanding contribution and efforts. During 2013/14 we had 58 volunteers dedicate in excess of 2200 hours to the THS community. The time and dedication makes such a significant impact to the lives of our Residents and community and they are an essential part of the THS team.

The Year Ahead

THS will continue with the challenge to improve the quality and effectiveness of the services we deliver whilst operating in a challenging economic environment. There will be a key focus on maintaining the sustainability of the health service by working closely with our key partners and stakeholders.

2014 will see us enter a year of celebration. The Tallangatta Health Service will be celebrating 100 years of serving the Tallangatta community. With our big relocation in the late 50s and our recent changes, Tallangatta Health has a great history of adapting to the changing needs of the community. We will ensure these events take the opportunity to focus on preventative health activities that will make the greatest possible impact on our community's health.

Andrew Brown
Board Chair

Robyn Gillis
Chief Executive Officer

CORPORATE SERVICES REPORT

It has been another exciting and challenging year for the Corporate Services team. I was appointed to the position of Director of Corporate Services in September 2013 following the resignation of Mr Rodney Bramich. The team has continued to work hard ensuring the Health Service offers and provides the best possible care and service to the people we support.

Corporate Services provides a range of services underpinning THS operations including Administration, Human Resources, Environmental Services, Information Technology, Finance, Maintenance/Grounds and Food Services. The team is responsible for financial governance and reporting, fire safety, environmental management and contract and procurement oversight.

Significant achievements for the year include:

- Installation of solar panels for hot water energy efficiencies at the Hospital and Lakeview Nursing Home.
- Implementation of the new regional rostering system – Roster On, with completion during 2014/15.
- Upgrade of individual computer operating systems from Windows XP to Windows7 with completion during 2014/15.
- Leasing of 17 new computers from Hume Rural Health Alliance.
- Negotiation of Elgas LPG contract for THS, Upper Murray Community Health Service and Walwa Bush Nursing Centre.
- Working collaboratively with Albury Wodonga Health to ensure continuity of payroll services during extended staff absence.
- Preparation for the implementation of the Living Longer Living Better Age Care reforms commencing 1 July 2014.
- Changes to Financial processing and reporting to allow Regional bench marking of Aged Care services.
- Refurbishments in Bolga Court – including repainting, new floor coverings and a complete room remodel.
- Minor refurbishments in Lakeview.
- New Meals on Wheels labelling system.

Future Directions

Tallangatta Health Services has been successful in securing significant funding for two major projects to commence early in the new financial year.

- New air conditioning system to replace existing systems in the Hospital and Lakeview Nursing Home.
- Refurbishment of a module in Bolga Court.

We have also been successful in an upgrade of the Optical Fibre Cabling to the Health Service being funded by the Regional Telehealth project.

Changes to Aged Care from July 1 will bring with it some uncertainty as to how we will cope with possible peaks and troughs of service delivery and the associated funding. It will therefore be imperative we work now on building the right team, services and image for the future.

I would like to say thank you to the Senior Executive team for their support and guidance, also a thank you to all staff in Corporate Services. You are an invaluable asset to the organisation and we thank you for your ongoing support and commitment to Tallangatta Health Service.

Julie Polmear

Director of Corporate Services

DIRECTOR OF NURSING REPORT

The diversity of services offered at THS has not gone unnoticed by visitors to our facility. These include, but are but not limited to: Residential Aged Care; Acute/Sub-Acute care; and Allied Health Services which includes physiotherapy, occupational therapy, social work, dietetics and Home and Community Care Services (HACC). The home based services offered include home help, personal care, district nursing and planned activity groups. The Medical Centre operates Monday to Friday excluding public holidays with two General Practitioners, a Nurse Practitioner, Practice Nurse, Credentialed Diabetic Educator and visiting services of a Counsellor and Border Pathology. We are very fortunate as a small rural health service to be able to provide this diverse range of services with qualified and committed staff.

During 2013 Leanne Gale was appointed as Nurse Manager across the Acute/Residential Aged Care Services. Elaine Mason was appointed as the Clinical Care Coordinator of Bolga Court. Leanne and Elaine have been employed at Tallangatta Health Services for an extensive period of time prior to their appointments, and both are committed to ensuring all patients and residents receive the best of care.

The Community Services program continues to go from strength to strength with Lyn Lang leading the teams as the Community Services Manager. The appointment of a second permanent Medical Practitioner in the Medical Centre, the appointment of a Volunteer Coordinator, and providing access to a community podiatrist are some of the achievements during the last twelve months. Sue Reid was successful in completing her Nurse Practitioner studies as a Women's Health Nurse. Sue has an office in the Medical Centre and provides outreach to women in the Eskdale/Mitta and Bellbridge/Talgarno areas. We take this opportunity to congratulate Sue on this achievement.

The Medical Centre was successful in achieving three years Australian General Practice Accreditation in February 2014. Congratulations to the Medical Centre team for this achievement. There have also been a number of unannounced visits from the Aged Care Standards and Accreditation Agency during 2013-2014 to ensure we comply with the Accreditation Standards and are committed to improving standards of care and services. We are presently preparing for the National Safety and Quality Health Service Standards Accreditation in the Acute setting and the Community Care Common Standards Accreditation in Home and Community Care in December 2014.

The focus at THS during this financial year has been Falls Reduction. Kathy Maloney, Senior Physiotherapist, and other senior members of staff have committed time to reviewing and developing systems to reduce falls particularly in Residential Aged Care. During the first six months of 2013-2014 the average number of falls per 1000 bed days was 10.71 compared to 7.4 average number of falls per 1000 bed days in the second half of the financial year. It is evident that the strategies that have been put in place have had an impact on the number of falls, and this work will continue.

A number of students from the local Secondary College have completed work experience in our Residential Aged Care Facilities and Hotel Services. The feedback from residents and staff members has been very positive and we will continue to provide students the opportunity to undertake their work experience with us. The Towong/Albury Wodonga Health Graduate Nurse Program has continued during 2013-14. It is exciting when we can provide local nurses the opportunity to complete their Graduate year close to home. THS continues to provide clinical placement for students studying at local universities, TAFE and the Community Education Centre. Thank you to all the staff for making the students feel welcome and providing them with a valuable learning opportunity.

Like all small rural health services we rely on the generous donations from service groups and the Tallangatta Health Service Ladies Auxiliary. During 2013-2014 we have also received many generous donations from relatives and friends of residents who have passed away. It is with thanks to all those who have donated to THS that we have been able to purchase much needed equipment such as a Bariatric Wheelchair, bed and floor sensor mats that are used to reduce the risk of patient/resident falls, bariatric bed and mattresses. We also received funding

from the Department of Health to purchase equipment to be used in Residential Aged Care. The funding was used to purchase items such as new mattresses, two power lift recliners and shower chairs.

The dedication of staff members and volunteers in all areas of the health service ensures THS meets the needs and expectations both within the health service and the broader community. Thank you to all for your ongoing commitment to the health service.

Lenore Rhodes
Director of Nursing

KEY PERSONNEL As at 30 June 2014	
Executive Staff	
Chief Executive Officer:	Robyn Gillis – BSc, Ass Dip OHS, M(HSM), GAICD
Director of Corporate Services:	Julie Polmear – B.Bus (Accounting), MIA, IPA
Director of Nursing:	Lenore Rhodes - DN, BN (HONS), RM, RN
Program Leaders	
Nurse Manager:	Leanne Gale
Community Services Manager:	Lynette Lang
Quality and Risk Manager:	Debbie Cullen
Medical Officers	
Director of Medical Services:	Dr Alastair Mah

TALLANGATTA HEALTH SERVICE BOARD OF MANAGEMENT AND OFFICE BEARERS

30 JUNE 2014

BOARD OF MANAGEMENT 2012/2013

Mr Andrew Brown
Chair

Mr Robert Lees

Mrs Jean Teek

Ms Angela Morrison

Mr Craig Heiner

Mr Hugh Paton

AUDIT COMMITTEE

Mr Craig Heiner (Chair)

Mrs Jean Teek

Ms Angela Morrison

Mr Robert Lees

Mr Hugh Paton

MINISTER FOR HEALTH AND AGEING

The Honourable David Davis, MLC

DIRECTOR OF HEALTH & AGED CARE DEPARTMENT OF HEALTH (HUME REGION)

Tony Dunn

AUDITOR

Auditor General, Victoria
Crowe Horwath (Agents)

BANKERS

ANZ Banking Group

National Australia Bank

Commonwealth Bank of Australia

Bendigo Bank

Westpac Bank

MEETING ATTENDANCE

Board of Management

Consists of 6 elected Board members and Executive representation

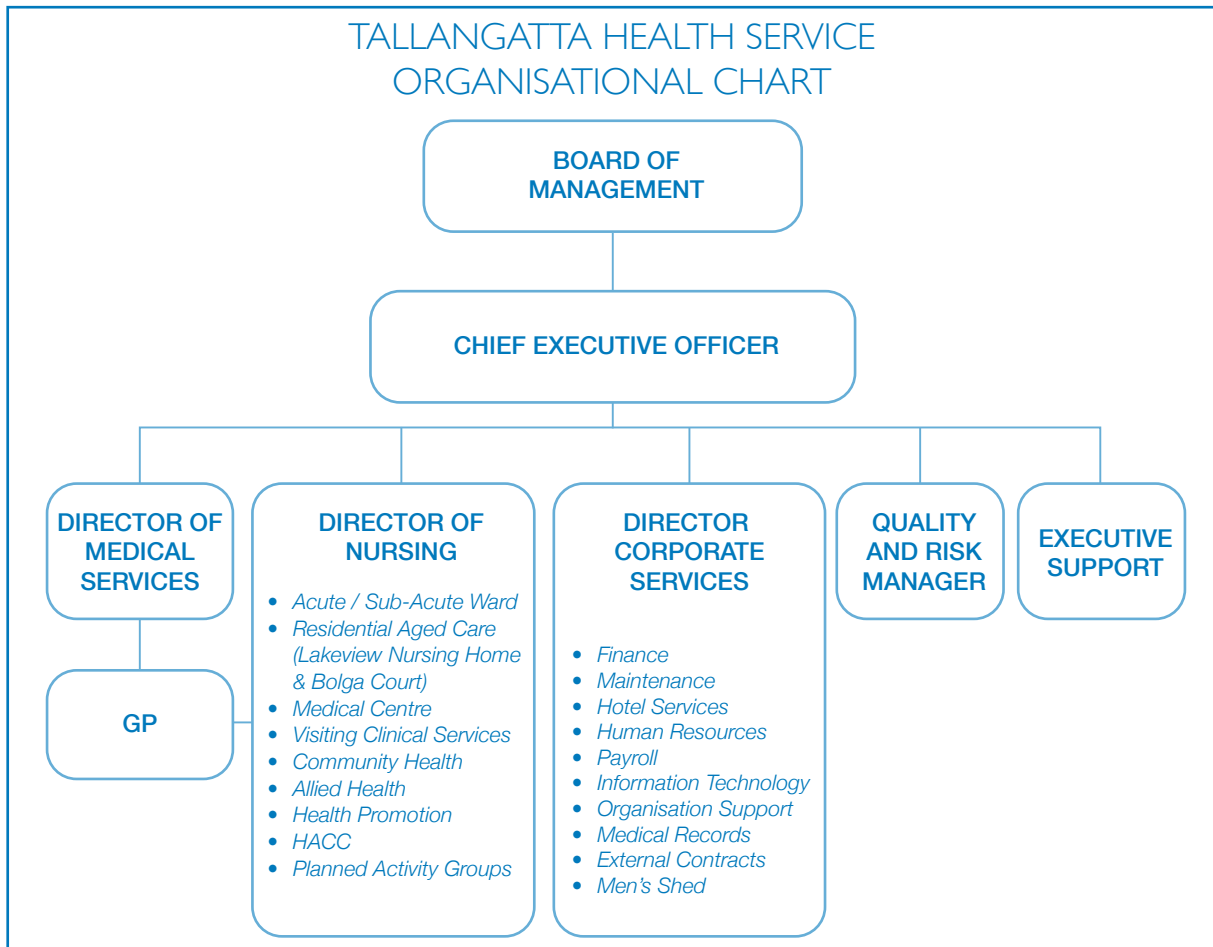
Meeting Attendance	Board Meeting										Total Meetings Attended
	2013					2014					
	Jul	Aug	Sep	Oct	Dec	Jan	Feb	Mar	Apr	Jun	
Andrew Brown	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10/10
Robert Lees	✓	✓	X	✓	✓	✓	✓	X	✓	✓	8/10
Hugh Paton	✓	✓	✓	X	✓	✓	✓	✓	✓	✓	9/10
Jean Teek	l/a	✓	✓	✓	✓	X	✓	X	✓	✓	7/9
Angela Morrison	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10/10
Craig Heiner	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	9/10

l/a = leave of absence **Note: No meeting held November 2013 and May 2014**

Audit & Risk Sub-Committee

Consists of 5 elected Board members and Executive representation

Number of members	Number of meetings held	Total attendances for year
5	4	18



EQUAL OPPORTUNITY

In July 1991 the Public Authorities (Equal Employment Opportunity) Act was proclaimed. The purpose of the Act is:

- To provide for equal employment opportunity programs in public authorities;
- To establish reporting requirements in relation to these programs; and
- To require public authorities to observe personnel management principles in employment matters.

EEO Program Objectives

- Provide education to staff on workplace bullying and harassment legislation.
- Update policies and the induction program to highlight rights and responsibilities relating to workplace bullying and harassment.

EEO Program Objectives Assessment

- 100% of staff understands their rights and responsibilities in the case of workplace bullying.
- Induction and policies are revised to reflect legal rights and responsibilities.

Policy Statement

Equal Employment Opportunity

Tallangatta Health Service is committed to ensuring Equal Employment Opportunity (EEO) for all staff.

The aim of the THS EEO program is to eliminate discrimination in employment and to ensure that all employees and applicants for employment are treated on merit according to their skills, qualifications and abilities.

Robyn Gillis
Chief Executive Officer

REGULATIONS AND ACTS APPLICABLE TO TALLANGATTA HEALTH SERVICE

Regulations

- Building (Amendment) Regulations 2003
- Building (Legionella Risk Management) (Amendment) Regulations 2002
- Cancer (Breast Screen Victoria Registry) Regulations 2003
- Drugs, Poisons and Controlled Substances (Fees) Regulations 2002
- Drugs, Poisons and Controlled Substances (Fees) Regulations 2003
- Electricity Safety (Bushfire Mitigation) Regulations 2003
- Emergency Management Regulations 2003
- Environment Protection (Vehicle Emissions) Regulations 2003
- Fundraising Appeals (Amendment) Regulations 2002
- Health (Infectious Diseases) (SARS) Regulations 2003
- Health (Radiation Safety) (Fees) Regulations 2003
- Health Services (Supported Residential Services) (Fees) Regulations 2003
- Occupational Health and Safety (Asbestos) Regulations 2003
- Pathology Services (Exempted Tests) (Amendment) Regulations 2003

Subordinate Legislation (Freedom of Information (Access Charges) Regulations 1993 – (Extension of Operation) Regulations 2003

Acts

- Audit (Amendment) Act 2003
- Business Licensing Legislation (Amendment) Act 2003
- Drugs, Poisons and Controlled Substances (Volatile Substances) Act 2003
- Environment Protection (Resource Efficiency) Act 2002
- Occupational Health & Safety Act 2004
- Pay-roll Tax (Maternity and Adoption Leave Exemption) Act 2003
- Powers of Attorney Act 1956
- Privacy Act 2001
- Residential Tenancies (Amendment) Act 2002
- Superannuation Act 1976 & 1990
- Wrongs and Limitation of Actions Acts (Insurance Reform) Act 2003
- Wrongs and Other Acts (Public Liability Insurance Reform) Act 2002
- Subordinate Legislation (Occupational Health and Safety) (Noise) Regulations 1992 – Extension of Operation Regulations 2003
- Tobacco (Amendment) Regulations 2003
- Transport Accident (Amendment) Regulations 2003
- Protected Disclosure Act 2012
- Carer's Recognition Act 2012

Protected Disclosure

The Protected Disclosure Act 2012 (Vic) enables people to make disclosures about improper conduct within the public sector without fear of reprisal. The Act aims to ensure openness and accountability by encouraging people to make disclosures and protecting them when they do so. There have been no protected disclosures in relation to THS.

Carer's Recognition

The Carers Recognition Act 2012 formally acknowledges the important contribution that people in a care relationship make to our community and the unique knowledge that carers hold of the person in their care. The valuable role of the carer has been actively integrated in the policies and procedures of THS.

National Competition Policy

THS complied with all government policies regarding competitive neutrality.

Environmental Performance

THS has developed an Environmental Management Plan, including a plan to reduce our office based impacts.

Disclosure of major contracts

There were no major contracts undertaken by THS during 2013 /2014.

Pecuniary Interest

The Board of Management actively ensures compliance with the Conflicts of Interest (pecuniary interest) policy.

National Police Register (NPR) Checks

All staff and volunteers are required to have a current, satisfactory, National Police Register (NPR) check. NPR checks are deemed valid for three years.

Freedom of Information

The Freedom of Information Act 1982 provides the public with the means to obtain medical information held by the Health Service. The Health Service had one request during the 2013/2014 period.

Accreditation

The Health Service is an accredited Health Care Facility under The Australian Council on Healthcare Standards (ACHS).

Bolga Court and Lakeview Nursing Home have full accreditation under the Aged Care Standards and Accreditation Agency Ltd (ACSAA).

The Home and Community Care program continues to be accredited by the Department of Health and Ageing.

Tallangatta Medical Centre is an accredited practice with Australian General Practice Accreditation Limited - AGPAL.

Disclosure of ex-gratia payments

There have been no ex-gratia payments made during the reporting period.

Financial Management Compliance Framework (FMCF)

The Financial Management Compliance Framework (FMCF) was introduced on 1 July 2003 and applies to all Victorian Public Sector (VPS) entities. The establishment of the framework ensures that all VPS entities have implemented appropriate systems to ensure that public resources are used in an efficient, effective and responsible manner.

Tallangatta Health Service reviews its policies and procedures against this compliance tool to ensure that the Health Service is operating in an effective and responsible manner and continues to work toward achieving full compliance.

Occupational Health and Safety

Tallangatta Health Service complies with the Occupational Health & Safety Act 2004. The organisation monitors its compliance through an Occupational Health and Safety Committee. All staff injuries and hazards in the workplace are reported and followed up via the incident management system. We support our staff both in the provision of training to reduce risk of injury and, if an injury does occur, a comprehensive return to work program.

Building Act

Tallangatta Health Service complies with the provisions of the Building Act 1993.

Consultants

During the year the Health Service engaged two consultancies for fees in excess of \$10,000.

Schneider Electrics undertook an energy audit.

BSG (Building Services Group) undertook engineering design of the air conditioning upgrade.

ADADRA Building Services Group			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Engineering design of air conditioning upgrade	\$30,300	\$20,300	\$10,000

Schneider Electric Buildings Australia			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Energy Audit	\$16,600	\$16,600	-

TALLANGATTA HEALTH SERVICE

ATTESTATION ON DATA INTEGRITY

I, Robyn Gillis certify that the Tallangatta Health Service has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. The Tallangatta Health Service has critically reviewed these controls and processes during the year.



Robyn Gillis
Chief Executive Officer
Accountable Officer
Tallangatta
22nd August 2014

ATTESTATION ON COMPLIANCE WITH AUSTRALIAN/NEW ZEALAND RISK MANAGEMENT STANDARD

I, Robyn Gillis certify that the Tallangatta Health Service has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The audit committee verifies this assurance and that the risk profile of the Tallangatta Health Service has been critically reviewed within the last 12 months.



Robyn Gillis
Chief Executive Officer
Accountable Officer
Tallangatta
22nd August 2014

ATTESTATION FOR COMPLIANCE WITH THE MINISTERIAL STANDING DIRECTION 4.5.5.1 – INSURANCE

I, Robyn Gillis certify that the Tallangatta Health Service has complied with Ministerial Direction 4.5.5.1 – Insurance.



Robyn Gillis
Chief Executive Officer
Accountable Officer
Tallangatta
22nd August 2014

STATEMENT OF PRIORITIES – 2013 / 2014

PATIENTS	ACTION	DELIVERABLE	OUTCOME
Developing a system that is responsive to people's needs	In partnership with other providers within the local area, apply service capability frameworks to maximise use of available resources across the local area.	Work in partnership with other identified health services to implement the sub-acute capability frameworks.	Completed. Developed shared Allied Health service delivery models with Upper Murray Community Health Service and Beechworth Health.
Improving every Victorian's health status and experiences	Collaborate with key partners such as members of local PCP, Medicare Locals, community health services and Aboriginal health service providers and Local Government to support the implementation of the Victorian Health and Wellbeing Plan 2011-2015.	Work in partnership with members of local PCP to implement strategies to address the Hume Region Integrated Health Promotion priority - Healthy Eating and Physical Activity.	Implementing the Hume Region Healthy Eating and Physical Activity program in partnership with local schools. Due for completion 2015.
Expanding service, workforce and system capacity	Identify opportunities to address workforce gaps by optimising workforce capability and capacity, and exploring alternative workforce models.	Implementation of the Graduate Nurse Program in partnership with AWH and Corryong.	Completed.
Increasing the system's financial sustainability and productivity	Identify opportunities for efficiency and better value service delivery.	Participate in the regional Business Practice Improvement Project for Residential Aged Care and implement strategies to meet project benchmarks.	Participation continues with a focus on ACFI funding.
Implementing continuous improvements and innovation	Develop and implement improved strategies that better support patient flow and the quality and safety of hospital services.	Develop and implement strategies that enables the successful establishment of the 10 new national quality and safety standards.	Portfolio champions have been implemented for each of the Standards.
Increasing accountability & transparency	Continue to strengthen the capability of rural health service boards and senior management to ensure that ongoing stewardship obligations of rural and regional health services can be met.	Provide governance training for Board members.	Governance training delivered.
Improving utilisation of e-health and communications technology.	Maximise the use of health ICT infrastructure to better connect a broad range of health care and other health – related workforces.	Trial new IT approaches to support improved service efficiency.	Working in partnership with the Hume Tele-health project, Medicare Local, and Primary Care Partnerships.

KEY PERFORMANCE INDICATORS

Admitted Patients

PATIENTS	ACUTE
Separations	
Multi Day	66
Total Separations	66
Public	48
Private	15
DVA	2
TAC	1
Total WIES	176
Total Bed Days (no TCP)	1060
Transition Care Patients (TCP) – Bed Days	622

Residential Care

RESIDENTS	AGED CARE
Permanent Care Bed Days	16 131
Respite Care Bed Days	1 326
Total Bed Days	17 457

Medical Centre GP Visits

VISIT SUMMARY	
Private	51
Bulk Bill	7 567
Veteran Affairs	329
Other	166
Total Visits	8 113

Home and Community Care funded programs

PROGRAM	HOURS	
Home Care	3209	
Personal Care	953	
Respite Care	161	
Assessment	908	
District Nursing	2047	
Property Maintenance	130	
Planned Activity Groups		
Core	7961	
High	711	
Meals on Wheels		4799 meals delivered
Volunteer Social Support	1071	
Total Hours	17,151	

Primary & Community Health funded programs

PROGRAMS	CLIENT CONTACTS
Community Exercises	1102
Strength & Balance Sessions	
Integrated Health Promotion Sessions	

Service Performance

Key performance indicator	Target	Actuals
QUALITY and SAFETY		
Health Service Accreditation	Full compliance	Full compliance
Residential Aged Care Accreditation	Full compliance	Full compliance
Cleaning standards (Overall)	Full compliance	Full compliance
Cleaning Standards (AQL-B)	85	90
Cleaning Standards (AQL-C)	85	91
Health care worker immunisation – influenza	60	59
Submission of data to VICNISS ¹	Full compliance	Full compliance
Hospital acquired infection surveillance	No outliers	No outliers
Hand Hygiene(rate)	70	78
SAB rate per occupied bed days ²	< 2/10,000	0/10,000
Victorian Patient Satisfaction Monitor: (OCI) ³	73	n/a
Victorian Hospital Experience Measurement Instrument (January – June 2014) ³	-	n/a
People Matter Survey	Full compliance	Full compliance

¹ VICNISS is the Victorian Hospital Acquired Infection Surveillance System.

² SAB is Staphylococcus aureus bacteraemia.

³ The target for the Victorian Patient Satisfaction Monitor is the Overall Care Index (OCI) which comprises six categories. This has been replaced by the Victorian Health Experience Measurement Instrument, commenced May 2014.

Staff Analysis

Labour Category	JUNE Current Month FTE		JUNE YTD FTE	
	2013	2014	2013	2014
Nursing (Acute & Aged Care)	41.73	39.25	40.17	42.31
Administration and Clerical	9.86	7.93	9.74	8.16
Medical Support	3.53	4.04	3.03	3.98
Hotel & Allied Services	22.28	22.86	22.01	22.07
Medical Officers	0	0	0	0
Hospital Medical Officers	0	0	0	0
Sessional Clinicians	0	0	0	0
Ancillary Staff (Allied Health)	4.09	4.54	3.91	4.63
HACC & District Nursing	10.70	12.60	10.89	12.03
TOTAL	92.19	91.22	89.75	93.18

LIFE GOVERNORS

Allott, Ms H
Anderson, Mr T

Beggs, Mrs C.
Birrell, Mrs D.
Bowran, Mr W.
Bowran, Mrs W.
Briggs, Mr E.E.
Buchanan, Mr R.C.
Buchanan, Mrs R.C.
Bye, Mrs C.

Carlisle, Miss L.
Carver, Mr G.S.
Clarke, Mr M.C.
Clark, Miss V.M.
Coghill, Mr S.B.
Coleman, Dr R.
Collins, Mr E.M.
Condon, Mrs V.
Coulthard, Mr G.R.
Coulston, Ms L.
Crothers, Mr F.

Davison, Mrs M.

Fraser, Mr B.C.
Fraser, Mrs B.C.
Fraser, Mrs C.

Gerecke, Mr E.E.
Gray, Mrs F.

Hamlin, Mr M.
Healy, Mrs A.
Hillas, Mrs C.F.
Hillas, Mr J.F.
Hindle, Mr B.G.
Hodgkin, Mr B.W.
Hogg, Ms M.
Hollick, Mrs L.
Hoystead, Mr W.L.

Jenkins, Mrs I.
Jewell, Mrs J.A.

Kasciora, Mr I.
Kelly, Mr B.E.
Kelly, Mr D.F.
Kendall, Ms J.
Kennett, Mr P.
Kirk, Mrs E.W.T.
Kirk, Mrs J.A.
Kirk, Mrs J.W.
Kirk, Mr M.A.
Kirk, Mr T.J.
Kirk, Mrs T.J.
Kohne, Mr W.F.

Lauder, Mrs D.
Law, Mr A.J.
Lawson, Mrs M.E.
Lee, Mrs L.
Ley, Mr T.M.
Lloyd, Mr J.J.
Lloyd, Mrs J.J.
Lowcock, Mrs. J.E.

Maddock, Mrs J.S.
Maher, Mr P.
Marshall, Mrs G.
Matheson, Mr D.
McDonald, Mrs I.I.
McKay, Mr A.M.
Medlin, Mr K.
Milsom, Ms O.
Moncrieff, Mr G.
Mongan, Mr J.J.
Mongan, Mr J.T.
Moroney, Mr. L.J.
Moyle, Mrs M.M.
Mullins, Mr M.
Mullins, Mr T.P.

Nicholl, Ms N.

Osmotherly, Mrs R.H.
O'Connell, Mr W.

Paton, Mrs A.
Paton, Mr J.A.
Paton, Miss M.
Paton, Mrs R.
Paton, Mr R.A.G.
Paton, Mrs, P.M.
Paton, Mr R.A.F.
Pearce, Mr J.F.
Pink, Mrs D.A.
Pink, Mr R.J.
Pleming, Mrs K.D.
Pleming, Mr W.H.
Polmear, Mr E.A.
Polmear, Mr S.
Polmear, Mrs S.

Reid, Mr E.A.
Ritchie, Mrs B
Ronan, Mr J.
Ronan, Mrs A.B.
Rowe, Mr M.

Skelton, Mr A.
Smith, Ms A.
Stokes, Mr J.
Stokes, Mrs J.
Stevenson, Mrs M.
Stribling, Mr K.
Sutherland, Mr A.
Swaby, Dr. F.C.
Swaby, Mrs P.

Tobin, Mr C.P.
Touzel, Mrs M.

Vinnicombe, Mrs H.

Walker, Mr N.
Walsh, Mr D.
Walsh, Ms Chiquita
Wild, Mr R.J.
Wilkinson, Mr R.H.
Wood, Mr W.A.
Worland, Mr E.K.

Yaksender, Mrs F.

TALLANGATTA HEALTH SERVICE
SUMMARY OF FINANCIAL RESULTS
FOR YEAR ENDING 30TH JUNE 2014

	TOTAL 2014 \$	TOTAL 2013 \$	TOTAL 2012 \$	TOTAL 2011 \$	TOTAL 2010 \$
TOTAL REVENUE	8,870,788	8,324,192	7,910,742	8,170,991	7,791,701
TOTAL EXPENSES	(9,164,869)	(8,626,243)	(8,540,054)	(8,116,800)	(7,672,815)
OPERATING SURPLUS/(DEFICIT)	(732,623)	(1,212,205)	(1,337,823)	(758,043)	(987,189)
RETAINED SURPLUS/ (ACCUMULATED DEFICIT)	(6,876,438)	(5,222,051)	(4,009,846)	(2,672,023)	(1,913,980)
TOTAL ASSETS	15,403,318	13,984,067	15,213,648	16,761,513	17,196,001
TOTAL LIABILITIES	4,401,032	5,360,447	5,377,823	5,587,865	5,264,310
NET ASSETS	11,002,286	8,623,620	9,835,825	11,173,648	11,931,691
TOTAL EQUITY	11,002,286	8,623,620	9,835,825	11,173,648	11,931,691

DISCLOSURE INDEX

The Annual Report of the Tallangatta Health Service is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

Legislation	Requirement	Page Reference
Ministerial Directions		
Report of Operations		
Charter and purpose		
FRD 22E	Manner of establishment and the relevant Ministers	9
FRD 22E	Objectives, functions, powers and duties	2
FRD 22E	Nature and range of services provided	3
Management and structure		
FRD 22E	Organisational structure	10
Financial and other information		
FRD 10	Disclosure index	20, 21
FRD 11A	Disclosure of ex gratia payments	12
FRD 12A	Disclosure of major contracts	12
FRD 21B	Responsible person and executive officer disclosures	Reference: Financial Report
FRD22E	Application and operation of Protected Disclosure Act 2012	12
FRD 22E	Application and operation of Carers Recognition Act 2012	12
FRD 22E	Application and operation of <i>Freedom of Information Act 1982</i>	12
FRD 22E	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	12
FRD 22E	Details of consultancies over \$10,000	13
FRD 22E	Details of consultancies under \$10,000	Reference: Financial Report
FRD 22E	Employment and conduct principles	17
FRD 22E	Major changes or factors affecting performance	N/A
FRD 22E	Occupational health and safety	12
FRD 22E	Operational and budgetary objectives and performance against objectives	N/A
FRD 24C	Reporting of office-based environmental impacts	12
FRD 22E	Significant changes in financial position during the year	Reference: Financial Report
FRD 22E	Statement of availability of other information	N/A
FRD 22E	Statement on National Competition Policy	12
FRD 22E	Subsequent events	Reference: Financial Report
FRD 22E	Summary of the financial results for the year	Reference: Financial Report
FRD 22E	Workforce Data Disclosures including a statement on the application of employment and conduct principles	10
FRD 25B	Victorian Industry Participation Policy disclosures	N/A
FRD 29	Workforce Data disclosures	10

Legislation	Requirement	Page Reference
SD 4.2(g)	Specific information requirements	Reference: Financial Report
SD 3.4.13	Attestation of Data Integrity	14
SD 4.5.5.1	Ministerial Standing Direction 4.5.5.1 compliance attestation	14
SD 4.5.5	Risk management compliance attestation	14

Financial Statements

Financial statements required under Part 7 of the FMA

SD 4.2(a)	Statement of Changes in Equity	Reference: Financial Report
SD 4.2(b)	Comprehensive Operating Statement	Reference: Financial Report
SD 4.2(b)	Balance Sheet	Reference: Financial Report
SD 4.2(b)	Cash Flow Statement	Reference: Financial Report

Other requirements under Standing Directions 4.2

SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	Reference: Financial Report
SD 4.2(c)	Accountable officer's declaration	Reference: Financial Report
SD 4.2(c)	Compliance with Ministerial Directions	Reference: Financial Report
SD 4.2(d)	Rounding of amounts	Reference: Financial Report

Legislation

<i>Freedom of Information Act 1982</i>	12
<i>Protected Disclosure Act 2012</i>	12
<i>Carers Recognition Act 2012</i>	12
<i>Victorian Industry Participation Policy Act 2003</i>	N/A
<i>Building Act 1993</i>	12
<i>Financial Management Act 1994</i>	Reference: Financial Report

