



# ANNUAL REPORT 2014 - 2015

*Celebrating  
100 Years*





Please visit the Tallangatta Health Service website to view  
the Annual Report for 2014-2015

[www.tallangattahealthservice.com.au](http://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 2015.



**Angela Morrison**

Chair

Board of Management

Tallangatta

**26th August 2015**

## CONTENTS

Tallangatta Health Service Website Details _____	1
Responsible Bodies Declaration _____	1
Contents _____	2
Vision, Mission, Strategic Aspirations, Values ____	2
Staff Service Awards _____	2
Profile & Services _____	3
History _____	4
Board of Management & CEO Report _____	5-6
Corporate Services Report _____	7
Director of Nursing Report _____	8-9
Key Personnel _____	10
Board of Management and Office Bearers _____	11
Board of Management meeting attendance ____	11
Tallangatta Health Service Organisational Chart__	12
Equal Opportunity _____	12
Regulations & Acts _____	13-15
Attestation on Data Integrity _____	16
Attestation on Compliance with Ministerial Standing Direction 4.5.5 Risk Management & Framework Processes _____	16
Statement of Priorities _____	17-18
Key Performance Indicators _____	19-20
Application of Employment & Conduct Principles__	21
5 Year Financial Summary _____	21
Appendix A – Alternative presentation of comprehensive operating statement _____	22
Disclosure Index _____	23-24
Life Governors _____	25

## 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 2013/2014

The following dedicated staff of Tallangatta Health Service received awards for service during the 2013-2014 year.  
The awards were presented at the 2014 Annual General Meeting.

<b>20 Years</b>	Lee Main	
<b>10 Years</b>	Therese Wilson	Julie Carroll
	Penny Paton	Kirsty Chalmers
	Bernadette Parsons	

## 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 150 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

### **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, and 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 volunteers who support residents and community clients with activities of daily living, leisure and lifestyle, transportation, and outings.

## HISTORY

In 1910, Dr Patterson, president of the Friendly Societies Association, convened a public meeting for the purpose of establishing a hospital at Tallangatta. Prior to this, hospitals which existed in Tallangatta were private houses usually run by nurses or midwives.

Fundraising began in May 1910 with a goal set to raise £1050 to purchase land, furniture, and to build the hospital. The Department recommendation had been for a two ward hospital to accommodate four patients, a nurse's room, and a kitchen. It was considered that an infectious ward was not necessary.

A committee of 28 selected an elevated site at "Toorak" and work commenced on the first building in 1913. In late 1914 the building was complete and operating, although the official opening was not until 5th March 1915. The total cost of the then "Tallangatta Cottage Hospital" was £1800.

In 1916 the second stage of the building was completed, and this served our community until 1937, when an additional wing was added to bring the capacity of the Hospital to 26 beds.

In 1950 a State Parliamentary Works Committee recommended that the entire township of Tallangatta be shifted 4½ miles (8kms) to the west to allow the Hume Reservoir to be expanded. Work on relocating the whole town commenced in 1954 and had an enormous and significant impact on the entire community. Most houses were moved intact to the new site, but it was decided that a new hospital would be erected. There was much community concern as progress seemed slow, and fears that the hospital would be the only remaining service for the next year, when most of the population had moved.

Work on the new hospital commenced in July 1956, and on 30th June 1957 Matron Clark and Dr HFC Hallows laid the foundation stone of the new hospital which was opened on 26th March the following year.

A public meeting was held in 1986 to establish a "Nursing Home Society". Bolga Court opened on 17th March 1991 costing \$1,000,000. It was amalgamated with the hospital in 1997. The hospital officially changed its name to "Tallangatta Health Service" in December 1999 by which it is now known.

### **CENTENARY**

During the year, we have joined with members of the public to celebrate 100 years of providing health services to the community. A Centenary Ball was held in March, and in April a commemoration was made on ANZAC day to remember our nurses who served during the war years. Acknowledgement of the 100 year milestone was extended throughout the organisation by way of birthday cake for our residents, staff members, Meals on Wheels clients, and community participants in our various Planned Activity Groups throughout the catchment.

## BOARD OF MANAGEMENT & CEO REPORT 2014-15

On behalf of the Board and Executive it gives us great pleasure to present the Annual Report for the year ended 30 June 2015.

Tallangatta Health Service (THS) continues to face some significant financial challenges, but we are proud to say we have made significant progress towards achieving a financially sustainable position. The end of year financial result for THS in 2011-12 was a significant loss of \$629,312; 2012-13 was a deficit of \$302,051, and 2013-14 was a deficit of \$294,081. This year we have achieved a profit of \$285,634. 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 achieve status of Significant Refurbishment for both Aged Care facilities. The refurbishment of Module Two in conjunction with upgrades to fencing and air-conditioning has allowed us to achieve both increased revenue and improved occupancy. Bolga Court has gone from its lowest level of occupancy in November 2011 of 50%, to 72% in 2012-13; 82% in 2013-14; and 93% in 2014-15. The upgrade to the air-conditioning system in Lakeview and Acute has improved the environment for the Residents and the ability for them to control the temperature in their rooms. Significant refurbishment has increased the aged care revenue in the order of \$160,000 per year.

Our Community believe one of the key contributors to improving their health is to have permanent General Practitioners. We are extremely pleased Dr Anne McMahon and Dr Rizwan Akhter continue to actively support our community through the THS Medical Centre as permanent General Practitioners. We would also like to thank the Board members for their support and commitment during the past year. We recognise the outstanding contribution of Mr Hugh Paton and Mr Craig Heiner over the last three years. Hugh and Craig have been dedicated Board members and actively represented the health needs of our local community. The Board welcomes our new Board member, Ann Eagle appointed in July 2015.

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 particularly like to thank the members of the Mitta Valley Community for their active participation in the THS Open Board meeting held in September. It is invaluable to hear the views of the community members who do not reside within the township of Tallangatta. The THS Board members are committed to improving the outreach of our services into the catchment and throughout the valleys. 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 late 2014 THS was successful in achieving accreditation against the National Safety and Quality Health Service Standards.

THS extends thanks to our Volunteers for their outstanding contribution and efforts. The time and dedication that is given each week makes such a significant impact to the lives of our Residents and community and they are an essential part of the THS team.

We would like to thank the Department of Health and Human Services 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 \$570,000 for Capital Improvements to our facilities. These funds allowed us to upgrade the air conditioning system of Lakeview and Acute areas as well as refurbish another Bolga Court module. This year we will be upgrading the fire systems to both Aged Care facilities and the hospital as well as working in partnership with our community to develop a service plan for the health service.

The health and wellbeing of all of the members within in 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.

We would like to recognise our key Regional Health service for their support and service to our community. THS continues to develop strong partnerships with Albury Wodonga Health to improve the services to our community and develop opportunities for efficiency improvements.

The Board would like to particularly thank the staff, Executive team and Chief Executive Officer for their ongoing dedication to continuously improving THS, without which the fantastic achievements of the year would not have been possible. The service delivery and financial outcomes noted above are an excellent example of what is possible when demonstrating our THS values including “Achieving Results through Teamwork”. The Health Service’s performance this year is certainly placing us well on the path to achieving our 2012-2017 Strategic Plan Vision “To Excel as a Rural Community Health Provider” and we are looking forward as a Board to co-developing and publishing a new further forward looking Strategic Plan during 2015/16.

### **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.

2015 is a year of celebration. The Tallangatta Health Service is 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.

*Angela Morrison*  
Board Chair

*Robyn Gillis*  
Chief Executive Officer



# CORPORATE SERVICES REPORT

The Corporate Services team has continued to work hard during 2014-15 to ensure the Health Service offers and provides the best possible care and service to the people we support. The financial year has ended in a significantly stronger financial position than has occurred in the recent years. This has been due in part to an increase in funding through the Significant Refurbishment grant. There has also been a concentrated effort focussed on individual department budgets.

Corporate Services provides a range of services underpinning Tallangatta Health Service (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.

Throughout 2014-15, THS achieved several significant achievements including:

- Installation of new generator to Bolga Court
- New air conditioning to Lakeview and Acute
- Preparation of Hume Regional Linen Tender
- Implementation of RosterOn rostering and payroll system
- Installation of fencing around Lakeview courtyard
- New fleet car replacements
- Health Purchasing Victoria (HPV) procurement project implementation
- Successful application to increase Aged Care funding through Significant Refurbishment Grant

#### For the Future:

Funding has been granted for a new Fire Panel system which will be installed by 2016. This will connect Bolga Court to the main system.

A new server is to be installed to replace the existing one which was over ten years old and was failing to function at the level required of it.

At a broader level, the regional Patient Administration System (PAS) will be implemented, and the state-wide HPV project is to be completed to full compliance.

As we move forward I would like express appreciation to the Senior Executive team for their support and guidance. Also thank you to all the Corporate Services staff members who have been committed and supportive over the last twelve months. I look forward to the year ahead to bring more challenges and achievements.

*Julie Polmear*

Director of Corporate Services

## DIRECTOR OF NURSING REPORT

Tallangatta Health Service (THS) has continued its work to provide health care support to the community throughout 2014 and 2015.

Service provision has continued to patients, clients and residents in the hospital, home and aged care setting for Acute / Sub Acute care, Residential Aged Care, Allied Health Services (including physiotherapy, occupational therapy, social work, dietetics, podiatry) and Home and Community Care Services (HACC) which offer home based services including home help, personal care, district nursing and planned activity groups.

The Medical Centre continues to operate Monday to Friday, excluding public holidays, with two General Practitioners, Nurse Practitioner, Practice Nurse, Credentialed Diabetic Educator and visiting services of Border Pathology and a Counsellor. We are very fortunate as a small rural health service to be able to provide this diverse range of services with such qualified and committed staff.

Tallangatta Health Service achieved Accreditation in November 2014 against the National Safety and Quality in Health Care Standards in the Acute Setting, and Community Care Common Standards and Accreditation in Home and Community Care in December 2014. This was a huge effort by all staff and a recognition of the standard of care offered at THS. In March 2015 we were presented with our certificate by Dr Christine Dennis, Chief Executive Officer of the Australian Council on Healthcare Standards, which was an honour. There have also been a number of unannounced visits from the Aged Care Standards and Accreditation Agency during 2014-2015 to ensure we maintain compliance.

We are currently underway in preparation for accreditation for the Aged Care Accreditation Standards, a requirement which occurs every four years and is due in August 2015. This will allow us to continue this demonstration of care standards, focused on residential aged care.

Bolga Court and Lakeview nursing home have both received improvements with the installation of new air conditioning in Bolga Court and refurbishment of some of the rooms in Lakeview. This has created a more comfortable environment for our residents.

Like all small rural health services we rely on the generous donations from service groups and the Tallangatta Health Service Ladies Auxiliary. During 2014-2015 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. Funding was also received from the Department of Health to purchase equipment to be used in Residential Aged Care.

Donations and grants received this year allowed us to purchase items such as new pressure reduction mattresses, clinical monitoring equipment, falls prevention equipment and other aids for patient and resident care. iPads were also purchased for residents to use in activities through the lifestyle programs. Donations allowed us to replace the existing fencing of Lakeview to create a lovely outdoor area for residents and their families to enjoy.

Telehealth equipment was installed in the Urgent Care room as part of a Hume Region initiative to support smaller hospitals. This creates the opportunity for Tallangatta to connect via teleconferencing to other hospitals. It is expected we will soon be able to contact directly to the Emergency department at one of our regional hospitals and will support our staff and doctors in patient care. Use will commence later this year following training by nursing staff.

There has been a focus at THS to review the management strategies of falls reduction. All residents who use mobility aids have regular safety checks, including residents who visit for respite. The Physiotherapist and other senior members of staff have committed time to reviewing and developing systems to reduce falls particularly in Residential Aged Care. Our average number of falls per 1000 bed days was 8.6 compared to an average number

of 7.0 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. This work will continue.

The Community Services program continues its strong presence in the community. The approach to the Active Service Model to allow clients to “do it with me, not for me” is a way to keep clients healthy and active in their homes with support.

A number of students from the local Secondary College have completed work experience in our Residential Aged Care Facilities and the Hotel Services department. The feedback from Residents and staff has been very positive and we will continue to provide students the opportunity to undertake their work experience with us.

We continue with the strong presence of volunteers supporting THS in many ways, from our nail care ladies, volunteer drivers, patient and resident visitors amongst many others, and I thank them for their ongoing support through the year.

The Towong / Albury Wodonga Health Graduate Nurse Program has continued during 2014-2015. It is wonderful when we can provide local nurses the opportunity to complete their Graduate year close to home and the feedback from those who have completed their training year through this program has been very positive. 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.

All staff members are to complete annual training as part of the requirements of working at THS. As part of a program across the Hume region, education was introduced via REHSEN (Regional Health Service eLearning Network), an online training system for all staff. This has been well received and is an easier way to ensure all of our staff have the best training delivered in a simple way.

March 2015 saw the departure of Lenore Rhodes as Director of Nursing and then my commencement into this role. Lenore has been an integral influence on THS and I thank her for her commitment and passion in ensuring the organisation remains a strong and focused health service.

The dedication of staff in all areas ensures THS meets the needs and expectations both within the organisation and the broader community.

Thank you to all for your ongoing commitment to the health service.

*Lisa Allen*  
Director of Nursing

KEY PERSONNEL  
As at 30 June 2015

**Executive Staff**

<b>Chief Executive Officer:</b>	Robyn Gillis – BSc, Ass Dip OHS, M(HSM), GAICD
<b>Director of Corporate Services:</b>	Julie Polmear – B.Bus (Accounting), MIIA, IPA
<b>Director of Nursing:</b>	Lisa Allen – Dip N, Dip (HSM), RM, RN

**Program Leaders**

<b>Nurse Manager:</b>	Leanne Gale
<b>Community Services Manager:</b>	Lynette Lang
<b>Quality and Risk Manager:</b>	Debbie Cullen

**Medical Officers**

<b>Director of Medical Services:</b>	Dr Jason Goh
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# TALLANGATTA HEALTH SERVICE BOARD OF MANAGEMENT AND OFFICE BEARERS

30 JUNE 2015

## BOARD OF MANAGEMENT 2014/2015

Mrs Angela Morrison (Chair)  
Mr Robert Lees  
Mr Andrew Brown  
Mr Craig Heiner  
Ms Narelle Klein  
Ms Kim Stewart  
Mr Hugh Paton (resigned Oct 2014)

## AUDIT COMMITTEE

Mr Craig Heiner (Chair)  
Mr Andrew Brown  
Ms Narelle Klein  
Ms Kim Stewart  
Mr Robert Lees  
Mr Hugh Paton (resigned Oct 2014)

## MINISTER FOR HEALTH AND AGEING 4 December to 30 June 2015

The Honourable Jill Hennessy MP

## MINISTER FOR HEALTH AND AGEING 1 July 2014 to 3 December 2014

The Honourable David Davis MLC

## DIRECTOR OF HEALTH & AGED CARE DEPARTMENT OF HEALTH & HUMAN SERVICES (HUME REGION)

**Janet Chapman**

## 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

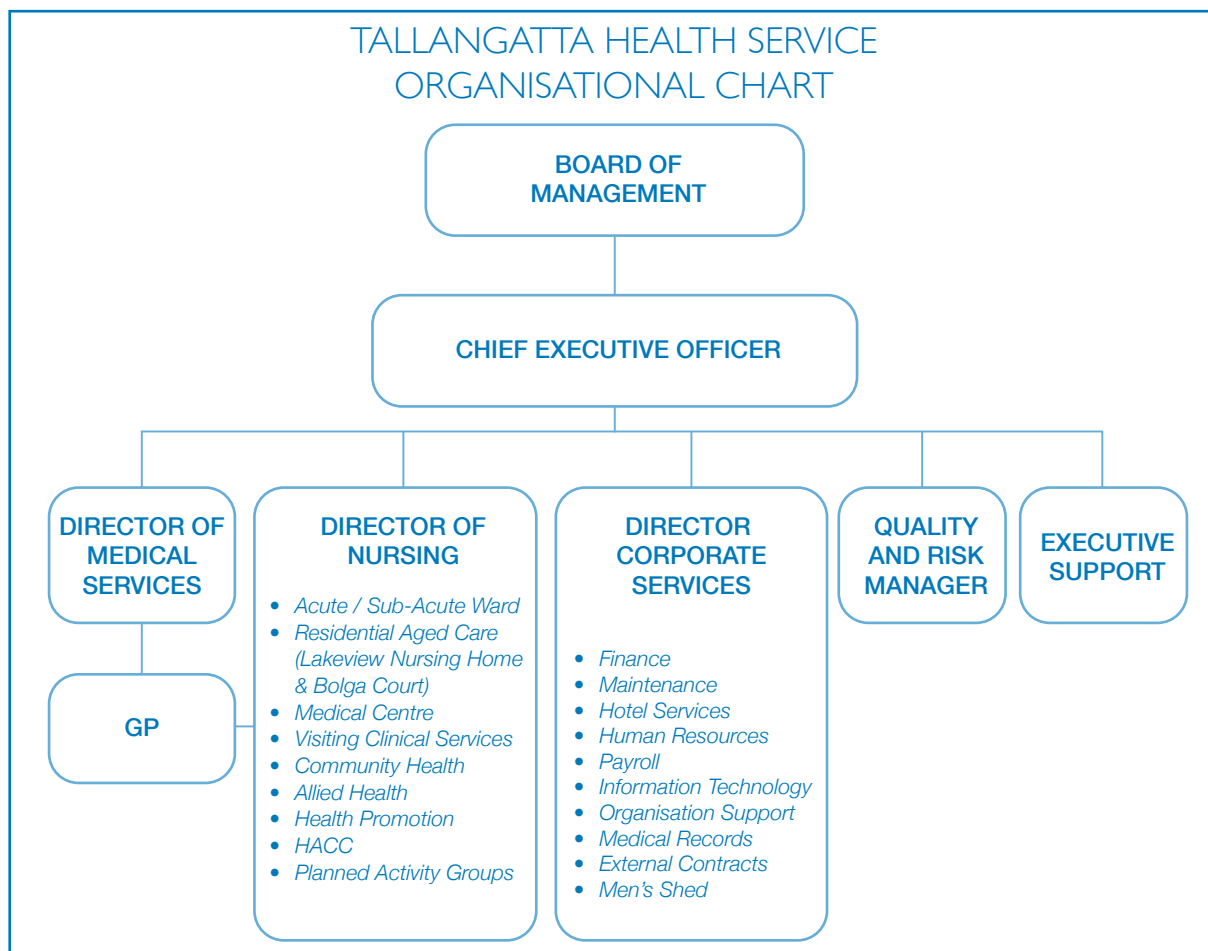
Meeting Attendance	Board Meeting									Total Meetings Attended
	2014					2015				
	Jul	Aug	Sep*	Oct	Dec	Jan	Mar	Apr	Jun	
Andrew Brown	✓	✓	✓	✓	✓	✓	✓	✓	✓	9/9
Robert Lees	✓	✓	✓	✓	✓	✓	x	x	✓	7/9
Angela Morrison	✓	x	x	✓	✓	x	x	✓	✓	5/9
Craig Heiner	✓	✓	x	✓	✓	x	✓	✓	✓	7/9
Narelle Klein	✓	✓	x	✓	✓	✓	✓	✓	✓	8/9
Kim Stewart	✓	✓	x	✓	x	x	✓	✓	✓	6/9
Hugh Paton	✓	✓	✓	-	-	-	-	-	-	3/3

**Note:** Mr Hugh Paton - resigned October 2014  
No meetings held November 2014 , February 2015 and May 2015  
\* September = Open Board Meeting

### 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	17



## 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 three major contracts undertaken by THS during 2014-15:

1. Upgrade of Bolga Court Hostel Module
2. Replacement of Air-conditioning system in Hospital, Lakeview Nursing Home, and Administration offices.
3. New Generator installed for Bolga Court Hostel

### **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 no requests during the 2014-15 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 project management of the air conditioning upgrade.

Warralea Pty Ltd undertook project management for the new generator purchase and installation for Bolga Court.

<b>WARRALEA P/L</b>			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Generator Project Management	\$17,110	\$17,110	\$0

<b>BSG</b>			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Air-conditioning project	\$30,300	\$28,400	\$1,900

## Additional Information

The following information, where it relates to Tallangatta Health Service and is relevant to the financial year 2014-15, is available upon request by relevant Ministers, members of Parliament and the public:

1. A statement of pecuniary interest has been completed;
2. Details of shares held by senior officers as nominee or held beneficially
3. Details of publications produced by Tallangatta Health Service about itself, and how these can be obtained
4. Details of changes in prices, fees, charges, rates and levies charged by Tallangatta Health Service
5. Details of any major external reviews carried out on Tallangatta Health Service
6. Details of major research and development activities undertaken by Tallangatta Health Service that are not otherwise covered either in the Report of Operations or in a document that contains the financial statements and Report of Operations
7. Details of overseas visits undertaken including a summary of the objectives and outcomes of each visit
8. Details of major promotional, public relations and marketing activities undertaken by Tallangatta Health Service to develop community awareness of the Health Service and its services
9. Details of assessments and measures undertaken to improve the occupational health and safety of employees
10. General statement on industrial relations within Tallangatta Health Service and details of time lost through industrial accidents and disputes
11. A list of major committees sponsored by Tallangatta Health Service, the purposes of each committee and the extent to which those purposes have been achieved
12. Details of all consultancies and contractors including consultants/contractors engaged, services provided, and expenditure committed for each engagement

## 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  
**26th August 2015**

### ATTESTATION ON COMPLIANCE WITH THE MINISTERIAL STANDING DIRECTION 4.5.5 RISK MANAGEMENT AND FRAMEWORK PROCESSES

I, Robyn Gillis certify that the Tallangatta Health Service has complied with the Ministerial Standing Direction 4.5.5 – Risk Management Framework and Processes. The Tallangatta Health Service Audit and Risk Sub-Committee verifies this.



**Robyn Gillis**  
Chief Executive Officer  
Accountable Officer  
Tallangatta Health Service  
**26th August 2015**

## STATEMENT OF PRIORITIES – 2014 / 2015

PRIORITY	ACTION	DELIVERABLE	OUTCOME
Developing a system that is responsive to people's needs	<p>Develop an organisational policy for the provision of safe, high quality end of life care in acute and subacute settings, with clear guidance about the role of, and access to, specialist palliative care.</p> <p>Implement formal advance care planning structures and processes, including putting into place a system for preparing and/or receiving, and documenting advance care plans in partnership with patients, carers and substitute decision makers.</p>	<p>Review current organisational policy for the provision of safe, high quality end of life care in acute settings, with clear guidance about the role of, and access to specialist palliative care.</p> <p>Implement advance care planning processes and structures by June 2015.</p>	<p>In progress in conjunction with AWH to align processes</p> <p>In progress in conjunction with AWH to align processes.</p>
Improving every Victorian's health status and experiences	<p>Use consumer feedback to improve person and family centred care, health service practice and patient experience.</p> <p>Support local implementation of the Victorian Health and Wellbeing Plan 2011–2015 through collaboration with key partners such as Local Government, Medicare Locals, community health services and other agencies (for example Women's Health Victoria and VACCHO).</p>	<p>Utilise consumer surveys and consumer group discussions to gain consumer feedback, and communicate related learnings to health service staff.</p> <p>Support the implementation of the Towong Shire Municipal Health and Wellbeing Plan 2014-2017 action plan.</p>	<p>Consumer groups have reviewed THS publications. Open board meeting feedback shared with THS staff. Consumer surveys for HACC and Meals currently being undertaken. Progress to plan.</p>
Expanding service, workforce and system capacity	Develop and implement a workforce immunisation plan that include pre-employment screening and immunisation assessment for existing staff that work in high risk areas in order to align with Australian infection control and immunisation guidelines.	Refine current immunisation program to ensure full compliance with approved guidelines.	Immunisation policy has been reviewed and updated. Implementation has commenced.

## STATEMENT OF PRIORITIES – 2014 / 2015

PRIORITY	ACTION	DELIVERABLE	OUTCOME
Increasing the system's financial sustainability and productivity	Reduce health service administrative costs.	Participate in the Hume 'Strengthening our Health Services' project and implement activities/ project that support sustainability.	Participation in the Strengthening Health Service project Linen tender with AWH and the Upper Hume region. Leadership of the Hume Home Care Packages project.
Implementing continuous improvements and innovation	Drive improved health outcomes through a strong focus on patient-centred care in the planning, delivery and evaluation of services, and the development of new models for putting patients first.	Undertake quality improvement activities to support meeting Standard 2 Partnering with Consumers of the National Safety and Quality Health Service Standards in preparation for accreditation in December 2014.	Implementation of the Consumer engagement framework for THS. Full compliance for Standard 2 National Standards.
Increasing accountability & transparency	Undertake an annual board assessment to identify and develop board capability to ensure all board members are well equipped to effectively discharge their responsibilities.  Demonstrate a strategic focus and commitment to aged care by responding to community need as well as the Commonwealth Living Longer Living Better reforms.	Support board participation in regional and central organised training and undertake health service specific training program with new board members.  Support board and staff training in regard to Living Longer Living Better Reforms to ensure their impact on the service and the community are understood.	Board evaluation completed in December 2014. Board self-assessment completed June 2015 Board members attending the VMIA Risk training.  Board members attending Living Longer Living Better reform briefings. Executive attendance at LASA training sessions. Staff briefings on reforms.
Improving utilisation of e-health and communications technology.	Trial, implement and evaluate strategies that use e-health as an enabler of better patient care.  Utilise telehealth to better connect service providers and consumers to appropriate and timely services	In partnership with other health services, identify operational requirements for the replacement Patient Administration System to ensure health service readiness.  Participate in the Hume telehealth project as it rolls out across the region, ensuring staff are trained in processes and systems are in place.	PAS project has received funding and project planning has commenced. Due for completion in 2016 Equipment has been installed.  AWH appointing a project officer to lead the implementation

## KEY PERFORMANCE INDICATORS

### Admitted Patients

PATIENTS	ACUTE
Separations	
Multi Day	63
Total Separations	63
Public	51
Private	8
DVA	4
TAC	0
Total WIES	130
Total Bed Days (excl. TCP)	1 029
Transition Care Patients (TCP) – Bed Days	634

### Residential Care

AGED CARE BED DAYS	
Permanent Care Bed Days	16 492
Respite Care Bed Days	960
<b>Total Bed Days</b>	<b>17 452</b>

### Medical Centre GP Visits

VISIT SUMMARY	
Doctor	7 681
Nurse Practitioner	958
Practice Nurse	1 052
Diabetes Educator	243
Mental Health Practitioner	69
<b>Total Visits</b>	<b>10 003</b>

### Home and Community Care funded programs

PROGRAM	HOURS
Home Care	2 913
Personal Care	1 183
Respite Care	185
Assessment	710
District Nursing	1 487
Property Maintenance	131
Planned Activity Groups	
Core needs	6 865
High needs	1 322
<b>Total Hours</b>	<b>14 796</b>
Meals on Wheels – HACC Delivered	3393 meals

### Primary & Community Health funded programs

Health Promotion Activities*	1624 Hours
*Activities Include: 0-12 Healthy Eating project, Fifties Festival, Rural Farm Expo, Koetong Bridge Walk, Sandy Creek Bridge Walk, 100 Year Celebration for THS	

### Volunteers

REGISTERED VOLUNTEERS (as at 30 June)	HOURS
55	2767

### Service Performance

Key performance indicator	Target	Actuals
<b>Patient experience and outcome</b>		
Victorian Healthcare Experience Survey <sup>(1)</sup> Full compliance	Full compliance	Submitted but limited to data to receive report
<b>Governance, Leadership and Culture</b>		
Patient safety culture	80	Awaiting the May 2015 People Matter survey results due in September 2015
<b>Safety and Quality</b>		
Health service accreditation	Full compliance	Achieved
Residential aged care accreditation	Full compliance	Achieved
Cleaning standards (Overall)	Full compliance	Achieved
Cleaning Standards (AQL-A)	90	N /A
Cleaning Standards (AQL-B)	85	89.7
Cleaning Standards (AQL-C)	85	92.8
Submission of data to VICNISS <sup>(2)</sup>	Full compliance	Achieved
Hand hygiene (rate) – quarter 2	75	73.1
Hand hygiene (rate) – quarter 3	77	85
Hand Hygiene (rate) - quarter 4	80	92
Health care worker immunisation – influenza	75	72.5

<sup>1</sup> The Victorian Healthcare Experience Survey (VHES) was formerly known as the Victorian Health Experience Measurement Instrument (VHEMI)

<sup>2</sup> VICNISS is the Victorian Hospital Acquired Infection Surveillance System

### Staff Analysis

Labour Category	JUNE Current Month FTE		JUNE YTD FTE	
	2014	2015	2014	2015
Nursing (Acute & Aged Care)	39.25	41.56	42.31	41.28
Administration and Clerical	7.93	7.92	8.16	7.99
Medical Support	4.04	3.62	3.98	3.87
Hotel & Allied Services	22.86	21.66	22.07	22.42
Medical Officers	0	0	0	0
Hospital Medical Officers	0	0	0	0
Sessional Clinicians	0	0	0	0
Ancillary Staff (Allied Health)	4.54	3.73	4.63	4.91
HACC & District Nursing	12.60	9.94	12.03	9.82
TOTAL	91.22	88.43	93.18	90.28

## APPLICATION OF EMPLOYMENT AND CONDUCT PRINCIPLES

Tallangatta Health Service is an equal employment opportunity employer and promotes and applies the public sector principles, developed by the Victorian State Services Authority (SSA), to its employment practices. THS supports the SSA's Public Sector Employees' Code of Conduct and expects all employees to abide by this code. New employees receive a copy of the Code of Conduct on commencement of employment.

THS is committed to applying merit and equity principles when appointing staff. The selection processes ensure that applicants are assessed and evaluated fairly and equitably on the basis of the key selection criteria and other accountabilities without discrimination. Employees have been correctly classified in workforce data collections.

### TALLANGATTA HEALTH SERVICE SUMMARY OF FINANCIAL RESULTS FOR YEAR ENDING 30TH JUNE 2015

	<b>TOTAL 2015 \$</b>	<b>TOTAL 2014* \$</b>	<b>TOTAL 2013 \$</b>	<b>TOTAL 2012 \$</b>	<b>TOTAL 2011 \$</b>
<b>TOTAL REVENUE</b>	9,744,223	8,960,037	8,324,192	7,910,742	8,170,991
<b>TOTAL EXPENSES</b>	(9,458,589)	(9,252,558)	(8,626,243)	(8,540,054)	(8,116,800)
<b>OPERATING SURPLUS/(DEFICIT)</b>	(250,629)	(732,623)	(1,212,205)	(1,337,823)	(758,043)
<b>RETAINED SURPLUS/ (ACCUMULATED DEFICIT)</b>	(7,347,708)	(6,876,438)	(5,222,051)	(4,009,846)	(2,672,023)
<b>TOTAL ASSETS</b>	15,880,123	15,403,318	13,984,067	15,213,648	16,761,513
<b>TOTAL LIABILITIES</b>	5,128,466	4,401,032	5,360,447	5,377,823	5,587,865
<b>NET ASSETS</b>	10,751,657	11,002,286	8,623,620	9,835,825	11,173,648
<b>TOTAL EQUITY</b>	10,751,657	11,002,286	8,623,620	9,835,825	11,173,648

\* Changes made to 2014 figures due to treatment of Hume Rural Health Alliance (HRHA)

## APPENDIX A – ALTERNATIVE PRESENTATION OF COMPREHENSIVE OPERATING STATEMENT

	2015 \$'000	2014 \$'000
Interest	136,928	183,660
Dividends and income tax equivalent and rate equivalent revenue	-	-
Fair Value of assets and services received free of charge or for nominal consideration	-	-
Sales of goods and services	2,083,037	2,062,292
Grants	7,698,633	7,164,288
Other Income	402,525	308,269
<b>Total revenue</b>	<b>10,321,123</b>	<b>9,718,910</b>
Employee expenses	7,229,584	7,123,642
Fair value of assets and services provided free of charge or for nominal consideration	-	-
Depreciation	1,119,527	1,198,251
Interest expense	-	-
Grants and other transfers	-	-
Other operating expenses	2,213,598	2,128,497
<b>Total expenses</b>	<b>10,562,709</b>	<b>10,450,390</b>
<b>Net result from transactions – Net operating balance</b>	<b>(241,586)</b>	<b>(731,480)</b>
Net gain / (loss) on sale of non-financial assets	(4,149)	3,934
Net gain / (loss) on financial instruments	-	-
Share of net profit / (loss) from associates / joint venture entities excluding dividends	-	-
Other gains / (losses) from other economic flows	(4,894)	(5,077)
Total other economic flows included in net result	(9,043)	(1,143)
Items that may be reclassified subsequently to net result	-	-
Changes to financial assets available-for-sale revaluation surplus	-	-
Total other economic flows included in net result	-	-
<b>Net result</b>	<b>(250,629)</b>	<b>(732,623)</b>

This alternate presentation reflects the format required for reporting to the Department of Treasury and Finance and does not form part of the audited financial statements. The Net Result reconciles to the organisation's operating statement; it has not been reviewed by the Victorian Auditor General's Office.



## 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.

<b>Legislation</b>	<b>Requirement</b>	<b>Page Reference</b>
<b>Ministerial Directions</b>		
<b>Report of Operations</b>		
<b>Charter and purpose</b>		
FRD 22F	Manner of establishment and the relevant Ministers	11
FRD 22F	Purpose, functions, power and duties	2
FRD 22F	Initiatives and key achievements	5-9
FRD 22F	Nature and range of services provided	3, 4
<b>Management and structure</b>		
FRD 22F	Organisational structure	12
<b>Financial and other information</b>		
FRD 10	Disclosure index	23, 24
FRD 11A	Disclosure of ex gratia payments	14
FRD 12A	Disclosure of major contracts	14
FRD 21B	Responsible person and executive officer disclosures	Reference: Financial Report
FRD 22F	Application and operation of Protected Disclosure Act 2012	13
FRD 22F	Application and operation of Carers Recognition Act 2012	13
FRD 22F	Application and operation of <i>Freedom of Information Act 1982</i>	14
FRD 22F	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	14
FRD 22F	Details of consultancies over \$10,000	15
FRD 22F	Details of consultancies under \$10,000	Reference: Financial Report
FRD 22F	Employment and conduct principles	21
FRD 22F	Major changes or factors affecting performance	N/A
FRD 22F	Occupational health and safety	14
FRD 22F	Operational and budgetary objectives and performance against objectives	N/A
FRD 24C	Reporting of office-based environmental impacts	14
FRD 22F	Significant changes in financial position during the year	Reference: Financial Report
FRD 22F	Statement on National Competition Policy	14
FRD 22F	Subsequent events	Reference: Financial Report
FRD 22F	Summary of the financial results for the year	Reference: Financial Report
FRD 22F	Workforce Data Disclosures including a statement on the application of employment and conduct principles	19-21
FRD 25B	Victorian Industry Participation Policy disclosures	N/A
FRD 29A	Workforce Data disclosures	19-21
SD 4.2(g)	Specific information requirements	Reference: Financial Report
SD 4.2(J)	Sign-off requirements	Reference: Financial Report
SD 3.4.13	Attestation of Data Integrity	16
SD 4.5.5	Risk management compliance attestation	16

## **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>	14
<i>Protected Disclosure Act 2012</i>	13
<i>Carers Recognition Act 2012</i>	13
<i>Victorian Industry Participation Policy Act 2003</i>	N/A
<i>Building Act 1993</i>	14
<i>Financial Management Act 1994</i>	Reference: Financial Report

## 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.



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