



Tallangatta
Health Service

ANNUAL REPORT 2012-2013

Please visit the Tallangatta Health Service website
to view the Annual Report for 2012-2013

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 2013.

A handwritten signature in blue ink, appearing to read 'Andrew Brown', with a long horizontal flourish extending to the right.

Andrew Brown

Chair

Board of Management

Tallangatta

9th September 2013

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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. 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. 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

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, general practitioner 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 funded state beds. These beds are used to provide:

- General /Sub acute care
- Post-surgical/Medical care
- Palliative Care
- Slow stream rehabilitation services
- Nursing home type 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.

INTEGRATED MEDICAL CLINIC

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.

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 and communities within the Tallangatta Health Service Catchment.

ALLIED HEALTH

Our Allied Health team consists of an Occupational Therapist, Physiotherapist, Dietician and 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.

BOARD OF MANAGEMENT & CEO REPORT TO THE COMMUNITY 2012-2013

On behalf of the Board and Executive it gives us great pleasure to present the Annual Report for the year ended 30 June 2013.

The commencement of this year saw Tallangatta Health Service (THS) facing some significant financial challenges. The end of year financial result for THS in 2011/12 was a significant loss of \$629,312; therefore the need to turn the financial position of the organisation around was immediate. 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 continue the upgrades and modifications to the infrastructure of Bolga Court to facilitate a shift in our service model. There was a demonstrable need in the community for more High Care beds in our Aged Care facility and the low occupancy rate was a reflection of our inability to provide the level of care our community members needed. THS invested significant funds to upgrade two more of the Bolga Court modules. The modifications included air conditioning, fencing and security systems. The biggest change in our service delivery was to create a module suitable for the specific care needs of Residents who may wander. One of our greatest assets at THS is our beautiful location right on the shores of Lake Hume, yet we must ensure all of our Residents are safe from the risks it can present.

The refurbishment of Modules two and five 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 100% in the final quarter of 2012/13. 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.

The ability to recruit a permanent General Practitioner (GP) to the Medical Centre continues to be a key challenge to the Health Service. We successfully entered a partnership with Gateway Community Health Service to share GP services and have continued to utilise a small pool of regular locums to service our community. We are extremely pleased to welcome Dr Anne McMahon to the THS Medical Centre as a permanent part time GP. Anne is a highly skilled and experienced rural GP and is a great asset to our community. 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 Faye Cornish over the last six years. Faye has been a dedicated Board member and Chair of the Audit and Risk Committee and was a key Board member during significant transition years of the Health Service. The Board welcomes our new member appointed in July 2013 Mr Hugh Paton.

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 like to thank those who participated for their input and wise advice as to how we can improve our services.

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. 2012 saw THS undertake two significant accreditation processes; Australian Council on Healthcare Standards and Aged Care Standards. Both audits were successful with no non-compliances reported, and both sets of assessors were complimentary of the service standards and the model of care we deliver.

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 \$ 260,000 for Capital Improvements to our facilities.

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 Community Health Service, Walwa and Towong Shire to deliver a partnership approach to improving the health and wellbeing of all of the community 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. We are proud to welcome three new Registered Nurses and their families to both THS and the Tallangatta community.

The Executive and Board would like to recognise the outstanding contribution of our 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.

THS extends thanks to our Volunteers for their outstanding contribution and efforts. During 2012/13 we had 45 volunteers dedicate 1286 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 support to all of the THS team.

The Year Ahead

THS will continue with the challenge to both improve the quality and effectiveness of the services we deliver while 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

Corporate Services delivers the following services:

- Administration
- Environmental Services
- Finance
- Human Resources
- Information Technology
- Maintenance/Grounds
- Food Services

Administration

The administration team continues to deliver high quality support services to Management and Staff of the Tallangatta Health Service, and is often the first point of reference for the community and clients.

Environmental Services

Environmental services performed well in all internal and external audits. This demonstrates a very high standard of cleanliness and a commitment of staff in maintaining efficiency and continual improvement. In November 2012 the Laundry facility was upgraded with new equipment and segregated dirty/clean sections. This provided efficiency improvements, environmental savings, and ensures we comply with the accreditation standards.

Finance

The Tallangatta Health Service continues to meet all of its regulatory financial compliance and reporting requirements. Cost centre budgeting was introduced in 2012/13, providing valuable management information to department heads.

Food Services

Food services continue to provide meals to a wide variety of client groups. These include Hospital, Residential Aged Care, Planned Activity Groups, Meals on Wheels and Functions. The kitchen delivers approximately 60,000 meals a year. External audits addressing food safety continued to score very well. In June 2013, the hospital Kitchen was upgraded to a cook chill system. This is to enable improved efficiency for the supply of meals while maintaining the same high standards. The duration of the upgrade caused disruption to daily duties and the Food Services team are commended for their positive response to the changes, ensuring the upgrade was seamless for clients.

Human Resources

Payroll and human resources continue to provide time critical support to all staff. This is supported by external bodies such as the Victorian Hospitals Industrial Association and the Victorian Hospitals Association. The Tallangatta Health Service maintains clear policy on performance and behavior for all of its staff, visitors and contractors.

Information Technology

Modernisation of the Information Technology infrastructure and equipment continues across the service to enable all staff to have ready access to computer terminals and associated programs. The service is an active member of the Hume Rural Health Alliance which provides important IT support.

Maintenance and Grounds

A comprehensive preventative maintenance program has been maintained for both general and essential services. Provision of home maintenance under the Home and Community Care Service has continued.

In conclusion I would like to acknowledge the outstanding service and commitment delivered on a daily basis by my diverse team. They make a positive difference in the lives of our Residents, Clients, Community and Staff.

Rodney Bramich**Director of Corporate Services**

DIRECTOR OF NURSING REPORT

Tallangatta Health Service (THS) has experienced a very exciting year with both Lakeview Nursing Home and Bolga Court occupancy increasing to 100% at the time of this report. This has been possible since the refurbishment of three Bolga Court modules ensuring Residents can be cared for in a safe and homely environment. Staffing levels have also been reviewed and adjusted to correspond with the increasing number of residents and complexity of care.

A number of key staff members resigned in 2012 resulting in the appointment of Eileen O'Toole as the Nurse Manager Acute / Residential Aged Care in November 2012 and Lyn Lang as the Community Services Manager in October 2012. Both Eileen and Lyn come to the health service with a wealth of knowledge and have settled into their leadership roles.

THS participated in the Towong / Albury Wodonga Graduate Nurse Program during 2012, with five Graduate Nurses successfully completing the program. A successful funding submission to the Hume Clinical Placement Network resulted in refurbishment of the student accommodation and purchase of electronic equipment for a training room with 4 computer stations and video conferencing equipment. THS continues to value undergraduate students undertaking student placement at THS and the local Secondary College Students completing work experience in our Residential Aged Care Facilities and Hotel Services. THS is a registered Standard Business Sponsor for International Employees; currently we employ three overseas Registered Nurses who have completed the IRON (Initial Registration for Overseas Nurses) program.

THS was successful in achieving three years Aged Care Accreditation in August 2012 and four years Australian Council on Healthcare Standards accreditation in November, 2012. Debbie Cullen, Quality Manager continues to provide leadership, direction, coordination and management of quality and risk systems throughout the facility. In preparation for the National Safety and Quality Health Service Standards key staff members have been assigned portfolios that align with the new standards and the Aged Care Standards.

Community services program has been involved in a number of community activities, including but not limited to: the bi-annual Winnawoo Walk promoting healthy eating and physical activity, the Tallangatta Farm and Water Expo providing health checks and health promotion information, and a successful funding submission for additional cervical screening clinics in August and October 2012.

THS continues to go from strength to strength; this would not be possible without the leadership and vision of Robyn Gillis, Chief Executive Officer, the support of the senior management team and the dedication of THS staff.

Lenore Rhodes
Director of Nursing

TALLANGATTA HEALTH SERVICE BOARD OF MANAGEMENT AND OFFICE BEARERS

30 JUNE 2013

BOARD OF MANAGEMENT 2012/2013

Mr Andrew Brown
Chair

Mrs Faye Cornish

Mr Robert Lees

Mrs Jean Teek

Mrs Angela Morrison

Mr Craig Heiner

AUDIT COMMITTEE

Mr Robert Lees (Chair)

Mrs Faye Cornish

Mrs Jean Teek

Mrs Angela Morrison

Mr Craig Heiner

MINISTER FOR HEALTH

The Honourable David Davis, MLC

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

Tony Dunn

AUDITOR

Auditor General, Victoria
WHK (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
	2012					2013						
	Jul	Aug	Sep	Oct	Nov	Jan	Feb	Mar	Apr	May	Jun	
Andrew Brown	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	11/11
Robert Lees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	11/11
Faye Cornish	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	10/11
Jean Teek	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	l/a	9/10
Angela Morrison	✓	✓	✓	✓	✓	x	✓	✓	x	✓	✓	9/11
Craig Heiner	✓	✓	l/a	l/a	✓	✓	x	✓	x	✓	✓	7/9

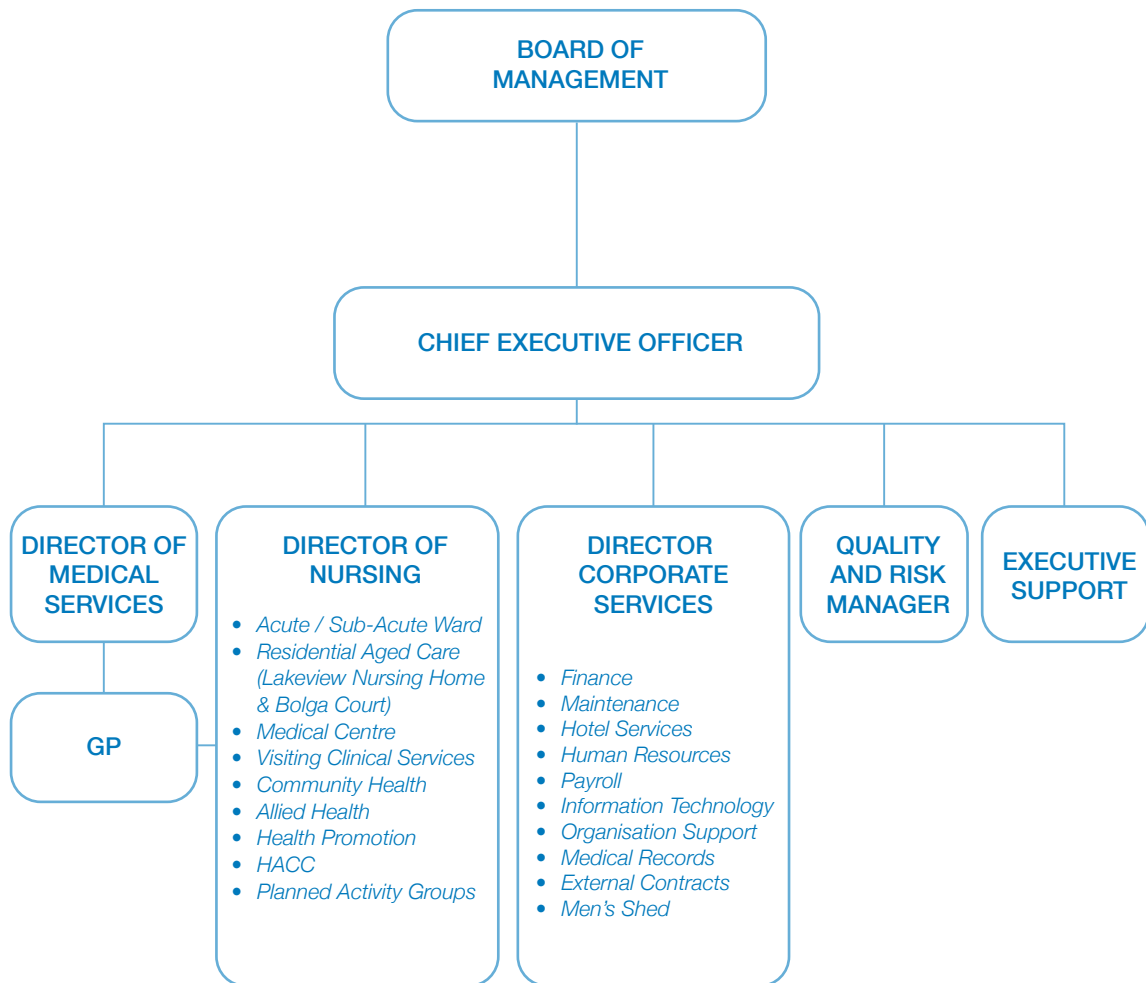
l/a = leave of absence

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

TALLANGATTA HEALTH SERVICE ORGANISATIONAL CHART



KEY PERSONNEL

As at 30 June 2013

Executive Staff

Chief Executive Officer:	Robyn Gillis – BSc, Ass Dip OHS, M(HSM), GAICD
Director of Corporate Services:	Rodney Bramich – Ass Dip Acc, FIPA
Director of Nursing:	Lenore Rhodes - DN, BN (HONS), RM, RN

Program Leaders

Nurse Manager:	Eileen O'Toole
Community Services Manager:	Lynette Lang
Quality and Risk Manager:	Debbie Cullen

Medical Officers

Director of Medical Services:	Dr Andrew Watson
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STAFF SERVICE AWARDS 2012 - 2013

The following dedicated staff of Tallangatta Health Service received awards for service during the 2012/2013 year.

10 Years

Cheryl Vance
Rosalea Jeffrey
Kathie Vines

15 Years

Kate Lewis
Cheryl Lonergan
Margaret Vance
Cheryl Piper
Louise Thornton

20 Years

Angela Stevenson

25 Years

Elaine Mason

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

Pecuniary Interest

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

Equal Opportunity Employer

Tallangatta Health Service employs a workforce of permanent, part time and casual staff throughout the year and is an equal opportunity employer who is committed to a policy of equal opportunity based on the merit principle in employment in accordance with the Public Sector Management Act 1992, including the submission of an Annual Report to the Commissioner of Public Employment. Tallangatta Health Service Full Time Equivalent (FTE) was 92.19 on 30th June 2013.

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 made no requests.

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.

Consultants

During the year the Health Service did not engage any consultants for fees in excess of \$10,000.

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.

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
9th September 2013

TALLANGATTA HEALTH SERVICE

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
9th September 2013

TALLANGATTA HEALTH SERVICE

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

9th September 2013

STATEMENT OF PRIORITIES

2012 - 2013

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.	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.
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.	Implemented.
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	56
Total Separations	63
Public	52
Private	9
DVA	2
Total WIES	176
Total Bed Days	1256

Note: This report was prepared prior to the consolidation of VAED data occurring in September 2013. This report was based on the previous month's consolidation.

Residential Care

RESIDENTS	AGED CARE
Low Care Bed Days	3203
High Care Bed Days	9207
Total Bed Days	12410

Medical Centre GP Visits

VISIT SUMMARY	
Private	59
Bulk Bill	6231
Veteran Affairs	257
Other	117
Total Visits	6,664

Home and Community Care funded programs

PROGRAM	HOURS	
Home Care	3317	
Personal Care	773	
Respite Care	262	
Assessment	777	
District Nursing	1876	
Property Maintenance	186	
Planned Activity Groups		
Core	4338	
High	362	
Meals on Wheels		3607 meals delivered
Total Hours	11,891	

Primary & Community Health funded programs

PROGRAM HOURS		CLIENT CONTACTS
Health Promotion	1557	623

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	Full compliance	Full compliance
Submission of data to VICNISS ¹	Full compliance	Full compliance
Hospital acquired infection surveillance	No outliers	None
Hand Hygiene(rate)	70	70
SAB rate per occupied bed days ²	< 2/10,000	0/10,000
Victorian Patient Satisfaction Monitor: (OCI) ³	73	n/a
Consumer Participation Indicator ⁴	75	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

⁴ The Consumer Participation Indicator is a category of the Victorian Patient Satisfaction Monitor

Staff Analysis

Labour Category	JUNE Current Month FTE*		JUNE YTD FTE**	
	2012	2013	2012	2013
Nursing (Acute & Aged Care)	40.21	41.73	40.26	40.17
Administration and Clerical	9.9	9.86	9.69	9.74
Medical Support	2.32	3.53	2.8	3.03
Hotel & Allied Services	21.66	22.28	20.75	22.01
Medical Officers	0	0	0	0
Hospital Medical Officers	0	0	0	0
Sessional Clinicians	0	0	0	0
Ancillary Staff (Allied Health)	3.48	4.09	2.94	3.91
HACC & District Nursing	9.78	10.70	10.42	10.89
TOTAL	87.35	92.19	86.86	89.75

TALLANGATTA HEALTH SERVICE SUMMARY OF FINANCIAL RESULTS FOR YEAR ENDING 30TH JUNE 2013

	TOTAL 2013 \$	TOTAL 2012 \$	TOTAL 2011 \$	TOTAL 2010 \$	TOTAL 2009 \$
TOTAL REVENUE	8,324,192	7,910,742	8,170,991	7,791,701	7,515,321
TOTAL EXPENSES	(8,626,243)	(8,540,054)	(8,116,800)	(7,672,815)	(7,359,337)
OPERATING SURPLUS/(DEFICIT)	(1,212,205)	(1,337,823)	(758,043)	(987,189)	(287,196)
RETAINED SURPLUS/ (ACCUMULATED DEFICIT)	(5,222,051)	(4,009,846)	(2,672,023)	(1,913,980)	(926,791)
TOTAL ASSETS	13,984,067	15,213,648	16,761,513	17,196,001	18,846,864
TOTAL LIABILITIES	5,360,447	5,377,823	5,587,865	5,264,310	5,927,984
NET ASSETS	8,623,620	9,835,825	11,173,648	11,931,691	12,918,880
TOTAL EQUITY	8,623,620	9,835,825	11,173,648	11,931,691	12,918,880

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.

Note: This Disclosure Index consists of 2 pages, and is not required to be completed by denominational hospitals.

Legislation	Requirement	Page Reference
Ministerial Directions		
Report of Operations		
Charter and purpose		
FRD 22C	Manner of establishment and the relevant Ministers	11
FRD 22C	Objectives, functions, powers and duties	4
FRD 22C	Nature and range of services provided	5
Management and structure		
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FRD 11	Disclosure of ex gratia payments	16
FRD 15B	Executive officer disclosures	Reference: Financial Report
FRD 21B	Responsible person and executive officer disclosures	Reference: Financial Report
FRD 22C	Application and operation of <i>Freedom of Information Act 1982</i>	16
FRD 22C	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	16
FRD 22C	Details of consultancies over \$10,000	16
FRD 22C	Details of consultancies under \$10,000	Reference: Financial Report
FRD 22C	Major changes or factors affecting performance	N/A
FRD 22C	Occupational health and safety	16
FRD 22C	Operational and budgetary objectives and performance against objectives	N/A
FRD 22C	Significant changes in financial position during the year	Reference: Financial Report
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FRD 22C	Statement on National Competition Policy	N/A
FRD 22C	Subsequent events	Reference: Financial Report
FRD 22C	Summary of the financial results for the year	Reference: Financial Report
FRD 22C	Workforce Data Disclosures including a statement on the application of employment and conduct principles	22
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SD 4.2(j)	Sign-off requirements	18
SD 3.4.13	Attestation of Data Integrity	17
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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

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<i>Freedom of Information Act 1982</i>	16
<i>Victorian Industry Participation Policy Act 2003</i>	N/A
<i>Building Act 1993</i>	16
<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.

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.
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.

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, P

Tobin, Mr C.P.

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.

