Please visit the THS Web Site to view the Annual Report for 2011-2012

www.tallangattahealthservice.com.au
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 2012.

Andrew Brown
Interim Chair
Board of Management
Tallangatta
22nd August 2012
Tallangatta Health Service is dedicated to providing high quality and effective health services.
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
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.
On behalf of the Board and Executive it gives us great pleasure to present the Annual Report for the year ended 30 June 2012.

This year marked the commencement of our new Senior Executive team, with Robyn Gillis joining THS as our new CEO in August 2011. We also recruited a new Director of Corporate Service, Rodney Bramich who works closely with our Director of Nursing Lenore Rhodes.

The contribution of all our staff is acknowledged and recognised by the Board and many external accrediting agencies throughout the year. In December 2011, the Aged Care Standards Agency completed an unannounced support visit and on-going accreditation was granted till November 2012. THS will undergo a full assessment audit for the Aged Care standards on August 14th and 15th 2012. The external assessments of the food and cleaning services also provided ongoing positive results.

THS has focussed its efforts on adapting our service delivery to the changing needs of our community. The transfer of high care residents to other facilities and the lower number of low care/hostel type seeking admission to Bolga Court has resulted in ever decreasing numbers in our facility.

To address this issue THS has undertaken major capital works to upgrade two of our Bolga Modules to allow for the safe and quality care of High Care Residents. These changes included upgrading of access, bathrooms, pan rooms as well as security enhancements. Module 6 was completed in December 2011 and Module 3 was completed in March 2012. These improvements cost approximately $400,000 and were fully funded from THS Reserves. Upgrading our facility has enabled us to provide a higher level of care to more of our own community members, and increased the number of High Care Residents in Bolga to twelve. As of the 30th of June 2012 Bolga had twenty five permanent Residents, and is planning to provide service to more community members in to the future.

The departure of Dr Ashish Ahuja and Dr Alan Dulfer was a great loss to THS and the Tallangatta community. We thank both of them for their contribution and commitment to the provision of medical services to our inpatients, residents and the community at large. THS continues to provide Medical Services to the local community through the use of locums and continues our active search for permanent Doctors. We would also like to thank the staff from the GP Divisions and Rural Workforce Agency Victoria (RWAV) who have assisted us in meeting the medical needs for our communities.

We would like to thank the Board Members for their support and commitment during the past financial year. We would like to recognise Kayleen John for her contribution as a Board Member during 2011/12. The Board would also like to extend a very special thank you to Ms Lucinda Rhook who has resigned after being a Board member for the past four years and being the Board Chair for the past two years. The last few years have been a very challenging time for the organisation while it was experiencing significant change and a transition to a new CEO. Lucinda made a significant personal contribution during this period. We thank all the Board members for their contribution and will be welcoming our new members commencing in July, 2012, Ms Angela Morrison and Mr Craig Heiner.
Finally to the Department of Health Team, thank you to the Director Tony Dunn, Janet Chapman and Stephen Carroll for your ongoing support to the Board and Executive and for supporting our submissions for grants to Central Office. We are very grateful for the $500,000 received for the upgrades and purchase of equipment to improve our facilities.

To the Auxiliary and volunteers, again thank you for your incredible efforts and support. THS would like to acknowledge a very special Volunteer Mrs Anne Smith. Anne was the winner of the Minister for Health Volunteer of the Year Award for Small Rural Health Services 2012. Anne has given twenty five years of service as a volunteer at THS and is a highly valued visitor to many of our Residents.

The Year Ahead

We look forward to the opportunity to continue our consultation with our community through our important work with the Towong Alliance. The Towong Alliance will enable THS to jointly plan with our partners to achieve the continued renewal and ongoing development of services to ensure that we provide services to meet the changing needs of our community into the future.

We have commenced the installation of new fencing and security systems in Modules 4 and Module 5 in Bolga court. These changes will allow us to adapt our services to the changing needs of our clients. The upgraded modules will allow us to care for Residents while continuing to respect their independence and freedom in a safe and secure environment. We will also be installing Air conditioning in to the modules to improve the living environment of all our Residents.

The upgrades of our Laundry, Hot Water system and Boilers will allow improved quality of service as well as deliver cost savings essential, in these challenging economic times.

We will continue to work with our valued staff and volunteers to meet the challenges we face and shall endeavour to keep our community informed through regular updates in our local newspaper.

Andrew Brown
Interim Board Chair

Robyn Gillis
Chief Executive Officer
Tallangatta Health Service is dedicated to providing high quality and effective health services.

Corporate Services delivers the following services:
- Administration
- Environmental Services
- Finance
- Food Services
- Human Resources
- Information Technology
- Maintenance/Grounds

**Administration**
The administration team continues to deliver high quality support services to Management and Staff of the Tallangatta Health Service. The installation of the new telephone system has seen a noticeable improvement in communication amongst both residents and staff.

**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.

**Finance**
The Tallangatta Health Service continues to meet all of its regulatory financial compliance and reporting requirements. A review of the budget process has been undertaken to enable the introduction of cost centre/departmental budgeting for the 2012-13 financial year.

**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 scored very high.

**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. The introduction of the Victorian Health Incident Management System (VHIMS) as the new incident reporting management system has enabled staff to electronically log clinical incidents, feedback (complaints, compliments and suggestions) and Occupational Health and Safety incidents.
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 to expand.

In conclusion I would like to recognize the outstanding service delivered by my diverse team. They are the backbone of the Health Service and continue to make a positive difference in the lives of our Residents, Clients and Community.

Rodney Bramich
Director of Corporate Services
Tallangatta Health Service (THS) continues to strive in meeting the needs of the local community. This would not be possible without the dedication and commitment of all staff employed at our health service and our Volunteers. There have been many changes at THS during the last 12 months as THS continues to strive to provide a high quality and effective health service.

To meet the changing care needs of our current Residential Aged Care Clients and the higher care needs of community clients who wish to enter our Residential Aged Care Service, extensive refurbishment has occurred in two modules in Bolga Court and further refurbishment will occur in the near future. To ensure the Residents in Bolga Court are appropriately cared for, a Clinical Coordinator role was established to provide staff leadership, clinical expertise and ensure Residents receive the most appropriate care. Linda Todhunter, Nurse Manager provides overall leadership and operational management of Acute / Subacute Services, Lakeview and Bolga Court.

Debbie Stockton has been appointed as the Community Services Manager overseeing all community based services, including but not limited to HACC Services, Health Promotion and Community Health. Debbie represents THS on a number of committees in the Hume Region and the Towong Alliance.

Intake, Assessment and Referral process to Allied Health programs/Community Health/HACC services were reviewed in 2011. This resulted in a permanent role being established to ensure the efficient and effective operation of this service. A Medical Centre Practice Manager has also been appointed to ensure the smooth and efficient function of the medical practice.

Towong-Albury/Wodonga Health Rural Graduate Nurse Consortia signed a memorandum of Understanding in 2011; this has resulted in THS participating in a Graduate Nurse Program during 2012. THS also participated in the Hume Clinical Placement Multilateral Negotiations in 2011 resulting in a better coordinated approach to student clinical placement at our facility during 2012. Medical Students from University of NSW also undertake clinical placement in the Medical Centre. THS continues to support local Secondary College Students to undertake work experience in our Residential Aged Care Facilities and Hotel Services.

A number of Aged Care Standards and Accreditation Agency (ACSAA) unannounced Support Visits occurred during 2011 – 2012, all ACSAA Expected Outcomes that were audited were met. A number of recommendations were made and these have been addressed. THS is currently preparing for ACSAA Reaccreditation in August. In preparation for Reaccreditation Debbie Cullen, Quality Manager is providing leadership, direction, co-ordination and management of quality and risk systems. Debbie, appointed to the role in July last year comes with extensive experience in Quality and Risk in other organisations.

I would like to thank Robyn Gillis, Chief Executive Officer, Rod Bramich, Director of Corporate Services, Linda Todhunter, Nurse Manager, Acute Residential Aged Care and Debbie Stockton, Nurse Manager Community Services for their support during 2011-2012 and look forward to working with them during 2012-2013.

Lenore Rhodes
Director of Nursing
TALLANGATTA HEALTH SERVICE
BOARD OF MANAGEMENT AND OFFICE BEARERS

30 JUNE 2012

BOARD OF MANAGEMENT 2011/2012

Mrs Lucinda Rhook
Chair

Mrs Faye Cornish

Mr Robert Lees

Mr Andrew Brown

Mrs Jean Teek

Mrs Kayleen John
(resigned Feb 28 2012)

AUDIT COMMITTEE

Mrs Faye Cornish (Chairperson)

Mr Andrew Brown

Mr Robert Lees

Mrs Jean Teek

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

MEETING ATTENDANCE

Board of Management
Consists of 6 elected Board members and Executive representation

<table>
<thead>
<tr>
<th>Meeting Attendance</th>
<th>Total Meetings Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lucinda Rhook</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ - ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Faye Cornish</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Robert Lees</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Andrew Brown</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Jean Teek</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Kayleen John *</td>
<td>✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
</tbody>
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I/a = leave of absence
*K John resigned effective 28/2/2012

February Meeting cancelled due to regional flooding

Audit & Risk Sub-Committee
Consists of 4 elected Board members and Executive representation

<table>
<thead>
<tr>
<th>Number of members</th>
<th>Number of meetings held</th>
<th>Total attendances for year</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>5</td>
<td>20</td>
</tr>
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</table>

Tallangatta Health Service is dedicated to providing high quality and effective health services.
TALLANGATTA HEALTH SERVICE
ORGANISATIONAL CHART

BOARD OF MANAGEMENT

CHIEF EXECUTIVE OFFICER

DIRECTOR OF MEDICAL SERVICES

GP

DIRECTOR OF NURSING

- Acute / Sub-Acute Ward
- Residential Aged Care (Lakeview Nursing Home & Bolga Court)
- Medical Centre
- Visiting Clinical Services
- Community Health
- Allied Health
- Health Promotion
- HACC
- Planned Activity Groups

DIRECTOR OF CORPORATE SERVICES

- Finance
- Maintenance
- Hotel Services
- Human Resources
- Payroll
- Information Technology
- Organisation Support
- Medical Records
- External Contracts
- Men’s Shed

EXECUTIVE SUPPORT
KEY PERSONNEL
As at 30 June 2012

Executive Staff

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

Program Leaders

Nurse Manager: Linda Todhunter
Community Services Manager: Deborah Stockton
Quality and Risk Manager: Debbie Cullen

Medical Officers

Medical Officers: Dr Ashish Ahuja  (May 2012)
Dr Alan Dulfer  (May 2012)

STAFF SERVICE AWARDS 2011 - 2012

The following dedicated staff of Tallangatta Health Service received awards for service during the 2011/2012 year.

10 Years
Anne McDonald
Carol Rowe
Jane Smith
Denise Gigliotti
Denise Kirk
Elizabeth Sjoberg
Leslie Smith

20 Years
Kim Clark
Jenny Walsh

25 Years
Barbara Ritchie

Tallangatta Health Service is dedicated to providing high quality and effective health services.
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 for all staff.

An Equal Employment Opportunity (EEO) Program has been implemented in line with the principles set out in the Public Authorities (Equal Employment Opportunity) Act 1990.

The aim of this 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.

Throughout the next year, the EEO Program will involve a statistical analysis of the Tallangatta Health Service’s current workforce. This is to establish patterns within the organisation and a review of all personnel policies and practices in the areas of recruitment and selection, promotion, staff development, training, transfer, conditions of service and termination of employment.

Employees and unions will be consulted at all stages of the EEO Program.

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


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 Other Acts (Public Liability Insurance Reform) Act 2002
- Tobacco (Amendment) Regulations 2003
- Transport Accident (Amendment) Regulations 2003
- Whistleblowers Protection (Amendment) Regulations 2002
**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 86.86 on 30th June 2012.

**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.

**Whistleblower Protection Act 2001**
Tallangatta Health Service has a Whistleblower Protection Policy in place that complies with the Act. This policy has not been revoked during this financial year.

**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 one request.

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

Bolga Court and Lakeview Nursing Home have full accreditation under the Aged Care Standards.

The Home and Community Care program continues to be accredited by the Department of Human Services.

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 will review its policies and procedures against the compliance tool to ensure that the health service is operating in an effective and responsible manner and will continue 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 the Department of Health and Ageing is provided with data that 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 2012
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
22nd August 2012
KEY PERFORMANCE INDICATORS

### Admitted Patients

<table>
<thead>
<tr>
<th>PATIENTS</th>
<th>ACUTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separations</td>
<td></td>
</tr>
<tr>
<td>Multi Day</td>
<td>111</td>
</tr>
<tr>
<td>Total Separations</td>
<td>116</td>
</tr>
<tr>
<td>Public</td>
<td>76</td>
</tr>
<tr>
<td>Private</td>
<td>21</td>
</tr>
<tr>
<td>DVA</td>
<td>19</td>
</tr>
<tr>
<td>Total WIES</td>
<td>190</td>
</tr>
<tr>
<td>Total Bed Days</td>
<td>2091</td>
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### Residential Care

<table>
<thead>
<tr>
<th>RESIDENTS</th>
<th>AGED CARE</th>
</tr>
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<tbody>
<tr>
<td>Low Care Bed Days</td>
<td>3652</td>
</tr>
<tr>
<td>High Care Bed Days</td>
<td>7440</td>
</tr>
<tr>
<td>Total Bed Days</td>
<td>11092</td>
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</table>

### Medical Centre GP Visits

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<thead>
<tr>
<th>VISIT SUMMARY</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Private</td>
<td>315</td>
</tr>
<tr>
<td>Bulk Bill</td>
<td>6384</td>
</tr>
<tr>
<td>Veteran Affairs</td>
<td>337</td>
</tr>
<tr>
<td>Other</td>
<td>99</td>
</tr>
<tr>
<td>Total Visits</td>
<td>7135</td>
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</table>

### Home and Community Care funded programs

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>HOURS</th>
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<tbody>
<tr>
<td>Home Care</td>
<td>3170</td>
</tr>
<tr>
<td>Personal Care</td>
<td>639</td>
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<tr>
<td>Respite Care</td>
<td>191</td>
</tr>
<tr>
<td>Assessment</td>
<td>890</td>
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<tr>
<td>District Nursing</td>
<td>1830</td>
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<tr>
<td>Property Maintenance</td>
<td>135</td>
</tr>
<tr>
<td>Planned Activity Groups</td>
<td></td>
</tr>
<tr>
<td>Core</td>
<td>4304</td>
</tr>
<tr>
<td>High</td>
<td>208</td>
</tr>
<tr>
<td>Meals on Wheels</td>
<td>3832 meals delivered</td>
</tr>
<tr>
<td>Total Visits</td>
<td>11,367</td>
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</table>
Primary & Community Health funded programs

<table>
<thead>
<tr>
<th>PROGRAM CONTACTS</th>
<th>CLIENTS</th>
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<tbody>
<tr>
<td>Health Promotion</td>
<td>742</td>
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</table>

Primary & Community Health funded programs

<table>
<thead>
<tr>
<th>QUALITY and SAFETY</th>
<th>Target</th>
<th>2011-2012 actuals</th>
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</thead>
<tbody>
<tr>
<td>Health Service Accreditation</td>
<td>Full</td>
<td>Full</td>
</tr>
<tr>
<td>Residential Aged Care Accreditation</td>
<td>Full</td>
<td>Full</td>
</tr>
<tr>
<td>Cleaning Standards</td>
<td>Achieved</td>
<td>Achieved</td>
</tr>
<tr>
<td>Submission of data to VICNISS (%)</td>
<td>No outliers</td>
<td>Achieved</td>
</tr>
<tr>
<td>Hand Hygiene Program Compliance (%)</td>
<td>65%</td>
<td>76.3%</td>
</tr>
<tr>
<td>SAB rate (OBDs)</td>
<td>2.0</td>
<td>0</td>
</tr>
<tr>
<td>Victorian Patient Satisfaction Monitor (VPSM)</td>
<td>73</td>
<td>Low Response Rate</td>
</tr>
</tbody>
</table>

Staff Analysis

<table>
<thead>
<tr>
<th>Labour Category</th>
<th>JUNE Current Month FTE*</th>
<th>JUNE YTD FTE**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2012</td>
</tr>
<tr>
<td>Nursing (Acute &amp; Aged Care)</td>
<td>39.84</td>
<td>40.21</td>
</tr>
<tr>
<td>Administration and Clerical</td>
<td>9.3</td>
<td>9.9</td>
</tr>
<tr>
<td>Medical Support</td>
<td>2.49</td>
<td>2.32</td>
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<tr>
<td>Hotel &amp; Allied Services</td>
<td>18.37</td>
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<td>Medical Officers</td>
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<tr>
<td>Hospital Medical Officers</td>
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<td>0</td>
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<tr>
<td>Sessional Clinicians</td>
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<td>0</td>
</tr>
<tr>
<td>Ancillary Staff (Allied Health)</td>
<td>2.87</td>
<td>3.48</td>
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<tr>
<td>HACC &amp; District Nursing</td>
<td>9.04</td>
<td>9.78</td>
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<tr>
<td>TOTAL</td>
<td>81.91</td>
<td>87.35</td>
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</table>
Tallangatta Health Service is dedicated to providing high quality and effective health services.

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.
<table>
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<tr>
<th></th>
<th>TOTAL 2012 $</th>
<th>TOTAL 2011 $</th>
<th>TOTAL 2010 $</th>
<th>TOTAL 2009 $</th>
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<td>TOTAL REVENUE</td>
<td>7,910,742</td>
<td>8,170,991</td>
<td>7,791,701</td>
<td>7,515,321</td>
<td>7,026,050</td>
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<td>TOTAL EXPENSES</td>
<td>(8,540,054)</td>
<td>(8,116,800)</td>
<td>(7,672,815)</td>
<td>(7,359,337)</td>
<td>(7,241,807)</td>
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<td>OPERATING SURPLUS/(DEFICIT)</td>
<td>(1,337,823)</td>
<td>(758,043)</td>
<td>(987,189)</td>
<td>(287,196)</td>
<td>(363,741)</td>
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<td>RETAINED SURPLUS/(ACCUMULATED DEFICIT)</td>
<td>(4,009,846)</td>
<td>(2,672,023)</td>
<td>(1,913,980)</td>
<td>(926,791)</td>
<td>(639,595)</td>
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<td>TOTAL ASSETS</td>
<td>15,213,648</td>
<td>16,761,513</td>
<td>17,196,001</td>
<td>18,846,864</td>
<td>16,318,196</td>
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<td>TOTAL LIABILITIES</td>
<td>5,377,823</td>
<td>5,587,865</td>
<td>5,264,310</td>
<td>5,927,984</td>
<td>4,056,442</td>
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<td>NET ASSETS</td>
<td>9,835,825</td>
<td>11,173,648</td>
<td>11,931,691</td>
<td>12,918,880</td>
<td>12,261,754</td>
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<tr>
<td>TOTAL EQUITY</td>
<td>9,835,825</td>
<td>11,173,648</td>
<td>11,931,691</td>
<td>12,918,880</td>
<td>12,261,754</td>
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</table>
**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.

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<td>FRD 22C Objectives, functions, powers and duties</td>
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<td>FRD 22C Nature and range of services provided</td>
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<td>FRD 21B Responsible person and executive officer disclosures</td>
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<td>FRD 22C Application and operation of <em>Freedom of Information Act 1982</em></td>
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<td>FRD 22C Application and operation of <em>Whistleblowers Protection Act 2001</em></td>
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<td>FRD 22C Compliance with building and maintenance provisions of <em>Building Act 1993</em></td>
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<td>FRD 22C Details of consultancies over $10,000</td>
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<td>FRD 22C Details of consultancies under $10,000</td>
<td>Reference: Financial Report</td>
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<td>FRD 22C Major changes or factors affecting performance</td>
<td>N/A</td>
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<td>FRD 22C Occupational health and safety</td>
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<td>FRD 22C Operational and budgetary objectives and performance against objectives</td>
<td>N/A</td>
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<td>FRD 22C Significant changes in financial position during the year</td>
<td>Reference: Financial Report</td>
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<td>FRD 22C Statement of availability of other information</td>
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<td>FRD 22C Statement on National Competition Policy</td>
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<td>FRD 22C Subsequent events</td>
<td>Reference: Financial Report</td>
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<td>FRD 22C Summary of the financial results for the year</td>
<td>Reference: Financial Report</td>
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<td>FRD 22C Workforce Data Disclosures including a statement on the application of employment and conduct principles</td>
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<td>FRD 25 Victorian Industry Participation Policy disclosures</td>
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### Legislation

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<td>SD 4.5.5 Attestation on Compliance with Australian/New Zealand Risk Management Standard</td>
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**Financial Statements**

**Financial statements required under Part 7 of the FMA**

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<td>SD 4.2(a) Statement of Changes in Equity</td>
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<td>SD 4.2(b) Operating Statement</td>
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<td>SD 4.2(b) Balance Sheet</td>
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<td>SD 4.2(b) Cash Flow Statement</td>
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**Other requirements under Standing Directions 4.2**

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<td>SD 4.2(a) Compliance with Australian accounting standards and other authoritative pronouncements</td>
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<td>SD 4.2(c) Accountable officer’s declaration</td>
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<td>SD 4.2(c) Compliance with Ministerial Directions</td>
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<tr>
<td>SD 4.2(d) Rounding of amounts</td>
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</table>

**Legislation**

- Freedom of Information Act 1982: 16
- Whistleblowers Protection Act 2001: 16
- Victorian Industry Participation Policy Act 2003: N/A
- Building Act 1993: 17