

YEAR IN BRIEF

Key Achievements

- Improving Transition into Residential Aged Care Project (inner front cover)
- Raising of the Aboriginal flag (page 3)
- Successful audit by the Australian Council of Healthcare Standards (page 3)
- Confirmation of Castlemaine Health to be a level three rehabilitation service provider (page 4)
- Care and accommodation provided to Rochester Hospital's flood affected clients (page 6)
- Development of Clinical Governance Subcommittee of the Board (page 9)
- Implementation of the Transition Care Program (page 6)
- Extension of services in early childhood development (page 7)
- Growth in service for chronic disease management (page 7)
- Expansion of emergency housing services (page 7)
- Building and Board room refurbishments (page 13)
- Implementation of new signage (page 13)
- \$62,400 spent on electrical up grades (page 3)
- \$130,000 spent on new radiology equipment (page 13)
- Works to consolidate Bendigo Health services on site into Slater House (page 13/17)
- Organisational Cultural Review (OCI) (page 4)
- Provision of tertiary scholarships (page 4)
- Training completed for the Productive Community Hospital and implementation of "Lean Thinking" principles into the service (page 14)
- Engineering Manager was awarded the Institute of Health Engineers' "Engineer of the Year" for Victoria / Tasmania (page 17)

Performance at a Glance

ACTIVITY	2010 – 2011 ACTIVITY ACHIEVEMENT
WIES Public	1516
WIES Private	448
TOTAL WIES (Public and Private)	1967
WIES DVA	102
WIES TAC	0.24
WIES TOTAL	2076
Sub Acute Inpatient discharged bed days	
Rehab Level 2 (non DVA)	6426
GEM (non DVA)	1283
Rehab Level 2 DVA	525
GEM DVA	284
Ambulatory occasions of service	
SACS Non DVA	12931
SACS DVA	159
Post Acute Care non DVA	83
Post Acute Care DVA	3
Aged Care	
Aged Care Assessment Service	508
Residential Aged Care	97803
Nursing Home Type discharged bed days	
NHT non DVA	706
NHT DVA	153
WIES Activity Performance	
WIES (public and private) performance to target %	101%



OVERVIEW OF SERVICES PROVIDED

Acute /Sub-Acute Facilities (65 staffed beds)

- Medical
- Obstetric
- Paediatric
- Rehabilitation
- Geriatric Evaluation & Management
- Respite
- Surgical
- Accident & Emergency

Residential Aged Care

High Care (90 beds)

- Ellery House
- Thompson House

Low Care (75 beds)

- Spencely
- Penhall
- Renshaw

Transitional Care (6 beds)

- Thompson House (4 beds)
- Community (2 beds)

Community

- District Nursing Services / Palliative Care / Post Acute Care
- Post Acute Care Home Services
- Aged Care Assessment Service
- Adult Day Activity Centre
- Community Rehabilitation Centre / Allied Health Departments
- Volunteer & Social Support Program
- Castlemaine & District Accommodation & Resource Group (CADARG)
- Early Intervention Program
- Community Aged Care Packages
- Continence Service

Client Services

- Medical
- Nursing & Personal Care
- Welfare/Social Work
- Podiatry
- Occupational Therapy
- Physiotherapy
- Speech Therapy
- Dietetics
- Continence Management
- Volunteer Assistance
- Pharmacy
- Psychiatry
- Pastoral Care
- Infection Control
- Recreational Activities
- Transport
- Pathology-Provided on site by Gribbles Pathology
- Radiology and Ultrasonography - Provided on site by Bendigo Radiology

“All staff were absolute delights. Very understanding supportive and nothing was too much of a trouble.

Wonderful care by both fully qualified and the trainee nurses also. Wonderful stay, would not hesitate using your services again”

Corporate Services

- Engineering Services
- Supply Department
- Human Resources
- Health Information Services
- Information Services
- Public Relations / Fundraising
- Finance Department
- Environmental / Laundry Services
- Occupational Health & Safety
- Quality Department

Training and Development

- Training and Development
- Apprenticeships & Traineeships
- Graduate Nurse Program
- Overseas Registration Program
- Public Health Programs / Health Promotions
- Staff Education / Professional Development
- Undergraduate Programs
- Work Experience Program

History of Transition

2009	“Mt Alexander Hospital” renamed “Castlemaine Health” New logo implemented
2008	Thompson House upgraded
2007	Ellery House opened
2000	Newstead Hostel upgraded
1998	Renshaw House upgraded
1998	Spencely House upgraded
1996	Penhall Hostel opened
1995	Acute Facilities relocated
1995	Thompson House opened
1994	Building Program launched
1986	Castlemaine District Community Hospital amalgamated with Alexander to become Mt Alexander Hospital
1959	Mount Alexander Hostels established
1939	Halford Street Hospital opened
1860	Castlemaine Benevolent Asylum opened
1853	Gingell Street Hospital opened

Castlemaine Health is a Public hospital incorporated under the Health Services Act 1988 and has a variety of programs and services funded by the Department of Health, Department of Human Services, Department of Education and Early Childhood Development and the Department of Health & Ageing.

REPORT TO THE COMMUNITY

Chief Executive Officer

At Castlemaine Health, the transition that occurs from birth to death is apparent to us on a daily basis. In providing low risk maternity service all the way to palliative care supports, both in the acute and aged care residential services, we have dealt with life and death and all the human dynamics which surround this. In meeting our community's needs for health services throughout the whole of life spectrum, we take the time to reflect and just as Spring goes to Summer and Autumn to Winter we seek to keep the bright splashes of colour in our life's seasons alive and vivid for all to see. We, as an organisation, face the same kind of challenges in meeting growing demands against a background of tightening budgets and growing expectations from the community.

This means that we, as an organisation, have to be constant in change and therefore continually realigning ourselves with the variables that seek to force change upon us.

This year was a tough year in which the Board and Executive management are proud to acknowledge the hard work and commitment of our staff. It is their efforts that allow us to present to our patients, consumers and residents continuing professional and caring services. We are part of our community and we are proud of what we achieve.

This year we have achieved improvements across all service areas as detailed in following reports. On "Sorry Day" we held a ceremony to launch the flying of the National, State and Aboriginal flags. We were assessed as fully compliant with an accreditation audit by the Australian Council of Health Care Standards. We also assisted a sister agency at Rochester to deal with floods through providing short term accommodation for aged residents

However, it must be put plainly that in achieving all of this, the most important outcome is that we did see great improvements in satisfaction survey results from our patients including many positive comments.

The Board has come under the new leadership of President Glenn Sutherland who took over the helm from Bill O'Donnell. I would like to thank Bill for his hard work and commitment whilst in the President's role. The Board and Management gained a commitment from the state government for \$10 million dollars during the election year. However, while it was not noted in this year's budget plans, discussions have already started for this commitment to occur in next year's budget.

At senior staff level we have seen the employment of Executive Director of Corporate Services – Laurie Smith, Human Resources Manager – Bruce Duncan, Risk and Safety Officer – Barbara Lund and have welcomed new staff across the breadth of services we offer.

On the national front we see much being explored in redesigning health in Australia, both in hospital networks and the implementation of Medicare locals. In essence, the impact for Castlemaine Health is difficult to draw out in detail, except it will be business as usual for the time being.

Both the Board President and I would like to acknowledge the great work done by all staff, including the Visiting Medical Officers and the support of the local community. In these times of dynamic and constant change we hope the basic qualities of good, professional and safe local care remain obvious to all who seek our assistance. To our



Graem Kelly, CEO

army of volunteers we thank you as our unsung heroes. To the Victorian Government Department of Health staff and the Australian Government's Department of Health and Ageing staff, Ministers and local members' thank you all.

We will, in this upcoming year, face huge difficulties in balancing our budget. The Board and staff will do their best with the resources we have available, but the reality is we will be seeking to be measured in our response so that we can continue to respond to local community expectations and demands and be responsible both fiscally and socially.


Graem W Kelly, PSM

July 25 2011

*This year we have
achieved
improvements
across all service
areas*



President's Report

Do you remember our Vision? '... to be widely acknowledged within our industry and our stakeholders as a pre-eminent Rural Health service.'

And our Mission? "...to continue to expand our knowledge, learning, services and skills and partner with other stakeholders to provide person-centred care of the highest quality."

Of course you did!

However, sometimes the formulations of the key purposes of a health service's operations are little known and even less implemented.

ACHIEVEMENT OF OUR STRATEGIC GOALS

As President, I now want to report to you on the achievement of our Strategic Goals within the context of our Vision and our Mission.

GOAL 1 - Seamless Person-Centred Care

- Completion of the Living Well Ageing Well project
- Admission and discharge processes smoother and more efficient
- The Department of Health now recognise us as a Level three rehabilitation provider
- Last Residential Aged Care review found we met all standards and we have had significant improvement in ACFI funding
- Continued progress towards more sophisticated electronic records
- Improved processes for our private patients to obtain all the options available to them

GOAL 2 - Leadership in the Provision of Care / Service Across the Shire

- President and Chief Executive Officer meet with Castlemaine District Community Health Centre (CHIRP) President and Chief Executive Officer. Also, Hospital Board visit to CHIRP
- Increased focus on mental health well-being services
- Collaborative work with CHIRP, St Luke's and Shire to ensure needs of Sudanese refugee community are met
- External Organisation Culture Review undertaken and recommendations being implemented
- Further discussions with CHIRP, St Luke's and Shire on Whole Shire Health Service Plan
- Benchmarking and reporting of clinical governance quality undergoing continuous review
- Increased services to Inglewood and Heathcote Health Services

- Systematic collation and action on community feedback via:
 - Consultative committee and forum
 - Comments, complaints and compliments from patients, residents and families
 - Board meetings
 - External audits (financial and accreditation)

GOAL 3 - Rural Centre of Excellence in Research, Training and Practise

- Monash Medical School hub located at Castlemaine Health (research shows that a major determinant of doctors working in country areas is if their training were at least in part in country hospitals)
- Sub-Regional Nurse Practitioner (Merrill Cole) role in palliative care being introduced
- Tertiary health scholarships established
- Australian Environmental Engineering Management award achieved by our Engineering Manager, Rod Woodford
- Adoption of a detailed systems approach to financial management by our new Executive Director of Corporate Services
- Quality and continuous improvement in clinical practices, research and reporting
- The Chief Executive Officer's membership and influence on State and national health bodies

GOAL 4 - Stakeholder & Political Management

- The Board and Management continue to seek a confirmed time-line on the Government's commitment for the \$10 million capital works project for Hospital buildings and facilities, including a second operating theatre
- Meetings held with CHIRP to further develop collaborative working arrangements
- Joint Board executive meeting held with Maldon Hospital

In summary, thanks to the CEO, senior management team, staff and our numerous volunteers we have made significant progress toward realising these strategic goals.

ADDITIONAL STRATEGIC GOALS FOR 2011/12

- Project for potential engagement of GP registrars in attending urgent/emergency care services
- Investigation into the potential employment of Physician Assistants (Paramedics and Nurses with extra training) for low level risk scopes, and
- Review of surgical services

CHALLENGES FOR 2011/12

In order to implement both our strategic goals and meet the State Government's recently announced Statement of Priorities, Castlemaine Health has to critically manage our budget. This is an issue of extreme importance for this upcoming financial year and the Board and Management have deep concerns of the impact that the changes to the funding models for aged care will have on us.

The Board and Management also face challenges arising from increased WorkCover premiums, decreasing Department of Veterans Affairs funding and the Department's imposed efficiency cuts.

Robust discussions on these matters are being held with the Department's Regional Office and our local politicians Damian Drum MLC and Maree Edwards MLA. We anticipate also meeting with the Minister for Health, The Hon David Davis.

BOARD MEMBERSHIP

Retirement of Bill O'Donnell

After over 18 years of continuous service, Bill has retired from public duty on the Board.

Bill's contribution has been invaluable and comprehensive.

Lee Bower and Les Fitzgerald were also reappointed by the Minister for a further three year term and we welcome the appointment of Maria Simpson.

THANK YOU

In a Health Service with so many people it is impossible to thank everyone individually.

However, I wish to make special mention of the strong leadership provided by our CEO, Graem Kelly, to the operational side of the Hospital and for his support of the Board. I would also like to thank the Executive Management team and all staff at Castlemaine Health for their first class service, care and respect for our clients.

Also, a very big acknowledgement to our terrific volunteers who provide such personal and valued services to our clients.

Lastly, to my fellow Board members whose hard work, wisdom and care for the future of Castlemaine Health has been outstanding.

Castlemaine Health - "Central, Vital and Thriving" - may we continue to meet the health and well-being needs of our community.

On behalf of the Board.

Glenn Sutherland

Glenn Sutherland, MAICD
President.

July 25 2011



NURSING CARE

Profile

Under the management of Executive Director of Nursing Services, Ann Allenby, clinical care is provided within Residential Aged Care, Rehabilitation, Acute Medical and Surgical, Midwifery and Accident and Emergency services.

Achievements

- Development of a Clinical Governance Subcommittee of the Board
- Directorate change in structure with commencement of Operational Managers for Residential Aged Care and Rehabilitation / Acute Services
- Development of a Heatwave Procedure
- Review of admission and discharge process on Connolly Rehabilitation Unit
- Implementation of the Transition Care Program. This provides four onsite beds and two community beds providing a supported restorative program
- Development of a laminated bedside information booklet for Acute and Rehabilitation patients
- Additional social work hours allocated for care of Acute Unit patients
- Review of Time Out Procedure and introduction of World Health Organisation Safety Check List within Operating Suite
- Review of Surgical Post Operative Orders
- Purchase of new theatre table to cope with clients with weight over 140kg
- Development of resident life stories in conjunction with Castlemaine Secondary College



The awarding of a "Castlemaine Health Teddy Bear" to new babies was introduced in July. Pictured here are Cindy Kerville and Amali with their new teddy

- "Special dining" events introduced as a regular activity in residential care
- Additional staff allocated in the residential low care areas to accommodate increasing resident care needs
- Completion of a social inclusion project "ITRAC" which has improved residents transition into residential aged care

Future Directions

- Extend the appropriateness of referrals for rehabilitation through development of relationships with referring hospitals
- Extension of operating theatre input
- Review of the medical practitioner coverage of the Accident and Emergency Department
- Connolly Rehabilitation Unit to upgrade its classification to a Level 3 Rehabilitation service
- Review of maternity services to establish ourselves as the preferred provider of low risk maternity services
- To roll out Lean Thinking methodology in clinical units to help increase time for staff to spend with patients

Geroe Acute Unit

Acute services cater for over 5,000 accident and emergency patients, low risk midwifery patients and admissions booked by the local doctors. During the year there were 53 babies born at Castlemaine Health, with many other mothers and babies transferred from larger hospitals for care post birth. The Geroe Unit also cares for post surgical cases, mental health clients and medical patients.

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Operating Suite/Day Procedure Unit

The Operating Suite is comprised of one fully functioning operating theatre, a central sterilising unit, a three bay first stage recovery and a nine bed Day Recovery Room which enables many major and minor surgical procedures to be performed each year. Visiting surgeons from Bendigo, Ballarat and Melbourne provide operative procedures for ophthalmic, orthopaedic, dental, gynaecology, ear, nose and throat, plastics and reconstructive, general and urology surgical procedures. The reduced operating waiting times and the professional and personal care provide incentive for many patients to choose Castlemaine Health.

Connolly Rehabilitation Unit

Rehabilitation, evaluation, respite and clinical care is provided within this 30 bed unit that has this year reviewed all the systems for streamlining the course of stay for the patients

Residential Care

Castlemaine Health is home to 175 aged care residents. Clinical care, as needed, is provided in a home like environment where social and cultural opportunities are facilitated and encouraged.

Transition Care Program

The Transition Care Program is aimed to improve client's independence and confidence following a hospital admission. The program provides nursing care and low intensity therapy appropriate to the client which may

include physiotherapy, speech therapy or occupational therapy. This provides an opportunity for the client and family to consider the long term options whether it is to consider returning home, possibly with some support services, or transfer into a residential aged care facility.

Recreational Team

A team of committed staff work together to provide all residents with individual and group recreational activities appropriate to the individuals needs. A major role is assisting new residents to settle in to their new home.

Emergency Management

Wide spread floods and high temperatures have heightened the risk of significant emergency events such as severe storms, floods and bushfires.

During January there was widespread flooding throughout Victoria. Rochester Hospital was required to evacuate their clients and Castlemaine Health provided accommodation for 15 patients / residents for a week. In

evaluating the very successful acceptance of these residents we implemented a system for communicating resident needs via electronic information printouts placed in individual resident lanyards. This is now available if we had to implement

Castlemaine Health is home to 175 aged care residents. Clinical care, as needed, is provided in a home like environment where social and cultural opportunities are facilitated and encouraged



Pictured above is Gordon Donaldson, Rita Zwerwer and Heather Harris (Coordinator of the Transition Care Program). Rita spent 12 weeks in the program following a fractured leg

COMMUNITY CARE

Profile

Multidisciplinary services include inpatient and outpatient rehabilitation, assessment, treatment, and social support to clients from the Goldfields, Macedon Ranges and Mount Alexander Shires.

Quality Outcomes

- Improving Assessment for Planned Activity Groups (iPAG) project - Resulted in development of a more effective way of assessing client needs in relation to nutrition, physical activity and emotional and social wellbeing
- Active Service Model Implementation Plan
- Full implementation of Health Independence Program Guidelines (HIP)
- Development of a journal club within the Occupational Therapy Department to facilitate ongoing clinical education
- Development of peer supervision model for Social Work staff
- Improved system established to ensure annual follow up of residents with diabetes
- Implementation of a personal journey card to provide information to driver when the client is unable to communicate clearly
- Expanded Hospital Admission Risk Program (HARP) model of care to include frail aged and clients with complex psychosocial needs in addition to patients who suffer from cardiac, respiratory and pain problems
- Introduction of new templates in the medical record to improve care planning and communication with General Practitioners

- Introduction of chronic disease education and peer support group program
- Continued collaboration with the Shire and Castlemaine District Community Health Centre (CHIRP) on a number of projects including Make A Move: Falls Prevention and Refugee health
- New temporary physiotherapy Healthy Life Program to reduce the waiting time for related programs
- New bariatric equipment purchased from \$30,114 by "Collier Trust" and \$33,000 from Murray to Moyne fundraising

Future Directions

- Increased home-based programs for appropriate clients
- Trial of physiotherapy staffed hydrotherapy at the Kyneton pool
- Intake clinicians to attend discharge planning meetings and complete initial assessments and set up first appointments prior to discharge from the Acute Unit
- Improved evaluation processes for mapping outcomes of group programs
- Implementation of Lean Thinking principles to improve efficiency and use of floor space
- Recommencement of physiotherapy Back Care Program
- Setting up of a Children's Centre in Metcalfe House so that all paediatric services will be delivered in the one area
- Expansion of services to emergency housing clients
- Extension of services in early childhood development

Health Independence Programs (HIP)

Health Independence Programs Guidelines implemented during 2010 have provided improved services in relation to initial needs identification for all clients, allocation of a key worker, increased home based service delivery, client held records, case conferencing, and more comprehensive assessment that considers the whole person, and maximizes their ability to self manage. Additionally, HIP staff continue to provide high quality individual treatment and group programs.

Occupational Therapy

Occupational therapy assists people to retain and regain the ability to complete daily activities and optimise their quality of life.

Speech Therapy

Speech therapy provides interventions for clients of all ages to ensure effective communication. They also provide assistance to clients who have swallowing disorders. Kindergarten screenings assist with early detection of difficulties.

Physiotherapy

Physiotherapists assist people with movement disorders, painful problems and virtually any condition that affects your muscles, joints or nerves. The service is provided to inpatients, residents and community clients. Physiotherapists play an important role in rehabilitation, using a variety of techniques to help muscles and joints work to their full potential to maximise our client's independence.

Podiatry

Podiatrists deal with the prevention, diagnosis and treatment of feet and lower limb conditions including ulcers. Community services include the provision of wax bath clinics, kindergarten screenings, and a home visiting service.



Client Services – Ruby with Physiotherapist, Rebecca.

Dietetics

Our dietitians provide nutritional information to outpatients, inpatients, residential care residents as well as groups to assist all with maintaining optimal health. Common client groups seen include gastrointestinal issues, heart health and under nutrition. This year, our dietitians have also been involved in malnutrition research and improving the care for those at risk of malnutrition.

Support and Assessment Services

The Support and Aged Care Assessment (ACAS) Team provides assessment and placement assistance to clients who can no longer live safely at home.

Social Work

The social work department provides services to inpatient, outpatient and community programs. Staff offer assistance and counselling to patients and their families with respect to the wide range of personal concerns and practical needs which may arise during treatment.

The Hospital Admission Risk Program (HARP) commenced in 2010 and was developed to target clients with chronic disease and or/complex needs to prevent frequent emergency department presentations and to reduce the length of stay for clients who are admitted to hospital. Castlemaine Health HARP services can be provided in the client's home, at a partner community health agency or during the client's inpatient stay. This ensures that clients receive the right care in the right place at the right time.

Early Intervention

A multidisciplinary team oversee the Early Intervention Program which provides services to families with children aged 0 – 6 years of age who have two or more areas of delays in their overall development (eg speech and physical difficulties). The program sees over 40 clients per year.

District Nursing / Palliative Care / Post-Acute Care

The District Nursing Service provides care that enables clients to remain in their own homes. Support provided includes medication management,

wound care, continence management and personal care. The Post Acute Care Service provides more complex care during recovery from an episode of acute illness.

Continence Service

A full time Clinical Nurse Consultant / Continence Advisor and part time Continence Physiotherapist provide confidential assessment, treatment, and management strategies for adult clients within Castlemaine Health. Community referrals are accepted for residents of the Mount Alexander and Mt Macedon Shires.

CADARG (Castlemaine and District Accommodation and Resource Group)

CADARG provides assistance for people in the Mount Alexander Shire to access appropriate housing. Funding for this group is through the Supported Accommodation Assistance Program (SAAP), a program jointly financed by the Commonwealth and State Governments.

Adult Day Services

Adult Day Services continues to provide respite services (National Respite for Carers Program) and Planned Activity Groups (Home and Community Care program) to the community. The various day and evening clubs enable older people and those with disabilities to remain healthy and active by engaging in regular, enjoyable social activities from reminiscence to strength training. This year many clubs visited exhibitions during the State Festival. A group of carers attended a play, 'Sundowner', regarding Alzheimers, and respite holiday weekends were held six times over the year to Barooga, Macedon, Echuca and White Hills.

MEDICAL SERVICES

Profile

Director of Medical Services, Doctor Glenn Howlett, oversees the management of medical issues, medical staff, pharmacy and infection control. Dr Howlett acts as Chairperson of the Clinical Services Committee and Infection Control Committee, overseeing safe clinical care provision and provides regular reports to the Board's Clinical Governance Committee and Medical Staff Committee. He also provides recommendations to the Credentials and Medical Appointments Advisory Committee.

Achievements

- Quarterly mortality audit reports to the Board's Clinical Governance Committee
- Commencement of external peer support for General Practitioner Obstetricians
- Ongoing credentialing of medical and dental officers
- Infection compliance monitoring – Cleaning standards, infection control standards, hand hygiene, ultrasound transducers (radiology), laundry standards and sharps management
- Infection Control Education for staff, patients / residents, visitors / family; introduction of e-learning hand hygiene module for staff
- Infection Surveillance – Compliance with surveillance and reporting program for hospital acquired infections, resistant organisms (no hospital acquired infections at Castlemaine 2010 / 2011), surgical site, occupational exposure and Methicillin-Resistant Staphylococcus Aureus (MRSA)
- Implementation of Hepatitis A vaccination program for all staff involved in food handling and Pertussis vaccination program for all clinical staff
- Implementation of online Pharmaceutical Benefits Scheme dispensing
- Increased clinical pharmacy services to the Acute ward
- Participation in the National Inpatient Medication Chart Audit



Pictured above Dr Richard Mayes (GP Obstetrician) and Cate Wotley (Midwife)

Future Directions

- Review of after-hours emergency service medical coverage
- Implementation of safety needles for insulin syringes
- Training of hand hygiene auditors
- Development of e-learning program
- Implementation of the National User applied labelling of Injectable Medicines, Fluids and Lines

Pharmacy

Castlemaine Health has an onsite pharmacy service which oversees dispensing of medication to acute and subacute services and provides medication reviews for residents.

Infection Control

The infection Control Department manages the risk of infection transmission for staff, patients/residents and visitors at Castlemaine Health.

Medical Staff

The General Practitioners of Castlemaine provide excellent inpatient services and also provide a comprehensive after-hours accident and emergency service. In addition, comprehensive specialist services are provided by visiting surgeons and other specialists and a dedicated rehabilitation doctor oversees clinical care on the Rehabilitation unit. Medical staff support fourth year medical students in collaboration with Monash University who spend two days each week working in doctors' practices and one day a week participating in education at Castlemaine Health.

Castlemaine Health has an onsite pharmacy service which oversees dispensing of medication to acute and subacute services and provides medication reviews for residents



CORPORATE GOVERNANCE

Board of Management

PRESIDENT (from August 2010)

Mr Glenn Sutherland

BA, Dip Ed, Grad Dip Ed Admin, Grad Dip Mgmt
Lecturer and Online Retailer
Appointment expires 30 June 2013

VICE PRESIDENT

Ms Lee Bower (from August 2010)

BSc (Monash)
Employment & Training Consultant
Appointment expires 30 June 2014

TREASURER

Mr Ian McKenzie

BPharm
Pharmacist / Wine Maker
Appointment expires 30 June 2013

BOARD MEMBERS

Dr Les Fitzgerald

RN, RM, Dip (Teach), BA Ed, M Nurse PhD
Senior Lecturer in Health Sciences
Appointment expires 30 June 2014

Ms Sharon Fraser

MBA (Management), BAS (Speech Pathology)
Models of Care, Organisational Development
an Improvement
Appointment expires 30 June 2013

Ms Elizabeth Grainger

Trained Infant Teachers Cert
Grad Dip, Special Ed
Assistant Principal (Retired Jan 2011)
Appointment expires 30 June 2012

Ms Jude Jackson

Trained Primary Teachers Cert
Grad Dip, Special Ed
Retired
Appointment expires 30 June 2012

Mr Bruce Johnsen

BSc Biology, Grad Dip Computing Business Analyst
IT Security Assurance
Appointment expires 30 June 2012

Mr Bill O'Donnell (Resigned June 2011)

BA, LLB
Solicitor, Notary Public and Mediator
Appointment expires 30 June 2011

Ms Carolyn Wallace

MBA (Management), Grad Dip Ed, BA
Manager
Appointment expires 30 June 2013

Mr Rob Waller

CEA (REIV)
Real Estate Agency Director
Appointment expires 30 June 2012

Mrs Bairbre-Terese Williams

Dip Ed (Ec), B Mus, B Ed, Cert IV Massage
Cert IV Workplace Training & Assessment,
Enrolled Nurse
Self Employed
Appointment expires 30 June 2012

Board of Management Structure and Function

The function of the Board of Management is to oversee the governance of the Hospital and to ensure that the services provided by the Hospital comply with the requirements of the Health Act 1988 and the By-Laws of the Hospital.

Members are required by the Act to act with integrity and objectivity at all times. They are required to declare a pecuniary interest, when applicable, during Board debate and withdraw from proceedings. There were no occasions that required declaration this year.

Conflict of interest is declared during Board proceedings, in accordance with the By-Laws of the service.

Board members serve in a voluntary capacity and do not receive payments.

A number of sub-committees consisting of Board, Staff, Visiting Medical Officers and members of the community have been formed to advise and recommend on relevant matters.

The Board of Management meets on the fourth Tuesday evening of each month (except January) to deal with a formal agenda and reports on the Hospital's performance as reported by the Chief Executive Officer and attendance of Directors if requested.

Board of Management membership of Sub-committees

Credentials & Medical Appointments Advisory Committee

Mr Les Fitzgerald
Ms Elizabeth Grainger
Mr Bruce Johnsen
Mr Glenn Sutherland

Chief Executive Officer Evaluation Committee

Mr Glenn Sutherland (President)
Ms Lee Bower (Vice President)
Mr Ian McKenzie (Treasurer)

Audit Committee

Mr Ian McKenzie (Chair)
Mr Glenn Sutherland (President)
Mr Rob Waller (BOM)
Mr Richard Hetherington (Independent)
Ms Sandra Wilson (Resigned March 2011)

Clinical Governance Committee

Ms Sharon Fraser (Chair) (BOM)
Ms L Bower (BOM)
Ms E Grainger (BOM)

Executive Management

The Executive Directors meet with the Chief Executive Officer every month to discuss strategic issues relating to the management of the organisation. The Director of Medical Services does not attend on that day, but attends a full day on Thursday at the Hospital.

CHIEF EXECUTIVE OFFICER

Mr Graem Kelly, PSM

MBA, BA App Sc, Grad Dip Rural Health, Rn, AFCHSE, GAICD, FAIM, FARLN

EXECUTIVE DIRECTOR OF COMMUNITY SERVICES

Mrs Rhonda Williams

RN, B Pub Health

EXECUTIVE DIRECTOR OF FINANCE & CORPORATE SERVICES (Commenced October 2010)

Mr Laurence Smith

BBA (Acc), MBA, MAppFin, ICAA

DIRECTOR OF FINANCIAL SERVICES (Resigned July 2010)

Mr Geoff Vendy

BBA (Acc)

DIRECTOR OF HUMAN RESOURCES (Resigned October 2010)

Mr Mark Kesper

Dip Civil Eng

DIRECTOR OF MEDICAL SERVICES (Commenced September 2010)

Dr Glenn Howlett

MB BS LLB FRACGP

DIRECTOR OF MEDICAL SERVICES (Temp appt June – September 2010)

Dr Robert Grogan

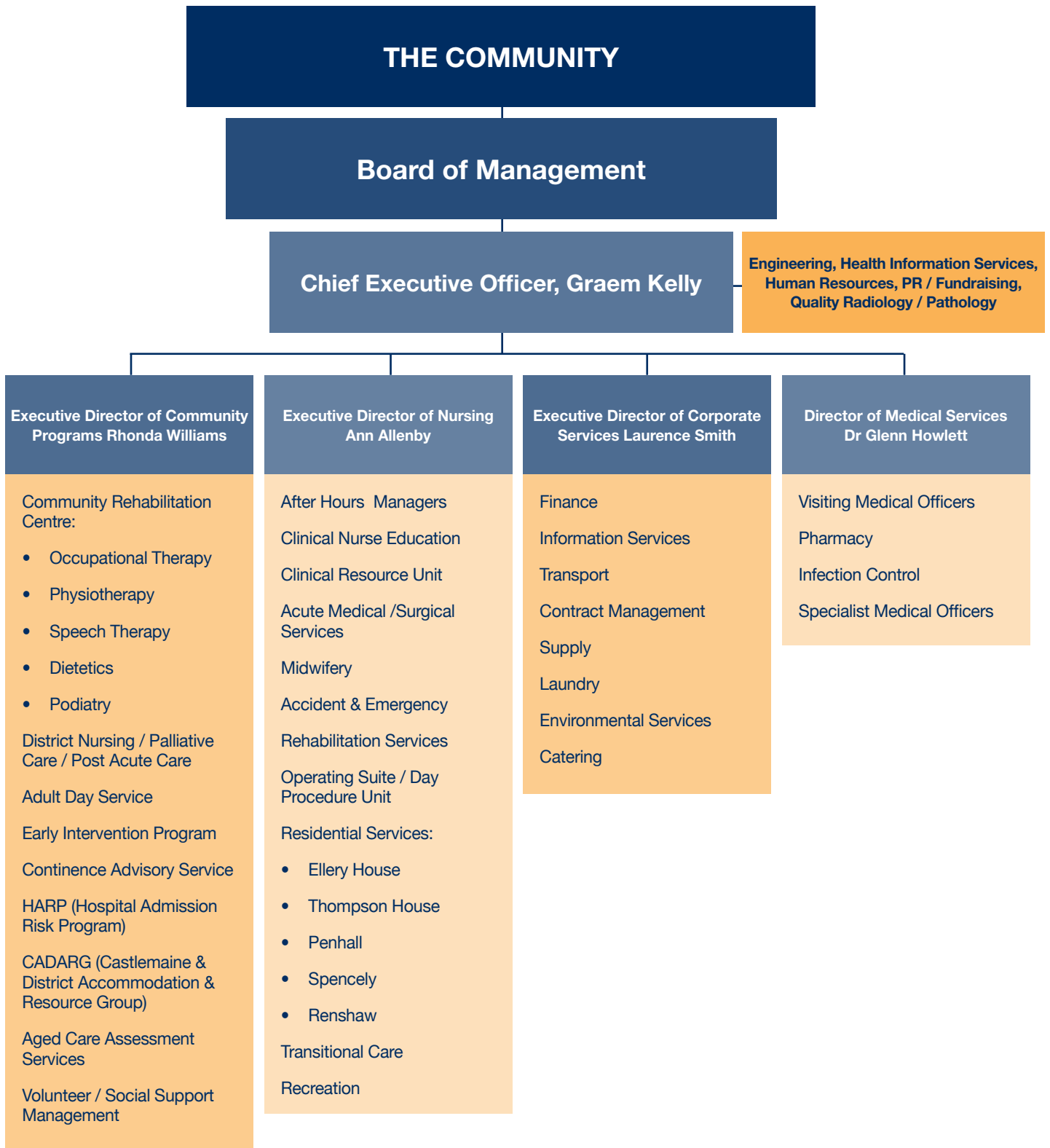
MB BS, DCOG, MPA, FRACMA

EXECUTIVE DIRECTOR OF NURSING SERVICES

Dr Ann Allenby

RN, Cert Onc Nsg, Cert Steril & Inf Control, MedSt, DN, MRCNA, Cert Business & Admin

ORGANISATIONAL CHART





CORPORATE SERVICES

Finance, Supply and Information Technology

Profile

This team oversees management of financial operations, supplies (including new equipment) and information technology and management services.

Achievements

- Development of gifts and benefits procedures
- Review and streamlining of banking systems with transition to a single bank account and extension of electronic banking
- Transition of residential aged care financial administration to a more streamlined and robust single system
- Implementation of better purchasing procedures resulting in improving time to receive goods and reducing staff time in placing orders
- Replacement of basic printers with new multifunction printer devices
- Outsourcing of salary packaging administration which has resulted in more flexibility for employees
- Implementation of an electronic "Help Desk" to enable requests to be sent on all computer desktops for technical help to be logged and tracked electronically
- Review of the Aged Care Funding Instrument (ACFI) resulting in increased remuneration
- Increased leasing out of conference rooms to other organisations resulting in better business viability of the organisation
- Development and implementation of IT Equipment Booking system
- The Chief Executive Officer became a member of the Board of Management of the Health Alliance (which oversees regional health computerised programs)



Pictured above Leigh Jardine and Stephen Piper, Information Technology Department

Future Directions

- Implementation of a new look facility website
- Implementation of new software for the Accident and Emergency Department
- Wireless Local Area Network

Finance

Services provided include: Financial reporting, financial accounting, treasury management, accounts payable, customer invoicing, accounts receivable, asset management and residential aged care administration.

Supply

Services provided include: Purchasing, inventory management, fulfilment and contract management. The staff have worked very hard this year to finalise the implementation of the Oracle Finance / Supply electronic system which will result in improvements to staff time and paper wastage.

Information Technology

Information Technology provides front line support to over 300 computer users, using any of the 30 health service applications. They also provide infrastructure and communication services across several locations, and management of external services provided by Regional and State Information Technology Alliances including Loddon Mallee Rural Health Alliance and Healthsmart.

Information Technology provides front line support to over 300 computer users, using any of the 30 health service applications

GENERAL SERVICES

Profile

The responsible management of assets and facilities, facility vehicles, catering, cleaning, waste disposal and security services is vital to the safe and efficient running of the facility.

Achievements

- Excellent results on external food safety and cleaning audits
- Food Safety Plan updated and placed on the Intranet to enable all staff to access. Improved instructions provided to staff in relation to labelling, storage and disposal of decanted foods
- Procedures developed in relation to facility barbecues to ensure food safety requirements are met
- Refurbishment of the Board Room to provide state of the art equipment and environment
- A shaded area was created in the Ellery House garden area as a result of a donation
- Convex mirrors were installed to reduce the risk of collision in an Ellery House corridor where there was reduced vision
- Review of systems and accountability for cleaning within Penhall Hostel
- Introduction of locked cupboards in the hostels to remove access to dangerous laundry items (irons / detergents) to reduce risk of burns / ingestion
- Repairs and maintenance to the operating suite including replacement of carpet, additional power points, installation of non slip vinyl, ceiling, wall and cupboard upgrades and installation of additional call and emergency alarms
- Signage updated across the hospital site
- Refurbishment of Slater House to accommodate Bendigo Mental Health Services
- Purchase of a new 100kg washer installed in the laundry
- The Manager of laundry and cleaning services qualified as an external cleaning auditor
- Two new computerised self cooking centre combination ovens installed in the food services area
- Installation of new radiology equipment costing \$130,000
- \$62,4000 spent on electrical upgrades

Future Directions

- Ageing buildings will be maintained and upgraded
- Master Capital Plan developed and includes a plan for infrastructure, maintenance and master planning needs
- Upgrading of entrance ways to provide a more picturesque environment
- Alteration in the delivery of meals to the hostels with meals being delivered plated instead of foods in bulk
- Implementation of a vehicle for storage and transport of engineering equipment
- Realignment of transport services with funding provided

Transport

Facility vehicles are used to provide transport for patients, clients, volunteers and staff and also to provide daily courier, mail and meal delivery services. Vehicles are also used by the Resident Activity Team for resident outings.

Cleaning Services

Stringent cleaning standards are adhered to and audited regularly in line with the cleaning standards for Victorian Public Hospitals. Staff are trained in the use of cleaning chemicals and equipment. A score of 97.38% was obtained in the most recent external cleaning audit.

Food Services

Our industrial kitchen provides meals (approximately 260,000 per annum) to Castlemaine Health, Maldon Hospital, Meals on Wheels, Senior Citizens and other organisations. This is provided from an industrial scale kitchen employing skilled catering staff that operates seven days per week. The kitchen purchases fresh fruit and vegetables, processed goods, meats

and dry goods locally and under contracts established by Health Purchasing Victoria.

Sarah Chislett, Apprentice Chef at Castlemaine Health won the BRIT Apprentice of the Year Award. Sarah is now in her third year and was judged on the previous year for what she had achieved during her time at BRIT and on interview.

Cafeteria

Our well equipped cafeteria offers an inexpensive priced range of food and beverages for both staff and visitors. The dining area is able to cater for all needs with either large or small table settings as well as the lounge area with a large television screen.

Security

Twenty four hour security coverage is provided to ensure the ongoing safety of clients and staff. This includes lock down procedures, secure entries and video camera surveillance.

Engineering

Services provided include: Project management, energy management and scheduled and unscheduled maintenance services through a technical team that includes qualified engineers, tradesmen (electrical, plumbing, refrigeration, and building) and grounds staff.

Linen Services

Services provided include: Procurement, delivery and collection, cleaning of commercial, personal and hospital linen (approximately 250,000kg per annum) which is delivered to the facility, other health services, local business and community organisations.

Our industrial kitchen provides meals (approximately 260,000 per annum)



HUMAN RESOURCES

Profile

Human Resources Manager, Bruce Duncan, commenced at Castlemaine Health in January 2011. His role is to oversee the smooth running of the Human Resources Department including the functions of recruitment and retention, professional development, employee support, payroll and occupational health and safety.

Achievements

- Development of a Human Resources Plan
- Implementation of large first name identification badges for staff in addition to formal name tags
- Implementation of "CasConnect" software to facilitate rostering of casual staff
- Organisational Culture Survey, analysis and action plan
- Provision of long service awards to staff for 10 years service or more, with an additional award every five years thereafter.
- Review of salary packaging for staff
- Implementation of new National Registration requirements for health professional registration through the Australian Health Practitioner Regulation Agency
- Review of Police check system ensuring ongoing monthly auditing process is developed to ensure 100% of staff and volunteers have a current Police check and overseas statutory declaration where applicable
- Change Management Procedure developed
- Review of the Compulsory Education Program to include Elder Abuse and Prevention of Aggression and Violence training
- Introduction of more electronic education packages to assist staff with completing relevant education
- Two Board of Management members attended Company Director's training
- "Lean Thinking" training conducted

to provide managers with the tools to assess and improve effectiveness of current systems

- Chief Executive Officer nominated as representative on the Clinical Education Regional Planning Group
- Successful roll out of staff uniforms with second hand uniform sales generating donations to the hospital
- Provision of tertiary scholarships

Future Directions

- Extend training for Board of Management members
- Executive team to take part in team building exercises
- Improve International Registration of Overseas Nurses program through recognition as a registered training program
- Middle management education program
- Implementation of on-line recruitment system

Student Placement Program

Castlemaine Health is proud of its ability to provide a variety of placements for students of all disciplines and this can only be achieved through the expertise and enthusiasm of our staff.

For the first time this year we offered three tertiary scholarships to help University students enter the health fields. The recipients were Brittany Cappy – Bachelor of Health Sciences/ Master of Physiotherapy Practice, Lauren Dettmer – Bachelor of Nursing and Jessica Odgers – Bachelor of Pharmacy.

The **Monash Program** provides a medical education and placement program for fourth year medical students. They undertake rural placements based at the general practices in Castlemaine and Maryborough and one day a week education based at Castlemaine Health. This program is provided in collaboration with Monash University and local General Practitioner practices.



In recognition of staff who consistently and excellently apply person centred principles in their work the "Person Centred Care Award" was implemented. Pictured above is one of our award winners Carol Porker (Intake Worker for Community Rehabilitation Centre).

Staff Development

A well advanced education and training program is provided based on a needs analysis of all departments. There is a continued need to provide more education via electronic means to enable staff access at convenient times. Annual Performance Reviews are conducted on all staff to provide feedback and to create opportunities where development is needed.

Initial Registration of Overseas Nurses (IRON) Program provides nurses who are registered to practice overseas the experience to enable registration within Australia. Castlemaine Health also offers the opportunity for nurses who may have left the workforce to update their skills and registration through the Return to Practice Program.

Staff Support Services

Pastoral care is provided to all Castlemaine Health staff, as well as clients and their families, as individual needs are identified. Confidentiality is strictly maintained and staff appointments with the pastoral care coordinator are available. Memorial services and services such as the "Time of Peace, Place of Reflection" service are held, providing opportunities for staff to reflect and process grief and loss issues in the workplace. The pastoral care coordinator has also trained staff in grief and loss issues in ageing as part of the Improving Transitions to Residential Aged Care project and nursing graduates in pastoral care issues.

Employees are also provided with access to Prevention of Bullying and Harassment Officers, a staff gymnasium and counselling services as required.

Emergency Preparedness

Regular bulletins have been sent to staff throughout the year advising them of any risk situations. This year there have been email bulletins in relation to flooding (advising staff of closed roads and areas affected), heat waves and fires. All of these emergencies have impacted on our staff and business operations in some way.

Occupational Health and Safety

Castlemaine Health is committed to the health and safety of its employees, clients, visitors and contractors. Management and employees work together to ensure that the legislative requirements of the Occupational Health and Safety Act 2004 (Vic) are met. The Safety Health and Environment Committee provides a high level consultative forum for health and safety issues. The elected Health & Safety Representatives provide for active involvement of our employees and the resolution of issues at a local level.

The 2010 / 2011 financial year focused on WorkCover and the Return to Work processes to support workers to return to their preinjury position as soon as they have a capacity to work. Most workers have returned to work within seven days, sometimes with modification to the role or in a new position.

An audit undertaken by a WorkSafe Victoria consultant helped Castlemaine Health formulate a three year strategic plan to continue to make improvements in health and safety. The plan was sent out for consultation to all staff and was approved for commencement on 1 July 2011.

Achievements

- Review of the Safety, Health and Environment Committee to ensure all employees are represented, and committee members were aware of their rights and responsibilities
- Training of all new Health and Safety representatives and refresher courses for existing employee and management representatives

Our Staff Profile as at 30 June 2011

LABOUR CATEGORY	JUNE CURRENT MONTH FTE*		June YTD FTE*	
	2011	2010	2011	2010
Nursing	171.03	160.24	176.21	157.94
Administration and Clerical	58.40	55.85	55.87	55.78
Medical Support	8.81	24.12	7.79	23.41
Hotel and Allied Services	139.27	95.20	136.57	95.12
Medical Officers (Inclusive of Hospital Medical Officers)	1.42	1.07	9.6	1.07
Ancillary Staff (Allied Health)	27.93	29.75	24.30	28.05
Total	406.86	366.23	402.09	361.37

Note: The 2011 figures are based on classification descriptors from State Services Authority ANZSCO, Guidelines for the Health Sector

EQUAL EMPLOYMENT OPPORTUNITY (EEO) ACT 1990

To comply with this legislation we have effectively developed systems that ensure

- Open competition in recruitment, selection, transfer and promotion
- All employment decisions are based on merit
- Employees are provided with a reasonable avenue of redress against any unfair treatment

- Implementation of a revised electronic incident reporting database, RiskMan VHIMS (Victorian Health Incident Management System), to enable benchmarking with other Victorian Public Hospitals
- Successful submission to the Department of Health Nurse Policy Unit to develop a "Keep Nurses Nursing" project aim at improving the health and well being of older nurses
- Implementation of "Workplace Weight Watchers" with 18 employees participating in the first intake of the program which is provided during lunch time on site
- Free health checks provided to staff as part of a new initiative of WorkSafe Victoria aiming to reduce preventable chronic disease by checking blood pressure, cholesterol and risk of type 2 diabetes amongst employees
- Employment of an Occupational Health and Safety Officer to implement the three year strategic plan

Future Directions

- Improve use of the computerised incident data base to enable accurate trending and analysis of work place injuries
- Transitioning to the new Occupational Health and Safety legislation due for launch in January 2012

WORKCOVER PREMIUMS

Year	Premium	% of Remuneration
10/11	\$530,144	1.9928%
09/10	\$465,390	2.1113%
08/09	\$414,971	1.9363%
07/08	\$353,124	1.6879%
06/07	\$303,883	1.3155%

WORKCOVER DAYS

Year	Days Compensation Paid
10/11	616
09/10	517
08/09	480
07/08	294
06/07	253

WORKCOVER CLAIMS

Year	New Claims Lodged
10/11	10
09/10	6
08/09	10
07/08	4
06/07	6
05/06	11

As at 30th June 2011 Castlemaine Health employs 666 staff, which is equivalent to 402.09 equivalent full time positions. 80% of this FTE is female and 20% male. Full time/part time staff make up 84% of our workforce with the remaining 16% being of a casual nature



VOLUNTEERS

Over the past year more than 150 volunteers provided 20,800 hours of service benefitting our residents, patients, community clients and support services. For a small rural health service this is a remarkable result. Volunteers participating at Castlemaine Health range from 18 years to 90 years. They come to us from a variety of cultural and socio economic backgrounds. Some volunteers are new arrivals to Castlemaine and surrounds. Often they are newly retired “tree changers” transitioning to our wonderful community. Others are lifelong residents. We have artists, musicians, consultants, former teachers, administrators and health professionals. Some volunteers work in the hospitality sector, in retail, in local factories and on farms. Some volunteers are students or unemployed. Others care for their families or are retired.

Volunteer skills and interests are diverse, resulting in our ability to meaningfully engage them in a range of volunteer roles. Some volunteers transition from one role to the other as they choose to accept a new challenge or perhaps utilise special skills or interests. Some people just like a change. Others remain in the volunteer role they have had for many years. Others are able to assist in several areas.

Despite volunteering with a variety of motivations, volunteers with Castlemaine Health all share a commitment to “our hospital” and the wellbeing of all the people we serve.

Transition to Aged Care (iTRAC)

Volunteers have been introduced to assist people transitioning to Aged Care in Ellery House to settle into their new home. The role involves welcoming the resident, taking time to listen to their unique stories and validating feelings arising from the relocation. Volunteers spend time introducing the new resident to other people and spaces. They can help the new resident to arrange their room for a more homelike feel or do other small practical things. The volunteers have a positive outlook, are good listeners and are trained in grief and loss and boundary setting.

We hope to expand the program to our low care residential facilities over the next 12 months.

Contact the Volunteer Department on 5471 1565 for information on all our volunteer opportunities in the hospital, residential facilities and community.

OUR SOCIAL CLUB

The Social Club experienced a busy and active year and evidence of the Club’s success is apparent by an increase in membership to more than 230 members and participation in the diverse range of activities held throughout the year.

Highlights of the year included:

- Staff Christmas Dinner & Dance
- Children’s Christmas Party
- Regular theme lunches & vouchers at the Hospital cafeteria
- Café vouchers
- Resident Christmas gifts
- Fantastic prize draws including accommodation packages, tickets to the theatre, vouchers for groceries and fuel and many more prizes purchased at local businesses

The annual Staff Christmas Dinner was well attended and provided an opportunity for staff to enjoy a night out together and reflect on the past year. The hall looked fabulous with a Hawaiian / Beach Party theme, delicious food, great prizes, varied and interesting costumes along with some well rehearsed performances by staff, contributing to a fun, entertaining and enjoyable night.

Approximately 128 children, parents, grandparents and friends enjoyed the Children’s Christmas Party held in the Hospital auditorium. This event is usually held in the Botanical Gardens, however due to the adverse weather conditions and flood damage this event was transferred to the Hospital auditorium. Although a little cramped, the children were delighted with the broad range of activities including a movie, hula hoops, face painting, “Pockets” the Clown and they provided an enthusiastic welcome to Santa’s arrival and visit.

The Club continued with their long standing contribution to the welfare and environment of residents at Castlemaine Health. Residents and staff thoroughly take pleasure from this annual celebration to ensure Christmas is a special time for residents. All residents received a small Christmas gift from the Clubs’ resident Santa’s. In addition, Thompson House received two garden planter boxes to enhance the surrounds of the unit.



Improving Transitions into Residential Aged Care Project Coordinator Lynne Bird (right) with volunteer Judy Burns

The Committee repeated the popular Café vouchers where Club members can use these vouchers at local eateries. The vouchers enable members, particularly those who work evening and night shifts, to participate and enjoy this promotion.

The Social Club Committee and members would like to express their thanks and appreciation to the Board of Management, Executives, the Food Services Department, Cafeteria, Pay Office, Hospital staff and the local Business Community for their support over the past year. A special mention and thank you to Carla Minster for assisting with preparation of financial records, and Graeme Hill for auditing financial records.

In conclusion, I would like to extend my thanks to a hard working Social Club Committee, consisting of Heather Stuchbree, Rob Stuchbree, Diann Turnbull, Lisa Pollard, Marg Patton, Greg Hughes, Cheryl Bridgland and Dallas Weston.

Frank Carroll

President



Father Christmas with Jameson and Lily Bell at the Children’s Christmas Party

ENVIRONMENT

In an effort to reduce our “ecofootprint” on the environment Castlemaine Health abides by a strict Environmental Policy.

Engineer of the Year

Rod Woodford, Manager of Engineering Services, was awarded Engineer of the Year for the Victorian Tasmanian Chapter of the Institute of Hospital Engineering Australia. This was largely due to his excellent coordination of energy and water innovative projects with a focus on conserving energy and water, reducing green house emissions and improving waste management. Rod presented at the Energy Management for Health at a Change Champion conference held in Sydney 2010.



Rod Woodford, Manager of Engineering Services, with his Engineer of the Year Award.

Energy Conservation

- Castlemaine Health together with other local businesses worked together on a Mains Power Project as a collaborative project. We achieved our goal of a 30% reduction in Co2 per square meter by June 2010 and as a result energy and water consumption has been held steady for the 2010/11 financial year
- To assist in the comfort of patients and staff by reducing the humidity on extremely hot and humid days, we have replaced the evaporative coolers in the following areas 3CV, the board room, function room, meeting room, the new district nursing offices and the new accommodation centre. These projects may have a negative impact on power consumption
- Slater House has also been refurbished with the old hydronic heating and evaporative cooling replaced by reverse cycle air-conditioning

We continue to achieve our goal of a 30% reduction in Co2 per square meter in June 2010/2011

Waste Management

As part of the Sustainability Victoria Resource Smart Health Care project Castlemaine Health is in the planning stage of:

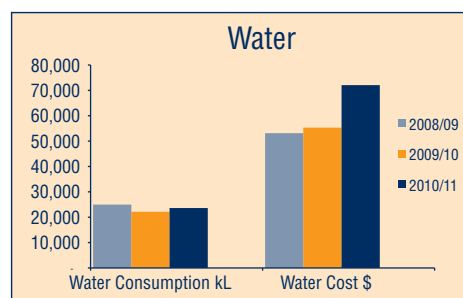
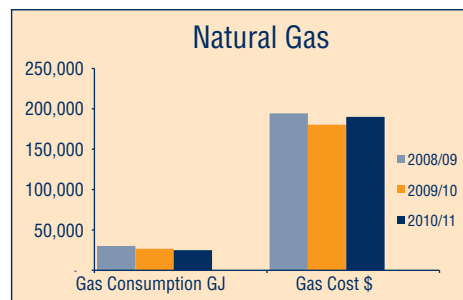
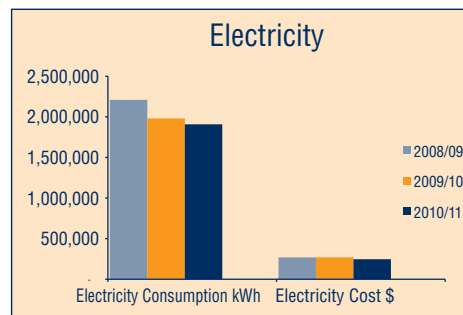
- Establishing an environmental team
- Implementation of environmental policy
- Setting targets and goals
- Environmental mapping, aspects and impacts
- Establishing a baseline

Water Consumption

Water consumption remains steady at an average of 64 kilo litres per day which is compatible with last year’s results.

Future Directions

- Castlemaine Health has been selected to assist the Department of Health to compile a manual for the expansion of environmental requirements to health care facilities





STATUTORY COMPLIANCE

Risk Management

I, Glenn Sutherland, certify that Castlemaine Health 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 executive to understand, manage and satisfactorily control risk exposures. The *audit committee* verifies this assurance and that the risk profile of Castlemaine Health has been critically reviewed within the last 12 months

Glenn Sutherland

Glenn Sutherland
Board Chair
15 Jul 2011

Attestation on Data Accuracy

I, Glenn Sutherland, Certify that Castlemaine Health has put in place appropriate internal controls and processes to ensure that the Victorian Department of Health is provided with data that reflects actual performance. Castlemaine Health has critically reviewed these controls and process during the year

Glenn Sutherland

Glenn Sutherland
Board Chair
15 Jul 2011

Responsible Bodies Declaration

In accordance with the Financial Management Act 1994, I am pleased to present the Report of Operations for Castlemaine Health for the year ending 30 June 2011.

Glenn Sutherland

Glenn Sutherland
Board Chair
15 Jul 2011

Ex-Gratia Payments.

Castlemaine Health made nil ex-gratia payments for the year ending 30 June 2011.

Freedom of Information Applications

All applications were processed in accordance with the provision of the Freedom of Information Act 1982, which provides a legally enforceable right of access of information held by Government agencies. Castlemaine Health provides a report on these requests to the Department of Justice.

Freedom of Information requests can be submitted to the Chief Executive Officer, Castlemaine Health, PD Box 50, Castlemaine 3450, Application forms are available on the website www.castlemainehealth.org.au, or by phoning 5471 1555. Application charges and fees apply (\$24.40).

Twenty five requests were received under Freedom of Information in 2010/11. All requests were processed within the required timeframes.

Whistleblowers Act 2001

The Whistle Blowers Act 2001 provides protection for any person who would like to make a disclosure of improper or corrupt conduct by an official of a public entity. Castlemaine Health received no complaints under this Act during the year.

Compliance with Building and Maintenance Provisions of Buildings Act 1993

All building works have been designed in accordance with the Department of Health's Guidelines and comply with the Building Act 1993 and the Building Code of Australia 1996.

Victorian Industry Participation Policy Act 2003 (FRD 25)

During the year there were nil contracts completed at Castlemaine Health which VIPP applied.

Statement on National Competition Policy (FRD 22B)

Castlemaine Health complied with all Government policies regarding neutrality requirements with regards to all tender applications.

Consultancies

- Consultancies in excess of \$100,000 – Nil.
- Consultancies costing less than \$100,000 – Number of consultants engaged five. Total cost of engagements \$82,512.

Fees Charged for Service

All fees and charges charged by Castlemaine Health are regulated by the Commonwealth Department of Health & Ageing and the Hospitals & Charities (Fees) Regulations 1986, as amended and as otherwise determined by the Department of Human Services, Victoria. Policies and procedures are in place for the effective collection of fees owing to the service.

Ethical Standards

The Board of Management promotes the continued maintenance of corporate governance practice and ethical conduct by the Board members and employees of Castlemaine Health. The Board has endorsed a code of conduct which applies to Board Members, officers and all employees.

Pecuniary Interests

Members of the Board of Management of Castlemaine Health are required to notify the President of the Board of any pecuniary interests which might give rise to conflict of interest in accordance with Castlemaine Health Board's Code of Conduct.

Tax Deductible Gifts

Castlemaine Health is endorsed by the Australian Taxation Office as a Deductible Gift Recipient. Gifts to Castlemaine Health as a Public Health Service qualify for a tax deduction under item 1.1.1 of Section 3-BA of the Income Tax Assessment Act 1997.

Disability Act 2006

Castlemaine Health has completed an Access and Inclusion Plan that incorporates requirements of the Disability Act 2006.

ACKNOWLEDGEMENTS

We wish to thank everyone who contributed to the writing and production of this year's annual report. This includes staff, members of the community, volunteers and clients.

Printing and Design

BMP

Cover and Page Layout
Jayne Prideaux, Graphic Designer

Photography

Fran Taylor

Collation & Editing

Chris Mitchell & Tina White

Editing

Julie Best, Heather Paulet

Support Data

Regional Office, Department of Health

Banker

Bendigo Bank

Auditors

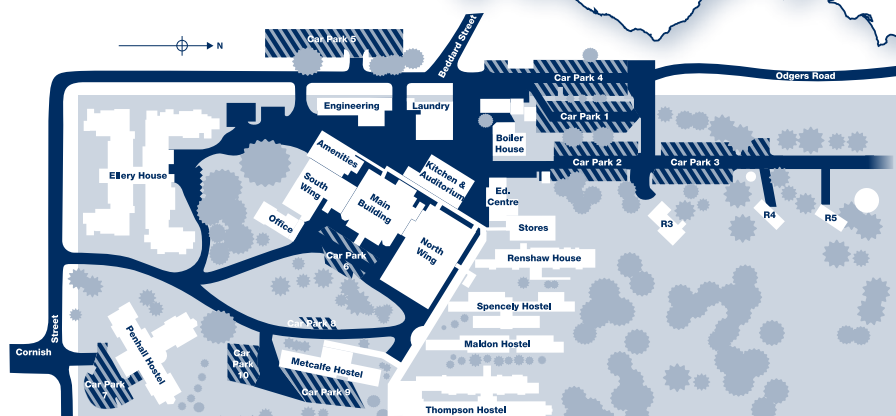
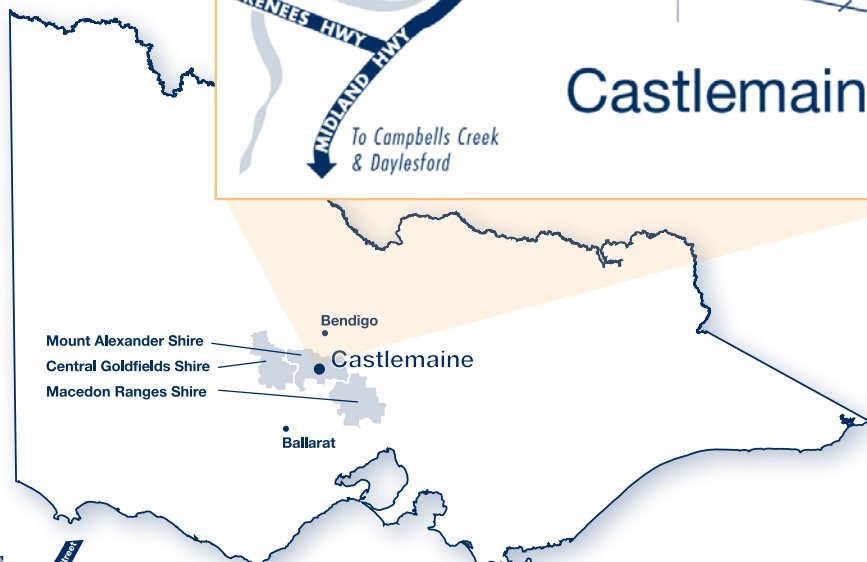
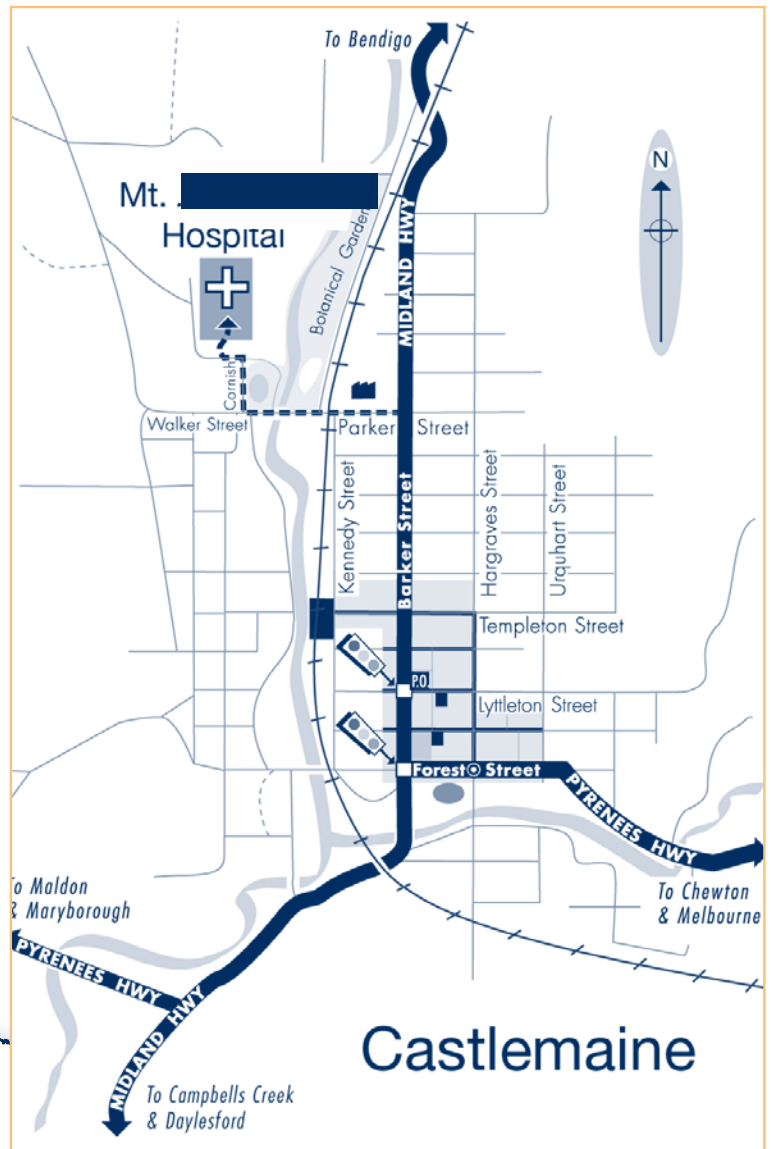
Auditor-General, Victoria

External Auditor's Agents

Richmond Sinnott & Delahunty

Internal Auditor

Accounting & Audit Solutions,
Bendigo





DISCLOSURE INDEX

The annual report of Castlemaine Health 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.

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FRD 22B	Details of consultancies over \$100,000	18
FRD 22B	Details of consultancies under \$100,000	18
FRD 22B	Major changes or factors affecting performance	AFS
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FRD 22B	Significant changes in financial position during the year	AFS
FRD 22B	Statement of availability of other information	18
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SD 4.2(b)	Balance Sheet	AFS
SD 4.2(b)	Cash Flow Statement	AFS
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Key: IFC - Inside Front Cover, AFS - Audited Financial Statements



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