



ANNUAL REPORT 2010-2011

www.tallangattahealthservice.com.au

Please visit the THS Web Site to view the
Annual Report for 2010-2011

www.tallangattahealthservice.com.au

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

TALLANGATTA HEALTH SERVICE RESPONSIBLE BODIES DECLARATION

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



Lucinda Rhook
Chair
Board of Management
Tallangatta
4 August 2011

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OUR VISION

To enhance and promote our role as a rural community health provider in acute, sub-acute, residential, community care, and health promotion.

OUR MISSION

Tallangatta Health Service will be dedicated to developing and providing cost effective, high quality services which are accessible, responsive and accountable to the people of our community and other key stakeholders.

OUR COMMITMENT TO ACHIEVE THE VISION & MISSION

Our People

Provide support and development for our staff and volunteers and acknowledge them as our most valuable resource.

Our Customers

Apply our values in all our dealings and be responsive to the beliefs, needs, rights and responsibilities of our patients, residents and clients.

Our Partners

Continue to develop our links with other agencies and services to ensure planning and delivery of the optimum services to our community.

Our Service

Ensure that our service is people focussed and evidence based and reflects best practice.

Our Planning

Continue to explore all opportunities to ensure sustainable quality health care and service delivery is provided to our community.

OUR VALUES

Caring

To be sensitive and responsive to each other

Honesty

To be open, truthful and trustworthy

Respect

To treat each other with dignity, courtesy and as individuals

Integrity

To be ethical, confidential and accountable

OUR PROFILE

Tallangatta Hospital and Tallangatta & District Extended Care Centre Inc. merged as one organisation on the 1st July, 1997. This resulted in the integration of Bolga Court Hostel, managed by the Tallangatta and District Extended Care Centre Inc., into the management structure of the existing hospital complex.

In November 1999 Tallangatta Hospital underwent a name change to become known as Tallangatta Health Service.

With the acceptance into the Healthstreams program, Tallangatta Health Service extended its service provision to the community by introducing community based services including Home and Community Care 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

RESIDENTIAL AGED CARE

Bolga Court Hostel is a fully accredited 36 bed hostel providing permanent low level residential care and respite care.

Lakeview Nursing Home is a fully accredited 15 bed facility providing high level residential 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 provide diabetes education, women's health, men's health, school nurse, podiatry, mental health and generalist counselling services to community groups, clients and residents. The Health Promotion programs focus on the State's priorities of promoting mental health and wellbeing and promoting physical activities and a healthy community. Strategies include the Men's Shed, health promoting palliative care, health promotion program in Bellbridge, drought response initiatives and ongoing needs assessments.

ALLIED HEALTH

Our Allied Health team consists of an Occupational Therapist, Physiotherapist, Nutritionist and Podiatrist, providing 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.

SUPPORT SERVICES

Our Support Services team consists of staff in the following departments: Administration, Finance, Human Resources, Information Technology, Hotel Services and Maintenance.

BOARD OF MANAGEMENT & CEO REPORT TO THE COMMUNITY 2010 - 2011

On behalf of the Board and Executive it gives us great pleasure to present the Annual Report for the year ended 30 June 2011.

The year could be said to be one of transition. The resignation of Mr Wes Carter, the Chief Executive Officer in August 2010, after 7 years of service, resulted in the appointment of Nora Ley as the Interim Chief Executive Officer. Dr Lenore Rhodes commenced in November 2010 as the Director of Nursing Services assuming the role from Mrs Linda Todhunter, the Acting Director of Nursing. Nora and Lenore have been ably supported by John Dean, the Director of Corporate Services, to provide the executive leadership and management to our entire team at Tallangatta Health Service during this phase. It is very pleasing to report that despite all the changes we had a small operating surplus of \$54,000.

The contribution of all staff is acknowledged and recognised by the Board and many external accrediting agencies throughout the year. In November, 2010 the Medical Centre was re-accredited for 3 years. In February 2011, the hospital, community and support services were assessed by The Australian Council on Healthcare Standards (ACHS). The outcome was a further 4 years accreditation. In March 2011, the Aged Care Standards and Accreditation Agency completed an unannounced support visit and on-going accreditation was granted till November 2011. The external assessments of the food and cleaning services also provided ongoing positive results.

We have faced many changes in the service delivery needs of our patients, clients and residents over the year. The biggest of these has been meeting the care needs of our residents whose health has deteriorated whilst care needs increased mainly due to their ageing and safety concerns. Their deterioration has resulted in some deaths and others requiring hospitalisation either at Tallangatta or in Albury-Wodonga, and sometimes them not being able to return due to the lack of high care beds and facilities. This has saddened us all, but a reality all the same. The transfer of residents and the lower number of low care/hostel type seeking admission to Bolga Court has resulted in ever decreasing numbers in our facility. This of course long term would have a direct impact on the viability of our services.

Planning for the changes to Bolga Court commenced in earnest and we are nearing the finalisation of the tender documents for the proposed upgrades. We are excited about the proposed project works, as apart from upgrading our facility it will enable us to provide higher level of care to more of our own community members in the future.

The retirement of Dr Frank Swaby and Dr Coleman was acknowledged with a community farewell on the 5 November, 2010. Many longstanding patients, friends, associates and previous colleagues attended and participated in a very enjoyable evening. We again thank both of them for their contribution and commitment to the provision of medical services to our inpatients, residents and the community at large.

We extend a warm welcome to Dr Ashish Ahuja who commenced services in early December 2010. Dr Ahuja has embraced rural practice and is continuing with his studies through the Australian College of Rural and Remote Medicine (ACRRM) to gain his GP Fellowship. He is being supported by Dr Alan Dulfer from Albury and Dr Paul Dodds from Corryong. Dr Dulfer also provides medical clinic consultations two days per week for the general community and his special interest, diabetes.

We would also like to thank the staff from the GP Divisions, Rural Workforce Agency Victoria (RWAV), Plexus Recruitment and the locums, namely – Doctors Jane Matthews, Carmel Love and Julie Van Andel, who have assisted us in meeting the medical needs for our communities.

We would like to thank the Board Members and their spouses for their support and understanding during this phase of governance. A special thank you to Michael Ludbrook for fulfilling his appointment term. Also to Leigh McJames and Mark Martin for assuming the casual position roles during the year. We thank you all for your contribution. We welcome our new members commencing in July, 2011.

Finally to the Department of Health Team, thank you to the Director Tony Dunn, Michael Hedderman 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 \$300,000 received for the upgrades and purchase of equipment and increased service delivery that has and/or will be provided over the coming year.

To the Auxiliary and volunteers, again thank you for your incredible efforts and support. To the auxiliary we acknowledge and thank you for the many in-kind hours and the \$3000 given to purchase those smaller but very vital pieces of equipment and support items that make the lives of our residents so much better. The contribution this year brings the total dollars given over the last 5 years to a little over \$28,000 – a fantastic effort. To the volunteers, a big thank you to each and every one of you for your tireless and ongoing support to the residents and staff. You brighten up the day for so many, complete tasks and roles each time you visit that can be repetitive and time consuming but much appreciated by all.

The Year Ahead

We will welcome our new Chief Executive Officer and a new governance team.

We look forward to the opportunity to consult with our community through our proposed strategic planning and the projects of the Towong Alliance. The planning outcomes will support the continual renewal and ongoing development of services to ensure that we can provide services to meet the changing needs of our community into the future.

We await the finalization of the Bolga Court buildings upgrade to ensure the ongoing facilities meet the standards required for the provision of quality high care services to our current and future residents. These changes will enable us to maintain the majority of our community members at our service in the later and often more challenging phase of their lives.

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.

Lucinda Rhook
Interim Board Chair

Nora Ley
Interim Chief Executive Officer

CORPORATE SERVICES REPORT

Corporate Services consists of the following:

- Administration
- Environmental Services
- Finance
- Food Services
- Human Resources
- Information Technology
- Outside School Hours Care
- 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 2011-12 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. External audits addressing food safety scored very high. In the last twelve months the service benefited from a new rational oven, plate warmer and bain mare in the Bolga Court Hostel kitchen.

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 (compliments, complaints and suggestions) and Occupational Health and Safety incidents.

Outside School Hours Care

A decision was taken to close the OSHC program on the last day of the 2010 school year. This decision was not taken lightly. Decreasing children numbers and changed licensing requirements meant that the service was not financially viable. Its continued operation would have meant that valuable resources would have had to have been redirected from other key service areas.

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 thank and acknowledge the great efforts over the past year by all staff and volunteers, without your commitment and support for our Health Service we would have been unable to continue to provide outstanding health options for our community.

A special thankyou to my fellow Executives Nora Ley and Lenore Rhodes for their invaluable support during a particular challenging and difficult year for me both professionally and personally.

John Dean
Director of Corporate Services

DIRECTOR OF NURSING REPORT

Many changes have occurred at Tallangatta Health Service (THS) during 2010/2011. Ms Mary-Anne Grunow, Director of Client Care resigned on 13 August 2010, accepting a management position with Greater Southern Area Health Service. Mrs Linda Todhunter was appointed as the Acting Director Nursing Services until my appointment on 29 November, 2010.

Since my appointment there has been a full review of all services and processes at THS as well as external reviews. This has meant that all rosters have been reviewed and standardized throughout the service, position descriptions have been realigned to meet the current practices and standards and staff contracts are now ready to be amended to ensure that staffing hours and relevant skills mix is available to deliver the care and services deemed appropriate for our community needs. The ongoing review, development and implementation of policies and procedures will continue well into next year. The highlights of our service delivery will be reported in our Quality of Care Report to be released late 2011.

The major external review was undertaken by The Australian Council of Healthcare Standards. An Organisational wide Survey was held on-site on the 1st and 2nd February, 2011. It is pleasing to report that THS was successful in being awarded ongoing accreditation for a further four years. This could not have not been achieved without the dedication of all staff members completing the ongoing quality cycle throughout the assessment period. I would like to acknowledge and thank Pam Frost for her contribution with the documentation aspect of the quality process. Sadly, Pam will be leaving us shortly for family reasons and be moving to Perth. The Aged Care Standards and Accreditation Agency also conducted an unannounced visit and the Aged Care Funding Instrument team will be visiting in early July 2011 to formally review our documentation to support our claim for aged care funding.

Resignations were received from Wendy Cisar, Health Promotion and Community Health Manager and Liz Fuchsen Medical Centre Practice Manager and Judy McDonald Medical Centre Practice Nurse. We again acknowledge their contribution to the service delivery at THS. The process of recruitment and retention of suitably skilled and qualified staff is always a challenge, especially for smaller rural sector facilities and THS is no exception. The associated delays put additional pressures on the management team and other individuals to bridge the gaps until positions are filled. We thank staff who have assisted us in this process. At present the Community Health Manager and the Practice Nurse positions remains vacant but we are hopeful of having these roles fulfilled in the short term.

On the service delivery side, one of the biggest challenges has been the management of the decreasing number of residents in Bolga Court Hostel. In the near future Bolga Court Hostel will undergo refurbishment to enable appropriate facilities for the delivery of care for high care need residents. In preparation for this, a review of the clinical staff skills mix has been undertaken and the enrolled nurses who were working in Bolga Court Hostel have been reallocated to Acute/Lakeview for up skilling to ensure the care needs of the high care need residents are met when the refurbishment is completed.

I would like to take this opportunity to thank all staff for their professionalism and dedication to THS, particularly during this period of change. Thank you also to the many volunteers who willingly give their time to support many programs within THS.

A very special thank you to Nora Ley, John Dean and Linda Todhunter for supporting me in my new role and for their dedication and commitment to Tallangatta Health Service.

Lenore Rhodes, Director of Nursing

TALLANGATTA HEALTH SERVICE BOARD OF MANAGEMENT AND OFFICE BEARERS

30 JUNE 2011

BOARD OF MANAGEMENT 2010/2011

Mrs Lucinda Rhook
Interim Chair

Mrs Faye Cornish

Mr Michael Ludbrook

Mr Mark Martin

Mr Leigh McJames

AUDIT COMMITTEE

Full Board of Management

Mrs Faye Cornish (Chairperson)

HEALTH SERVICES ACT 1988

Tallangatta Hospital renamed Tallangatta Health
Service effective 2nd December 1999.

MINISTER FOR HEALTH

The Honourable Daniel Andrews MP
1 July – 2 December 2010

The Honourable David Davis MLC
2 December – 30 June 2011

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

Tony Dunn

AUDITOR

Auditor General, Victoria
WHK (Agents)

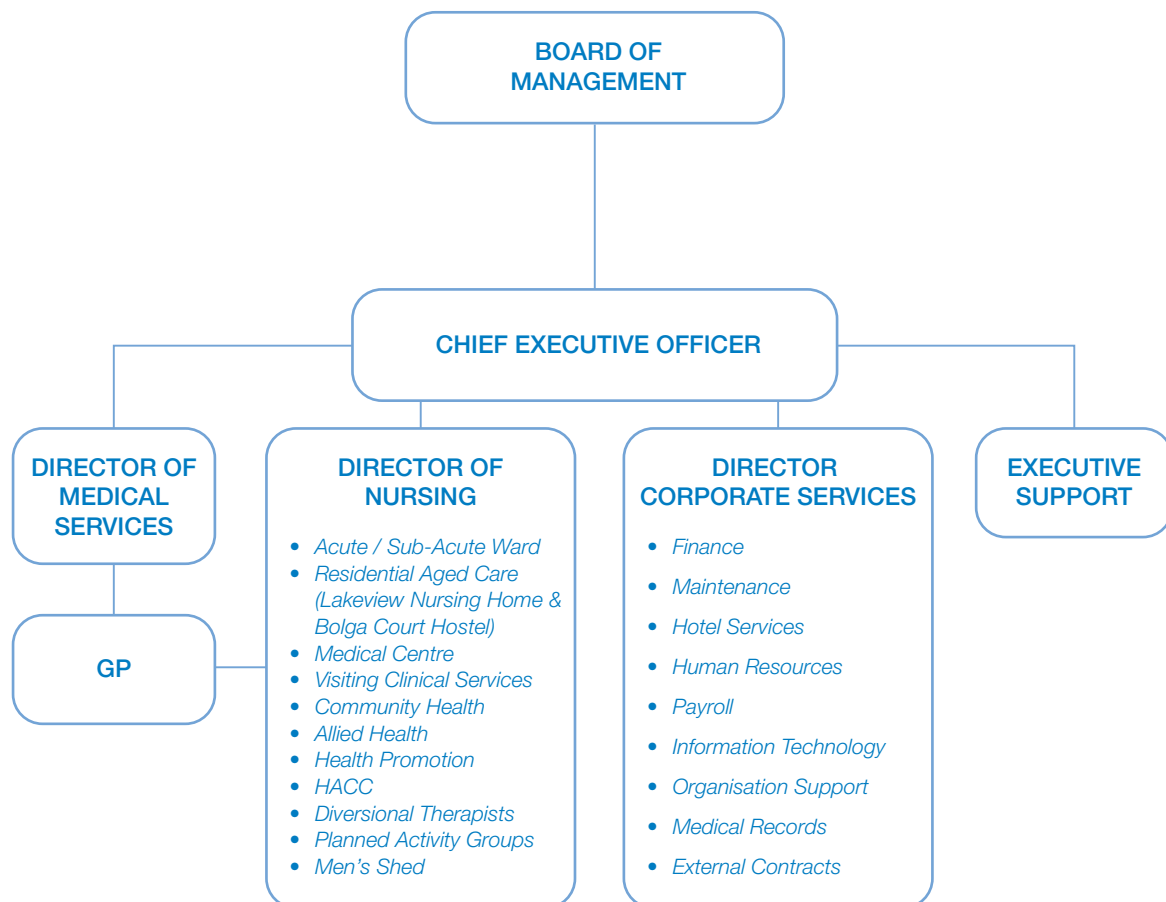
BANKERS

ANZ Banking Group

WAW Credit Union

Westpac Bank

TALLANGATTA HEALTH SERVICE ORGANISATIONAL CHART 2010 - 2011



KEY PERSONNEL

As at 30 June 2011

Executive

Interim Chief Executive Officer:	Nora Ley – BAppSc, RN, RM, DipNsgEd'n
Director of Corporate Services:	John Dean – BBus, GDipAcc, MCom, AFCHSM, MHSFMA
Director of Nursing:	Lenore Rhodes – DN, BN (HONS), RM,RN
Director of Medical Services:	Dr Craig Winter – MB. BS, GMQ, MBA, FACEM

Program Leaders

Nurse Manager:	Linda Todhunter – RM, RN, Cert IV TAA
Bolga Court Supervisor:	Pamela Frost – Enrolled Nurse, Dip Mgmt
Home & Community Care:	Penny Paton – Dip Hosp Mgmt, Cert IV Aged Care
Integrated Practice Manager:	Liz Fuchsen – RN (resigned May 2011)
Health Promotions & Community Health Team:	Wendy Cisar – GDipCom, GDipEd, Cert IV TAA (resigned May 2011)
Environmental Services:	Estelle Star – BBus
Maintenance/Grounds & Gardens:	Tony Scanlon
Catering Services:	Emma Nankervis

Medical Officers

Medical Officers:	Dr Ashish Ahuja - MD.AMC
	Dr Alan Dulfer - MBBS

STAFF SERVICE AWARDS 2010 - 2011

The following dedicated staff of Tallangatta Health Service received awards for service during the 2010/2011 year.

10 Years

Leanne Gale
Sharon Webb

Helen Hamilton
Susan Reid

Valmai Bradford
Anthony Scanlon

25 Years

Carmel Smith

30 Years

Elizabeth Pieper

Leanne Dobinson

EQUAL OPPORTUNITY

In July 1991 the Public Authorities (Equal Employment Opportunity) Act (EEO) 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 EEO for all staff.

An 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.

Nora Ley

Interim Chief Executive Officer

REGULATIONS AND ACTS APPLICABLE TO TALLANGATTA HEALTH SERVICE

Regulations

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

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

Acts

- Audit (Amendment) Act 2003
- Building Act 1993
- Business Licensing Legislation (Amendment) Act 2003
- Drugs, Poisons and Controlled Substances (Volatile Substances) Act 2003
- Environment Protection (Resource Efficiency) Act 2002
- Health Services Act 1988
- Occupational Health & Safety Act 2004
- Pay-roll Tax (Maternity and Adoption Leave Exemption) Act 2003
- Powers of Attorney Act 1956
- Privacy Act 2001
- Residential Tenancies (Amendment) Act 2002
- Superannuation Act 1976 & 1990
- Wrongs and Limitation of Actions Acts (Insurance Reform) Act 2003
- Wrongs and Other Acts (Public Liability Insurance Reform) Act 2002
- Subordinate Legislation (Occupational Health and Safety) (Noise) Regulations 1992 – Extension of Operation Regulations 2003
- Tobacco (Amendment) Regulations 2003
- Transport Accident (Amendment) Regulations 2003
- 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 81.90 on 30th June 2011.

National Police Register (NPR) Checks

All staff, volunteers, and contractors 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 did not make any requests.

Accreditation

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

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

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 \$100,000.

Disclosure of ex-gratia payments

There has 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.

TALLANGATTA HEALTH SERVICE

ATTESTATION ON DATA ACCURACY

I *Nora Ley* certify that the *Tallangatta Health Service* has put in place appropriate internal controls and processes to ensure that the Department of Human Services is provided with data that reflects actual performance. The Tallangatta Health Service has critically reviewed these controls and processes during the year



Nora Ley
Interim Chief Executive Officer
Accountable Officer
Tallangatta
4 August 2011

TALLANGATTA HEALTH SERVICE

ATTESTATION ON COMPLIANCE WITH AUSTRALIAN / NEW ZEALAND RISK MANAGEMENT STANDARD

I, *Nora Ley* 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.



Nora Ley

Interim Chief Executive Officer

Accountable Officer

Tallangatta

4 August 2010

STATISTICS & KEY PERFORMANCE INDICATORS

Admitted Patients

PATIENTS	ACUTE
Separations	
Multi Day	167
Total Separations	167
Public	117
Private	32
DVA	18
Total WIES	167
Total Bed Days	3189

Residential Care

RESIDENTS	AGED CARE
Low Care Bed Days	10 278
High Care Bed Days	5 408
Total Bed Days	15 686

Medical Centre GP Visits

VISIT SUMMARY	
Private	640
Bulk Bill	4 203
Veteran Affairs	335
Other	69
Total Visits	5 247

Home and Community Care funded programs

PROGRAM	VISITS	
Home Care	2 423	
Personal Care	983	
Respite Care	69	
Assessment	228	
District Nursing	2 052	
Planned Activity Groups	1 191	
Property Maintenance	258	
Meals on Wheels		3832 meals delivered
Total Visits	7 204	

Primary & Community Health funded programs

PROGRAM CONTACTS		CLIENTS
Health Promotion	1017	74

Health Service Staffing 2010-2011

FULL TIME EQUIVALENT		
	JUNE	YTD
Acute and Lakeview	24.21	24.09
Bolga Court Hostel	15.63	18.59
HACC	8.04	7.08
District Nursing	1.00	2.18
Planned Activity Group (PAG)	0.00	0.45
Primary Health	2.87	3.67
Environmental Services	6.48	6.10
Food Services	8.84	8.43
Maintenance	3.05	2.91
Administration	9.30	7.96
Outside School Hours Care (OSHC)	0.00	0.63
Medical Centre	2.49	3.75
Total	81.91	85.84

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.

TALLANGATTA HEALTH SERVICE SUMMARY OF FINANCIAL RESULTS FOR YEAR ENDING 30TH JUNE 2011

	TOTAL 2011 \$	TOTAL 2010 \$	TOTAL 2009 \$	TOTAL 2008 \$	TOTAL 2007 \$
TOTAL REVENUE	8,170,991	7,791,701	7,515,321	7,026,050	6,845,809
TOTAL EXPENSES	(8,116,800)	(7,672,815)	(7,359,337)	(7,241,807)	(6,685,605)
OPERATING SURPLUS/(DEFICIT)	(758,043)	(987,189)	(287,196)	(363,741)	65,376
RETAINED SURPLUS/ (ACCUMULATED DEFICIT)	(2,672,023)	(1,913,980)	(926,791)	(639,595)	(275,854)
TOTAL ASSETS	16,761,513	17,196,001	18,846,864	16,318,196	15,491,309
TOTAL LIABILITIES	5,587,865	5,264,310	5,927,984	4,056,442	2,857,028
NET ASSETS	11,173,648	11,931,691	12,918,880	12,261,754	12,634,281
TOTAL EQUITY	11,173,648	11,931,691	12,918,880	12,261,754	12,634,281

DISCLOSURE INDEX

The Annual Report of the *Tallangatta Health Service* is prepared in accordance with all relevant Victorian legislation.

This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

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

Legislation	Requirement	Page Reference
Ministerial Directions		
Report of Operations		
Charter and purpose		
FRD 22B	Manner of establishment and the relevant Ministers	11
FRD 22B	Objectives, functions, powers and duties	4
FRD 22B	Nature and range of services provided	5
Management and structure		
FRD 22B	Organisational structure	12
Financial and other information		
FRD 10	Disclosure index	23, 24
FRD 11	Disclosure of ex gratia payments	Reference: Financial Report
FRD 21A	Responsible person and executive officer disclosures	Reference: Financial Report
FRD 22B	Application and operation of <i>Freedom of Information Act 1982</i>	16
FRD 22B	Application and operation of <i>Whistleblowers Protection Act 2001</i>	16
FRD 22B	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	15
FRD 22B	Details of consultancies over \$100,000	Reference: Financial Report
FRD 22B	Details of consultancies under \$100,000	Reference: Financial Report
FRD 22B	Major changes or factors affecting performance	N/A
FRD 22B	Occupational health and safety	15
FRD 22B	Operational and budgetary objectives and performance against objectives	N/A
FRD 22B	Significant changes in financial position during the year	Reference: Financial Report
FRD 22B	Statement of availability of other information	N/A
FRD 22B	Statement of merit and equity	N/A
FRD 22B	Statement on National Competition Policy	N/A
FRD 22B	Subsequent events	Reference: Financial Report
FRD 22B	Summary of the financial results for the year	Reference: Financial Report
FRD 22B	Workforce Data Disclosures	20
FRD 25	Victorian Industry Participation Policy disclosures	N/A
SD 3.4.13	Attestation of Data Integrity	17

Legislation	Requirement	Page Reference
SD 4.2(j)	Report of Operations, Responsible Body Declaration	2
SD 4.5.5	Attestation on Compliance with Australian/New Zealand Risk Management Standard	18

Financial Statements

Financial statements required under Part 7 of the FMA

SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	Reference: Financial Report
SD 4.2(b)	Operating Statement	Reference: Financial Report
SD 4.2(b)	Balance Sheet	Reference: Financial Report
SD 4.2(b)	Statement of Changes in Equity	Reference: Financial Report
SD 4.2(b)	Cash Flow Statement	Reference: Financial Report
SD 4.2(c)	Accountable officer's declaration	Reference: Financial Report
SD 4.2(c)	Compliance with Ministerial Directions	Reference: Financial Report
SD 4.2(d)	Rounding of amounts	Reference: Financial Report

Legislation

<i>Freedom of Information Act 1982</i>	16
<i>Whistleblowers Protection Act 2001</i>	16
<i>Victorian Industry Participation Policy Act 2003</i>	N/A
<i>Building Act 1993</i>	15
<i>Financial Management Act 1994</i>	Reference: Financial Report

