



OUR VISION: To Excel as a Rural Community Health Provider

Tallangatta Health Service

OUR MISSION: To Provide High Quality and Effective Health Services

ANNUAL REPORT 2015 - 2016

www.tallangattahealthservice.com.au



HIGHLIGHTS OF THE YEAR

Health Purchasing Victoria procurement compliance

Successful grant funding which will modernise accommodation in Bolga Court

Quality of Care - Accreditation of Bolga Court Hostel and Lakeview Nursing Home against the Aged Care Accreditation Standards, outstanding results

Financial sustainability – operating surplus

More secure environment for staff and residents -
perimeter fencing of Bolga Court

Falls Strategy enhancement - exercise gym program designed to improve core strength to assist in fall reduction for residents with physical and social benefits

“Do it with me, not for me” - Active Service Model approach has kept clients healthy and active in their homes with appropriate support

Improving our people’s safety at work - Installation of safe roof access system and upgrade of duress alarm system

Building safety systems improvement – Fire System Upgrade design and tender

Inclusion in trial of National Aged Care Quality Indicators consumer experience and quality of life pilot program for Bolga Court and Lakeview

Resident lifestyle improvements – establishment of garden club

Board members dined with Aged Care Residents – feedback from residents very positive

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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.

Legislation	Requirement	Page Reference
Ministerial Directions		
Report of Operations		
Charter and purpose		
FRD 22G	Manner of establishment and the relevant Ministers	3
FRD 22G	Purpose, functions, power and duties	4
FRD 22G	Initiatives and key achievements	6-8
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Financial and other information		
FRD 10A	Disclosure index	1, 2
FRD 11A	Disclosure of ex gratia expenses	11
FRD 21B	Responsible person and executive officer disclosures	Reference: Financial Report
FRD 22G	Application and operation of Protected Disclosure Act 2012	12
FRD 22G	Application and operation of Carers Recognition Act 2012	11
FRD 22G	Application and operation of Freedom of Information Act 1982	11
FRD 22G	Compliance with building and maintenance provisions of Building Act 1993	11
FRD 22G	Details of consultancies over \$10,000	13, 14

Legislation	Requirement	Page Reference
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Financial and other information (Continued)

FRD 22G	Details of consultancies under \$10,000	Reference: Financial Report
FRD 22G	Employment and conduct principles	20
FRD 22G	Major changes or factors affecting performance	N/A
FRD 22G	Occupational health and safety	12
FRD 22G	Operational and budgetary objectives and performance against objectives	N/A
FRD 24C	Reporting of office-based environmental impacts	11
FRD 22G	Significant changes in financial position during the year	Reference: Financial Report
FRD 22G	Statement on National Competition Policy	11
FRD 22G	Subsequent events	Reference: Financial Report
FRD 22G	Summary of the financial results for the year	Reference: Financial Report
FRD 22G	Workforce Data Disclosures including a statement on the application of employment and conduct principles	20
FRD 25B	Victorian Industry Participation Policy disclosures	12
FRD 29A	Workforce Data disclosures	20
SD 4.2(g)	Specific information requirements	Reference: Financial Report
SD 4.2(J)	Sign-off requirements	Reference: Financial Report
SD 3.4.13	Attestation of Data Integrity	14
SD 4.5.5	Attestation on Compliance with the Ministerial Standing Direction 4.5.5 Risk Management and Framework Processes	14

Financial Statements

Financial statements required under Part 7 of the FMA

SD 4.2(a)	Statement of changes in equity	Reference: Financial Report
SD 4.2(b)	Comprehensive operating statement	Reference: Financial Report
SD 4.2(b)	Balance sheet	Reference: Financial Report
SD 4.2(b)	Cash flow statement	Reference: Financial Report

Other requirements under Standing Directions 4.2

SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	Reference: Financial Report
SD 4.2(c)	Accountable officer's declaration	Reference: Financial Report
SD 4.2(c)	Compliance with Ministerial Directions	Reference: Financial Report
SD 4.2(d)	Rounding of amounts	Reference: Financial Report

Other requirements under Standing Directions 4.2

Freedom of Information Act 1982	11
Protected Disclosure Act 2012	12
Carers Recognition Act 2012	11
Victorian Industry Participation Policy Act 2003	12
Building Act 1993	11
Financial Management Act 1994	Reference: Financial Report

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 2016.



Robert Lees
Acting Chair
Board of Management
Tallangatta
24 August 2016

The Report also meets Standing Directions of the Minister for Finance and the Financial Reporting Directions.

TALLANGATTA HEALTH SERVICE BOARD OF MANAGEMENT AND OFFICE BEARERS

30 June 2016

BOARD OF MANAGEMENT 2015 - 2016

Mr Robert Lees (Acting Chair)
Mrs Angela Morrison
Mr Andrew Brown
Ms Narelle Klein
Ms Kim Stewart
Ms Ann Eagle
Mr Robert Currie (commenced Jan 2016)

AUDIT COMMITTEE

Ms Narelle Klein (Chair)
Mr Andrew Brown
Ms Kim Stewart
Mr Robert Lees
Ms Ann Eagle

MINISTER FOR HEALTH AND AGEING

The Honourable Jill Hennessy - Minister for Health,
Minister for Ambulance

The Honourable Martin Foley - Minister for Housing,
Disability and Ageing, Minister for Mental Health

AUDITOR

Auditor General, Victoria
Crowe Horwath (Agents)

BANKERS

ANZ Banking Group
National Australia Bank
Bendigo Bank

ABOUT US

Tallangatta Health Service (THS) functions under the Health Services Act 1988 (Vic) and is delegated its functions by the Minister of Health. THS is funded as a small rural health service by the Department of Health and Human Services to provide public health services. The service is located on one site above the picturesque Lake Hume foreshore in Tallangatta providing care on site and care in the community.

Our service operates within a Strategic Plan that drives our future and has a vision of THS to 'excel as a rural community health provider'.

Our strategic aspirations are to:

- Develop Strong Operational Practices throughout the Organisation;
- Make The Greatest Possible Impact on Our Community's Health;
- Develop and Utilise Partnerships that Add Value to Our Efforts;
- Achieve Continual Financial Viability;
- Build a Workplace for the Future

These are living aspirations with regular reporting on our achievements made to the Board of Management.

WHO WE SERVE

THS has been providing local health services to the community of western Towong Shire and surrounding communities for over 100 years.

Delivery of healthcare is progressing and focusing on person centred care. THS positions itself to work in collaboration with a number of key partners in the delivery of safe, person centred quality care. Key partners are:

- Health providers in the area of Upper Hume
- Towong Alliance
- Upper Hume Primary Care Partnerships
- Murray Primary Health Network

HOW WE SERVE

Our values underpin our vision and mission and provide expectations on behaviours in delivering person centred care and working as a team with each other. Our values are:

- **Willingly** being accountable
- **Valuing** people
- **Achieving** results through teamwork
- **Integrity** in all we do
- **Respect** for others at all times

SERVICES WE PROVIDE

The site has several buildings from which services operate and consists of an acute hospital, residential aged care, medical clinic, and community services.

Acute Care

Consists of 15 beds providing:

- General/Sub Acute Care
- Post-Surgical/Medical Care
- Palliative Care
- Slow Stream Rehabilitation Services

Transition Care Program

Transition Care provides short term care that aims to optimise the functioning and independence of older people after an acute hospital episode. This program operates from our acute hospital.

Residential Aged Care

Bolga Court is a fully accredited 36 bed aged care facility providing permanent residential care and high and low level respite care.

Lakeview Nursing Home is a fully accredited 15 bed facility providing high level permanent residential and respite aged care services.

Medical Centre

The Medical Centre provides services to the community, residential aged care, acute hospital and clients of funded services. The Centre is multidisciplinary and consists of General Practitioners, Nurse Practitioner, Community Diabetes Educator, Counsellor and Practice Nurse.

Primary and Community Care

A variety of services are provided under this area. Our main services are Diabetes Education, Women's Health, Men's Health, Podiatry, Mental Health and generalist Counselling services to community groups, clients and residents. The Health Promotion programs are shifting their focus to the Hume Regional priorities of increasing the physical activity and healthy eating of individuals, particularly the 0 – 12 age group, and broader communities within the Tallangatta Health Service catchment.

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.

SERVICE SUPPORTS

Workforce - our people

THS employs approximately 150 staff who provide the services and programs on-site or within the community.

Our health professional workforce is multi-disciplinary with a dedicated nursing and allied health team and General Practitioner medical support. A strong nursing division led by our Director of Nursing comprises a Nurse Practitioner, credentialed Diabetic Educator, Registered Nurses, Enrolled Nurses and Personal Care Attendants. Our medical workforce supports both our Medical Centre and other clinical services. Our Director of Medical Services is provided by Albury Wodonga Health and provides clinical leadership. Our allied health offers a range of professions such as Physiotherapist, Social Work, Occupational Therapy, Dietetics, Counselling and Allied Health assistants.

Our Corporate Services workforce provides a range of services underpinning THS operations including Administration, Human Resources, Environmental Services, Information Technology, Finance, Maintenance/ Grounds and Food Services.

The team is responsible for financial governance and reporting, fire safety, environmental management and contract and procurement oversight. Our Corporate Services team work collaboratively with our health professionals in supporting safe quality care.

Volunteer Program – our community

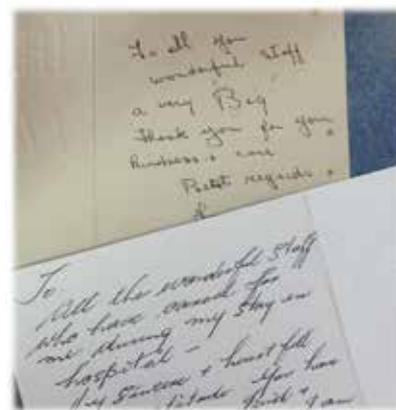
THS is supported by a great team of volunteers who support residents and community clients with activities of daily living, leisure and lifestyle, transportation, and outings.

BOARD OF MANAGEMENT & CEO REPORT

On behalf of the Board and Executive it is a privilege to present the Annual Report for the year ended 30 June 2016.

OVERVIEW

Tallangatta Health Service has worked purposefully over the last twelve months to ensure the best of care is delivered to our patients, residents and clients within a sustainable health service environment. Our person centred philosophy puts the person receiving the care at the centre of everything we do. We have many highlights that demonstrate our commitment *to excel as a rural health provider*. Feedback on our services is an important part of our continuous quality program. We have had many compliments over the year that support that our care is quality care.



The Board particularly thanks Robyn Gillis for her commitment and for the wonderful work undertaken by her whilst she was Chief Executive Officer. We wish her success in her new role at Albury Wodonga Health.

The Board would also like to particularly thank Lisa Allen (Director of Nursing) for her outstanding role as Acting CEO whilst the recruitment process to replace Robyn Gillis was taking place. Thank you is also extended to the staff and Executive team for their ongoing dedication to continuously improving THS, without which the fantastic achievements of the year would not have been possible.

Our commitment to safe quality care can be best exemplified by *our strong operational practices throughout the organisation*. Our practices have ensured that our residential aged services have maintained accreditation. Our acute hospital's National Safety and Quality Health Service Standards have been adhered to and our continued low level of severity of clinical incidents attest to our staff's commitment to work hard. Please refer to our Quality of Care report 2015-16 for highlights of our many achievements in this area.

Achieving continued financial sustainability has been an aspiration with a strong focus. This year was another busy year for the team that ended in a significantly stronger financial position than has occurred in the recent years. The result is a reflection of considerable effort by all staff to achieve this outcome and the organisations commitment to balancing financial outcomes whilst delivering an improved experience for patients, residents and the community.

SINCERE APPRECIATION

Tallangatta Health Service works in partnership with a number of key stakeholders in the operation of our services. We cannot work alone in delivering safe quality health services to meet the needs of our community. We could not achieve what we have without the partnerships and sincere appreciation is given to all the stakeholders listed below who have contributed to the success of the year.

Our Board

We would also like to thank the Board members for their support and commitment during the past year. THS Board members are committed to improving the outreach of our services into the catchment and throughout the valleys.

Working in Partnership with our community ensures THS remains aligned with the community's needs and health concerns. THS has reached out in many different forums to hear and share the experiences of our community. We would particularly like to thank the members of the Bethanga and Granya communities for their active participation in the THS Open Board meetings. It is invaluable to hear the views of the community members who do not reside within the township of Tallangatta. Their ideas and suggestions arising from these meetings were actively utilised in our review of the THS Strategic Plan.

Our People

Quality, safe health care is reliant on our people to have the passion and dedication to ensure that *we make the greatest possible impact on our community's health*. Thank you to all of our Tallangatta Health Service staff for ensuring our community receives the best care possible each and every day. Your commitment to 'care' is very much appreciated and we look forward to working together in the future. As a health service our sustainability is reliant on our organisation being able to *build a workplace for the future*. Our people have contributed to this by working as a cohesive team and supporting each other. We especially thank Dr Anne McMahon for her continued dedication to providing our community with a competent medical practice.

The following dedicated staff members were presented with service awards at the 2015 Annual General Meeting. We thank them for their commitment to care for our community.

30 Years: Carmel Smith

20 Years: Jill Caspar, Margaret Wood, Lyn Heather, Christine Duncan

10 Years: Denise Johnston, Maureen Monk, Glenys Bruce, Coral Millar, Rowena Balloch, Andrew Kirk, Helen Campbell

Our Partners and Supporters

As a health provider we work with many key partners in supporting the delivery of care. These are *partnerships that add value to our efforts*. We thank particularly Upper Murray Health and Community Service, Albury Wodonga Health, Northeast Health, Gateway Health, Murray Primary Health Network, Department of Social Services and the Department of Health and Human Services. Grant funding from the State and Federal Governments have enabled us to improve our facility and services and we are very thankful for the funding and support in our operations.

Our Volunteers

We have a wonderful group of volunteers that we remain indebted to each year. We couldn't do without them and neither could our residents or clients. They contribute over 238 hours per month and we have between 24 - 55 volunteers giving their time and love. Words cannot express our sincere gratitude for their presence in our community and we thank them for being the special people they are.

The strong presence of volunteers support THS in many ways from our Auxiliary, Hand Care Team, volunteer drivers, patient and resident visitors amongst many others. This has given our residents opportunity to enjoy other activities such as the new garden club which is flourishing.

Our Community

Like all small rural health services we rely on the volunteers from our local community as well as generous donations. Monetary donations have come from a range of sources that we gratefully acknowledge. It is with special thanks to all those who have donated to THS that we have been able to purchase small items and much needed equipment for our patients, residents and clients for their use and enjoyment.

THS continues to provide opportunity for students from the local Secondary College to complete work experience in our Residential Aged Care Facilities and the Hotel Services department. THS also provide clinical placement for students studying at local universities, TAFE and the Community Education Centre.

THS acknowledges our Life Governors, past and present, for their contribution to our organisation. No Life Governors were appointed during 2015-16.

BOARD AND SENIOR EXECUTIVE APPOINTMENTS

In January 2016 we welcomed Robert Currie as Board member. In June 2016 we welcomed Denise Parry as our new Chief Executive Officer.

LOOKING FORWARD

We must plan for our future with consideration of our past. In 2016 - 17 we will develop a new strategic plan and review our service plan with a 'Together We Care' theme. Strong focus will be around person centred care, clinical and corporate governance, financial sustainability and partnerships with our community.

It will be a challenge to continue sustainability that THS will actively manage. Working together well so we remain a viable service to support our local community is imperative. We will ensure consultation, collaboration, transparency and above all integrity in all our actions.

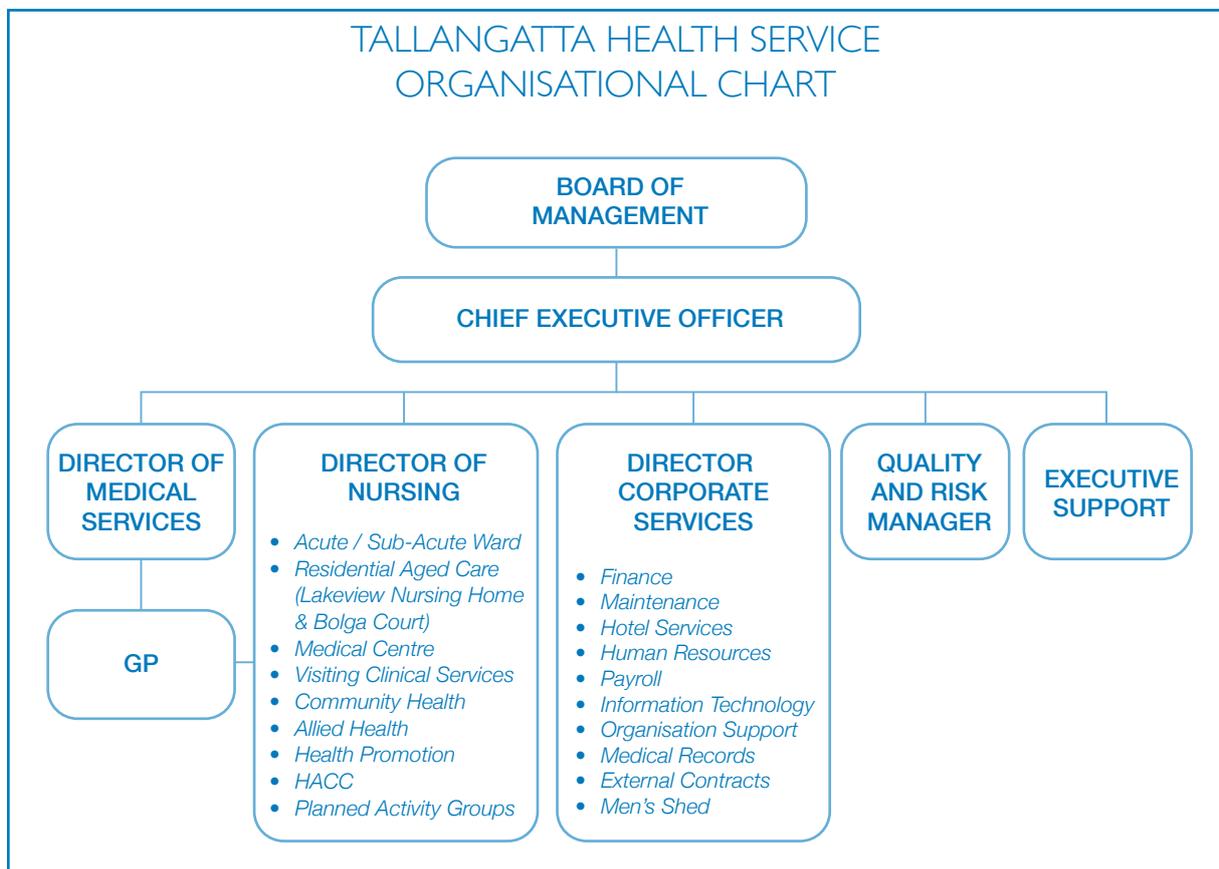
We look forward to collaborating with our people, our community and our partners in care delivery to ensure our community receives exceptional care, every time they are in our care.



Rob Lees
Acting Board Chair



Denise Parry
Chief Executive Officer



KEY PERSONNEL as at 30 June 2016

Chief Executive Officer

Denise Parry – MHSM, BECS, RN, RM

"It is a pleasure that I have come to work at Tallangatta Health Service. In my first week here it was obvious that we have a competent and dedicated team that provide excellent care for the people we care for. Well done. I look forward to the year ahead and working together to serve our community."



Director of Corporate Services

Julie Polmear – B.Bus (Accounting), MIIA, IPA

"It is often said that staff are an organisation's best asset and I acknowledge this at THS; recognising our staff's dedication, the work they undertake and extend my thanks to all for their support, excellent service and work throughout the year."



Director of Nursing

Lisa Allen – MHSM, Dip N, RM, RN

"I am proud of our staff at THS; their passion, skill, dedication and hard work that underpins the excellent care they provide to our community is evident to all. The dedication of staff in all areas ensures we at THS meet the needs and expectations of our patients, clients, residents and the wider community."



Quality and Risk Manager

Debbie Cullen - B Nurs, RM, Dip Bus Mgt

"Our resident and patient needs are at the forefront of everything we do; the team at Tallangatta Health Service continually strive to achieve this through high quality and safe care."



Director of Medical Services

Dr Patrick Giddings

MBBS, MHM, DFM, DRANZCOG, FRACGP, FACRRM, FAICD



Executive Assistant

Denise Gigliotti

Dip Mgt



Tallangatta Health Service Board of Management



Robert Lees
Acting Chair



Narelle Klein
Chair Audit & Risk
Sub-committee



Angela Morrison



Andrew Brown



Kim Stewart



Ann Eagle



Bob Currie

MEETING ATTENDANCE

Board of Management

Consists of 7 elected Board members and Executive representation

Board Meeting										Total Meetings Attended
Meeting Attendance	2014				2015					
	Jul	Sep	Sep*	Nov	Jan	Mar	Apr	May*	May	
Andrew Brown	✓	✓	✓	✓	✓	✓	✓	✓	✓	9/9
Robert Lees	✓	✓	✓	✓	✓	✓	✓	✗	✓	8/9
Angela Morrison	✓	✓	✓	L/A	L/A	L/A	L/A	L/A	L/A	3/3
Narelle Klein	✓	✓	✗	✓	✓	✓	✓	✗	✓	7/9
Kim Stewart	✗	✓	✗	✓	✓	✗	✓	✓	L/A	5/8
Ann Eagle	✗	✓	✓	✓	✓	✓	✓	✓	✓	8/9
Robert Currie	–	–	–	–	✗	✓	✓	✓	✓	4/5

Note: Mr Robert Currie commenced January 2016
 No meetings held August 2015, October 2015, December 2015, February 2016, and June 2016
 * September and * May = Open Board Meetings
 L/A = Leave of Absence

Audit & Risk Sub-Committee

Consists of 5 elected Board members and Executive representation

Number of members	Number of meetings held	Total attendances for year
5	4	20

EQUAL OPPORTUNITY

In July 1991 the Public Authorities (Equal Employment Opportunity) Act was proclaimed. The purpose of the Act is:

- To provide for equal employment opportunity programs in public authorities;
- To establish reporting requirements in relation to these programs; and
- To require public authorities to observe personnel management principles in employment matters.

EEO Program Objectives

- Provide education to staff on workplace bullying and harassment legislation.
- Update policies and the induction program to highlight rights and responsibilities relating to workplace bullying and harassment.

EEO Program Objectives Assessment

- 100% of staff understands their rights and responsibilities in the case of workplace bullying.
- Induction and policies are revised to reflect legal rights and responsibilities.

Policy Statement

Equal Employment Opportunity

Tallangatta Health Service is committed to ensuring Equal Employment Opportunity (EEO) for all staff.

The aim of the THS EEO program is to eliminate discrimination in employment and to ensure that all employees and applicants for employment are treated on merit according to their skills, qualifications and abilities.

DISCLOSURES

Building Act 1993

Tallangatta Health Service works within the building and maintenance provisions of the Building Act 1993.

Carer's Recognition 2012

The Carers Recognition Act 2012 formally acknowledges the important contribution that people in a care relationship make to our community and the unique knowledge that carers hold of the person in their care. The valuable role of the carer has been actively integrated in the policies and procedures of THS.

Environmental Performance

THS has developed an Environmental Management Plan, including a plan to reduce our office based impacts, to enable promotion of environmental sustainability.

Ex-gratia payments

There have been no ex-gratia payments made during the reporting period.

Freedom of Information Act 1982

The Freedom of Information Act 1982 provides the public with the means to obtain medical information held by the Health Service. The Health Service had no requests during the 2015 -16 period.

National Competition Policy

THS complied with all government policies regarding competitive neutrality.

Occupational Health and Safety Act 2004

Tallangatta Health Service complies with the Occupational Health & Safety Act 2004. The organisation monitors its compliance through an Occupational Health and Safety Committee. All staff injuries and hazards in the workplace are reported and followed up via the incident management system. We support our staff both in the provision of training to reduce risk of injury and, if an injury does occur, a comprehensive return to work program.

Protected Disclosure Act 2012

The Protected Disclosure Act 2012 (Vic) enables people to make disclosures about improper conduct within the public sector without fear of reprisal. The Act aims to ensure openness and accountability by encouraging people to make disclosures and protecting them when they do so. There have been no protected disclosures in relation to THS.

Safe Patient Care Act 2015

THS is not subject to any findings by the Magistrates Court under section 42 (1) (a) and are compliant with all ratios for 2015-2016.

Victorian Industry Participation Policy (VIPP) Act 2003

Tallangatta Health Service abides by the Victorian Industry Participation Policy (VIPP) Act. There were no new contracts commenced to which VIPP applies.

Accreditation

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

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

The Home and Community Care program continues to be accredited under the Community Care Common Standards.

Tallangatta Medical Centre is an accredited practice with Australian General Practice Accreditation Limited - AGPAL.

Major contracts

There were no major contracts undertaken by THS during 2015 - 16.

Information and Communication Technology (ICT) Expenditure

Details of ICT expenditure

(\$ thousand)			
BAU ICT expenditure	Non-BAU ICT expenditure	Operational expenditure	Capital expenditure
Total	Total = A+B	A	B
\$566,063	\$0	\$0	\$0

Occupational Violence

Occupational violence statistics	2015-16
1. Workcover accepted claims with an occupational violence cause per 100 FTE	0
2. Number of accepted Workcover claims with lost time injury with an occupational violence cause per 1,000,000 hours worked.	0
3. Number of occupational violence incidents reported	13
4. Number of occupational violence incidents reported per 100 FTE	0.14
5. Percentage of occupational violence incidents resulting in a staff injury, illness or condition	0

DEFINITIONS

For the purposes of the above statistics the following definitions apply.

Occupational violence - any incident where an employee is abused, threatened or assaulted in circumstances arising out of, or in the course of their employment.

Incident - occupational health and safety incidents reported in the health service incident reporting system. Code Grey reporting is not included.

Accepted Workcover claims - Accepted Workcover claims that were lodged in 2015-16.

Lost time - is defined as greater than one day.

Consultancies

During the year the Health Service engaged three consultancies for fees in excess of \$10,000.

BSG (Building Services Group) undertook project management of the air conditioning upgrade.

Warrel Pty Ltd undertook project management for the upgrade of the fire system.

LEHR Consultants International undertook engineering work for the upgrade of the fire system.

BSG (BUILDING SERVICES GROUP)			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Air-conditioning project	\$30,300	\$30,300	\$0

WARRELA P/L			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Fire System Upgrade	\$21,950	\$10,975	\$10,975

LEHR CONSULTANTS INTERNATIONAL			
PROJECT	TOTAL PROJECT FEES APPROVED (exclusive of GST)	TOTAL PROJECT FEES INCURRED (exclusive of GST)	FUTURE COMMITMENT
Fire System Upgrade	\$35,000	\$20,000	\$15,000

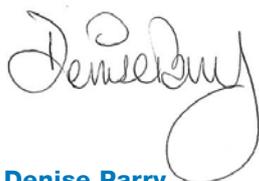
Additional Information

The following information, where it relates to Tallangatta Health Service and is relevant to the financial year 2015 - 16, is available upon request (subject to the Freedom of Information requirements, if applicable) by relevant Ministers, members of Parliament and the public:

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

ATTESTATION ON DATA INTEGRITY

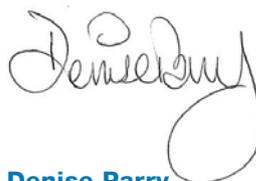
I, Denise Parry certify that the Tallangatta Health Service has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. The Tallangatta Health Service has critically reviewed these controls and processes during the year.



Denise Parry
Chief Executive Officer
Accountable Officer
Tallangatta Health Service
24 August 2016

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

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



Denise Parry
Chief Executive Officer
Accountable Officer
Tallangatta Health Service
24 August 2016

STATEMENT OF PRIORITIES 2015 - 2016

The Statement of Priorities is the key document of accountability between the Department of Health and the Tallangatta Health Service.

The Purpose of the Statement of Priorities identifies the Victorian Government's priorities and policy directions in the Victorian Health Priorities Framework 2012 - 2022. THS's Statement of Priorities contributes to the achievement of the Government's key priorities in 2015 - 2016 through the articulation of the following specific Actions and Deliverables.

PART A – STRATEGIC PRIORITIES FOR 2015 - 2016

Domain	Action	Deliverables	Outcome
Patient experience and outcomes	Drive improved health outcomes through a strong focus on patient-centred care in the planning, delivery and evaluation of services, and the development of new models for putting patients first.	Develop and deliver a service plan that aligns with all regional/ sub regional service and strategic plans to drive improved health outcomes by putting patients first.	Identified areas within service plan to enhance person centred care.
	Strengthen the response of health services to family violence. This includes implementing interventions, processes and systems to prevent; identify and respond appropriately to family violence at an individual and community level.	Identify and communicate to all staff the appropriate referral pathways when identifying and responding to family violence at an individual and community level.	Achieved
	Use consumer feedback and develop participation processes to improve person and family centred care, health service practice and patient experiences.	Implementation of our consumer engagement framework.	Achieved Consumer feedback in extended across all clinical areas. Open Board meetings
	Implement an organisation-wide approach to advance care planning including a system for identifying, documenting and/ or receiving advance care plans in partnership with patients, carers and substitute decision makers so that people's wishes for future care can be activated when medical decisions need to be made.	Implementation of the Hume Region advance care planning framework.	Working with Hume Region Advanced Care Planning Group to align delivery of consumer information.

Domain	Action	Deliverables	Outcome
Governance, leadership and culture	Demonstrate an organisational commitment to Occupational Health and Safety, including mental health and wellbeing in the workplace. Ensure accessible and affordable support services are available for employees experiencing mental ill health. Work collaboratively with the Department of Health and Human Services and professional bodies to identify and address systemic issues of mental ill health amongst the medical professions.	Review, update and communicate to all employees an Occupational Health and Safety Policy that: <ul style="list-style-type: none"> – States the Organisation's Occupational Health and Safety objectives; and – Demonstrates a commitment (including through support services) from the Board and Management to improving performance, including to mental health and wellbeing. 	Achieved Policy review OHS members trained Risk reduction plan Values defined
	Monitor and publically report incidents of occupational violence. Work collaboratively with the Department of Health and Human Services to develop systems to prevent the occurrence of occupational violence.	Prepare organisation-wide policies, in consultation with key stakeholders that will include specific policies relevant to prevent the occurrence of occupational violence in the workplace.	Achieved Policy review Security system upgrade Duress alarms
	Promote a positive workplace culture and implement strategies to prevent bullying and harassment in the workplace. Monitor trends of complaints of bullying and harassment and identify and address organisational units exhibiting poor workplace culture and morale.	Develop and implement a process to monitor and report all complaints of bullying and harassment.	Achieved
	Undertake an annual board assessment to identify and develop board capability to ensure all board members are well equipped to effectively discharge their responsibilities.	Continue with Board Assessment and implement an Action Plan to address opportunities for improvement.	Achieved Board Evaluation Action plan. Risk Management Workshop.
Safety and quality	Ensure management plans are in place to prevent, detect and contain Carbapenem Resistant Enterobacteriaceae as outlined in Hospital Circular 02/15 (issued 16 June 2015).	Develop and implement management plans that prevent, detect and contain Carbapenem Resistant Enterobacteriaceae as outlined in Hospital Circular 02/15.	Achieved
	Implement effective antimicrobial stewardship practices and increase awareness of antimicrobial resistance, its implications and actions to combat it, through effective communication, education, and training.	Establish a local antimicrobial plan.	Achieved
	Ensure that emergency response management plans are in place, regularly exercised and updated, including trigger activation and communication arrangements.	Annual exercises in partnership with Municipal Emergency Plan.	Achieved: Review of Emergency plan Mock evacuations.

Domain	Action	Deliverables	Outcome
Financial sustainability	Improve cash management processes to ensure that financial obligations are met as they are due.	Review all cash management practices to ensure financial obligations are met by identifying opportunities for further improvement.	Achieved
	Identify opportunities for efficiency and better value service delivery.	Implementation of the joint Hume Region Linen tender.	Achieved
	Work with Health Purchasing Victoria to implement procurement savings initiatives.	Participation in relevant tender processes.	Achieved
Access	Implement integrated care approaches across health and community support services to improve access and responses for disadvantaged Victorians.	Work with Upper Hume Primary Care Partnership (UHPCP) to improve more effective service access and delivery.	Work in this area still ongoing
	Progress partnerships with other health services to ensure patients can access treatments as close to where they live when it is safe and effective to so, making the most efficient use of available resources across the system.	Participate in regional projects to develop new models of Community Aged Care Packages and Home and Community Care (HACC) District Nursing.	Achieved HACC leadership and Governance membership
	Contribute to the provision of additional dental services to achieve the targets, milestones and objectives of the National Partnership on Adult Public Dental Services.	Work with Albury Wodonga Health to deliver dental service for the Towong catchment.	Work occurred but determined not feasible
	Develop telehealth service models to facilitate the delivery of high quality and equitable specialist services to patients across regional Victoria.	Implementation of the telehealth model in partnership with Albury Wodonga Health Emergency Department (ED).	Achieved Telehealth model for urgent care room with Northeast Health Wangaratta

PART B – PERFORMANCE PRIORITIES

Safety and quality performance

Key performance indicator	Target	2015 -16 Result
Compliance with NSQHS Standards Accreditation	Full compliance	Full compliance
Compliance with the Commonwealth's Aged Care Accreditation Standards	Full compliance	Full compliance
Cleaning standards	Full compliance	Full compliance
Compliance with the Hand Hygiene Australia program	80%	Achieved
Percentage of healthcare workers immunised for influenza	75%	73%
Submission of infection surveillance data to VICNISS ¹	Full compliance	Full compliance

Cleaning standard measure	AQL target	Outcome
Overall compliance with standards	Full compliance	Achieved
Very high risk (Category A)	90 points	N/A
High risk (Category B)	85 points	Achieved
Moderate risk (Category C)	85 points	Achieved

Financial sustainability performance

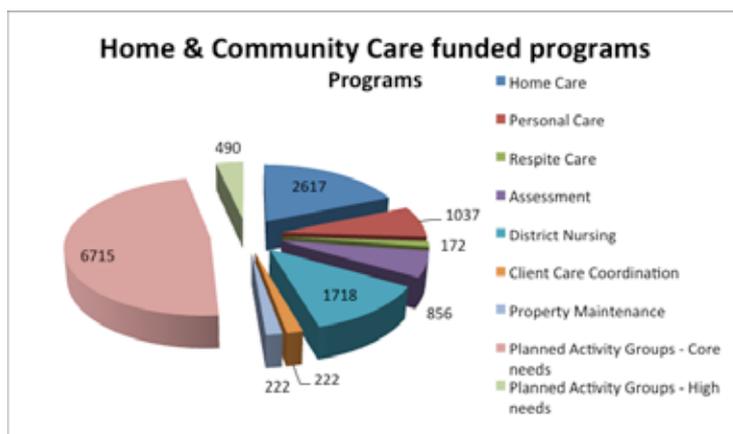
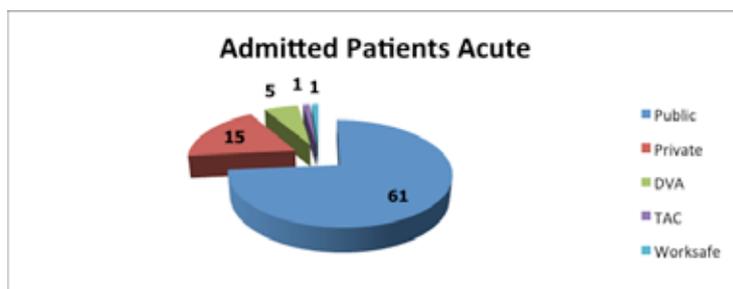
Key performance indicator	Target	2015 -16 Result
Finance		
Operating result (\$m)	0.00	\$307,774
Trade creditors	< 60 days	45
Patient fee debtors	< 60 days	20
Asset management		
Asset management plan	Full compliance	Full compliance
Adjusted current asset ratio	0.7	0.99
Days of available cash	14 days	80.7 days

PART C – ACTIVITY AND FUNDING

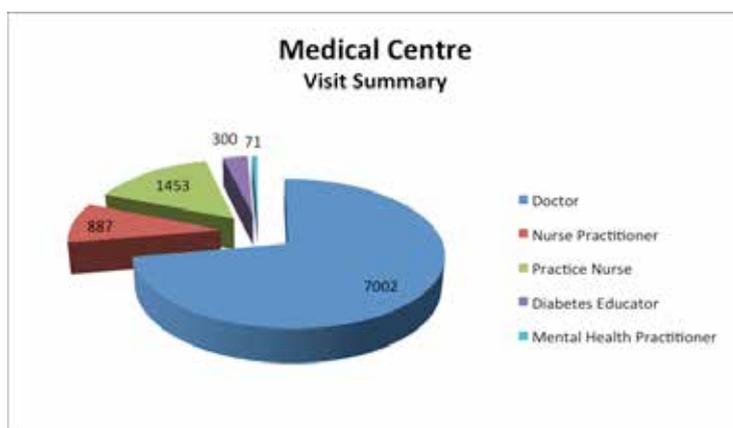
Funding type	2015-2016 Activity Achievement
Small Rural	
Small Rural Acute	2 023
Small Rural Primary Health	876
Small Rural Residential Care	18 441
Small Rural HACC	21 449

¹ VICNISS is the Victorian Hospital Acquired Infection Surveillance System

KEY PERFORMANCE INDICATORS



Health Promotion Activities	1 015 Hours
Registered Volunteers (as at 30 June)= 64	2853 HOURS
Meals on Wheels – HACC Delivered	3 061 meals



STAFF ANALYSIS

Staff Analysis

Labour Category	JUNE Current Month FTE		JUNE YTD FTE	
	2015	2016	2015	2016
Nursing (Acute & Aged Care)	41.56	41.45	41.28	40.77
Administration and Clerical	7.92	8.00	7.99	7.87
Medical Support	3.62	4.03	3.87	3.81
Hotel & Allied Services	21.66	20.23	22.42	21.05
Medical Officers	0	0	0	0
Hospital Medical Officers	0	0	0	0
Sessional Clinicians	0	0	0	0
Ancillary Staff (Allied Health)	3.73	3.81	4.91	3.80
HACC & District Nursing	9.94	11.19	9.82	11.32
TOTAL	88.43	88.71	90.28	88.62

Application of Employment and Conduct Principles

Tallangatta Health Service is committed to the application of the employment and conduct principles and all employees have been correctly classified in workforce data collections.

TALLANGATTA HEALTH SERVICE SUMMARY OF FINANCIAL RESULTS FOR YEAR ENDING 30TH JUNE 2016

	TOTAL 2016 \$	TOTAL 2015 \$	TOTAL 2014 \$	TOTAL 2013 \$	TOTAL 2012 \$
TOTAL REVENUE	10,076,490	10,331,636	9,727,546	8,602,396	8,410,411
TOTAL EXPENSES	(10,447,732)	(10,582,265)	(10,460,169)	(9,814,601)	(9,748,234)
NET RESULT FOR THE YEAR (including Capital and Specific Items)	(371,242)	(250,629)	(732,623)	(1,212,205)	(1,337,823)
RETAINED SURPLUS/ (ACCUMULATED DEFICIT)	(7,441,325)	(7,347,708)	(6,876,438)	(5,222,051)	(4,009,846)
TOTAL ASSETS	15,061,516	15,913,018	15,403,318	13,984,067	15,213,648
TOTAL LIABILITIES	4,681,101	5,161,361	4,401,032	5,360,447	5,377,823
NET ASSETS	10,380,415	10,751,657	11,002,286	8,623,620	9,835,825
TOTAL EQUITY	10,380,415	10,751,657	11,002,286	8,623,620	9,835,825



Above, Right: Some of our volunteers are actively involved in the new garden club with residents



Left: The THS Board of Management dined with the residents of Bolga Court, March 2016. Board members also dined with residents of Lakeview.

