



ANNUAL
REPORT
2016

DIVERSITY
IN
PRACTICE

Responsible Bodies Declaration

In accordance with the *Financial Management Act 1994*, I am pleased to present the Report of Operations for Robinvale District Health Services for the year ending 30th June 2016.



Mr Peter Campisi
Chairman

Robinvale
1st July 2016

The responsible Ministers during the reporting period were:

The Hon. Jill Hennessy MP	Minister for Health
The Hon. Martin Foley MP	Minister for Mental Health Minister for Housing, Disability and Ageing
The Hon. Jenny Mikakos MLC	Minister for Families and Children

Annual Report

Robinvale District Health Service reports on its annual performance in two separate documents. This Annual Report of Operations fulfils the statutory reporting requirements to Government and the Quality of Care Report reports on quality, risk management and performance improvement matters. Both documents are distributed to the community.

These reports are available on our website: www.rdhs.com.au

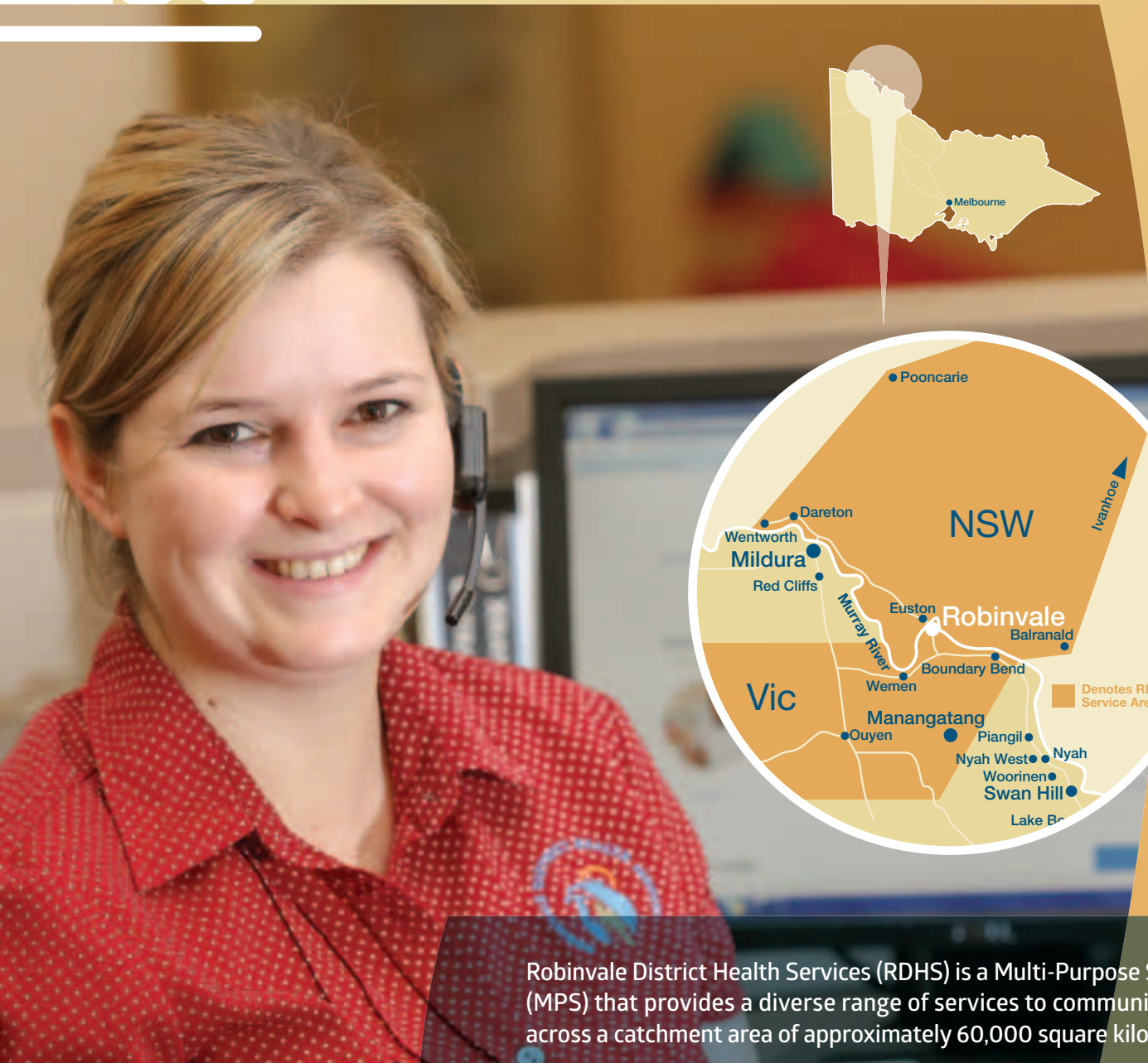
Robinvale District Health Services

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ABOUT US



Robinvale District Health Services (RDHS) is a Multi-Purpose Service (MPS) that provides a diverse range of services to communities across a catchment area of approximately 60,000 square kilometres.

In addition to service delivery in its immediate area, RDHS provides outreach services to the communities of Ouyen, Boundary Bend and Manangatang in Victoria and Dareton, Wentworth and Balranald in New South Wales. We have a proud history of growth through innovation, investment in our staff and working in partnership with a broad range of stakeholders.

In July 2009 the Manangatang & District Hospital and RDHS merged to ensure the sustainability and development of health care services for the Manangatang community. During 2010 RDHS was also successful in having the Manangatang location incorporated into an MPS funding agreement.

RDHS operates 20 acute beds, 55 residential aged care places and provides Urgent Care services to both the Robinvale and Manangatang communities. The main campus at Robinvale supports a comprehensive range of services that includes Renal Dialysis, Radiology, Midwifery, Visiting Nursing and Community Health Nursing Services. Also based at Robinvale is an Allied Health team funded by The Western Health Alliance Ltd. And The Murray Primary Health Network to provide Primary Care Services across the region.

RDHS employs 154 staff and has an operating budget of approximately 14 million dollars. We are fortunate to have a high performing management team that takes pride in achieving exceptional business outcomes. RDHS maintains a clear focus on service development and delivery priorities and leverages off strong financial performance to make best use of the resources available to the community.

RDHS has achieved “Whole of Business” certification to the internationally recognised standards of AS/NZS/ISO 9001:2008, AS4801:2001 and the environmental standard AS/NZS/ISO 14001:2004. RDHS was the first health service in Australia to achieve this standard.

RDHS was honoured at the 2010 Victorian Health Care Awards to be presented with the “2010 Rural Health Service of the Year” by the Premier of Victoria, Mr John Brumby. RDHS achieved the same award in 2007 and was the first Victorian rural health service to have received this award twice.

OUR SERVICES

Hospital (acute)

- 20 acute medical beds
- Stabilisation and resuscitation
- Urgent Care Centre
- Maternity Program - Ante and Post Natal Care
- Maternal Child Health Nursing
- Palliative care
- Post Acute Care
- Medical Imaging
- Renal Dialysis

Aged Care

- Riverside Hostel - 30 Low Care Aged Residential Care beds
- Main MPS site - 14 High Care Aged Residential Care Beds
- Manangatang Campus – 10 High Care Aged Residential Care Beds
- Respite Care
- Adult Day Activity and Support Service

Primary Care Services

- Aboriginal Hospital Liaison Officer
- Access & Support Worker
- Early Years program
- Aged and Disability Support
- Asthma Education
- Continence Management
- Counselling
- Diabetes Education
- Health Promotion / Education
- Immunisation Program
- Men's Programs
- Nutrition and Dietetics
- Occupational Therapy
- Pap Smear Screening/Women's Health
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology
- Women's Health Programs

Home Nursing Service

- Visiting Nurse Service
- Palliative Care Nursing / Volunteers
- Post Acute Care

Support Services

- Administration
- Customer Services
- Clinical Educator services to agencies in Manangatang and Ouyen
- Employer Training Programs
- Graduate Nurse Program
- Hospitality and Facilities Management Services
- Information Technology
- Meals on Wheels
- Occupational Health and Safety
- Public Relations
- Supply
- RDHS Linen Service
- Volunteer Services

Services operating from or in association with RDHS:

- Aged Care Assessment Team
- Aged psychiatric nursing service
- Audiology services
- Cancer support
- Men in Sheds
- Playgroup
- Psychiatric community nursing
- Rural Ambulance Service Victoria
- Self Help arthritis group
- Seniors in Schools Program
- Sexual Assault Team



OUR VISION

Through leadership and innovation Robinvale District Health Services will strive to improve the health, wellbeing and strength of our communities.

OUR STATEMENT OF PURPOSE

Robinvale District Health Services is an acknowledged leader and innovator in the provision of rural health services. We aim to build sustainable healthy communities by improving the health, wellbeing and quality of life of all of our community members. We will achieve this by being accessible, building strong relationships, understanding and meeting people's needs and using resources wisely.

OUR COMMITMENT

Quality, Safety and Environment

Providing the best possible care and ensuring a safe and healthy environment. We work to continuously improve our services, identify, eliminate or minimise risks and minimise our environmental footprint.

Innovation/Leadership

Innovation and leadership is valued and encouraged. We are committed to a supportive environment that encourages new ideas and creativity and will actively seek opportunities to develop and improve services available to the community.

Professional Integrity

At all times we will act ethically and with integrity. We will observe responsible business practices, making best use of resources available to the organisation and the community

Workforce

Staff will be treated fairly, consistently and with honesty. We will invest in the development of a skilled workforce that is motivated by collaboration, striving for excellence and achieving outcomes for clients and the community.

Cultural Diversity

Individuals are entitled to care that is attentive, respectful, and responsive to their needs. We understand the value of cultural diversity and will strive to engage with all members of the community and other stakeholders.

Collaboration

Collectively we can achieve better outcomes. Working collaboratively with other agencies we seek to reduce service fragmentation and generating resource efficiencies.

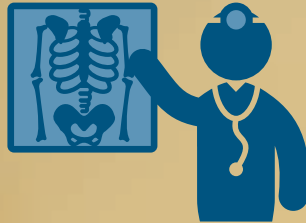
Community

Individual health, wellbeing and quality of life is closely connected to community. We are committed to the social determinants of health model and will work to assist individuals to achieve their potential and to build community capacity.

2015-2016 HEALTH SERVICE SNAPSHOT



147
STAFF



2,200+
RADIOLOGY EXAMINATIONS
PERFORMED



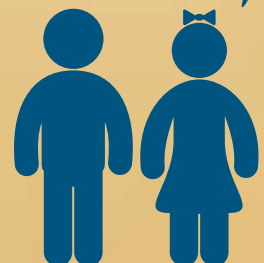
2,500
MEALS PREPARED
AT RDHS AND DELIVERED
BY VOLUNTEERS



1,027
ACUTE ADMISSIONS



2,260
PRESENTATIONS TO THE
URGENT CARE CENTRE



OVER
1/2

OF ALL 4 AND 5
YEAR OLD CHILDREN
IN ROBINVALE
AND SURROUNDS,
PARTICIPATE IN THE
2 YEAR HIPPI PROGRAM
(Home Interaction
Program for Parents
and Youngsters)



7,000
ATTENDED
GROUP
ACTIVITIES



50
WOMEN AT ANY GIVEN
TIME ARE RECEIVING
PRE-NATAL CARE

STRATEGIC PLAN 2011-2016

ROBINVALE DISTRICT
HEALTH SERVICES

← Clinic Room
← Dietitian
← Midwife Clinic
← Physiotherapy
← Podiatry
← Waiting Room B

2016 brings Robinvale District Health Services' to the final year of its 5-year Strategic Plan. The RDHS Strategic Plan outlined our vision and goals. It assisted us to acknowledge and respond to the many influences and demands placed on our organisation.

In October 2014 the RDHS Board of Management, Senior Management team and staff collectively reviewed the Strategic Plan. Revised planned actions were established against each strategic pillar. The outcome of the review refocused the organisations efforts in continuing to invest in the health services being delivered to the community.

During the life of the plan strong progress has been made against all pillars. Examples of the current year's achievements are noted below.

RDHS' next Strategic Plan will be developed to align with the health priorities of both federal and state governments and will be consolidated by the RDHS Multi-Purpose Service; Service and Business Plan.

DELIVERING PERSON CENTRED SERVICES

- Visiting services have expanded to include Ophthalmology, Mental Health, Psychology, Nephrology, Gynaecology, Obstetrics and Audiology from 3 different service providers.
- Preventive health groups have expanded to include groups such as warm water exercise classes, community walking groups, Strength & Balance, HEAL and monthly diabetes education sessions for those with Type 2 Diabetes.
- Regular meetings with the Robinvale "Elders" to discuss current issues relating to the indigenous community.

STRENGTHENING OUR COMMUNITY

- A new position titled 'Community Wellbeing Officer' was introduced in mid-2015 and an appointment was made in December 2015. This position has a strong focus on improving the wellbeing of our community.
- RDHS hosted a number of community events such as Neighbour Day – a celebration of community relationships. Neighbour Day was celebrated at both the Manangatang and Robinvale campuses. NAIDOC week is also celebrated annually at the Robinvale main campus.
- The Ripple Effect of Ethnicities (TREE) Project; a community venture commenced planning and consulting with the community in January 2016. The project is hosted by Robinvale District Health Services with the aim to provide a safe, comfortable and meaningful platform for people from different cultural groups to participate and engage in the Robinvale community.
- Launching of a new RDHS Website. The website is easy-to use, making it simpler and faster to locate information and engage with the community.

USING RESOURCES RESPONSIBLY

- RDHS has continued to maintain a balanced budget.
- 'In Flow' inventory management system introduced and embedded in the procurement/supply department.
- New air conditioning systems (providing for personal comfort levels) to the main campus hospital and nursing home.
- 100 Kilowatt Solar Energy system (allowing us to be less reliant on non-green energy sources) at the main campus.
- Phillips Ultrasound machine purchased to replace the dated unit.

INVESTING IN AN OUTSTANDING WORKFORCE

- The Workplace Achievement Program has been implemented across the organisation. The program is an initiative of Healthy Together Victoria and supports a healthy workplace environment.
- 2 x Allied Health Assistant Traineeships were introduced and filled in December 2015.
- Board of Management continue to support local's students wishing to undertake tertiary studies in the Health\Science field with the annual board scholarships.

BUILDING ORGANISATIONAL CAPACITY

- The health service wide Audit conducted in August 2015 demonstrated a high level of achievement against all 10 National Safety and Quality Health Service Standards (NSQHSS) and indeed we were awarded 3 "met with merit" in our Governance and Partnership arrangements.
- Riverside residential aged care campus achieved full compliance against the Australian Aged Care Quality Agency Standards (AACQA).
- RDHS Environmental Management Systems recertified to International Standard ISO 14001:2004.
- Board of Management undertook Governance evaluation and training.
- Kronos time and attendance and rostering embedded within the organisation.

CHAIRMAN AND CHIEF EXECUTIVE OFFICER'S REPORT



Welcome to our 2015/2016 Annual Report. It is pleasing to report that Robinvale District Health Services has again had a successful and rewarding year, operating within agreed budgets, increasing the range and diversity of services and meeting the set targets for service delivery required of a Multi-Purpose Service. The reputation of RDHS continues to grow as a leader in the delivery of Rural Health Services with a strong focus and commitment to improving the health and well-being of the communities we service.

SERVICE AND PARTNERSHIP

The 5-year Service Plan which underpins the Tripartite MPS Agreement expires on 30th June 2017. The plan continues to steer decision making and has enabled achievement of significant changes and benefits for the health service and community.

The 2011-2016 Strategic Plan in its final year, has required RDHS to be innovative and strategic in our approach to meet the needs of the communities we service. We have considered the broad range of influences on the wellbeing of individuals and their communities when designing and delivering our services and we have acknowledged our important role of building community capacity and resilience. In meeting the Five pillars of the Strategic Plan, RDHS has:

- **Delivered Person Centred Services**
- **Strengthened our Community** through community capacity development, investing in the "Early Years" and meeting the changing health and aged care needs of our community
- **Used Resources Responsibly** by maintaining effective financial controls and aligning capital development and improvement with service priorities.
- **Invested in an Outstanding Workforce** by ensuring that we have a highly flexible and highly skilled workforce and a positive and healthy work environment
- **Built Organisational Capacity** by ensuring that services are evaluated, are of a high quality and that we manage towards our accountabilities.

2015/6 saw the final year of the Robinvale Advancing Country Towns Project which was auspiced by RDHS. The Advancing Country Towns Initiative built key partnerships and initiatives around service integration in areas such as early years, school aspiration, student transition and employment. Glenn Stewart as the Strategic Project Manager worked with the Steering Committee Group,

three tiers of government, local business and community organisations to focus on delivering long term benefits for our children, youth and disadvantaged groups by improving sustainable economic development and investment for the community. On behalf of the Board and community we would like to thank Glenn for his tireless work.

It is also pleasing to report that existing partnerships and new partnerships are being developed. Some examples are:

- The Memorandum of Understanding for the Renal Dialysis Service which expired on 30th June 2016 has been renewed with Melbourne Health.
- Funding agreement signed for the 16/17 year with the Murray Primary Health Network for the provision of allied Health services to the communities of Robinvale, Manangatang and Ouyen
- Funding agreement signed for the 16/17 year with the Western New South Wales Primary Health Network for the provision of allied health services to the communities of Wentworth, Dareton & Balranald
- Continued funding for a further two years for the Home Interaction Program for Parents and Youngsters (HIPPY) which is a very successful Early Years initiative.
- 3 year funding grant funding under the Commonwealth Home Support Programme
- 3 year (2016 – 2019) Multi-Purpose Service Tripartite Agreement signed between the Department of Health & Human Services and the Commonwealth Department of Health.

In December 2015 we introduced the position of Community Wellbeing Officer to the Primary Care Team. This position has been designed to focus on the mental well-being of our community. Sue Watson has been engaged and approached the role with much enthusiasm. Sue has a strong background in mental health and social work.

Cont'd...



Our Board of Management, Executive, Staff, Visiting Medical Officers and Volunteers have a common goal of improving the health and well-being of our community.

Our partnership with the Indigenous community continues to strengthen and is recognised by events such as our annual NAIDOC celebration. This year the Elders prepared "Johnny Cakes" for all to share. We have also been successful in obtaining funding from DHHS to establish Aboriginal Artwork at the main campus, Robinvale College and Murray Valley Aboriginal Co-operative. The artwork will connect all agencies. The Elders of the Robinvale and District Aboriginal community will assist us to broker this project to a successful outcome.

Neighbour Day was celebrated in March 2016 at both the Manangatang and Robinvale campuses with guest speakers and refreshments. In Robinvale we celebrated with a lunchtime "Hangi" cooked by the Polynesian community and the theme for the day was "multicultural experiences". It was an excellent event and we enjoyed a very good patronage from the community and from many representative groups. Our Federal Member for Mallee Andrew Broad was also in attendance.

The Ripple Effect of Ethnicities (TREE) Project is a community venture which commenced planning and consulting with the community from January 2016 hosted by Robinvale District Health Services with the aim to provide a safe, comfortable and meaningful platform for people from different cultural groups to participate and engage in the Robinvale community.

This will be a soft entry point to addressing mental health in the community in addition to increasing intercultural awareness and understanding in the Robinvale and surrounding communities. This is to be achieved through 3 phases that includes - A cultural skills exchange program for people over the age of 45 years; a mural by the Robinvale College students on the community radio station caravan and finally the Robinvale Multicultural Festival. A focus group was held on the 3rd of May to introduce the TREE Project to the community. This focus group was attended by 31 community representatives from over 15 different cultures. This project is expected to take place throughout this year up to November 2016

SUPPORT SYSTEMS & SERVICES

Our sound financial foundation allowed us to undertake a number of key capital projects across the 3 campuses and include:

- new air conditioning systems (providing for personal comfort levels) to the main campus hospital and nursing home
- 100 Kilowatt Solar Energy system (allowing us to be less reliant on non-green energy sources) at the main campus
- a new Phillips Ultrasound machine to replace the dated unit
- Refurbishment of the aged care courtyard at the main campus to make a more "user friendly" for our Residents, patients, their Families and Staff to enjoy the outdoors.

This upgrade has been made possible through the fundraising efforts of the Murray to Moyne local bike riders, special long time partners of RDHS. We are indebted to them for their ongoing commitment to RDHS and their generosity and enthusiasm for this project which benefits all who work, visit or reside here.

The Manangatang campus had work undertaken to remodel the front patio area to make it safe, secure and weather proof. This project has provided a lovely setting for our residents to relax outdoors with family and friends or when celebrating a special occasion.

A number of other capital improvements have been made across the organisation, these are listed in the Director Corporate Services report.

Our health service wide accreditation has exceeded our past performance. The health service wide Audit conducted in August 2015 demonstrated a high level of achievement against all 10 National Safety and Quality Health Service Standards (NSQHSS) and indeed we were awarded 3 "met with merit" in our Governance and Partnership arrangements. Riverside also had its major Audit against the Australian Aged Care Quality Agency Standards (AACQA) this year and continued the success story. At the exit interview the Auditors made comment about the significant shift in culture within RDHS and that Staff had obviously embraced an environment of continuous quality improvement. Thank you to all Staff and in particular the Quality team of RDHS, Gayle Nichols and Connie Chirchiglia and who keep us on a well guided path of learning and improvement!

We also maintained our accreditation status for ISO Quality, Safety and Environmental systems.

RDHS launched a new-easy-to use website during the year, making it simpler and faster to locate information and engage with the community.

These are significant achievements and our management and staff are to be congratulated for the commitment and good work in this area.

OUR PEOPLE

RDHS continues to strive to enhance our reputation as an employer of choice providing the opportunity for people to work in a safe, positive and rewarding environment with a strong culture of teamwork and participation.

After four years at RDHS, Mara Richards resigned as CEO to join Alexandra District Health. We congratulate Mara on her appointment and thank her for her contribution and leadership during her term as CEO. Under Mara's leadership RDHS has continued to grow and develop and she leaves RDHS in excellent shape and well positioned to meet the challenges that lay ahead.

During the transition period from Mara to the newly recruited CEO, RDHS was under interim leadership from the RDHS Director of Corporate Services – Vicki Shawcross RDHS welcomed to the team Judy Shawyer as Director of Nursing

of the Manangatang Campus in December 2015 This appointment has provided stability to the Manangatang Campus.

RDHS also welcomed Ray Gentle to the main campus to fill the newly created position of Manager People & Culture and Gail Robinson to the Riverside Campus as Nurse Unit Manager. Kerry Moroney has been appointed as Nurse Unit Manager at the Robinvale campus to relieve Binu Joy who commenced maternity leave in June 2016. Lacey Westgarth was also a welcome addition to our Corporate team as our Management Accountant.

RDHS farewelled Julieanne Loy, Human Resources Coordinator, Claudia Hunter - Director of Nursing – Manangatang Campus, Mary Seymour –Maternal Child Health Nurse and Raj Nair - Finance Officer. RDHS recognise and thank them for their service to RDHS

RDHS has continued on its quest to engage the services of a Director of Medical Services, unfortunately this position remains vacant.

We say thank you and farewell to two Visiting Medical Officers; Dr Jose Omotose and Dr Svitlana Kelada. Dr Samer Shaikh is a pleasing addition to the VMO team and we embrace his service to our community. We would like to thank Dr Luigi Lucca for his continued support.

We are also thankful and appreciative of the many organisations and individuals from our community which donate to RDHS and assure them that those gifts and donations are spent on health delivery to our local community.

GOVERNANCE

The Board of Management provides clear direction for RDHS, monitors organisational performance ensuring good governance, giving their time as unpaid Members of the Board. The leadership and commitment provided by the Board is appreciated.

New Board members welcomed this year were Lisa Murray and Teneille Follett in July 2015 and Alison Black who took up her appointment to the Board in April 2016. Shirley Irving did not seek re-election when her term expired in June 2015 after 16 years' service and we would like to acknowledge Shirley's invaluable contribution and stewardship to our health service.

Desmond Ryan and Maryanne Leslie also did not seek re-election when their terms expired in June 2015 and we also thank them for their contribution.

ACKNOWLEDGEMENTS

The ongoing success of RDHS is a result of a committed and hardworking team. Our Board of Management, Executive, staff, Visiting Medical Officers and volunteers have a common goal of improving the health and well-being of our community.

We express our sincere appreciation to our Management Team, Staff, Visiting Medical Officers' volunteers and community supporters, your dedication, enthusiasm and support makes a wonderful contribution to the life of RDHS. Thank you.

We would also like to express our appreciation to the Commonwealth Department of Health and Department of Health & Human Services at State and Regional level for their hard work, dedication, professionalism and continued support of the organisation over the past year. The support from our local Politicians, Mr. Peter Walsh, Member for Swan Hill, Mr. Andrew Broad, Federal Member for Mallee and Peter Crisp – MP Mildura and the Swan Hill Rural City Council is acknowledged and appreciated.

Each Year presents new challenges and opportunities for the Board and Staff. RDHS is well positioned to address these challenges and maximise the opportunities as they present due to the positive culture and strong commitment of all involved at RDHS.



Peter Campisi
Chairman



Vicki Shawcross
Interim CEO

DIRECTOR REPORTS



Innovation and leadership is valued and encouraged. We are committed to a supportive environment that encourages new ideas and creativity and will actively seek opportunities to develop and improve services available to the community.

DIRECTOR OF CLINICAL SERVICES REPORT

ACUTE

RDHS successfully attained accreditation to all 10 National Standards in August 2015 and continues to entrench the principles of the Standards into practice to ensure optimal care to our patients. The new work practices are promoted to develop better outcomes and involve the patient in their care.

The newly renovated Dialysis unit provides exceptional treatment with two shifts operating three times per week. Staff training has been maintained to ensure the service is available to our community and also to offer treatment to patients holidaying in our region. The unit is supported by Melbourne Health as a satellite service. There has been a decrease noted in occasions of service this past year.

The RIPERN (Rural Isolated Practice Endorsed Registered Nurse) staff are preparing to embed the program in our clinical service delivery. This program is envisaged to provide support to the Urgent Care Centres (UCC). This program will not replace the need for Visiting Medical Officers (VMO) but rather support the Doctors' and sustain medical examinations to a high standard. The program is well received as the Primary Care Clinical Manual is a valuable resource for all staff. We look forward to more staff taking on the enhanced training into the future.

RDHS did not host a Graduate Nurse program in 2016 and remain hopeful of attracting a suitable candidate for 2017. Due to curriculum changes for the Enrolled Nurse (EN) program, TAFE did not offer the opportunity for us to continue Enrolled Nurse traineeships in 2016. We look forward to the traineeship resuming in 2017. The current

2015 trainee should complete the course by the end of 2016. RDHS sees this as an excellent opportunity to "grow" our own staff from our own community.

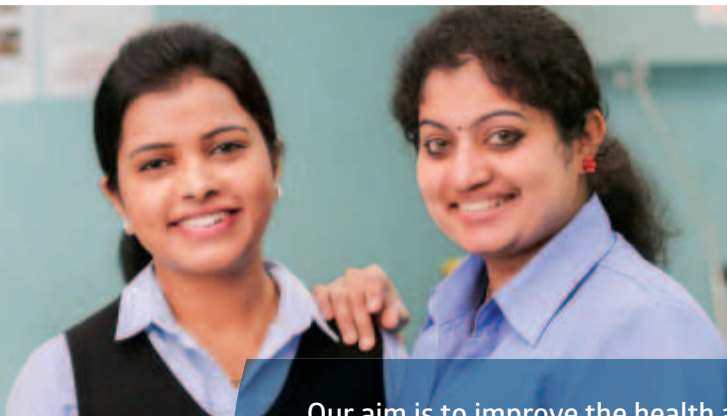
The Visiting Nurse Service (VNS) has provided care to many patients within their own home with specialist training in areas such as wound care, being successfully utilised. This specialist training is also a welcome support to the acute and aged care sectors.

The Medical Imaging department purchased a new Phillips Ultrasound machine which is able to produce images of greater clarity. 3D images are also offered to pregnant women as a non-diagnostic examination. RDHS is very proud to continue to offer medical imaging to the community as this assists many diagnostic occasions without the patient having to access services out of town. Bendigo Radiology supports us with excellent reporting turnaround times.

Infection Control remains an important Standard (3) and RDHS continues to demonstrate excellent outcomes in cleaning and hand hygiene audits. The commitment to maintaining a high standard is reflected in the low infection rates reported for RDHS. The increase in the staff influenza immunisation rate was also very pleasing for 2015.

The Clinical Risk Management Committee welcomed two Board of Management members to strengthen our commitment to clinical governance. This committee appreciates the support of Dr Luigi Lucca, John Pisasale,

Cont'd...



Our aim is to improve the health and wellbeing of all patients through promoting wellness and caring for illness efficiently, effectively, compassionately and without discrimination.

local community Pharmacist and Faye Perry, Manager of Barratt & Smith Pathology. These professionals give their time to oversee clinical aspects of RDHS practice to assist in appropriate clinical decision making and meeting the requirements of the National and industry Standards. Antimicrobial Stewardship remains topical with RDHS maintaining monitoring processes to promote the proper use of antibiotics.

AGED CARE

Robinvale District Health Services Aged Care campuses are home to 54 aged care residents. Riverside campus provides care for residents with low care needs on a permanent or respite basis. Robinvale and Manangatang offer Residential Aged Care to clients with high care needs.

Riverside occupancy levels have fluctuated throughout the year with overall occupancy slightly higher than the previous year. Robinvale and Manangatang continue to run to capacity with continuous provision of Nursing Home Type services in the acute sector where required. Client Services Officer Mandy Holdsworth assists to manage waiting lists for the Robinvale and Manangatang sites and is a valuable resource for families.

Staff aim to provide a homelike environment for the residents and offer a range of activities for their enjoyment. We were lucky to secure funding which has enabled the purchase of 4 Apple iPad's for our aged care campuses. This new technology has allowed residents to access games, read news and skype with family or friends. Community engagement remains an important aspect for improving the outlook of our residents and we are thankful for the many volunteers who assist in maintaining that community link for residents. The elders in particular enjoy visits from school children and it is pleasing to see the positive generational interactions.

The aged care sector appreciates the services provided by the allied health team, allowing them timely intervention that can enhance their wellbeing. These include physiotherapy, occupational therapy, podiatry, speech pathology and dietetics.

Robinvale nursing home and Manangatang campus have both received improvements to enhance the space the residents are able to enjoy. We are thankful to the Murray to Moyne team for their continued support which has allowed us to improve the aged care courtyard at the Robinvale campus. The courtyard is now home to a family of budgies, we have new seating, a large sensory garden and additional shade. Residents are now able to enjoy the outdoors with their families. New air-conditioning has been installed at Robinvale and Riverside and a new outdoor veranda has been constructed at Manangatang. This will allow residents to enjoy outdoors in all weather.

We are grateful for donations and funding from the department that has allowed purchases to assist in caring for and enhancing outcomes for our patients and residents.

Staffing turnovers have been higher this past year with expected attrition and maternity leave being significant. We welcomed Judy Shawyer, Director of Nursing to Manangatang campus and Kerryn Moroney, Nurse Unit Manager to cover maternity leave at Robinvale.

This past year we farewelled Dr Svitlana Kelada from Manangatang. We welcomed Dr Sameer Shaikh to MVAC and with VMO privileges to RDHS. Appreciation is extended to Dr Luigi Lucca who remains a constant support to the on call needs of RDHS including our Manangatang campus residents in aged care.



MIDWIFERY

Another busy year has been experienced in providing midwifery care to the community. Many expectant mothers from the region were able to receive appropriate care without undue stress of travelling out of town.

Achievements

- Regular childbirth/parenting classes throughout the year with some parents travelling from as far as Balranald to attend
- Purchase of an Examination Couch specifically designed for Gynaecology & Obstetrics clients
- Visiting GP Obstetrician/Gynaecologist from Mildura Base Hospital on a weekly basis
- Online claiming for Medicare 16400 (Midwife antenatal attendances) now operational

Challenges

- Clients ineligible for Medicare. 23% of all midwifery patients attending the clinic do not have Medicare benefits. This provides challenges for both the patient and the midwife as the cost of tests and hospital care can be great, which can often lead to delays in treatment and complications. Reduced fees and payment plans can be negotiated, and do assist, however a referral to Social Work and other external agencies for financial assistance is often required.
- A large proportion of our local pregnant population are considered to have complicated (high-risk) pregnancies, meaning that there is a risk that their health might be affected by the pregnancy or that their baby will be born too early. Requiring extra care, investigations & referral to Tertiary centers.
- Discontinuation of the PEHP - Perinatal Emotional Health Program (PEHP). Sadly, funding for this program was withdrawn in 2015 and there is no longer a dedicated free service for pregnant and postnatal women in our area.

Future directions

- Explore further telehealth type consultations to avoid clients travelling far from home to attend specialists
- Revamp childbirth education classes

MATERNAL CHILD HEALTH

Another busy year with parents sourcing the support of the Maternal & Child Health Nurse (MCHN).

Services include;

- Participation in childbirth and parenting classes
- Domiciliary visits
- Key Ages & Stages checks to monitor baby's progress
- Support to parents with all aspects of baby care
- Initiate referrals where identified, including mental wellbeing issues
- Participating in Positive Parenting Program
- Arranging First Aid classes for parents, grandparents and carers'
- Referring families and interacting with the Early Years programs and Play Groups
- Assisting with the 0 to 5 immunisation program at RDHS
- Maintaining records to meet departmental requirements

The MCHN has worked very hard to develop relationships with the families of our region to ensure appropriate engagement for the welfare of the children. An open session is offered on a Tuesday to allow parents to visit without first making an appointment. Another achievement has been improving access for the families of Manangatang.

RDHS has developed wonderful cohesive relationships to assist families from 0 to 5 years which in turn sees our children to be more "school ready". This creates a better opportunity for learning and reduces those more likely to slip through the gaps.



DIRECTOR OF CORPORATE SERVICES

Corporate Services comprises departments staffed by people with a wide range of skills and expertise in business analysis, budget and finance, food, environmental and linen, human resources, information communications and technology, supply and maintenance services.

These departments support direct patient care and ensure Robinvale District Health Services functions effectively and efficiently. These departments participate in management decision-making for the entire organisation, in particular the interpretation of government policy, the implementation of changes required for compliance with statutory obligations and the management of resources necessary for the delivery of clinical services.

FINANCE

RDHS remains in a strong financial position. We have continued to maintain our revenue base and controlled expenditure within parameters set by the budget. Please refer to the attached Financial Statements for further information.

The Finance Team underwent a number of personnel changes in 2015/16, with the resignation of Raj Nair in the Finance Officer position and the introduction of a new position – Management Accountant. We welcome Lacey Westgarth to the team.

Audit & Risk Solutions Pty. Ltd. (ARS) provide Internal Audit services.

A robust internal audit process was undertaken in 2015/16. Areas audited include:

- Payroll
- Fraud Risk Assessment
- Aged Care billing and transactions
- Monthly Financials
- Financial Budget
- Patient\Resident Trust Accounts
- 2014-15 FBT return
- Credit Card transactions
- Payroll Testing/Time Sheets/Overtime

The internal auditor verified the effectiveness of RDHS's internal control and risk management system. They did report that RDHS has made significant improvements in their Financial and Governance processes and they believe that the current controls in place are sound.

Further reinforcement of these processes and controls were suggested to improve this position. A number of recommendations have been made throughout the year which will further strengthen and improve the existing framework.

Funding

In addition to operational funding from the Department of Health and Human Services Victoria and the Commonwealth Department of Health, RDHS is proud to secure supplementary grants from State and Commonwealth Government and other agencies to support the Robinvale community through various programs. Programs such as Best Start, Early Years; HIPPPY (Home Interaction Program for Parents and Youngsters); Rural Primary Health Flexible funding via the Murray Primary Care Network and the Western New South Wales Primary Care Network.

Community Initiative Activities

As community capacity building initiatives RDHS continues to manage the operations of the Robinvale / Euston Tourist Information Centre and the Robinvale Out of School Hours (OOSH) program to support the community. The sustainability of non-health community units is reviewed annually to ensure continuous services to the community.

FACILITIES / INFRASTRUCTURE / ASSETS

A variety of building works were conducted this year, with the assistance of the maintenance staff. These include:

- Commissioning of the air-conditioning system in the main campus acute and nursing home building
- Installation of a 100Kw solar renewable energy system at the main campus
- Refurbishment of front outdoor patio area at the Manangatang Campus
- Installation of a shade sail, bird aviary, new bbq and seating to the nursing home courtyard at the main campus
- 2nd stage of internal painting completed at the Manangatang Campus. The hospital building has now been fully repainted internally.

A special thanks to Peter Rickard and the maintenance team for their contributions to the infrastructure projects and to all staff at the 3 campuses who put up with disruption to their environment during the building/refurbishment works.

Investment was made in:

- Phillips ultrasound machine was commissioned in August 2015
- Fire Safety audit conducted across all campuses.
- a range of minor infrastructure maintenance projects

FOOD SERVICES

Our Catering department and Riverside and Manangatang kitchens continued their quality work in the past year.

The team of approximately 20 staff provides more than 60,000 meals each year to patients, residents, visitors and staff, including 2,500+ Meals on Wheels which service the Robinvale and Manangatang communities.

LINEN SERVICES

The laundry staff continue to provide a high level of service to external customers at Balranald, Ouyen, local medical clinic and motel. RDHS also supplies linen to all three RDHS campuses.

Resident personal laundry is managed from the linen service with delicate precision.

HOTEL SERVICES

The cleaning staff of approximately 8 continued their quality work delivering excellent results.

Compliance was achieved with the relevant legislative cleaning standards, as per the external review processes conducted throughout the year. The clean state of the physical environment is a top priority as it effectively supports the provision of high quality and safe patient care.

SUPPLY

Our Supply department continues to meet the high demands across all campuses. A small team of 1.2 people work tirelessly to collate purchase orders, place orders and receive and dispatch materials to all areas. This year we established a dry good store so that we are able to purchase food dry goods in a more unified approach across all campuses and can take advantage of bulk purchasing pricing.

The bar coding system implementation was completed this year and we are now able to accurately record stock usage and charge back to the appropriate cost centre.

ACCOMMODATION

Finding accommodation in a small rural community is often hard to obtain therefore as a recruitment and retention incentive RDHS does have available a number

of RDHS owned fully furnished houses and units in both Robinvale and Manangatang. These are available to staff on an overnight or short term basis.

In 2015/16 we had a total of 62 individuals accessing accommodation. Of these, 24 were university students undertaking placement in the areas of Allied Health and Nursing, 23 were staff members needing overnight or short term accommodation, 11 were agency nurses and the remaining 4 consisted of locum professionals.

INFORMATION TECHNOLOGY

It has been another busy year for the IT Department with a number of projects on the go.

A new website was launched in September 2015. The website is consumer focussed and interactive, providing consumers and external stakeholders with current and informative data.

Information Technology Support is responsible for providing user support services for Robinvale District Health Services information technology systems and infrastructure. The key delivery mechanism for this service is via external company Pro Advance.

RDHS is also a member of the Loddon Mallee Rural Health Alliance (LMRHA). ICT development and software implementation support is provided by LMRHA.

PEOPLE AND CULTURE



In 2015 the Human Resources Department was rebranded and is now recognised with a modern title of People & Culture. Ray Gentle was appointed as the manager of this department and is supported by the People & Culture Officer.

The role is to support the health service through cultural change by creating, implementing and managing change and supporting the Management team in leadership development through performance management systems and constructive feedback.

The People & Culture department is responsible for overseeing industrial matters, recruitment and retention, professional development, employee support and payroll.

In 2014/15 RDHS implemented KRONOS; an electronic Time & Attendance system which replaces manual timesheet processes. In 2015/16 we continued to fine tune the KRONOS Time & Attendance system and rolled out the Employee Self Service module which allows employees to manage a majority of leave. Staff are now receiving payslips electronically on the day of payroll processing which is a vast improvement on the former arrangement of receiving paper copies 3-4 days later.

RECRUITMENT

RDHS continues to experience difficulties in the recruitment of Registered and Enrolled Nurses and some disciplines within Allied Health. It is still increasingly difficult for small rural communities to attract health professionals; however, we have implemented an ongoing strategy to seek suitable candidates throughout the year.

EMPLOYMENT & CONDUCT PRINCIPLES

RDHS is committed to applying merit and equity principles when appointing staff.

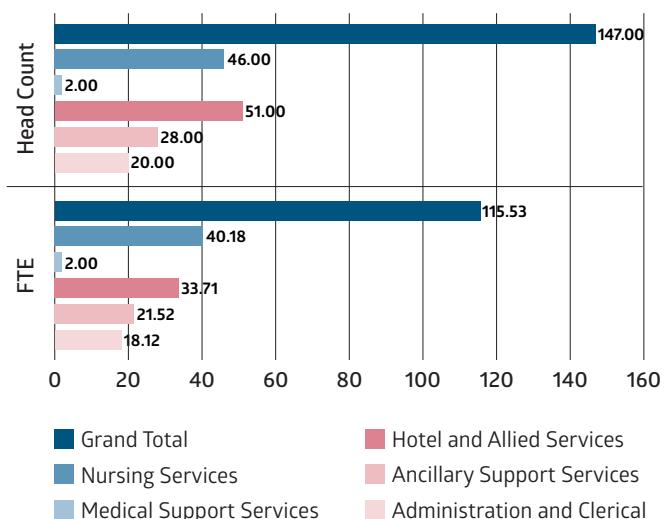
The selection processes ensure that applicants are assessed and evaluated fairly and equitably on the basis of the key selection criteria and other accountabilities without discrimination.

All agreements that Robinvale District Health Services is a respondent are currently being negotiated through VHIA.

EMPLOYEE REMUNERATION & BENEFITS

RDHS contract with Access Pay continues. Most employees continue to salary package a percentage of their wages in the management of wages for regular payments or savings. RDHS adopts the policy set by Government Sector Executive Remuneration Panel that is also endorsed by the Department of Health & Human Services.

As at 30th June 2016 RDHS had 147 employees or 115.53 full time equivalent employees.



The graphs above represent those employees who have worked in the pay period of the month of June. It does not include those employees paid on the paid parental leave scheme and casuals that did not work in the last pay period of the month.

STAFF CREDENTIALING

RDHS verifies the credentials of all registered practitioners annually through Australian Health Practitioners Regulation Agency (AHPRA) public access web site or directly with presentation of renewed registration.

CLINICAL PLACEMENT

2015/16 was a busy year for placement students. Placements were undertaken by:

- 9 Allied Health Students
- 22 Registered Nurse Students (Acute setting)
- 1 Enrolled Nurse Student (Riverside Residential Aged Care)
- 1 Enrolled Nurse Student (Visiting Nurse Service)

WORK EXPERIENCE

RDHS accepted 10 work experience students from the Robinvale College in a number of areas and levels of experience. Work experience was provided to students in the areas of Allied Health, Hospitality, Maintenance and Aged Care. Students spent 1 day per week for 5 to 10 weeks in their chosen area of interest and experiencing the workplace while being supervised and being provided with guidance by qualified staff.

TRAINEESHIPS

We currently have 4 employees undergoing a traineeship. One continues in a Certificate III in Parks and Gardens. Two have commenced Certificate III in Allied Health and one has commenced a Certificate III in Health Administration.

Labour Category	JUNE Current Month FTE*		JUNE YTD FTE**	
	2015	2016	2015	2016
Nursing	46.37	47.54	46.32	46.78
Administration and Clerical	20.91	21.30	20.64	20.85
Medical Support	1.12	1.19	1.01	1.14
Hotel and Allied Services	34.26	36.23	34.06	34.65
Ancillary Staff (Allied Health)	22.77	27.26	22.13	23.11

The table above *(current month FTE) represents all employees that were paid in the month of June and their FTE for calculation for that month. **(YTD FTE) means all employees employed throughout the financial year i.e. the sum of each month FTE divided by 12.

PRIMARY CARE SERVICES



RDHS continues to provide high quality Primary Care Services in a model that is responsive and reflects the ever changing needs of our diverse community. Highly skilled clinicians provide service including but not limited to Dietetics, Physiotherapy, Women's Health, Diabetes Education, Podiatry, Social Work, Speech Pathology and Occupational Therapy.

Many successful programs are the result of various clinicians working together to ensure the best possible service delivery for our community, for example Speech Pathology and Occupational Therapy working together in the Early Years environment. The co-location of services alongside the Primary Care Department such as x-ray, ultrasound, midwifery and pathology provide a convenient user friendly service. In addition to this the community continues to benefit from visiting specialist services operating from RDHS Primary Care, offering a broad range of healthcare options in one convenient location.

Achievements

- Efficient and effective delivery of Allied Health services, providing timely treatment to whole of community while ensuring those most at risk are able to access appropriate services. Continued commitment in both preventing the development and assisting people in their management of pre-existing chronic illness, such as diabetes in an effort to improve health and minimise avoidable hospital admissions.
- Building community capacity and providing relevant education. In December 2015 RDHS implemented a new position (Community Wellbeing Officer). This position has a strong focus on providing education and building community capacity in areas recognised as priority issues such as those impacting on mental health.
- Numerous group projects compliment the individual services offered. These include: Carer's Support Group, Healthy Eating Activity and Lifestyle (HEAL) and partnership programs such as those offered by Maternal Child Health Nurse, Early Years and Speech Pathology in the Positive Parenting Program.
- RDHS Primary Care Team acknowledge the value of programs which assist community to modify lifestyle behaviour risk factors (for example inactivity). By assisting clients to modify their lifestyle behaviours which place them at risk of developing chronic illness and some disease conditions, we are able to work in a truly preventative health model. This year we have seen the successful expansion of our warm water Aqua

Program, as a result of a partnership with Robinvale College. This expansion has allowed the program to continue throughout the winter months, offering the community a low impact enjoyable mode of activity.

- Strong partnerships with local and surrounding service providers both in health and other areas. Partnerships support the development of concepts and makes best use of resources and ideas. Many successful programs are the result of organisations being open and receptive to working with others for the benefit of local community, for example the Community Garden.

Challenges

- Recruitment and retention - RDHS has been efficient in the method of recruitment over the past year. For the most part we have been able to provide a full quota of staff to service client demand. However even with sound recruitment strategies in place, there have been short periods of time where a full staff quota has not been achieved.

Future Directions

- Continue to provide mainstream Allied Health services in a cost effective and efficient model, reviewing current service delivery models to ensure we are still providing service in a way that is relevant to the needs of the community and in line with government priorities.
- Identify opportunities for partnerships which better utilise funding and support the benefits of a whole of community direction.
- Implement programs which encourage and support the multi-cultural community to access care and health education.
- Access opportunities to provide preventative health programs which align with the model of a multi-disciplinary approach.

HACC (Home and Community Care)

Provides support and maintenance services for older frail people living at home in addition to younger people with disabilities and their carers'. This support is provided to enable people to continue living at home and avoid inappropriate or premature admission to residential care.

Programs currently delivered under the HACC program:

- Access and Support Worker - assists HACC eligible people to access appropriate services
- Planned Activity Group (PAG) – Operates twice weekly from the town view room at Riverside Campus, providing opportunity for socialisation and stimulating activities. Long term benefits of social inclusion and activities which stimulate our minds have been much discussed and endorsed in recent times.

From July 1 2016 the HACC program will alter from its current form. These changes will mean services for older

people will be funded by the Commonwealth Government and services for younger people will be funded and managed by the Victorian Government until the National Disability Insurance Scheme (NDIS) is fully operational. Both Victorian and Commonwealth Governments are working together to ensure the benefits of the current HACC service continue.

EARLY YEARS

Challenges

- Recruitment of staff with adequate qualifications/ requirements of the funding bodies ie HIPPY tutors should be employed from the group of HIPPY parents (as this group often have young children and childcare within the community is an ongoing issue) this is extremely difficult and we sometimes need to work with the funding bodies to explain these issues and seek permission to go outside these boundaries once all avenues have been exhausted
- Building and continuing relationships with allied health services, MCHN and other service providers to ensure we meet the individual need of all of the families who use our services
- Working towards meeting the child safe standards for Early Years and the wider health service

Achievements

- Robinvale Early Years Network (REYN) continues to support programs delivered within the community. All service providers are given the opportunity to promote their activities as well as share professional knowledge with other Early Years services.
- Collaboration with Mobile Visiting Play Program (MVPP), Maternal Child Health and Allied Health staff to better meet the needs of the children and families who require multiple services.
- Ongoing support from Allied Health staff and Health Promotion Officer at play groups, family fun days, out of school hours' programs and Early Years' events to reinforce the importance of healthy eating and good health.
- Successful co-facilitation with Maternal Child Health and Speech Pathology to deliver the Triple P parenting program
- Shortlisted in Victoria's playgroup agency of the year awards for Playgroup programs delivered by the Early Years team.

Future Directions

- Training and development to ensure staff are fully qualified in the Best Start program.
- Delivery of parenting programs such as Triple P and Tuning into Kids.
- Support and education for parents within the community.
- Provide awareness in child development and education to support future growth of the early years in our community

ENVIRONMENTAL PERFORMANCE



Robinvale District Health Services has demonstrated strong environmental credentials and is committed to the principle of environmental sustainability.

RDHS has been accredited to ISO 14001:2004 Environmental Management Systems for 5 years, which shows our commitment to the environment by pollution prevention practices, waste minimization, energy usage and elimination of environmentally unfriendly products. The system is audited annually by a third party certification body

The RDHS Strategic Plan also includes our commitment to providing the best possible care whilst ensuring a safe and healthy environment.

RDHS has identified significant environmental impacts and these are controlled as far as practicable. Reductions continue to be made where possible in food waste, energy consumption and water usage.

A renewable energy solution has been installed on the main campus. The 100kW solution consists of 400 solar panels installed on the roof structure. The panels will generate 162,416 kWh per year (approximately 30% of our overall energy requirements), resulting in electricity savings of approximately \$34,000 in the first year. Savings to June 2016 have exceeded estimations. Initiatives that improve the environmental performance of our service include:

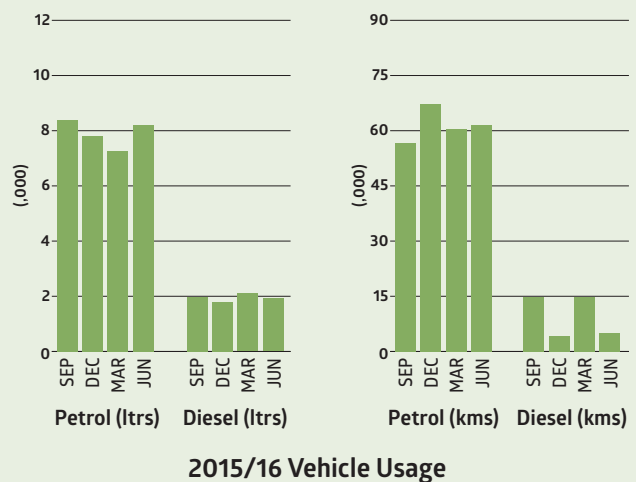
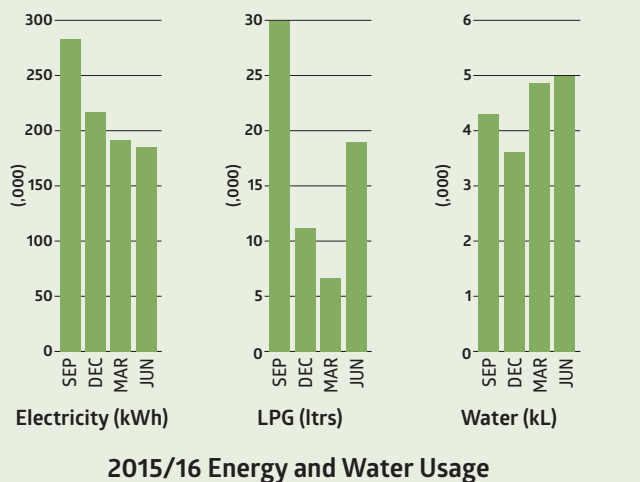
- Installation of a 100kW PV Solar system at the main campus
- Installation of modern air-conditioning system in the main campus Hospital/Nursing Home
- Replacement of resident individual room air-conditioners at Riverside campus

- External blinds fitted to West facing windows of the main campus hospital and nursing home
- Internal window furnishings replaced at the Riverside campus to better insulate rooms
- Purchase many products through Health Purchasing Victoria (HPV). HPV do have an environmental policy
- Energy efficient globes used throughout the health service
- Ozone water treatment process used in the laundry eliminating the need to use hot water and provides better monitoring and control of chemicals.
- Gardens mulched and programmable controlled dripper system installed to reduce water requirements
- Waste cardboard and paper is separated and recycled
- Use of Steam Cleaners which has resulted in a reduction of harsh chemicals and water by 90%.
- Battery recycling service
- Health and Well-being Centre - 100% carbon neutral furniture, increase use of natural light and double glaze windows to decrease energy usage.

The graphs below outline:

Energy and Water Usage across our campus buildings.
Vehicle Usage across our campuses.

RDHS ENERGY USE



PERFORMANCE

Part A Service Plan Key Achievements

Review of the RDHS Service Plan commenced in October 2015, further review occurred in May 2016 by senior managers and tabled at the Board of Management for discussion.

During the next financial year, the intention of RDHS is to improve our strategic planning processes to ensure both State and Federal Government health priorities underpin all planning documents.

The RDHS Service Plan is now a condensed version for the remaining term (2017) identifying priority actions as noted below:

- Review of aged care service delivery models by an external consultant
- Secure the appointment of a Director Medical Services for Acute services
- Create a position for a "Community Wellbeing" officer
- Ensure clear protocols for accessing mental health services are available for staff
- Document RDHS model for chronic disease management; identifying opportunities for enhance service integration.
- Continue to support/develop the RIPERN nurse model in urgent care centre and acute care.

Below are the key achievements against the Service Plan for the 2015-16 period.

1 CONSOLIDATING ACUTE CARE AND RESIDENTIAL AGED CARE PROVISION

RENAL DIALYSIS

GOAL

Enhance Renal Dialysis Capability to meet future demand

OUTCOME

- Renewed MOU with Melbourne Health to continue Renal Dialysis as a satellite program.
- 3 additional staff trained in 15/16

MATERNITY SERVICES

GOAL

Support and maintain the existing maternity service model

OUTCOME

- Participation in the Maternity Connect program. This program is utilised to maintain the skill set of local midwives.

SPECIALIST MEDICAL SERVICES

GOAL

Enhance the range of specialist consulting services that can be accessed locally

OUTCOME

- Visiting services have expanded to include Ophthalmology, Mental Health, Psychology, Nephrology, Gynaecology, Obstetrics and Audiology from 3 different service providers.
- Residential care continues to be supported by the Psychiatric Geriatrician services out of Mildura Base Hospital.
- Endocrinology appointments are conducted via Skype for patients with Gestational Diabetes. This service compliments the model of care from the Midwife and Diabetic Educator.
- Continued support provided to the visiting Continence Service

URGENT CARE

GOAL

Enhance the existing urgent care capability

OUTCOME

- Rural Isolated Practice Endorsed Registered Nurse (RIPERN) training continues to be offered to staff at RDHS to enhance skills and care delivery to our district, including Manangatang.

2 ENHANCING COMMUNITY BASED HEALTH SERVICES

PRIMARY & COMMUNITY HEALTH - GENERAL PRACTITIONERS

GOAL

Enhance the capacity and availability of local GPs

OUTCOME

- Murray Valley Aboriginal Cooperative (MVAC) welcomed a new GP who has provided RDHS with VMO support.
- Dr Svitlana Kelada provides GP support through a private practice to both the Manangatang community and Residential Aged Care Residents for the period July 2015 – April 2016.
- RDHS continues to explore opportunities to support local GP workload.

COMMUNITY MENTAL HEALTH – COLLABORATION AND INTEGRATION

GOAL

Improve service delivery outcomes through collaboration and partnerships

OUTCOME

- RDHS continues to support Mental Health visiting services out of Mildura Base Hospital.
- Support initiatives such as the “Out of the Blue” and “Call me Dad” provided to the community with the aim to decrease the stigma of mental health and increase awareness of issues that impact on mental health and wellbeing.
- Mental Health triage education sessions were provided to RDHS staff via Mildura Mental Health Services
- 2 RDHS staff scheduled to attend Mental Health First Aid Instructor training in late 2016
- Implementation of the TREE (The Ripple Effect of Ethnicity) project- aimed at increasing social inclusion and participation

PRIMARY & COMMUNITY HEALTH – ALCOHOL AND OTHER DRUGS

GOAL

Enhance the service capability for AOD services

OUTCOME

- Needle Syringe Program continues to operate from the Health & Wellbeing Centre to support community need.
- Alcohol and Drug Services delivered by external providers is supported by the provision of consulting rooms by RDHS

PRIMARY & COMMUNITY HEALTH – CHRONIC DISEASE MANAGEMENT

GOAL

Develop a Service Framework that improves CDM service delivery

OUTCOME

- The Workplace Achievement Program has been implemented across the organisation. The program is an initiative of Healthy Together Victoria and supports a healthy workplace environment. Local suppliers will be encouraged to participate in the program.
- Person Centred/Goal Directed Care Planning process embedded.
- Support visiting Nephrology services from Royal Melbourne Hospital to reach community members at pre-dialysis stage.
- Preventive health groups have expanded to include groups such as warm water exercise classes, Strength & Balance, HEAL and monthly diabetes education sessions for those with Type 2 Diabetes.
- Regular meetings with the Robinvale “Elders” to discuss current issues relating to the indigenous community.

PRIMARY & COMMUNITY HEALTH – INTEGRATION

GOAL

Improve service integration within RDHS and between service providers

OUTCOME

- Promote policy to better manage the internal referral process.
- Provide a forum for service providers to meet and establish relationships to better coordinate care delivery.
- Embed initiatives to enhance the admission/discharge process.

PRIMARY & COMMUNITY HEALTH – OTHER SERVICES

GOAL

Consolidate and incrementally improve a range of community based services

OUTCOME

- Preventive health groups have expanded to include groups such as warm water exercise classes, Strength & Balance, HEAL, monthly diabetes education sessions for those with Type 2 Diabetes, walking groups and moderate intensity exercise groups which respond to the needs of the community.
- Appointment of Community Wellbeing Officer in December 2015. This position has a strong emphasis on mental health awareness and community wellbeing.
- Chronic Disease Management/Prevention Programs are delivered after hours to encourage participation
- “Speech in the Schools” introduced locally. This service is provided to children of primary school age.
- Speech and Occupational Therapy have partnered to reintroduce the SPOT (Speech Pathology and Occupational Therapy) program. This is a program is a multi-disciplinary approach for pre-school aged children.

3 ACHIEVING SUSTAINABILITY

SUSTAINABILITY – RURAL PRIMARY HEALTH SERVICE PROGRAM

GOAL

Maintain the Commonwealth Flexible Funding (under Primary Health Network)

OUTCOME

- Contracts with the Western New South Wales PHN and the Murray PHN have been renewed for the period 1/7/16 – 30/6/17. These contracts will ensure continuation of allied health services to Robinvale, Manangatang and Ouyen in Victoria and Dareton, Wentworth and Balranald in New South Wales.

SUSTAINABILITY – FINANCIAL MANAGEMENT

GOAL

Improve understanding of the costs of service streams to better manage the service

OUTCOME

- A comprehensive Budget developed for services provided under the Commonwealth Flexible Funding (PHN) program for the 2016/17 period.
- Departmental and Organisation Budget is annually developed for each service stream. In 2016/17 RDHS will undertake an analysis of each service type to enable an accurate understanding of the full service cost per resident/patient per day.
- The software budgeting tool 'Power budget' will be enhanced to enable Managers to better manage their department budgets.

4 ENHANCING PERFORMANCE MANAGEMENT

ENHANCING PERFORMANCE MANAGEMENT - MONITORING AND REPORTING

GOAL

Ensure a robust basis for performance monitoring

OUTCOME

- Contracted external accountant continues to provide the BoM with informative advice and monthly financial reports. Improved reporting ensures a robust basis for performance monitoring.
- Internal /external auditors perform quarterly audits to review RDHS business functions and compliance with the Financial Management Act.

5 DEVELOPING PARTNERSHIPS

PARTNERSHIPS AND ALLIANCES

GOAL

Focus on the development of priority partnerships and alliances

OUTCOME

- **Murray Valley Aboriginal Cooperative**- Continue to promote relationships and agreed practices to better engage with the indigenous community.
- A strong partnership continues with the Aboriginal Elders and Senior Management staff. The Aboriginal Health Liaison Officer coordinates these conversations as required. A periodic meeting has also been established between MVAC senior staff and RDHS senior staff.
- **Mildura Base Hospital** – Continue to promote dialogue to enhance the referral to and discharge from MBH processes.
- Relationship with the MBH Dialysis Unit established to promote active support to each other.
- **GP's** – Support the capacity for GPs to provide urgent care on-call services at Robinvale and Manangatang with the RIPERN (Rural Isolated Practice Endorsed Registered Nurse) staff.
- **Robinvale College**– new partnership established to expand service delivery. RDHS now partners with the college to utilise heated pool facilities so that water exercise classes can be run all year round.

6 ENABLING PEOPLE

ENABLING PEOPLE – INNOVATIVE WORKFORCE MODELS

GOAL

Ensure development of innovative and flexible staffing and workforce models to enhance future service delivery

OUTCOME

- Appointment of a Manager People & Culture. This position was created to support the health service through cultural change by creating, implementing and managing change and supporting the Management team in leadership development through performance management systems and constructive feedback.
- RIPERN (Rural Isolated Practice Endorsed Registered Nurse) training continues to be offered to staff at RDHS to enhance skills and care delivery to our district, including Manangatang.
- RDHS unable to offer the Enrolled Nurse Traineeship in 2016 as the training curriculum was not available nationally.
- Appointment of Community Wellbeing Officer. This position has a strong emphasis on mental health awareness and community wellbeing.
- Appointment of additional Allied Health trainees to support of allied health clinicians.
- Continue to support Allied Health Professionals to gain recognition of qualifications for full registration in their area of skill

ENABLING PEOPLE – STAFF ENGAGEMENT

GOAL

Further develop effective staff engagement

OUTCOME

- RDHS continues to assist with the cost of professional development for all staff, ensuring that skills are maintained.
- Staff training continues with many modules now presented by the Manager People & Culture. Additional training is provided through the e-learning modules.
- The Workplace Achievement Program has been implemented across the organisation. The program is an initiative of Healthy Together Victoria and supports a healthy workplace environment
- Traineeships in many disciplines are offered across the organisation.

7 SUPPORTING QUALITY

QUALITY

GOAL

Develop and sustain a comprehensive clinical governance framework

OUTCOME

- The health service wide Audit conducted in August 2015 demonstrated a high level of achievement against all 10 National Safety and Quality Health Service Standards (NSQHSS). At the exit interview the Auditors made comment about the significant shift in culture within RDHS and that Staff had obviously embraced an environment of continuous quality improvement
- RDHS were awarded 3 “met with merit” in our Governance and Partnership arrangements.
- Riverside also had its major Audit against the Australian Aged Care Quality Agency Standards (AACQA) this year and continued the success story.
- Further enhanced the involvement/presence of the quality team at committee and direct care level of the organisation:
 - Provide opportunity for informal feedback
 - Attend clinical staff meetings
- RDHS recognises the importance of strong clinical governance across the organisation as has engaged a number of external consultants to conduct clinical reviews of current processes. This will continue in 2016/17. As a result of these reviews RDHS will continuously improve processes, minimise risks, and foster an environment of excellence in care for consumers/patients/residents.

8 DEVELOPING INFRASTRUCTURE

QUALITY

GOAL

Improve ICT within RDHS to address the technical and functional capability of the organisation (in collaboration with LMRHA)

OUTCOME

- WiFi has been installed at the Manangatang Campus and additional units at the main campus to ensure that there is adequate connectivity
- New video conferencing units were installed in June 2016 (LMRHA). The upgraded units will increase telehealth opportunities to drive point of service technology.
- In-Flow inventory system rolled out in supply/procurement department
- Outreach allied health staff now have access via VDI to real time appointment/client data and other programs.
- Maternity Services now able to claim via online medicare (HPOS)
- RDHS continues to participate in regional and LMRHA initiatives including ICT strategic planning for the Loddon Mallee Region.



Effective management systems, processes and support services are essential to the ongoing viability of our organisation and the quality of the services we offer to the community.

Part B Performance Priorities

QUALITY AND SAFETY PERFORMANCE

Key Performance Indicator	Target	Actual
Health Service Accreditation	Full compliance	Achieved
Residential aged care accreditation	Full compliance	Achieved
Overall compliance with cleaning standards	Full compliance	Achieved
Very high risk (Category A)	90 points	Not applicable to RDHS
High risk (Category B)	85 points	Achieved
Moderate risk (Category C)	85 points	Achieved
VICNISS data compliance*	Full compliance	Achieved
Compliance with the Hand Hygiene Australia Program	80%	90.0%
Percentage of healthcare workers immunised for influenza	75%	78.8%

*Victorian Healthcare Associated Infection Surveillance

PATIENT EXPERIENCE AND OUTCOMES

Key Performance Indicator	Target	Actual
Victorian Health Experience Survey – data submission	Full compliance	Not Achieved due to late submission of February 2016 data
Victorian Healthcare Experience Survey – patient experience	95% positive experience	Not applicable to RDHS
Percentage of women with prearranged postnatal care	100%	100%

GOVERNANCE, LEADERSHIP AND CULTURE PERFORMANCE

Key Performance Indicator	Target	Actual
People Matter Survey Patient Safety Culture	80%	94%

FUNDED FLEXIBLE AGED CARE PLACES

Campus	Number
Flexible High Care	
Robinvale	14
Manangatang	10

OCCUPATIONAL VIOLENCE

Occupational Violence Statistics	2015-2016
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	0
4. Number of occupational violence incidents reported per 100 FTE	0
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. FTE figures required in the above table should be calculated consistent with the Workforce information FTE calculation (refer to page 16 of the Health Service Model Annual Report guidelines). These do not include contracted staff (e.g. Agency nurses, Fee-for-Service Visiting Medical Officers) who are not regarded as employees for this purpose. The above data should be consistent with the information provided in the Minimum Employee Data Set.

ACUTE CARE

Service	Campus	Type of Activity	Actual Activity 2015-16
Medical inpatients	Robinvale	Bed days	2,423
	Manangatang	Bed days	85
Urgent care	Robinvale	Presentations	2,033
	Manangatang	Presentations	227
Nursing home type patients#	Robinvale	Bed days	240
	Manangatang	Bed days	0
Non-admitted patients	Robinvale	Occasions of service	2,117
Radiology	Robinvale	Number of clients	2,284
		Number of clients	N/A
Visiting Nurse Service	Robinvale	Occasions of service	1,638
	Manangatang		557
Renal Dialysis	Robinvale	Occasions of service	857
Midwifery (pre & post natal)*	Robinvale	Occasions of service	1,207

a nursing-home type patient of a hospital, within the meaning of the Health Insurance Act 1973, may be considered to be 'residing in a nursing home'.

*Services which are not funded or only part funded through the MPS Tripartite Agreement

UTILISATION OF FLEXIBLE AGED CARE PLACES

Campus	Number	Occupancy Level %
Flexible High Care bed days		
Robinvale	5033	98%
Manangatang	3269	92%
Respite Care bed days		
Robinvale	639	
Manangatang	116	

PRIMARY HEALTH CARE

Service	Activity levels (e.g. occasions/ hours of service. By campus)	
Speech Pathology*	Individual Occasions of Service	13,099
	Group Attendees	1,994
Community Health Nursing	Individual Occasions of Service	1,595
	Group Attendees	910
Occupational Therapy*	Individual Occasions of Service	2,501
	Group Attendees	168
Dietetics*	Individual Occasions of Service	1,923
	Group Attendees	318
Podiatry*	Individual Occasions of Service	4,973
	Group Attendees	61
Physiotherapy*	Individual Occasions of Service	3,404
	Group Attendees	496
Social Work*	Individual Occasions of Service	1,284
	Group Attendees	-
Allied Health Assistant*	Individual Occasions of Service	554
	Group Attendees	2,900
Cultural Officer*	Individual Occasions of Service	560
	Group Attendees	882
Health Promotion*	Group Attendees	1,445
Planned Activity Group*	Number of Group Sessions	88
	Group Attendees	294
Early Years*	Group Attendees	12,439
Access and Support Worker*	Individual Occasions of Service	842
	Group Attendees	116

*Services which are not funded or only part funded through the MPS Tripartite Agreement

YEAR IN BRIEF

	2015/16	2014/15	Variance		2015/16	2014/15	Variance
PERFORMANCE INDICATORS (ACUTE)				PERFORMANCE INDICATORS (AGED CARE)			
ROBINVALE ACUTE				ROBINVALE NURSING HOME			
Admissions	1022	1212	(15.68%)	Bed Days	9222	9886	(6.72%)
Bed Days	2423	3,029	(20.01%)	Respite Bed Days	639	1032	(38.08%)
Occupancy Rate	47%	59%	(20.01%)	Occupancy Rate	90%	90%	0.00%
Average Length of Stay	2	2	(5.14%)	RIVERSIDE CAMPUS			
WEIS	326.16	389.12	(16.18%)	Bed Days	5033	5055	(0.44%)
UCC Outpatients	2033	2334	(12.90%)	Occupancy Rate	98%	99%	(1.01%)
Dialysis Episodes	857	975	(12.10%)	MANANGATANG CAMPUS			
MANANGATANG CAMPUS				Bed Days	3269	3015	8.42%
Admissions	5	2	150.00%	Respite Bed Days	116	241	(51.87%)
Bed Days	85	58	46.55%	Occupancy Rate	92%	94%	(2.13%)
Occupancy Rate	4%	3%	46.55%				
Average Length of Stay	17	29	(41.38%)				
WEIS	12.61	6.79	85.71%				
UCC Outpatients	227	310	(26.77%)				

QUALITY AND RISK MANAGEMENT



RDHS successfully obtained full accreditation in August 2015 for the National Safety and Quality Health Service Standards (NSQHS) with compliance for all 256 actions, (including developmental) and achieved our first above standard rating; “Met with Merit” for aspects of Standard 1 – Governance for Safety and Quality in Healthcare and Standard 2 – Partnering with Consumers.

We also maintained our accreditation status for ISO Quality, Safety and Environmental Systems. ISO accreditation is organisation wide covering acute, primary care and aged care campuses at Robinvale and Manangatang. The auditors identified some minor discrepancies which have been actioned throughout the reporting period and will be completed prior to the next surveillance audit in September 2016.

The auditors observed significant change within the organisational culture relating to the understanding of the quality management and continual improvement system which was evident throughout all sites. During the staff interviews conducted by auditors, staff demonstrated their knowledge of improvements made to the system and identified other ongoing improvements. This understanding by staff confirms the ongoing change within the organisation in terms of staff ownership and empowerment to make improvements to the system.

Riverside aged care accreditation was maintained by AACQA following a regulatory unannounced audit in October 2015 reviewing the continuous improvement standard.

Staff and management are committed to continual improvement to ensure RDHS maintains its current accreditation and meet all standards as required by

Commonwealth and State Governments. In so doing we strive towards providing the best possible care to those accessing our services, whilst maintaining a safe environment for staff, visitors and clients.

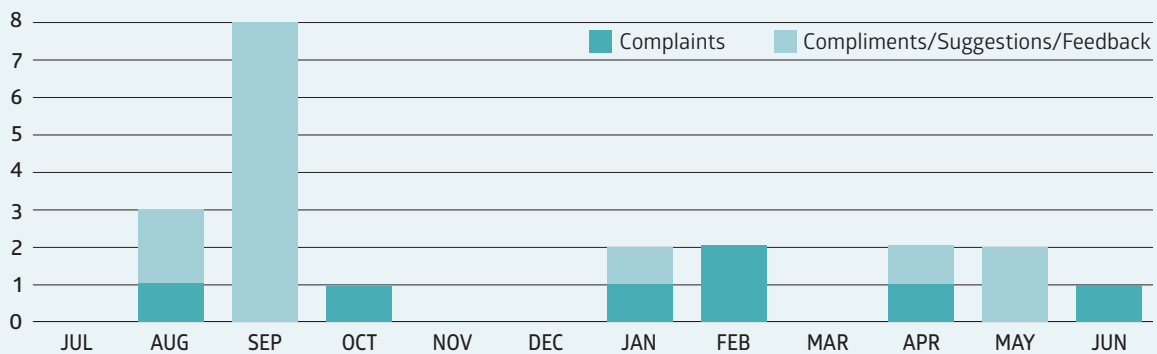
The required standards and accreditation frameworks are listed below:

- National Safety and Quality Health Service (NSQHS) Standards
- ISO 9001:2008 Quality Management Systems
- ISO 14001:2004 Environmental Management Systems
- AS 4801:2001 Occupational Health and Safety Management Systems,
- Australian Aged Care Quality Agency Standards (AACQA)
- Community Care Standards (HACC)
- Child Safe Standards (Department of Human Services)

Consumer/Community Feedback/Complaints

The organisation continually seeks consumer feedback through surveys (internal and external); direct contact and our comments and complaints process. All feedback is viewed as 'opportunities for improvement' and our aim is to ensure consumers and community members have opportunity in decision making processes relating to the safe and effective delivery of services.

REGISTERED COMPLAINTS & COMMENTS / SUGGESTIONS / FEEDBACK



MANAGEMENT

SENIOR MANAGEMENT TEAM

Mrs Mara Richards
MBA, AFCHSM

Chief Executive Officer (to 20th May 2016)

The Chief Executive Officer responsible to the Board of Management for the efficient and effective management of Robinvale District Health Services. Major responsibilities include the development and implementation of operational and strategic planning, maximising service efficiency and quality improvement and minimising risk.

Mrs Leanne Adcock
RN, BA App Man, Cert IV TAA,
Certified Instructor IANCI, MRCNA

Director of Clinical Services

The Director of Clinical Services manages the clinical operations of RDHS including: Acute Nursing, Residential Aged Care, Primary Care Services, Visiting Nurse Services, Maternity and Maternal Health, Clinical Education and Radiology.

Mrs Vicki Shawcross
BA App Man, Adv Dip Bus Man, Certificate IV
Workplace Training & Assessment, AFCHSM

Director Corporate Services

The Director Corporate Services has operational responsibility for the majority of corporate support services provided to support the organisation. Financial Services, Human Resources, Health Information Systems, Information Communication Technology, Capital Projects, Hospitality Services, Hotel Services, Procurement, Engineering, Maintenance, Fleet, Administration \ Customer Services, Corporate Reporting & Publications, Robinvale/Euston Tourist Information Centre.

Interim Chief Executive Officer (from May 2016)

OUR DEPARTMENTAL MANAGERS

Manager Primary Care
Mrs Lisa Taggert, RN

Manager Supply & Maintenance
Mr Peter Rickard

Manager People & Culture
Mr Ray Gentle

Quality Coordinator
Ms Connie Chirchiglia

Hospitality Services Coordinator
Mrs Teresa Mezzatesta

Hotel Services Coordinator
Mrs Susan Mattschoss

Director of Nursing – Manangatang Campus
Ms Claudia Hunter (to October 2015)
Mrs Judy Shawyer, RN

Clinical Educator / Infection Control Nurse Coordinator
Mrs Janet Pratt, RN, Certificate IV
Workplace Training & Assessment

Maternity Services Manager
Miss Vicki Broad, RN, RM

Nurse Unit Manager - Riverside Hostel
Ms Gail Robinson, RN

Nurse Unit Manager - Robinvale Campus
Mrs Binu Joy, RN (to June 2016)
Ms Kerry Moroney, RN

Medical Technologist
Mrs Andrea Mays

OUR VISITING MEDICAL OFFICERS & CONSULTANTS

General Practitioners

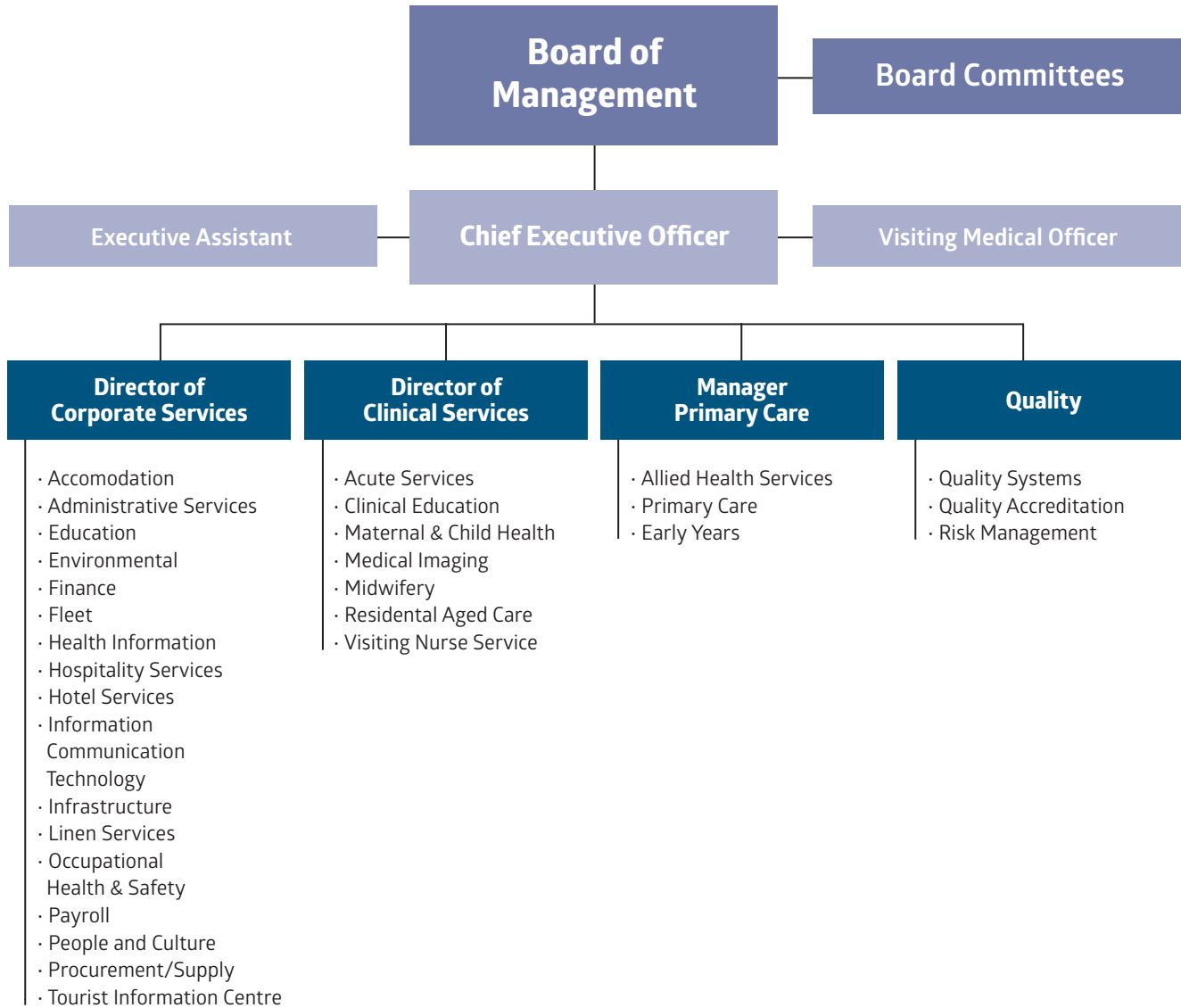
Dr. L. Lucca MBBS TURIN 1981

Dr Raj Beejadhur MB BCh BAO
National University of Ireland
(Ireland) 1971

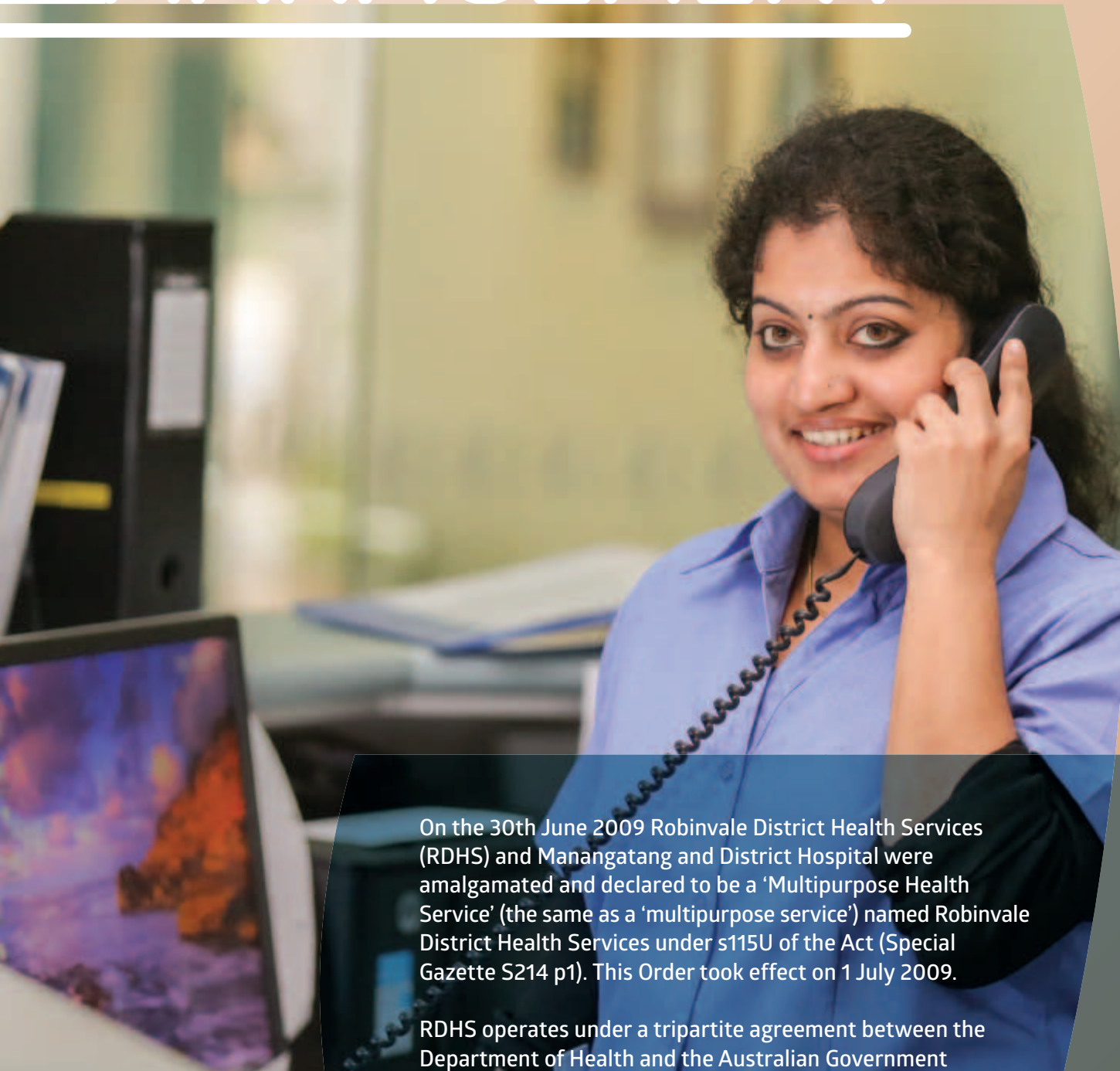
Dr Svitlana Kelada, MBBS (to April 2016)
Donetsk State Medical University
(Ukraine)

Dr Sameer Shaikh, MBBS 1998
Kuvempu University, India

ORGANISATIONAL STRUCTURE



THE BOARD OF MANAGEMENT



On the 30th June 2009 Robinvale District Health Services (RDHS) and Manangatang and District Hospital were amalgamated and declared to be a 'Multipurpose Health Service' (the same as a 'multipurpose service') named Robinvale District Health Services under s115U of the Act (Special Gazette S214 p1). This Order took effect on 1 July 2009.

RDHS operates under a tripartite agreement between the Department of Health and the Australian Government Department of Social Services. The Health Service is governed by a Board of Management (BOM), appointed by the Governor in Council upon recommendation of the Minister for Health.

BOARD OF MANAGEMENT MEMBERS 2015–2016

Mr Peter Campisi – Chair
 Mr Quentin Norton – Vice Chair
 Mr Clive Bowden
 Mrs Freule Jones
 Mrs Merrilyn Grant
 Mr Daron Hulls
 Mrs Teneille Follett
 Mrs Lisa Murray
 Ms Alison Black (Appointed April 2016)

FINANCE AND RISK AUDIT COMMITTEE (MEETS QUARTERLY)

Mr Bruce Ginn – Chair (Independent Member)
 Mr Quentin Norton
 Mr Peter Campisi
 Mr Daron Hulls
 Mrs Lisa Murray
 Mr Glenn Bussell (Independent Member)
 Mr John Bond
 (Independent Member)

CAPITAL WORKS AND PROJECTS COMMITTEE

(MEETS AS REQUIRED)

Mr Peter Campisi – Chair
 Mr Quentin Norton – Vice Chair
 Mrs Lisa Murray

EXECUTIVE GOVERNANCE CREDENTIALING COMMITTEE

(MEETS AS REQUIRED)

Mr Peter Campisi – Chair
 Mr Quentin Norton – Vice Chair
 Mrs Merrilyn Grant
 Mr Daron Hulls
 Mrs Teneille Follett

The Governor in Council appoints Board Members on the advice of the Minister for Health.

Board Members of Robinvale District Health Services do not receive payment and are responsible for the effective and efficient clinical and corporate governance of the service and ensure reporting of financial and clinical data is accurate, transparent and in compliance with Government requirements.

RDHS BOARD OF GOVERNANCE 2015–2016

Name	Office	Original Appointment	Attendance Record 10 Meeting Held
Mr Peter Campisi	Chair	01.03.1999	10/10
Mr Quentin Norton	Vice Chair	01.07.2011	8/10
Mrs Merrilyn Grant		01.11.2009	8/10
Mr Daron Hulls		01.07.2013	5/10
Mrs Freule Jones		01.07.2014	9/10
Mr Clive Bowden		01.07.2014	10/10
Mrs Teneille Follett		01.07.2015	8/10
Mrs Lisa Murray		01.07.2015	6/10
Ms Alison Black		05.04.2016	Appointed April 2016 Attended 3/3 meetings

COMPLIANCE

Attestation for Compliance with Australian/New Zealand Risk Management Standard

I, Peter Campisi certify that Robinvale District Health Services has Risk Management processes in place consistent with AS/NZS ISO 31000:2009 (or equivalent designated standard) and an internal control system is in place that enables the executive to understand, manage and satisfactorily control risk exposures. The Finance and Audit committee verifies this assurance and that the risk profile of Robinvale District Health Services has been critically reviewed within the last 12 months.



Mr Peter Campisi
Board Chairman

Robinvale
1st July 2016

Attestation On Data Integrity

I, Vicki Shawcross certify that Robinvale District Health Services has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. Robinvale District Health Services has critically reviewed these controls and processes during the year.



Mrs Vicki Shawcross
Interim Chief Executive Officer

Robinvale
1st July 2016

Attestation for compliance with the Ministerial Standing Direction 4.5.5 – Risk Management Framework and Processes

I, Vicki Shawcross certify that Robinvale District Health Services has complied with Ministerial Direction 4.5.5 – Risk Management Framework and Processes. Robinvale District Health Services Audit Committee has verified this.



Mrs Vicki Shawcross
Interim Chief Executive Officer

Robinvale
1st July 2016

STATUTORY REQUIREMENTS

Occupational Health and Safety

Robinvale District Health Services (RDHS) is committed to enthusiastically working to provide a safe, "environmentally friendly" work environment for all staff and for residents that meet regulatory requirements.

RDHS monitor and maintain the safety and wellbeing of staff, patients, residents, consumers, visitors and contractors through Occupational Health, Safety and Environmental (OHSE) procedures. A major component to ensure RDHS remains a safe working environment is through the OHSE committee. The OHSE committee meet on a bi-monthly basis (every two months) to report and resolve any issue that may arise or have arisen as a result of OHSE. This meeting is minuted and available for viewing by all staff, Managers and Directors.

Robinvale District Health Services (RDHS) standard WorkCover claims

RDHS had a total of 2 WorkCover claims submitted in the 2015-16 financial year. One was rejected and the second was temporarily accepted as the employee was deemed fit to return to full duties after an absence of only 2 shifts. RDHS has no outstanding claims for WorkCover.

Freedom of Information

Access to documents and records held by RDHS may be requested under the Freedom of Information Act 1982. Consumers wishing to access documents should apply in writing to the FOI Officer at RDHS.

This year 14 FOI requests were received. No requests were denied. All requests were processed within the required timeframes.

Competitive Neutrality

Robinvale District Health Services complied with all the government policies regarding competitive neutrality.

Statement on Compliance with the Building and Maintenance Provisions of the Building Act 1993

In accordance with the Building Regulations 2006, made under the Building Act 1993, all buildings within the Service are classified according to their functions.

Each campus has a planned preventative maintenance program to ensure ongoing building safety and compliance with regulations.

An Essential Safety Measures Report is prepared annually for each campus and confirms the safety of buildings including fire safety, entry and egress.

Summary of major changes or factors which have affected the achievement of the operational objectives for the year

During the 2015-2016 financial year there were no major changes or factors which materially affected the achievement of the operational objectives.

Events subsequent to balance date which may have a significant effect on the operations of the entity in subsequent years

There were no events subsequent to balance date that may have a significant effect on the operations of the entity in subsequent years.

Victorian Industry Participation Policy Act

Robinvale District Health Services abides by the principles of the Victorian Industry Participation Policy. In 2015/16 there were no projects under the Victorian Industry Participation Policy which were above the threshold of \$1 million.

Fees and Charges

All fees and charges charged by Robinvale District Health Services are regulated by the Australian Department

of Health and Ageing and the Hospital & Charities (Fees) Regulations 1986, as amended and as other determined by the Department of Human Services, Victoria.

Policies and procedures are in place for the effective collection of fees owing to the service

Publications

Publications such as the Annual Report, Quality of Care Reports, Strategic Plan 2011-2016 and a multiplicity of Patient Information Brochures are available from Robinvale District Health Services.

Information on Robinvale District Health Services is also available on the Web www.rdhs.com.au

The Protected Disclosure Act 2012

The main object of the Protected Disclosure Act 2012 is to encourage and facilitate the making of disclosure of improper conduct by public officers and public bodies and establish a system for matters to be investigated. The Act provides protection from detrimental action to any person affected by a protected disclosure whether it is a person who makes a disclosure, a witness, or a person who is the subject of an investigation.

Protected Disclosures are to be reported directly to:

Independent Broad-Based Anti-Corruption Commission (ibac)

Phone 1300 735 135

Fax 03 8635 6444

Street address Level 1, North Tower, 459 Collins Street, Melbourne VIC 3000
Postal address GPO Box 24234, Melbourne VIC 3001

Web www.ibac.vic.gov.au/contact-us

Robinvale District Health Services is obligated by legislation to ensure the welfare and protection of genuine persons making protected disclosures, against detrimental action. Any instances of detrimental action against a person making a protected

Cont'd...

disclosure should be reported immediately to the Protected Disclosure Coordinator (PDC). The PDC is also available to provide advice relating to Protected Disclosure.

Protected Disclosure Coordinator (PDC)
Mr Ray Gentle
Manager People & Culture
Phone 03 50 518174

Health Records Act 2001 and Information Privacy Act 2000

The Acts preserve the privacy and confidentiality of information held by our agency.

All patients, residents and clients receive a brochure explaining how their health information will be used and who will have access to such information

All staff are required to undertake privacy and confidentiality training on a regular basis and there are documented policy and protocols relating to privacy and confidentiality within our organisation

The Chief Executive Officer is the designated Privacy Officer and deals with enquiries and complaints relating to the Health Records and Information Privacy Acts

In 2015/16 there were no written complaints with respect to breaches of privacy or confidentiality.

Carers Recognition Act 2012

Under the Act, State government departments, councils, and organisations funded by government to provide programs or services to people in care relationships, need to take all practicable measures to:

- ensure staff are aware of and understand the principles in the Act
- ensure staff promote the principles to people in care relationships, so that people in care relationships are aware of and understand the principles in the Act
- reflect the care relationship principles in developing, providing or evaluating support and assistance for those in care relationships.

RDHS does ensure that staff have an awareness about the Act principles and charter, and what they mean for staff. RDHS also has available for staff copies of the principles of the Act and copies of the charter. The RDHS staff induction package includes information about the Act and charter, and what the Act principles and charter mean in the way staff do their work

Consultancies

In 2015/16 RDHS did not engage any consultants where the total fees paid were less than \$10,000.

In 2015/16 RDHS did not engage any consultants where the total fees paid were more than \$10,000.

Additional Information (FRD 22G APPENDIX)

In compliance with the requirements of the Standing Directions of the Minister for Finance, details in respect of the items listed below have been retained by the Robinvale District Health Services and are available to the relevant ministers, Members of Parliament and the public on request (subject to the freedom of information requirements, if applicable):

- (a) a statement that declarations of pecuniary interests have been duly completed by all relevant officers of the Department;
- (b) details of shares held by senior officers as nominee or held beneficially in a statutory authority or subsidiary;
- (c) details of publications produced by the Department about the activities of the Health Service and where they can be obtained;
- (d) details of changes in prices, fees, charges, rates and levies charged by the Health Service
- (e) details of any major external reviews carried out in respect of the operation of the Health Service
- (f) details of any other research and development activities undertaken by the Health Service that are not otherwise covered either in the report of operations or in a document which contains the financial statement and report of operations;

- (g) details of overseas visits undertaken including a summary of the objectives and outcomes of each visit;
- (h) details of major promotional, public relations and marketing activities undertaken by the Health Service to develop community awareness of the services provided by the Health Service;
- (i) details of assessments and measures undertaken to improve the occupational health and safety of employees, not otherwise detailed in the report of operations;
- (j) a general statement on industrial relations within the Health Service and details of time lost through industrial accidents and disputes, which are not otherwise detailed in the report of operations; and
- (k) a list of major committees sponsored by the Health Service, the purposes of each committee and the extent to which the purposes have been achieved.
- (l) Details of all consultancies and contractors including consultants/contractors engaged, services provided and expenditure committed for each engagement.

Acknowledgement of Support

RDHS acknowledges the Western NSW Primary Health Network & the Murray Primary Health Work as major funding bodies.



DISCLOSURE INDEX

The Annual Report of Robinvale District Health Services is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of Robinvale District Health Services compliance with statutory disclosure requirements.

Legislation	Requirement	Page Reference	Legislation	Requirement	Page Reference
Ministerial Directions			FRD 22G	Workforce Data Disclosures including a statement on the application of employment and conduct principles	19
Report Of Operations			FRD 25B	Victorian Industry Participation Policy Disclosures	39
Charter and Purpose			FRD 29A	Workforce Data disclosures	19
FRD 22G	Manner of Establishment and the relevant Ministers	36, IFC	SD 4.2(g)	Specific Information requirements	FS
FRD 22G	Objectives, Functions, Powers and Duties	2, 36	SD 4.2(j)	Sign-off requirements	FS
FRD 22G	Nature and range of services provided	3	SD 3.4.13	Attestation on data integrity	38
FRD 22G	Initiatives and key achievements	5, 24	SD 4.5.5	Risk management compliance attestation	38
Management and Structure			Financial Statements		
FRD 22G	Organisational structure	35	Financial Statements required under Part 7 of the FMA		
Financial and Other Information			SD 4.2(a)	Statement of Changes in Equity	FS
FRD 10	Disclosure index	41	SD 4.2(b)	Comprehensive Operating Statement	FS
FRD 11A	Disclosure of ex-gratia payments	FS	SD 4.2(b)	Balance Sheet	FS
FRD 21B	Responsible person and executive officer disclosures	38, IFC	SD 4.2(b)	Cash Flow Statement	FS
FRD 22G	Application and operation of <i>Protected Disclosure Act 2012</i>	39	Other requirements under Standing Directions 4.2		
FRD 22G	Application and operation of <i>Carers Recognition Act 2012</i>	40	SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	FS
FRD 22G	Application and operation of <i>Freedom of information Act 1982</i>	39	SD 4.2(c)	Accountable officer's declaration	FS
FRD 22G	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	39	SD 4.2(c)	Compliance with Ministerial Directions	FS
FRD 22G	Details of consultancies over \$10,000	40	SD 4.2(d)	Rounding of amounts	FS
FRD 22G	Details of consultancies under \$10,000	40	Legislation		
FRD 22G	Employment and conduct principles	19	<i>Freedom of Information Act 1982</i>		
FRD 22G	Major changes or factors affecting performance	39	<i>Protected Disclosure Act 2012</i>		
FRD 22G	Occupational Health and Safety	39	<i>Carer Recognition Act 2012</i>		
FRD 22G	Operational and budgetary objectives and performance against objectives	FS	<i>Victorian Industry Participation Policy Act 2003</i>		
FRD 24C	Reporting of office-based environmental impacts	23	<i>Building Act 1993</i>		
FRD 22G	Significant changes in financial position during the year	FS	<i>Financial Management Act 1994</i>		
Legislation Requirement			<hr/>		
FRD 22G	Subsequent events	FS	FS - Refers to Financial Statements		
FRD 22G	Summary of the financial results of the year	FS	IFC - Refers to Inside Front Cover		

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					FS - Refers to Financial Statements

GLOSSARY OF TERMS

Australian Standards - National Standards developed by the Standards Association of Australia / New Zealand

Best Practice - Measuring results against the best performance of other groups

BOM - Board of Management RDHS

Carers - People who care for patients / clients who are not part of Robinvale District Health Services

CEO - Chief Executive Officer

Client - A person receiving care and / or treatment from Robinvale District Health Services

Continuity of Care - The cycle of care incorporating access, entry, assessment, planning, implementation, evaluation, discharge and community care.

Corporate Governance - Effective, fair, transparent and accountable management of the relationship with the community with integrity to produce an efficient service

DHHS - The Department of Health and Human Services, Victoria

DVA - Department of Veteran's Affairs

EEO - Equal Employment Opportunity

FBT - Fringe Benefits Tax

FTE - Full Time Equivalent staffing position

HACC - Home & Community Care. Funding for services and programs which are provided in the home or community.

HIPPY - Home Interaction Program for Parents and Youngsters

Inpatient - A person who is admitted to Robinvale District Health Services for care and treatment

ISO 9001:2008 - AS/NZS 9001:2008 Quality Management systems-Requirement

PHN - Primary Health Network

Medical Record - Compilation of patient medical treatment and history

Multidisciplinary - Care or service provided with input from more than one discipline or profession

NSQHSS - National Safety and Quality Health Service Standards

Occupied Bed Days - Total number of patients RDHS has in a given period

Outcome - The result of a service provided

Patient/Client/Consumer - A person for whom this service accepts the responsibility of care

Quality Activities - Activities which measure performance and identify areas for improvement in our service

RDHS - Robinvale District Health Services

Separation/Discharge - The process whereby care is completed and the patient leaves the organisation

Standard - Level of performance to be achieved

Statutory or legislative requirement - Any requirement laid down by an Act of Parliament

The Board - The Board of Management RDHS

The Service - Robinvale District Health Services

Values - The principles and beliefs which guide Robinvale District Health Services

Comments and Complaints

RDHS invite any comment you may have about the care or service provided by RDHS as this provides an opportunity for service improvement.

Comments or complaints may be directed to the Chief Executive Officer on 03 50518111

If the matter is not resolved to your satisfaction, the Health Services Commissioner who assists with complaint resolution can be contacted on 03 96555200

For Information about Patients' Right and Responsibilities
Contact the Quality Coordinator on 03 50 518122

To Make a Tax Deductible Donation

To Robinvale District Health Services, or if you are considering a contribution to health care services through a bequest please contact the Chief Executive Officer on 03 50 518111

To become a Volunteer

Contact: Manager People and Culture on 03 5051 8174

To let staff know you are pleased with the service you have received

Write to the Quality Coordinator
PO Box 376,
Robinvale 3549
or ring the main switchboard on 03 5051 8111.

Students

Seeking information about student work experience, should ring the People and Culture Officer on 50 518179

NOTES

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Attach Financial Statements 2015-2016.

Please email info@rdhs.com.au in the event that there are no Financial Statements attached to this report.

WWW.RDHS.COM.AU

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