



Ballan District  
Health and Care  
**Annual Report**  
2014



Building the Health of our thriving community.





**Lyn Gunnell 2007**

(Board Chair)

Lyn has worked in the health industry for nearly 30 years. Working and networking with health professionals, service providers, and peak bodies has enabled Lyn to stay informed on current and future requirements for BDH&C.



**Aaron Harnden 2013**

A local mechanical design engineer and entrepreneur, Aaron joined the board in 2013 and brings a fresh perspective and an inquisitive mind. Aaron has a particular interest in realising improvements through the adoption of emerging technology and new business opportunities.



**Neil Eastwood 2007**

(Senior Vice President)

A Board member since 2009 Neil has worked for Powercor for over 30 years and brings to the table extensive experience in civil engineering, infrastructure and surveying.



**Robert Eskdale 1981**

Robert has been a Board member for 31 years and is also a BDH&C Life Governor. In his professional life, Robert is a Consultant Engineer, Town Planner and Project Manager and operates his own business from Ballan.



**James Hay 1989**

(Junior Vice President)

A Board member since 1989 James has executive management experience in the manufacturing industry. James also acts as a management consultant for risk assessment in the oil industry.



**Ken Tingate 2012**

Ken is the Sergeant in Charge of Ballan Police Station and has wide community contact and knowledge across the Moorabool Shire. He has had a lifetime association with the medical facilities and services in Ballan.



**Ann Hardwick 2009**

Retired - Jan 2014

Ann Hardwick has been a Board Member since 2009. Ann's areas of interest and expertise lie in the Arts, Real Estate and Travel industries.



**Ian Boyle 2002**

(Treasurer)

Ian has been a long standing BDH&C Board member and, as a practising accountant with his own company, brings a wealth of financial experience to the table.



**Nick Sher 2013**

Nick is Managing Director of Beefcorp Aust. a family owned farming company, marketing Sher Wagyu beef domestically and exporting to 15 countries. Nick was campaign Chairman for the BDH&C fundraiser "Building our Thriving Community" in 2008 - 2011.



**Vision**

To be a dynamic leader in rural health care.

**Mission**

We are committed to delivering high quality integrated health and wellbeing services.

**Values**

- Care
- Collaboration
- Integrity
- Social Justice

**President's Report**



"Ballan District Health and Care will continue to provide the best possible care to our patients and residents and further develop our services to meet demand and enhance access for the community we are proud to serve"

It is with pleasure that on behalf of the Board of Governance we present the Ballan District Health and Care Annual Report 2013/2014. Contained within this Annual Report we will update you on the activities of the last 12 months and we look forward to seeing those that can attend our Annual General Meeting.

As an organisation we have much to celebrate this year and I want to recognise all members of the staff and our doctors who have continued to focus on supporting each other while building and achieving great results for our patients, residents and clients. The Board and Executive Team understand their responsibilities in the daily provision of this health care and are equally as mindful of being fiscally responsible to our members, community and government

In life our relationships define us. Whether it is the health practitioner with the patient, the board with Government and other stakeholders or staff with

each other. The positive relationships we have with our volunteers, auxiliaries and financial supporters demonstrate how much we value them in assisting us to achieve our goals. I know how important they are to our Health Service and acknowledge their continued support because they believe in what we do. It would be so much harder for us to accomplish our vision without this support, and for that the board is truly grateful.

The level of community engagement in our health service is one of the cornerstones of our success.

"Without a sense of caring there can be no sense of Community"

Over the last twelve months we saw the departure of our Chief Executive Officer, Glenn Rowbotham after leading the organisation through a period of development and growth and we thank Glenn for his outstanding achievements during this time. We must also acknowledge Wendy Grayland who acted in the CEO position for many months while the Board actively recruited our new CEO Mr Wayne Weaire. We thank Wendy for her professionalism, passion and commitment during this time. Wayne started in April and hit the ground running as we were able to appoint a very experienced CEO to lead and to work with the doctors, staff and board to continue to build and develop our Health Service. Wayne is passionate about rural health and community and will work with





the board to position our health service to meet the ongoing challenges.

To each and every board director I would like to say thank you and acknowledge them for their generosity of time and commitment, extensive hours of debate and discussion, their dedication to this community and their passion for wanting to improve the health service and health outcomes for the community we serve.

One of our board members Anne Hardwick left the board this year to undertake other exciting challenges and after advertising and undertaking an interview process we are pleased to welcome Jacqui Sfetcopoulos to our vacant position and this appointment will be confirmed at the Annual General Meeting.

In February of this year the board held our strategic Planning Meeting that encompassed all that is known but trying to also build flexibility into our current and future directional plans. With every change of government both state and commonwealth comes changes to funding or direction within Health. Ballan District Health and Care has established strong working relationships and partnerships with other Health Services like Ballarat Health Services and will continue look for opportunities to strengthen our position within the region.

It is important to note that the development and commitment to our staff and doctors was of the highest priority throughout our discussions as was the ongoing education of board directors into the complexity that is health service provision today. You cannot make informed decisions without spending time attending update sessions and conferences and undertaking constant review of the board governance procedures and policies.

I would also like to make a comment around the changes to Aged Care Service Provision.

The board has been closely aligned and informed about the commonwealth changes to the Aged Care funding related to residential care which came into effect 1st July of this year and it is important to note that these changes will impact all service providers across the country. The Executive Team and Board undertook extensive consultation and industry education to enable a smooth transition for most of the year leading up to these changes.

We will continue to see change in this area and will proactively take steps to keep the community informed.

At the time of preparing this report the opening of the Rehabilitation Centre had not occurred but I wanted to make note as everyone in the community and Health Sector have been monitoring the building works and will have the opportunity to visit and see the new development.

The ongoing commitment to service support and development will not cease with the completion of this project and the plans are already underway for the next stage of development.

Thank you to everyone who has contributed in any way in assisting us to grow and plan for the future and we look forward to continuing our journey which commenced many years ago with the commitment of this community to build the first hospital. That spirit and commitment continues today.

**Lyn Gunnell**  
Board President



**we continue to see  
change in this area**

## Chief Executive Officer



Dear Members of the Association of the Ballan and District Soldiers Memorial Bush Nursing Hospital and Hostel.

It is with great pleasure that I present this my first Annual Report, since beginning as Chief Executive in April 2014.

In commencing, I wish to pay tribute to my predecessor Mr Glenn Rowbotham and the interim CEO Wendy Grayland. It is very obvious to me that Glenn's hard work and commitment have provided very tall shoulders on which to stand, and Ballan and District has a foundation on which to grow with our expanding community.

The past year has seen the continued building of the Primary Care Centre with its Hydro Therapy pool, gymnasium, meeting rooms and Professional consulting suites. It is wonderful to know that at the time of writing this report, we are planning for the official opening.

Soon after my arrival, the first report of the 'public bed' partnership with Ballarat Health Service, was released. The aim of these publicly funded beds is to provide access for the whole community to acute care within Ballan. This means that while being a private hospital, dependant on Private Health Insurance funding, we are now also able to offer Acute Care – albeit – to a limited amount – to those in our community who do not have private health insurance.

The public funding also strengthens our relationship with Ballarat Health Service and allows for easier transfer of patients, and a closer working together of health professionals and student training opportunities.

As the population of the District grows, so the Health Service will need to expand in size and range of services. Given all of this need, the Board and myself remain committed to the care and support of staff. This is our first priority within the strategic plan. This means support through training, additional staff members, more resources, and greater flexibility in work and service models.

So what of the future? As our community ages, so demand for home based aged care will grow. We continue to work with local government in the provision of Home and Community Care Services.

We have identified that a growing number of people require bed based aged care service. It is tragic to see that many people who helped to establish the service, and have supported our activities over the years, now find that they have a significant wait, when wanting to come into residential care. We have, under the Federal Government latest Aged Care Accommodation funding round, applied for 40 extra beds, and the financial support to undertake the work.

With the opening of the new Primary Care Centre, we are working to expand the number of General Practitioners, and Specialist Medical Professionals who will consult from these rooms. We are seeking to appoint more skilled nursing staff, particularly in the acute and emergency medicine area of our work in order to offer a reliable Urgent Care department and acute services.

We are of course, more than just a Hospital and Aged Care facility, we provide Child Care Services through the Ballan Child Care Centre, and many other community services and support through our Community Health Service, District Nursing Service and the Opportunity on Inglis Opportunity Shop.

All this activity not only provides Health and Aged Care, we also provide significant employment, and consumer dollars back into our community, and as such an important partner together with local government and other businesses within the community.

I wish to thank the Board for its invitation to take up this new position, as Ballan District Health and Care's first full time Chief Executive Office.

I wish on behalf of all to express our thanks to the Board for its safe and prudent governance of the Health Service through another year, to the very committed team of staff, across all areas of our activity, to the many volunteers and finally to the very large number of businesses and individual members of the community who continue to make Ballan District Health & Care the very special community owned not-for-profit organisation and community asset that it is today.

I look forward to working with all concerned as we grow and progress into a wonderful future.

**Wayne Weaire**  
Chief Executive Officer





## Director of Clinical Services report

We entered a new phase in the development of Ballan's health services when we welcomed Wayne Weaire as the new CEO this year. After a period of extended leave, Glenn Rowbotham resigned from the CEO role to concentrate on his work in the Daylesford community.

We ended the year in a stronger financial position and this will allow us to explore the exciting new ideas that Wayne has brought with him.

Wayne's appointment allowed me to move back into my role as Director of Clinical services. I would like to thank all the staff for their support during my period as acting CEO and the continued support they provide.

The most important asset that Ballan District Health and Care has is the staff. All strive to give the patients, residents and community clients the best care that is possible. This is reflected in our continued accreditation with the Aged Care Standards agency, ACHS and AGPAL. The Quality team of Ross Simpson and Anne Desborough, with contributions from all staff have worked tirelessly to document all the quality improvements in all areas.

Primary and Community services have expanded over the past twelve months. While our doctors have struggled at times to keep up with the demands of a growing population, we are looking forward to welcoming a new full time doctor in the second half of 2014.

The other exciting addition to our community services is the anticipated opening of the Gymnasium, Hydrotherapy pool and extra consulting rooms that has been made possible with Health and Hospitals Funding from the Commonwealth Government. We will be able to increase the rehabilitation and therapy options for our community and also allow public access to these facilities.

Encouragement of exercise and regaining strength is one of the core elements in Ballan District Health and Care striving to create a healthier community. Other programs which support this goal are the Health Promotion programs. The Community garden continues to flourish with the support of the Friends of the Garden and the Friday disability group. The Ballan Community Childcare and Ballan Kindergarten children enjoy the health benefits of weekly trips to the garden to feed the chooks and learn where their food comes.

Another program that supports the community in creating a healthier lifestyle is provided through the provision of Emergency relief and Community Assistance. The food relief program assists families with non-perishable food, school lunches and healthy snacks. The support of Opportunity on Inglis has assisted residents in need with clothing and household items. This collaboration between programs enhances the experience for our community.

I would like to especially thank Tracey Shirreff for her support this past year as she has stepped up to support me in my various roles. I would also like to acknowledge and thank all the staff – doctors, nurses, carers, allied health staff, childcare educators, administration staff, managers, community health workers and volunteers for your hard work and dedication to Ballan District Health and Care this year.

**Wendy Grayland**  
Director of Clinical services

supports the  
community



## Community Support

The Board of Governance and staff of Ballan District Health & Care wish to acknowledge the following community members, groups, local businesses and philanthropic trusts for their generous support over the last 12 months.

### Community Groups

Ballan Bendigo Bank  
Ballan Builders  
Ballan CBA  
Ballan CFA  
Ballan & District Community House  
Ballan Football & Netball Clubs  
Ballan Golf Club  
Ballan Hospital Auxiliary  
Ballan Hospital 'Opportunity on Inglis'  
Ballan Lions  
Ballan Lioness Club  
Ballan Men's Group  
Ballan Men's Shed  
Ballan Legacy  
Ballan & District Red Cross  
Ballan Rotary Club  
Ballan RSL club  
Ballan Senior Citizens  
Ballan Primary School  
Ballan St. Brigid's Primary School  
Ballan & District Chamber of Commerce  
Ballan Police  
Ballan Paramedics / Ambulance  
Ballan Vintage Machinery  
Bungal Arts Depot  
Myrning & District Community Luncheon Group

### Local Businesses

Aaron's Amusements  
Bacchus Marsh Collins Bookshop  
Bacchus Marsh Farm Supplies  
Bacchus Marsh Flicks  
Bacchus Marsh Grammar  
Bacchus Marsh Newsagents  
Bacchus Marsh SJ Bags  
Bacchus Marsh Target Store  
Bacchus Marsh Vet Clinic

Ballan Commercial Hotel  
Ballan IGA Supermarket  
Ballan Newsagency  
Ballan Plumbing  
Ballan Post Office  
Ballan True Value Hardware  
Ballarat Ten Pin Bowling  
Ballarat Kmart  
BIG W Ballarat  
Blackwood Post Office  
Botanical Landscapers  
COLES Ballarat  
Courthouse Hotel  
Crossroads Trading  
CWA Sebastapol Branch – In Memory of Dot Francis  
Mick Davson Photography  
Del-Rae national Food Service  
Expressions of Love  
Family Homestead Eggs  
Footnotes Design & Marketing  
Funbugs Ballarat  
Good Guys Ballarat  
Gordon Hotel  
Gordon Post Office  
Greendale Hotel  
Grinders Coffee  
Harvey Norman Ballarat  
Hogs Breath Café Melton  
Hudson's Great Western Hotel  
Jeff Jones Fruit & Veg  
Joe McFall Real Estate  
Jonesy's Dairy  
Kontek Real Estate  
Landmark  
Lee's Hair Studio  
Legacy Club Ballarat  
Lion Nathan  
Martha Mays Health Foods  
Mill Rose Cottage  
Mitchelton Wineries  
Moorabool News  
Moorabool Shire

Nova Chemist  
Paarhammer  
Pama Motors  
Plough Hotel Myrning  
Radcomp IT  
Rayner Real Estate  
William Richard  
Salvatore Regional Butchers  
SEEK Accounting Services  
Shane Cook Homes  
Spotlight Ballarat  
Springfield Garage  
St. Anne's Winery  
Steve Burgin Contracting  
Table Top Vegetable Farmers  
The Tin Plate Café  
Tinker Therapy Ballan  
Minatures  
UFS Pharmacy  
Sher Wagu Beefcorp  
Jock Wright – Our amazing Auctioneer!  
Xiu's Café  
Zak Zreikat  
Zirela Fashions

### Philanthropic Trusts & Foundations

Marian & E H Flack  
H V McKay  
Collier Charitable Fund  
Freemasons Public Charitable  
EQT / Phyllis Connor Memorial Trust

### Public Thank You

Ballan District Health & Care would like to thank all members of the general public who have generously donated throughout the year. Each dollar is valued by Ballan District Health & Care and every cent is invested back into this, your community organisation.

### 'We Thank You and are very grateful'

Arklay R  
Brokenshire R  
Bruning T  
Brunt JM  
Brunt G&J  
Burvill R&M  
Caroll W&E  
Collins N  
Conroy S&M  
Cummings J  
Eskdale R&A  
Douglas K  
Eastwood Family  
Foley M  
Fraser P&S  
Gale R&I  
Gunnser E  
Hardwick A  
Hird M  
Hiscock P&Y  
Hogdon P&J  
Howard G  
Joslin S  
Kotzman D  
Lee F  
Liversidge P  
Luke K  
McFall J  
McLean N  
Molesworth J  
Mullane M  
Paarhammer A&E  
Parslow J  
Pryor L  
RankenA  
Redwood J  
Savage H  
Scott B  
Shér N&V  
Simpson R  
Sims B&B  
Stewart A  
Winter E





## Acute & Aged Care Services Report

### Acute Care

This year we have seen further demands on our hospital services, for both the public & private beds as the community & other health care facility are aware what services we can provide at Ballan. The relationship with Ballarat Health

Services and our public beds ensures that locals can be transferred back to their community for the remainder of their hospital stay following initial diagnosis & treatment at Ballarat. The commencement of X-ray services also means the community no longer need to leave town for this service. The purchasing of a number of new pieces of equipment, ensures staff & patients have access to up to date equipment. Equipment includes 2 IV infusion pumps, bladder scanner, ECG machine, Defibulator, dressing & IV trolleys, INR machine, wheelchairs, tub chairs, lifting machine. This year also saw the employment of graduate nurses to our facility. This provided opportunities for junior nurses to work alongside of our senior nurses, in addition to increasing our work force.

### Transitional Care

The Transitional Care Program continues to be in high demand with 6 bed base & 4 community beds. This program offers up to 12 weeks slow rehab following a hospital admission. The client works with the TCP coordinator Monika, Allied Health Assistant Kylie & Colleen, OT Anna, Chris physio & Shane RN to set goals to return them to their optimum level to either return home or assist with the transition into residential care

### Aged Care

The commitment by the Board for the makeover of the nursing home remains. The securing of funding for this half million dollar project has yet to be achieved. In the meantime refurbishments of a number of bedrooms in Nursing Home has brightened up the area & recreated space that is more home-like. The installation of new kitchenettes in The NH & hostel, allows residents to sleep in if they wish & make their breakfast at a time that suits them. These services have contributed in the demands for permanent beds. The wait list for hostel is quite substantial with bookings for respite stay up to Sept 2015. I frequently get feedback through general enquires that Ballan has an excellent reputation.

The Palliative Care team continue to provide support and comfort to the dying and their families. Staff and volunteers continue to expand their expertise and knowledge of Palliative Care through attendance at twilight sessions through the Grampians Palliative Care service. A dedicated palliative care room has enabled families to remain with their loved ones in larger, comfortable surroundings that are close to nursing staff.

Thank you to Lily and Amanda for their coordination and support of the palliative care volunteers and staff

### Staff Development

Management & the Board continue to encourage staff in their professional development, with more

personalised  
care in their own  
community



opportunities given to staff to attend conferences state-wide. This in turn has bought back a number of great ideas for the organisation in regards to models of care and new ideas.

Qualifications that staff are in the process of completing include Certificate IV in Aged Care; Bachelor in Nursing; Certificate IV in Allied Health; Certificate IV in Assessment and Training; Certificate III & IV in Dementia Care; Advanced Diploma in Management & Diploma in Nursing.

The monthly education calendar topics are now more diverse as internally providing education allows for the sessions to be tailored to individual staff needs. Study days have also allowed the majority of mandatory training for new staff to be achieved early in their employment, in addition to updating existing staff knowledge

### District Nursing

The District Nursing team continue to provide care to clients throughout the West Moorabool Shire. The team works closely with case managers in CACPS, EACH and Transitional Care as well as allied health providers, doctors and the acute and aged care areas. This again gives clients who require District Nursing services an integrated team approach which enhances the care that they receive.

Community Aged Care Packages (CACPs) and Extended Aged Care at Home (EACH) Packages

30 CACP and 10 EACH packages are provided from our base in Ballan to the Moorabool Shire, Hepburn Shire and City of Ballarat. There has been a high occupancy rate in the past year which has been due to the hard work of Monika as Care Coordinator and Debbie and Katie our Case Managers.

We have been able to utilise respite in the residential facilities here at Ballan and this has assisted in enhancing the packages that we can deliver as clients are able to access allied health and medical assessments whilst having a holiday in our facility.

We would like to thank the staff for their support in the last year and praise them all for working so closely as a team which has resulted in exceptional care being provided to all residents, patients and clients.

**Wendy Grayland**  
Director of Clinical services

**Tracey Shirreff**  
Clinical Care Coordinator





## Clinical Care Statistics

	2011	2012	2013	2014
<b>Hospital Care Separations</b>				
Emergency Unit	422	325	498	375
Acute Private	94	22	90	162
Long Term (NHT)	0	0	47	0
<b>Total</b>	<b>516</b>	<b>347</b>	<b>631</b>	<b>537</b>
<b>Bed Days</b>				
Acute Private	744	213	707	1543
Long Term (NHT)	730	95	244	0
Transitional Care	1081	1525	3296	3037
<b>Total</b>	<b>2555</b>	<b>1833</b>	<b>4247</b>	<b>4580</b>
<b>Aged Care Bed Days</b>				
Hostel Permanent	9438	9459	8060	8845
Hostel Respite	421	402	446	560
Hostel Boarders	730	729	0	0
<b>Total Hostel</b>	<b>10589</b>	<b>10590</b>	<b>8506</b>	<b>9405</b>
Nursing Home	6560	6420	7037	6716
Nursing Home respite	201	95	190	135
<b>Total Nursing Home</b>	<b>6761</b>	<b>6515</b>	<b>7227</b>	<b>6851</b>
EACH packages	3183	3189	3616	3592
CACP packages	10207	10497	10,884	10,985
<b>Total Package Days</b>	<b>13390</b>	<b>13686</b>	<b>14,500</b>	<b>14,577</b>
<b>Primary Care GPs</b>				
Practice Nursing/ Allied Health		25218	34387	34154
Dental Care		9994	3228	4430
		2208	1618	2314
<b>Total Primary Care</b>		<b>37420</b>		



## Fundraising & Public Relations Report 2013/14

Ballan District Health & Care is proud of the support that the local community demonstrates along with the Philanthropic level of encouragement and assistance.

### Grants Received

- Marian & E H Flack I \$10,000 Pool Hoist
- H V McKay I \$6,000 Podiatrist Chair
- Collier Charitable I \$30,000 I Sun Room Dementia Enclosure
- CBA Bank I \$500 I Delta Dogs Program (Aged Care)
- Freemasons Public Charitable I \$11,500 Bladder Scanner
- Ballan Lioness Club I \$2,500 New Air conditioner for B House
- Ballan Lioness Club I \$500 2 x Mini Picnic Tables
- EQT / Phyllis Connor Memorial Trust I \$40,000 'Crates To Craft' - A collaborative project

### Fundraising Strategies

Ballan District Health & Care should be very proud to boast not only one but three successful fundraising tiers.

1. Hospital Auxiliary
2. Fundraising Committee
3. Philanthropic pursuits

Any community 'Not for Profit' would be envious of the number of formal fundraising committees BDH&C has. A very special mention and heartfelt thanks to Anne Eskdale and the Fundraising Committee. These ladies have helped transform the 'art' of local fundraising and taken it to a whole new level. A personal thank you to Jackie Wetzler who not only works tirelessly but is always on the lookout for new recruits! I'm sure it comes as no surprise to learn that both Anne and Jackie wear a number of important other community volunteer hats, which makes their fundraising volunteer time with BDH&C even more precious.

### Public Relation Events

These events have proven to be very successful, not only from a Fundraising perspective but from a Public Relation platform where we are able to engage and network with current and new members

of the community. As a result, our events are growing in popularity each year.

- Frank Spencer I \$1,000 I Men's Activity Shed
- 'Love is in the Air' Charity Dinner – 100 guests \$24,000 I Palliative Care & Kitchenette Suite
- Autumn 2013 Newsletter I \$3,925 From Donation Template

### 'Crates To Craft' Project

- A community partnership was formed between Federation University and the Ballarat Department of Justice with the 'Crates to Craft' project. This is an innovative project originally spearheaded by Sarah Springfield after discussions on how offenders could build furniture and obtain a qualification at the same time. After eventually securing a \$40,000 Philanthropic grant with the Phyllis Connor Memorial Trust, 5 'six week' Pilot Project courses commenced - 'Crates to Craft' and 'Project Landscape'.
- These courses are designed for offenders serving 'Community Correctional Orders' and to help create new employment pathways to help reduce recidivism. Today, 'Opportunity on Inglis' is the proud distributor of the 'Adirondack' Cape Cod Chairs proudly built through this project.

### News Flash.....

I am proud to announce, that this project has just been recognised by the Minister for Crime Prevention and BDH&C representatives have been invited to celebrate this projects vision and contribution with the Justice Department later in September.

### Projects in progress

- New Courtyard & paving landscaped
- Men's Activity Shed
- New Decking in Dementia Garden
- "A Tribute Feature Wall & Waterfall "

The family of Nora Stevens have generously donated a Water Feature incorporating a Brass Pond, Bird Sculptures and Wall Art all of which will be displayed on a rendered Feature Wall.

When completed, the aged care residents will be able to appreciate the new scenery and enjoy listening to the cascading waterfall outside on warm sunny days.

A True Reflection of the love felt by the family of Nora Stevens.

### Triss O'Keefe

Public Relations and Fundraising Manager



## Hospital Auxiliary Report

Once again Ballan's Hospital Auxiliary has had a rewarding year raising a total of \$5,118.55

This money enabled us to purchase a Princess Tub Chair for the Hospital costing \$3,500 and an ECG machine valued at \$2,890 which was in conjunction with funds raised previously.

Our current goal is raising funds to purchase a weigh chair valued at \$2,500.

The Auxiliary members have a busy schedule each year organising the following Events :

- Casserole Luncheon | September 2013  
Raised \$1,064
- Blume's Fashion | November 2013  
Raised \$350
- Mother's Day High | May 2014  
Raised \$2,484
- Chocolate Sales | Ongoing  
Raised \$1,040
- New Community Money Boxes | Ongoing  
Raised \$180

The Auxiliary have been trialling a 'Games Afternoon' charging \$5 per person and supplying afternoon tea and attendances are expected to continue to increase.

The Fundraising Business Community Money Boxes is another Fundraising idea which only commenced earlier this year. Approximately half a dozen boxes are now placed in and around town on various counter tops of local businesses. We are very grateful to all the businesses for their ongoing

support and we will be varying the locations throughout the year; so be on the look-out for them to deposit some loose change!!!

We currently have 14 active members, gaining 3 and saying goodbye to 3 which includes Lorna Musgrove and Joan Bott who has moved to Warrnambool. Jessie Egan has moved to Melbourne and was President of the Ballan's Auxiliary from 1989 to 2000. We would like to thank these 3 ladies for their dedication over the years and wish them all the best.

During the year we were saddened to hear of the passing of Helen Fraser. Mrs. Fraser was a long standing, devoted member of Ballan's Hospital Auxiliary and Secretary. She will be sadly missed.

I would like to thank our friends of the Red Cross for their continued support, the Auxiliary Members for all their effort during the past year, especially Marilyn Baker for supporting me through my first year in this role. I would also like to thank Moorabool News, the wonderful ladies at BDH&C's Medical Reception Desk along with Triss, Narelle and Maxine for their guidance and support.

Working together we couldn't have raised such a significant sum and made such a significant contribution to the hospital.

In closing, I would like to acknowledge former Auxiliary President, Heather Bush, who passed away in January 2013. Heather gave 15 years of devoted service to the Ballan Hospital Auxiliary and during this period helped raise in excess of \$100,000 enabling the hospital to purchase much needed medical equipment which is still being used today. Heather was a tireless contributor and most generous supporter of the Hospital. Her enthusiasm was infectious often providing the impetus for members to "go the extra mile" in their fundraising support for the hospital. Heather will be greatly missed by the Auxiliary and the whole Ballan Hospital community, and her legacy of good will, generosity and genuine community spirit will be remembered with thanks for years to come.

**Jackie Wetzler**  
Ballan Hospital Auxiliary President



## Opportunity on Inglis Ballan Hospital Op Shop

What a fantastic year at our Op Shop! We have had a great twelve months with many fantastic donations flooding in from our community. It is amazing, the calibre of clothes, furniture and bric-a-brac that comes our way. We've had some very interesting donations including a taxidermy budgie, 100 year old wedding dress, vintage gold jewellery and two motorised scooters! People travel from Melbourne, Geelong and Daylesford daily to rummage through the interesting treasures.

We have focused on our book section in the past twelve months with all books now in alphabetical order as per authors. All the book worms in our community have found this very helpful. We also had a great day at the Ballan Autumn Festival with a "Vintage Kerb Side Devonshire Tea" which looked amazing and the scones tasted great too! Our lovely Adirondack chair sets are also still available to purchase, made by Ballarat Correctional Services using re-cycled timber, come and check them out we always have a set on display in the shop.

We now have a dry cleaning service in partnership with Cressbell's Ballarat. Pick up and drop off is every Wednesday morning, so make sure you have your dry cleaning in before Wednesday AM. Our Costume Hire has been a valuable service to the community dressing up many locals in beautiful costumes from Gatsby style to Rock 'n' Roll or even a bear! Children's costumes are also popular with many mothers coming in for school dress up days or book week characters.

Our op shop volunteers have worked extremely hard in the past year, we seem to get busier as each year passes. Our white donation bin has also helped with weekend drop offs maximising stock. Thank you to everyone who supports our op shop and Espresso Bar and to all the volunteers that put their heart and soul into our lovely shop.

**Sarah Springfield**  
Opp shop and Volunteer Coordinator



Adirondocak 'Cape Cod' Chair Community 'Crate to Craft' Partnership Project







## Clinical Education

The past 12 months have seen an increase in our student numbers, with students from Federation University, A.C.U, Victorian University, Partners in Training and Wodonga Tafe. We have accommodated Registered Nursing Students, Endorsed Enrolled Nursing Students and Endorsed

Enrolled Nursing Students doing their medic training for the Australian Defence Force.

Our student accommodation has proved to be a success with the students all impressed with the comfort and location of same.

On the final day of placement students are asked to complete an evaluation on their time with us and all agreed that the diversity of our facility, the friendliness and caring nurturing staff all made their time a pleasant and rewarding experience.

It has also been a busy time with our own staffs education as well as mandatory education we also were able to offer specialised Continece training, Wound Care training, Dietitian lecture, Occupational Therapy, Children's Gastro presentation, Sexuality in Aged Care, Palliative Care lectures, Dementia Behavioural Management, Diabetic Management in Aged Care, and Violence and Aggression in the workplace.

I would like to take this opportunity to thank management for their support and help, as well as our staff who show our students such a caring, nurturing and supportive environment in which to pursue their new career.

With placements already being requested for 2015, we look forward to another productive year.

**Sue Chapple R.N**  
Clinical Educator TAE 40110



## Volunteering within our hospital

Volunteering in the last few years has changed dramatically as our hospital grows from strength to strength. We now have over 50 registered volunteers helping us grow and evolve. The volunteering entity plays such a major role in helping our staff give the best support we can. We have many different volunteering roles and are always looking for new recruits.

We have volunteers in our Meals on Wheels program which provides meals to many people within the Moorabool Shire, a thriving Community Garden, our Op Shop and Fundraising Committee, Maintenance around the hospital and also the Ladies Auxillary. If you are interested in becoming a volunteer we would love to hear from you.

Volunteering has many benefits for you. It is a great way to meet new people, learn new skills and is great for your mental and physical health too. One of the best benefits of volunteering is its impact on our community, Volunteers are definitely the glue that holds our hospital community together, thank you for all your hard work in the past year and for your future partnership with Ballan District Health and Care, we couldn't do it without our amazing and dedicated volunteers.



## Ballan Community Childcare Centre

Since the acquisition of the Ballan Community Childcare Centre in 2012, the community has witnessed the Centre's continual improvement as it moves from strength to strength.

The redevelopment of policies and procedures to bring them

in line with the high quality standards expected by the organisation has given the community a confidence in the Centre. Our aim in our continual improvement processes will be to be recognised as a community leader in childcare excellence providing high quality care and education for every child in our service

We have developed a number of great initiatives over the past twelve months such as Regular Library visits to encourage and enhance literacy skills, Community Garden connections with our "Healthy Living" club, regular visits by hospital professionals to enhance the learning programs already offered at the Centre, and the installation and planting out of our very own vegetable garden.

BDHC has developed (is in the process of developing) a "Hotel Services Division" which will see the employment of a dedicated cook and cleaner for the childcare centre. The Centre provides a healthy menu which can boast the provision of 50% of a

child's daily nutritional requirements throughout the day.

Looking forward into the next twelve months we hope to further strengthen our commitment to sustainability by installing a rainwater tank, creating a permanent living space for our pet rabbits, and upgrading our playground keeping a natural perspective using environmentally sound resources, connecting children with natural elements, fostering the children's capacity to understand and respect their environment.

We are currently working on sustainable initiatives to create a more responsive programming and documentation process which will strengthen our communication practices by creating a more direct information sharing strategy for parents to join us in celebrating their children's development

We have developed a strong team of educators who are dedicated to their profession and continued commitment by Ballan District Health& Care to professional development has seen the educators participate in a number of professional development initiatives with over 50% of our educators seeking higher qualification through traineeships or private study.

**Glenda Fenton**  
Child Care Coordinator





## Information Technology Report

### The Past the Present and the Future

The good old days, it was only forty five years ago and I still remember my first writing tool at primary school being a "slate board". I don't think many people will remember these. My first introduction to computers was at

high school to fill out punch cards, like the old Tatts Lotto cards and these were sent off to the capital city and about 3 months later we would receive a report back on reams of paper with the computer generated answer to our question.

Haven't we come a long way in 40 Years? Ballan District Health and Care has also embraced technology and over the last few years has expanded its Information Technology (IT) systems 10 fold, to provide a real time information stream for doctors and nurses alike. Just about everything is transferred now electronically from pathology results to x-rays and this electronic delivery has enabled the team of dedicated employees to make faster and more reliable decisions on patient health and wellbeing.

It has been a busy year for IT as the completion and opening of the new Primary Health Center has had

a few challengers to integrate new technologies including, a remote door access system, Gym membership software and security surveillance systems. In addition to this the organization is continually expanding with new improved software, hardware and systems that will make it easier to pay accounts, transfer health data faster and more securely and make it easier for the customers to use the facilities that Ballan Health and Care offer.

A new Generator has been commissioned that will ensure clean reliable power when the main power is disrupted protecting the electronic equipment, the computer network and providing patient comfort during storms and adverse weather conditions and lately in Ballan we have had a few.

Where are we headed? Well the sky is really the limit, if in only the last forty years we have managed to go from Slate boards to IPADS then the next forty will be exiting. Think of the future and wonder if it's possible to get blood results without a needle (now that would be nice), have surgery without a scalpel, take medicine via a light pen, or see a doctors without a visit to the clinic. Some things may come sooner than you think.

**Alan Pearson**  
Information Technology Manager

## X Ray Department

It is now over twelve months since my employment as the Medical Imaging Technologist for Ballan District Health and Care commenced, and the X-ray Facility opened.

The X-ray facility was part of the new Ballan Hospital opened in February 2013. The general x-ray unit along with digital imaging were installed ready for use once the management licence was issued. Lake Imaging as part of their contractual agreement with BDHC were undertaking the necessary compliance and licencing applications with the Department of Health along with accreditation by Quality Innovation Performance for the department.

August 2013 saw the finalization of the Radiation Safety and Protection document and other accreditation. The month of August was also taken up with procuring the radiation safety equipment and consumables to meet the compliancy requirements before an official opening could take place once the licence had been issued. The Management Licence [valid until 19/08/2016], Accreditation [valid until 27/08/2017] and the necessary equipment were all in place at the beginning of September. We were able to officially open on Monday 9th September 2013 with nine patients being x-rayed on our first day.

The initial three months of service saw an average of 17 patients per week. During this period the Promedicus software program used to input patient procedures proved to be challenging, however, first rate back-up was provided by Lake Imaging staff. Earlier this year the software program was upgraded and is proving much more user friendly and easier access for both Tech and Receptionist.

Once the service was running I proposed to Wendy Grayland, Acting CEO that we look into the installation of an OPG/LAT CEPH UNIT. This would allow us to further service the community and enhance the Dental Service provided at the clinic. Discussions took place with the clinic dentist, Linden Hall regarding the quality and use of the service and it was decided to go ahead with the proposal with a refurbished unit to be purchased. The purchase of this additional equipment entailed acquiring an amendment to our management licence and further compliance inspection, as well as updating the LSPN with Medicare. Once all was in place the Unit was installed in January 2014 and officially in use from 5th February 2014. The Clinic Dentist, DR L Hall, has been referring his patients to us and we are now also seeing the orthodontic referrals from Ballarat/

Bacchus Marsh. The addition of the dental unit has been very important in building our patient base and is now contributing approximately 14% of our work.

June, July and August 2014 have involved meetings with Ross Simpson for the hospital audit process, which as a new department for the hospital needed to be added in to the audit process. Ross has been organizing the framework while I have been collating the material necessary and cross- checking with Ross that we have everything in place. Part of the process has been an evaluation of our Radiation Safety and Protection Plan in view of any changes needed and to ensure compliancy had taken place. This has been completed and updated. The final document has been updated with QIP, and with Lake Imaging.

During the year there has been a steady increase of patient numbers, with the average weekly number now at 26 and over the last 3 months we have had 3 weeks of 31 patients and 1 of 32 which is a great outcome. The year has seen a throughput of over 1000 patients of which approximately 10% have been from the hospital/nursing home. This figure reflects many saved hours in transport to and from appointments and more importantly a much easier examination for the patient.

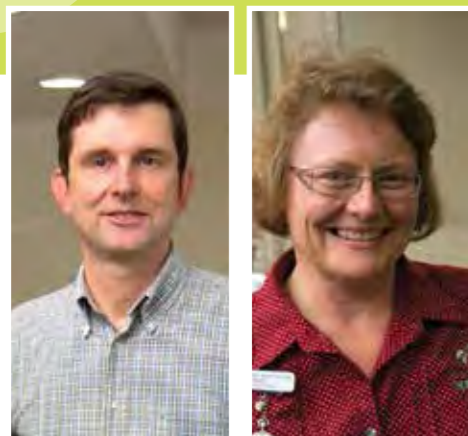
During the year my focus has been on delivering an efficient and friendly service. The patients are very appreciative of having the service in Ballan and comment on the wonderful array of services provided by the hospital and clinic, although many are still surprised and unaware of the x-ray facility being available until told by the clinic. This means we need more publicity for the service. At the August staff meeting this was raised and will result in extra signage and publicity. The hospital is to send out a letter about our service to the surrounding referrer's [including chiropractors, orthodontists] this month and hopefully this will lead to a further growth in our client base.

I think this first twelve months has been successful in both patient satisfaction at the local service and in client numbers. Personally it has been a rewarding year for me. I have enjoyed setting up the department as well as integrating into a new workplace and look forward to trying to build the department further in the coming year.

**Anne Stewart**  
Medical Imaging Technologist







## Continuous Improvement

### National Standards Implementation

The past 12 months has been a period of much activity as implementation of the new national standards has continued into everyday practice across the clinic and hospital. To help drive this program, portfolio groups have been set up for each of the 15 EQulPNational standards. The groups are made up of BDHC staff members, both clinical and non-clinical, who take on ownership of the standard and are responsible for driving its implementation into applicable parts of the organisation, and for ensuring BDHC is prepared for external accreditation. The next accreditation event is the mid-cycle Periodic Review in August 2014 to be followed by the Organisation Wide Survey in August 2016 when assessment of BDHC performance will occur against all 15 EQulPNational standards.

Integral to the work of portfolio groups is the establishment of systems to support implementation; this includes increased and more effective internal auditing of performance, and increased survey of patient and client experience - with all results informing BDHC quality processes and being reported back to senior levels according to the BDHC governance framework. The emphasis is on having staff, at every level of the organisation, involved in quality improvement and being active participants in that system - not merely the quality staff and senior managers. To this end, staff are encouraged to actively contribute to the continuous improvement system by communicating improvement ideas (big or small) through completion of a SQIRM (Super Quality Improvement & Risk Management) form or by directly raising the improvement idea at a quality meeting. In this way, feedback occurs from staff at all levels, and in all parts of the organisation.

### Infection Control

Infection Prevention Australia (IPA) have been contracted to help drive infection control continuous improvement throughout the organisation and to help implement Standard 3 of the new national standards - Preventing and

Controlling Healthcare Associated Infections. To this end, IPA will provide a number of services including conducting organisational infection prevention risk assessment audits that will inform the BDHC Infection Control Risk Management Plan. Other services include management of occupational exposures, implementation of workplace infection prevention education programs, assistance with the staff health program, establishment of a surveillance and auditing program, involvement in external benchmarking programs, as well as other services. They will be a great asset as the BDHC workforce increases, and BDHC services grow and become more diverse.

### Consumer Engagement

With implementation of the new hospital standards, an increased emphasis has come for inclusion of consumers in the governance of the organisation. This is nothing new for BDHC with the Board of Governance all being consumers of BDHC services and bringing a consumer perspective to their governance role. With the introduction of the national standards, however, BDHC have sought to deepen consumer engagement through establishment of the Hospital Consumer Reference Group (HCRG). This group commenced in June 2013 (comprised of members of the BDHC Fundraising Committee). It meets each month to review a range of BDHC documentation and performance data, and to provide recommendations for change and improvement which are then considered by the senior executive. Since establishment, the HCRG has reviewed and made recommendations for improvement of:

- A range of BDHC patient and carer publications
- The BDHC website
- A range of BDHC survey tools and survey results (including review of patient/carer experience surveys that will become more extensive over the coming months)
- BDHC safety & quality performance data
- BDHC internal audit results

In providing consumer review of BDHC operations, and recommendations for improvement, the HCRG plays an increasingly vital role and is a tangible way that BDHC connects with the community.

In the near future, it is planned that consumer engagement will further deepen, with consumers to become part of the recently formed Clinical Review Committee and to have significant representation

in the Quality & Risk Committee (a new Board-level committee).

### Aged Care

The residential aged care home has been a major focus of continuous improvement efforts over the past year. A primary focus of this has been the continued implementation of Person-Centred Care philosophy (PCC) into all areas of aged care practice in the hostel, nursing home and dementia unit. Through implementation of PCC, residents now have increased levels of independence and make more of their own decisions about day-to-day matters whilst resident in the facility. This includes the extent to which each resident will become involved with activities and interests in the local community. The success of BDHC's implementation of PCC philosophy into everyday practice was confirmed through resident responses to this year's survey which found that "...residents enjoy a high degree of participation in the decisions over lifestyle and about the services they receive...".

More specific improvement initiatives in the aged care home - both commenced and planned for - are expected to lead to significant improvement in residents' quality of life in the coming year. This includes investment in new mattress technology to improve residents' health and personal care outcomes. An in-house trial of the new mattress (the Oska CuroCell AREA Zone Self Adjusting Pumpless Air Mattress) was found to dramatically improve management of residents' skin integrity and maintenance of regular sleep patterns - two have now been purchased and are in everyday use.

The Men's Shed quality project is another key quality project. Construction of the shed has now commenced with the men's activity program expected to start when the physical structure is complete; the program will provide further opportunities for the lifestyle needs of male residents to be met. BDHC staff have received training from the Men's Shed Australia in the development of a Men's Shed program; when up and running, the expected outcome from delivery of this program is expected to be enhanced care and a more interesting activity mix for male residents.

Routine external evaluation of BDHC performance against the Aged Care Accreditation Standards continued during this past year. There was an unannounced visit by the Australian Aged Care Quality Agency in October 2013 and again in August 2014. In both visits, BDHC satisfied all assessment requirements.

### Childcare

During the past year, day-to-day collaboration between Ballan Community Childcare Centre (BCCC) and the wider organisation has been enriching to both and a valuable source of continuous improvement. For instance, health promotion and allied health staff from BDHC continue to be involved in aspects of the education and care program delivered to children enrolled at BCCC; and, BCCC children enjoy regular excursions to BDHC to participate in the community garden and to meet with aged care residents.

The BCCC received two unannounced visits by the Department of Education & Early Childhood Development (DEECD) during the year. These resulted in improvements being identified which built on other improvements that have already been implemented since BDHC took over operation of the Centre in July 2012. In anticipation of a full DEECD Assessment & Rating visit in the coming months, considerable time has been invested in strengthening BCCC systems, practices and policies. Quality activities implemented at BCCC during the past year include:

- A revamped Statement of Philosophy, developed in consultation with staff & parents
- BCCC Policies being progressively reviewed and revamped
- A major parent satisfaction survey undertaken in September 2013: overall parents were very satisfied with their experiences of BCCC. A key strength was identified as provision of care with highest scoring individual aspects being "a positive, welcoming, friendly environment"; "staff are friendly and courteous with parents"; and "staff are patient and empathetic with your child".
- A Childcare Consumer Reference Group is planned for 2015. It will be comprised of parents of children enrolled at BCCC plus other interested members of the community. It will be one mechanism whereby family's views and recommendations can be heard and considered by the BDHC management. It will also facilitate communication between parents and the Centre.
- Plans being made to develop the yard areas to make them more attractive to children and to increase the activities that can be offered to children within the available physical space.



## Diversional Therapy & Activities Report

### Primary Care

Finally, much of the past year has been taken up with construction of the new Ballan Primary Health Centre. At time of writing the Centre is almost finished with the local community looking forward to using its facilities which include a hydrotherapy pool and gym, plus space for additional allied health and medical staff. Once business operations begin, the Centre will allow BDHC to broaden and enhance the health care offering and to meet more of the health promotion/education needs of the local community.

In summary, it has been a very full year with a diverse range of continuous improvement projects being implemented to meet both the growing needs of the local community and to maintain the high standard of healthcare delivered to consumers of BDHC services. The success of the continuous improvement program has been due to the commitment of staff from throughout the organisation who raise improvement issues whenever they occur and who are active participants in the formal quality processes relevant to their area. Without that level of commitment and participation, it would not be possible for the current high level of service and care to be maintained and enhanced.

**Ross Simpson**

**Anne Desborough**

Quality Coordinators

The year has been full of new initiatives and changes along with our regular programs.

We currently involved with community group helping with Landscaping and development of new decking, residential Men Shed and garden area around it. This will provide our residents with opportunities to be involved with independence and decision making within their environment focusing on Person Centre Care.

Residents would be able to entertain family, friends and small children safely outside in the garden and while sharing memories of outdoor games.

Residential Men Shed is especially being developed to encourage our male residents to be proactive with outside activities and also to be able to express concerns in important issues of Men's Health.

Thank you to St. Brigids for their community service and education program. Working together as a team with Peter Johnson (principal) we wanted to develop a program for the future that would give the children the ability to relate to their elders and to gain a sense of community involvement. In doing this they are learning to use their initiative and to be exposed to more diverse group of people of varying abilities.

We were visited by primary school children from Gordon and Springbank showing and sharing work they do at school interacting with residents and how they use the IPAD for school and all the new wonders of technology has change the way we do things. Some played table games, scrabble, snake and ladders, dominoes and just having a good chat. Residents enjoyed the visit and having good yarn about their school day experiences and reminiscing about the good old days.

We are still maintaining our activities programmes, and the exercise sessions are going very well, often rounded out with a walk around the car park at least once, or if it is raining then up and down the passages once or twice.

We are excited that with the new Hydro pool and gym we are able to expand our exercise program to individual needs and encourage with own exercise regime interest.

Thanks to funding from Common Wealth Bank we are able to have regular visit by a Volunteer from Delta Dog Therapy group. This visit is enjoyed by all our residents, providing a textile and sensory stimulation especially for nursing home residents.

Our weekly lunch outings are still looked forward too and we are always searching for new and interesting places to visit. As weather improves going into spring we will be enjoying outdoor picnics and BBQ more frequently followed by a game of Bocci or just enjoy the view, as well as visiting many of our favourite places nearer to home.

We still have the Community Visitors Scheme in action, which gives residents who don't have a great many visitors, someone to get to know and to chat with on a regular basis.

Technology looking forward to the future, thanks to the wonderful donation of Laptop and Ipad we have been corresponding with family members base overseas. This gives exchange more frequent correspondence and photo's exchanges

As always it must be mentioned that none of this would be possible without the untiring help of our wonderful volunteers. They attend regularly on their respective days, and never stint in helping and encouraging the residents to enjoy themselves in whatever activity has been planned for the day and with special events. Our heartfelt thanks go out to all of them.

An important part of our day is getting to know some of the resident's families and helping them with any problems or queries that they may have. This becomes more important as the end of life draws near, and we assist them through this difficult period. Whilst our main priority is the care of the resident, supporting the family members is also very important. Our Palliative Care volunteers are always on call, and can be relied upon to be discrete and supportive when needed.

To finish we must once again emphasise the importance of the input from staff and Volunteers, they are a wonderful asset and the Diversional Therapy Program and the Activities Program are the richer for it.

**Lily Testa** – Diversional Therapist,

**Amanda Molesworth** - Activities Assistant.

### Activities

- Residential Men Shed project
- Project works with Federation University and Justice Department – Landscaping and Gardens
- Mosaic Wall
- Community Education with Primary Students assisting with activities and projects School involved are St Brigid's Primary weekly visits helping residents who are vision impaired, hearing difficulties with Bingo.
- Joint visit from local town surroundings school St Patrick, St Michael sharing school work, chatting and reminiscing with residents experiences when they were at school, showing off technology using I pad and also playing table games working in small groups
- In house Volunteers Sing a Long, Bus Outings, Local walks, Bingo and 1:1 Activities and other interests
- Concerts and Entertainment
- Animal Farm visit every year Carnival Theme : Residents and Day Care Children join together for the afternoon
- MOW Volunteers
- Dog therapy visits/Thank you to CBA for the donation to have this program
- Community Visitor Scheme
- Palliative Care Volunteers
- Involvement in Community Groups

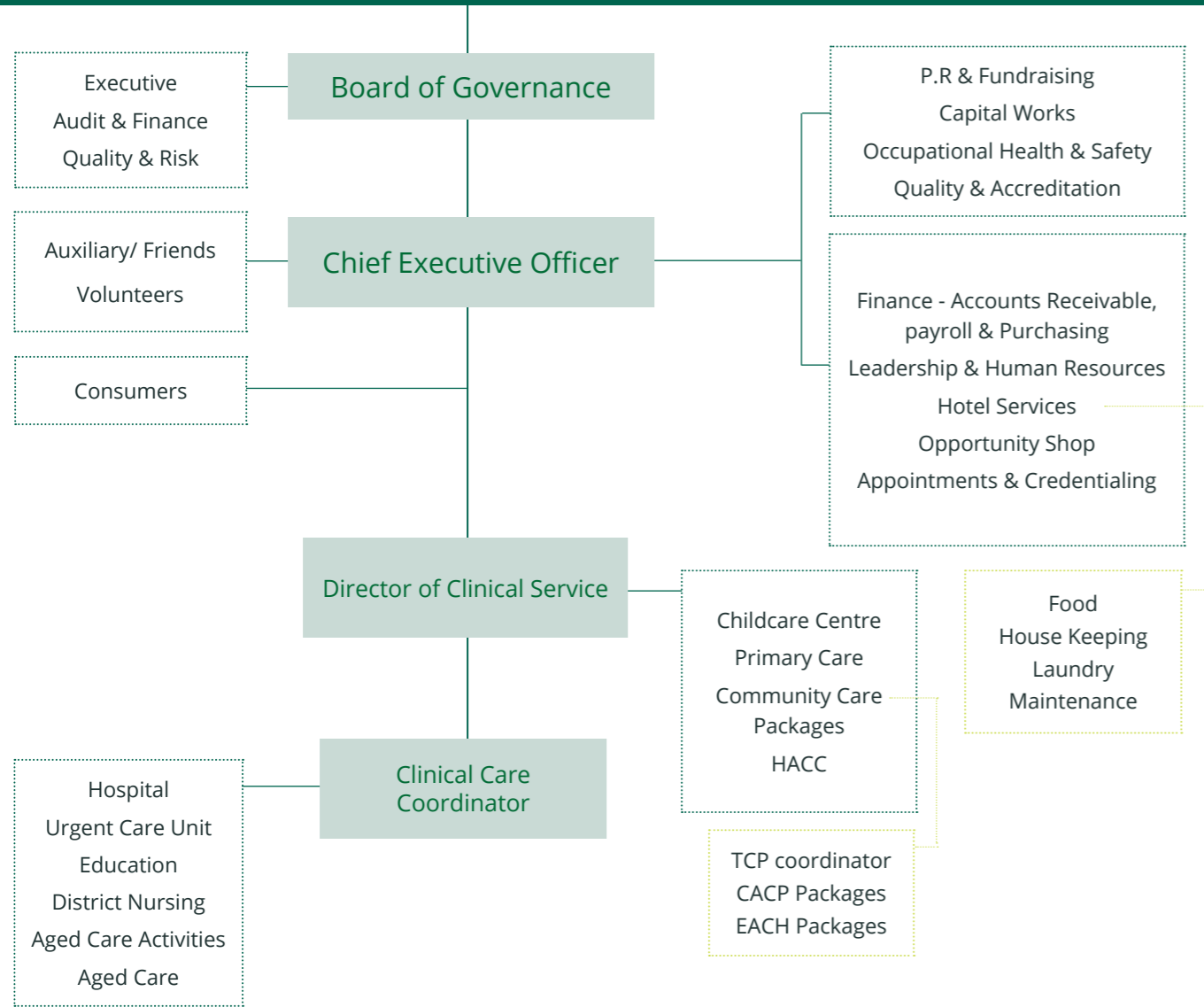




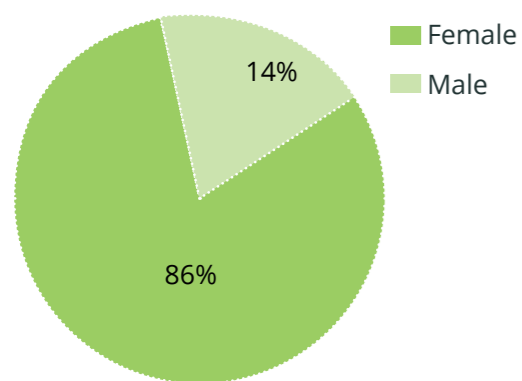
## Organisational Chart

Members of the 'Association'

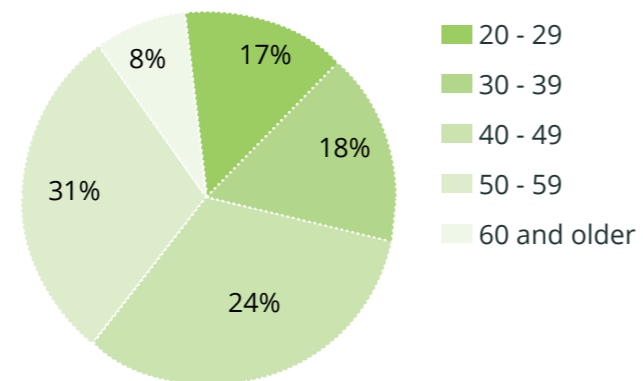
Ballan District Soldiers' Memorial Bush Nursing Hospital and Hostel Inc.



## Staff Gender Comparison



## Staff by Age





**Ballan District Health  
and Care Hospital**

33 Cowie Street, Ballan  
t: (03) 53 681 100  
f: (03) 53 681 181  
e: admin@bdhc.com.au

**Ballan District Health  
and Care Aged Care**

168 Inglis Street, Ballan  
t: (03) 53 681 577  
f: (03) 53 681 181  
e: hostel@bdhc.com.au

**Centre for Community  
Health**

Crn Inglis and Cowie Streets,  
Ballan  
t: (03) 53 667 999  
f: (03) 53 682 099  
e: reception@bdhc.com.au

**Ballan Community  
Childcare Centre**

88A Simpson Street, Ballan  
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e: childcare@bdhc.com.au