



CORRYONG Health + H

Together, strengthening the health of our community.

ANNUAL REPORT

— 2017 / 18 —

Our Vision, Mission and Values

Our vision Together, Strengthening the Health of Our Community.

Our mission is to promote wellness and health independence by providing quality services to meet the needs of our community.

Our values will guide our behaviours and practices and hold us accountable to our community and ourselves.

We value:

- ✓ Respect, care and compassion for our consumers, their families, our community, carers and staff.
- ✓ Connection with our community, keeping clients at the centre of what we do.
- ✓ Innovation and change, continually improving our performance and efficiency and providing quality outcomes for our clients.
- ✓ Professionalism and integrity, being open, ethical, fair and honest.
- ✓ Accountability to our clients, our organisation and each other.

Our History

The origins of the Health Service date back to 1897 when plans to build the Corryong Cottage Hospital were conceived.

In 1902 the foundation stone was laid for what then became known as the Victoria Cottage Hospital. In 1916 the foundation stone of the present hospital was laid. Over the years, the number of acute beds rose to its peak of forty-two in the 1960's and on 5th November 1983 the Upper Murray Nursing Home, a 20-bed high aged care facility, was opened.

In the early 1990's the Health Service took the opportunity to apply to be funded under the Multi-Purpose Program. This was to enable a more flexible and responsive service to be developed that would met the changing needs of our isolated rural community. In 1995 the Health Service was renamed Upper Murray Health & Community Services and commenced operation as a Multi-Purpose Service (MPS).

In 2017 the decision was made to change our name to Corryong Health. The Health Service continued to operate as normal but the change enabled clients to identify easily with our community when searching online for services.

Today, Corryong Health is a highly integrated and considerably larger organisation providing a broad range of hospital, residential aged care, medical and primary health and community support services. The service also operates a Medical Clinic, Health and Fitness Centre, Retirement Village and the Australian Institute of Flexible Learning, which is a Registered Training Organisation.

Our Health Service is truly responsive to the community's needs.

Responsible Ministers

We acknowledge the assistance and direction of the Responsible Ministers during the reporting period:-

The Hon Jill Hennessy MP, Minister for Health, Minister for Ambulance Services

The Hon Martin Foley MP, Minister for Housing, Disability and Ageing, Minister for Mental Health.

Acknowledgement

Corryong Health acknowledges the support of the Victorian and Commonwealth Governments.

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Foreword

On behalf of the community, we would like to sincerely thank our valued staff and the board for their hard work and enthusiasm and for supporting Corryong Health in its endeavours to meet the sometimes challenging and demanding health care needs of our community.

This past year has been a year of planning and implementing change as Corryong Health continues to position itself to provide the best services we can in line with our Vision of **“Together Strengthening the Health of our Community”**

This report highlights the significant outcomes and events that occurred during the year. The first of these changes was Upper Murray Health and Community Services rebranding and name change to Corryong Health in July 2017.

On behalf of the Board, we wish to sincerely thank Pamela Menere and Jane Wilson for their dedication and commitment to UMHCS and Corryong Health. Pamela Menere leaves the board having served on the Board for the past 19 years including time as treasurer. Pam's strong advocacy for disability services will continue in her role as a member on the Corryong Health Community Health Advisory Group (CHAG). Jane Wilson has served on the Board for the past 6 years with valuable input in the Compliments and Complaints committee. Thanks again to Pam and Jane for their strong advocacy for our local community.

We welcome new Board Directors Deborah Culhane, Richard Bennetts and Dr John Woodall, joining the Sue Sullivan, Rhonda Ruddick, Ashley Brown and Trevor Hammersley in July 2018. We are excited to have these new board members join the governance team of Corryong Health and know the diversity of background they bring will be beneficial to the service.

Through Safer Care Victoria and the Department of Health & Human Services (DHHS) the governance systems at all public hospitals have been reviewed to ensure strong governance measures are maintained and continually improved. This will ensure public trust in all health services can be assured.

Dr Gracie Pun has joined Corryong Health with a 12 month placement under the Murray to the Mountains Medical GP Registrar Program and Dr Pun has extended this by another 6 months. The objective of this program is to attract young doctors to the area with a view to retaining these doctors in rural areas, such as Corryong, thereby, supporting the development of our future medical workforce. We would also like to acknowledge the support of Albury Wodonga Health (AWH) for assistance after hours with telehealth in our Urgent Care Centre (UCC). This supports our GP workforce, to be able to have time off and supports our nursing service and community to have 24 hour medical coverage, whether it is face to face with our GPs or via telehealth with AWH. Consistent with our values, we have made a commitment to improving the patient, client and residents journeys and experience in accessing health services at Corryong facilities.

We are appreciative of the hard work and dedication of our Community Health Advisory Group, for their commitment to the provision of advice and feedback. We wish to also acknowledge consumer advocates for their support in assisting with a model that allows us to put the patients experience at the forefront of everything we do. We also recognise the staff, leadership and executive groups for their dedication and commitment to the ongoing success of our services by consistently working towards Corryong Health values

Our values guide our behaviours and practices and hold us accountable to our community.

We value:

- *Respect, care and compassion for our patients, their families, our community, carers and staff*
- *Connection with our community, keeping clients at the centre of what we do*
- *Innovation and change, continually improving our performance and efficiency and providing quality outcomes for our clients*
- *Professionalism and integrity, being open, ethical, fair and honest*
- *Accountability to our clients, our organisation and each other*

We remain highly appreciative of the many volunteers, who contribute their valuable time to support our health service provision. Without this support, Corryong Health would not be able to provide the level of service we currently enjoy. We particularly would like to thank the Ladies Auxiliary not only for their ongoing financial support, but also their continuous fundraising through their regular raffles in town in all weather. We have the privilege of purchasing over \$10,000 worth of equipment over the year due to their generosity.

Living and working in a relatively isolated area can be a challenge. However, Corryong Health is appreciative of the partnerships that we work within. Through partnerships with other health services we can ensure our rural community can receive safe, accessible and sustainable care close to home. With AWH auspice we have developed the North East Small Rural Health Service Clinical Governance Project. This partnership between AWH, Tallangatta Health Service, Alpine Health, Beechworth Health, Walwa Bush Nursing Centre and Corryong Health will oversee a number of clinical issues including review of specific cases and the outcomes for patients. It will also guide treatment options and best practice clinical care.

During this year we have been very fortunate to be able to attract considerable funding for projects that will greatly improve the physical environment of our health service.

- Greener Government Buildings Program (State Government) for solar panels - \$108,880
- Rural Health Infrastructure Fund (State Government) to replace our air-conditioning - \$743,000

- Significant Facility Refurbishment funding (Dept of Health & Human Services) - \$79,500
- Safer Communities Funding (Federal Government) for security upgrade - \$114,476
- Health Services Violence Prevention Fund (State Government) to increase safety and security for staff and clients - \$106,966

This funding has been a combined team effort lead by Director of Corporate Services, Ian Bruce, for which we are very grateful.

In August we attained full accreditation of our health service with National Safety and Quality in Health Service Standards (NSQHS). The Medical Clinic received Australian General Practice Accreditation Limited (AGPAL) and in May we were accredited in Home Care Standards. This is a testament to the significant preparation and quality work that was orchestrated by our Quality Safety and Risk Manager, Nic Martin, and all the department heads and staff of these areas. It was a great team effort thank you.

As a Multi-Purpose Service (MPS), Corryong Health, with direct funding from both the Commonwealth and State Governments, at times can be caught up in changes of funding from various departments. This has been the case with some funding that was previously directly paid to us which is now administered through the Primary Health Network (PHN). This funding became contestable, and was not allocated to Corryong Health for service provision. However other changes to My Aged Care (MAC) and National Disability Insurance Scheme (NDIS) have presented opportunities for us to consider. We are meeting the challenge to be able to offer services in areas we haven't before to ensure that local families and individuals can access local support with a local provider, committed to working with them to strengthening their health.

We continue to appreciate the support and assistance of the Victorian Department of Health and Human Services and the Commonwealth Department. With this input and our staffs' continuous efforts, our service is a vibrant, dynamic and a responsive health service that is meeting its purpose to promote a healthy community through the provision of local care.



Maxine Brockfield
Chief Executive/Director of Nursing (CE/DON)



Trevor Hammersley
Corryong Health Board Chair

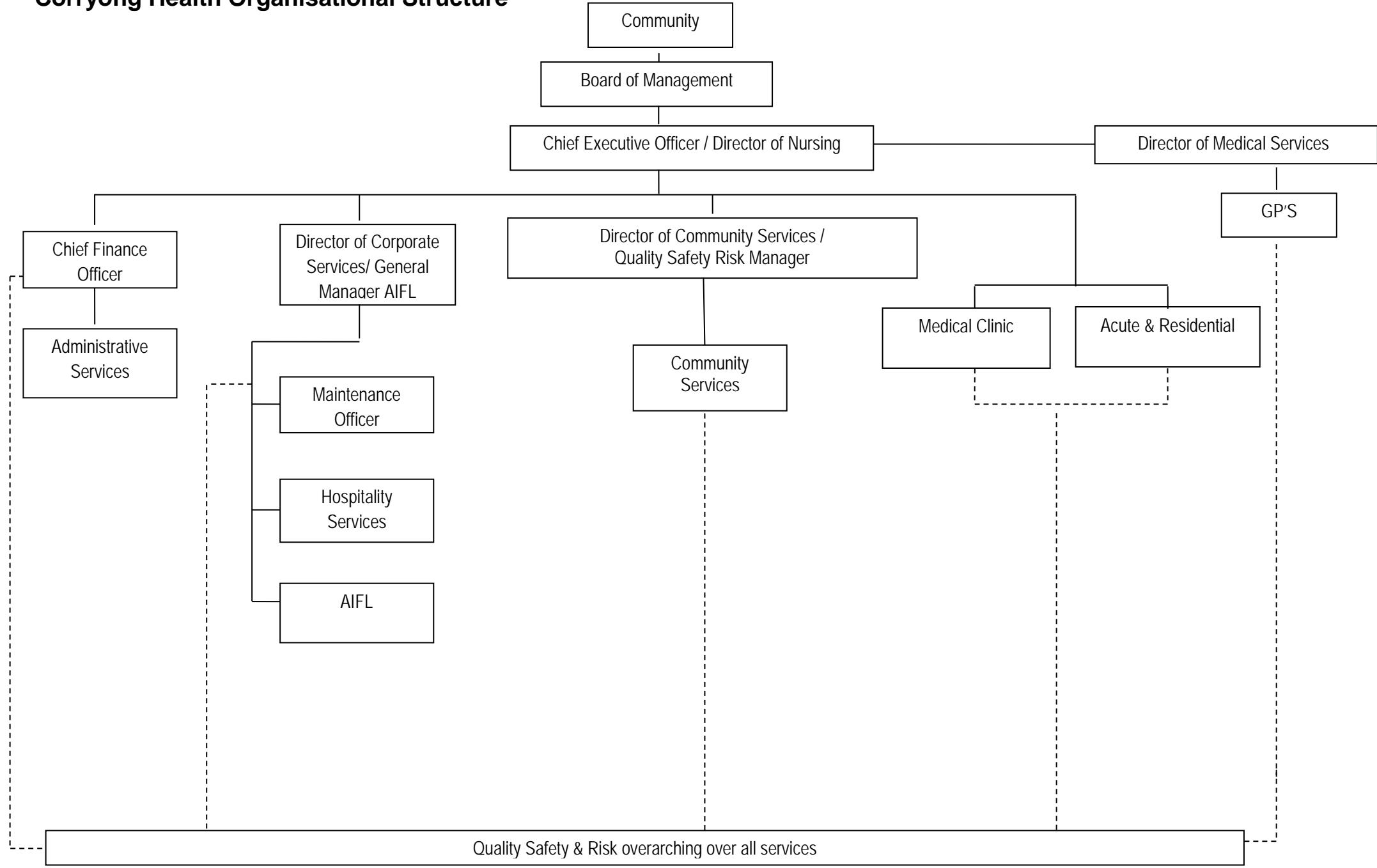
Board of Directors

Board member's name	Year joined board	Committees
Trevor Hammersley (Board Chair)	1 st July 2014 – current. Board Chair from 2018	Quality Safety Risk - Chair Audit and Infrastructure & Asset Management
Rhonda Ruddick (Vice Chair)	1 st July 2010 – current Treasurer 2014-2015, 2016 – 2017. Vice Chair from 2018.	Community Health & Service Development Quality Safety Risk Clinical & Aged Care Governance Health & Fitness Centre Audit
Sue Sullivan (Treasurer)	1 st July 2011 – current Chair 2015 – 2017. Treasurer from 2018.	Community Health Advisory Group
Pamela Menere	1 st July 1997 – 30 th June 2018 Treasurer 1999- 2014.	Community Health Advisory Group Community Health & Service Development Compliments & Complaints
Ashley Brown	1 st July 2011 - current	Audit Infrastructure & Asset Management
Jane Wilson	1 st July 2012 – 30 th June 2018	Health & Fitness Centre Clinical & Aged Care Governance Compliments & Complaints

Senior Staff

Chief Executive/Director of Nursing:	Ms Maxine Brockfield RN, Cert. Mid, Grad Dip App Sci. CHS (M&CH) Grad Dip Bus M'Ment, FACNM, AFACHSE
Director of Corporate Services: & General Manager AIFL	Mr Ian Bruce Voc Grad Cert in Ed & Training for Sustainability, Adv, Dip Farm Management, Dip Teaching, Grad Cert. Irrigation, Cert IV in T&A
Quality Safety & Risk Manager:	Mrs Nicole Martin Bachelor of Health Science – Occupational Therapy, Diploma of Management
Director of Community Services:	Mrs Nicole Martin Bachelor of Health Science – Occupational Therapy, Diploma of Management
Chief Finance Officer:	Mrs Kerrie Clarke CPA, Bachelor of Business (Accounting/Finance)
Director of Medical Services:	Dr Pat Giddings OAM, MBBS, MHM, FRACGP, FACRRM, DRANZCOG, FAICD
Senior Medical Officers:	Dr Paul Dodds MBBS (Hons) (MON), FACRRM, DRANZOG
	Dr Nicholas Mason MBBS (Hons), B.Med. Sci, DRANZCOG
	Dr Hannah Mason MBBS, B.Med. Sci, DRANZCOG MPH.

Corryong Health Organisational Structure



Director of Corporate Services / General Manager of AIFL

Ian Bruce

Maintenance

The Corryong Health Maintenance Team have had an extremely busy 12 months with a number of successful funding applications, tendering and beginning the installation of upgraded air-conditioning throughout Corryong Health and the preparation and submission of further funding applications to refurbish the Elliott building.

Energy efficiency: all lighting throughout Corryong Health has been converted to LED which we anticipate should reduce our energy consumption on lighting by approximately 40%. The upgrade of our air-conditioning system will replace ageing infrastructure and we are hoping to achieve a 20% or 25% increase in efficiency from our previous equipment.

Successful funding applications: this will allow Corryong Health to install CCTV and a swipe card access system to critical points throughout Corryong Health. In addition funding has been received to improve the emergency exit fire doors, new lifting systems for two bedrooms in Mittamatite A and improvements to outdoor spaces.

New roadside way finding signage has been installed and a major upgrade of the staff car park has made it far safer and easier for all staff to park and access their vehicles at any time of the day or night.

Hospitality

The Hospitality team have continued to do what they do so well during 2017/2018. The kitchen staff have extended on their previous range of fresh cooked meals and now have a four-week rotating menu which is complemented by seasonal produce and regular changes to the menu.

The domestic services staff continue to meet the high standards required within a health service and both internal and external auditing demonstrates this. Cleaning of floors, bathrooms and many other surfaces within Corryong Health are now being cleaned using steam. The rollout of steam cleaning across Corryong Health has achieved many benefits whilst maintaining high levels of pathogen control. This system is progressively being rolled out to all areas and buildings of Corryong Health with staff reporting that this is more environmentally friendly, safer, faster and less strenuous than our previous cleaning systems.

With our Hospitality Manager and Assistant Manager on extended leave towards the end of this year the Management workload has been picked up and performed competently by a number of staff. I would like to thank them for their efforts in supporting the Hospitality team this year.

Australian Institute of Flexible Learning (AIFL)

I would like to recognise and acknowledge the team of dedicated and professional group of administration staff and trainers for the wonderful work during the 2017/2018 year.

The staff have been maintaining a full range of services of the AIFL knowing that the business was being sold and potentially their employment was uncertain.

Over many months of intense negotiations occurred between the AIFL and the Australian Skills Quality Authority, Department of Education and Training, Victoria and JJ Endeavours to navigate a path through to the ultimate outcome of the sale of the AIFL from Corryong Health to JJ Endeavours. Final approval for the sale of the AIFL was received from the highest levels of the Department of Education and Training on 27 June 2018.

Corryong Health has worked closely with JJ Endeavours to facilitate the transition of existing staff to the new owners, with the handover date of 16 July 2018. This will preserve the intellectual property which has been built up over many years within AIFL.

Corryong Health wishes JJ Endeavours the greatest of success and we look forward to AIFL growing and continuing the wonderful work done over the past 15 years.

Director of Community Services / Quality Safety Risk Manager

Nicole Martin

Community Services has had a busy and stressful year with funding uncertainty and multiple changes to the way services needed to be delivered and reported on.

The team again should be commended for their willingness to work through this stressful time and develop new opportunities within My Aged Care and National Disability Insurance Scheme (NDIS) to sure up positions within Community Services that otherwise would have been lost due to funding cuts.

The following are areas that Community Services concentrated on in 2017/18:-

- My Aged Care registration to allow referrals and ongoing service provision to our population over 65.
- Registration for Homecare Packages, and active marketing to support locals with their package offering services from direct clinical areas, home based support and also Case Management.
- Registration as an NDIS provider for Victoria allowing us to support our community members with a disability who are registered with the NDIS. Corryong Health is now registered to offer 12 different categories of service ranging from Assist-Personal Activities, Plan Management and Support Coordination.
- Known reduction (by 50%) in our Murray Primary Health Network Funding that traditionally funded our Allied Health Services, meant submitted a number of grant tenders trying to seek funding that would support these roles. We were successful in obtaining a Mental Health Project Contract for the Towong Shire in collaboration with Walwa Bush Nursing Centre and Tallangatta Health Service. This project is aimed at developing sustainable and timely mental health services within our shire and includes consumer friendly strategies such as the use of technology to complete consultation where appropriate rather than consumers having to travel.

The Community Services Team accepts self-referrals, doctors, and other health professional's referrals.

The Mental Health team is small with highly qualified staff with a diverse range of skills. Kate Wheeler engages with clients with diagnosed mental illness, as well as providing generalist counselling across the life stages. Deb McNamara, Mental Health Nurse, provides individual consultations as well as delivery of programs to schools and preschools aimed at early intervention programs aim to teach children important skills and techniques to increase their emotional resilience, promote coping skills, help prevent the development of anxiety and depression before they occur.

The Allied Health Department was fully staffed in both Physiotherapy and Occupational Therapy, and worked together with the Exercise Physiologist and Allied Health Assistants to offer a wide range of services. Of interest is the ongoing success of our aquatic exercise program, the quality of our re-vamped cardiopulmonary rehabilitation program and dementia specific work.

With the rollout of the National Disability Insurance Scheme (NDIS) and introduction of My Aged Care our Community based services led by Jill Boers have seen a year of rapid change and increased demand. Recruitment to our Community Based support worker roles has proved difficult, and we continue to seek a varied workforce with different skills and qualities, as with clients having the right to choose who provides services, best fit solutions need to be available. Data management changes and introductions of new IT programs to support this have also created a large workload for the Community Services Team. However, in the long run these programs will ensure accurate workflow systems. Day Activity has continued to offer an interactive 4 day per week service utilizing key principle of the Montessori Program, thus engaging all clients at some level to participate in every activity offered.

Falls prevention remains a strong focus within the Allied Health Team. Falls are a significant event in older populations with a high risk of injury and may result in permanent loss of function, precipitate admission to residential care, or even death. At Corryong Health we have been working on referral pathways from our Urgent Care Centre and broader agency to ensure timely support that hopefully prevents future falls.

Finally, Social Work has been dynamic across the agency introducing sound support services to our community, allowing people to have informed choices and timely access to the right resources. The Social Workers work closely with our visiting financial counsellor, food share and our wider Community Services team.

Overall the Community Services team has continued to work tirelessly to ensure better health outcomes for our Community. Their “can do” team approach is evident in the production of our new service plan that will lead service provision across Corryong Health from July 1st 2018 to 30th June 2023.

Acute and Residential Aged Care

Acute

The Acute setting continues to be well supported after hours by Albury Wodonga Health (AWH) Wodonga Emergency Department. Staff from both health services have developed a great working relationship and are now providing a top class after hours clinical service for the community of the Upper Murray. Staff are continually working to improve their clinical skill via both internal and external education processes to ensure safe clinical care. Recruitment of Registered Nurses has always been an ongoing struggle for Corryong Health but this year we not only have recruited two Registered Nurses to participate in the Graduate Nurse program but also the recruitment of three international Registered Nurses and a Registered Nurse from Mt Isa in Queensland. Corryong Health considers itself extremely lucky to have such skilled nurses to join the Acute and Residential team.

The Acute sector has also been very fortunate to be invited to participate in two clinical projects. One is a state-wide Sepsis Project sponsored by Safer Care Victoria. The Sepsis Project objectives is to develop tools, knowledge and clinical care pathways to enable clinical staff to recognise and respond to a client developing Sepsis and to ensure that proper medical treatment is initiated with one hour of sepsis recognition to prevent increased length of hospital stay, admission to Intensive Care Unit or loss of life. The other project is to ensure recognition of chronic disease in clients who are admitted to the Urgent Care Centre and that these clients are directed to Corryong Health multidisciplinary service providers to assist the clients to make informed choices concerning the management of their own health. Corryong Health is working very hard to strengthen the health of the Upper Murray Community.

Residential Care

Our residents have had a wonderful year due to a wide variety of activities they participate in. A huge thank-you goes to our Activity Assistant who never ceases to amaze us with the high quality of craft work that the residents produce. Of course, we cannot thank our volunteers enough for bringing the community to residential care and the many outings in the bus which takes our residents to the community for lunch outings, BBQ's and leisurely drives throughout the district.

We have had another fulfilling year with the participation of the children from the Sacred Heart School. The children are considered very much part of the team in residential care and we all look forward to their weekly visits. A huge achievement this year is the permanent opening of the door between Mittamatite A and Mittamatite B. The unit is now truly one unit with all caring staff working in all areas of Acute & Residential Care.

Dialysis

The nursing staff in the Dialysis unit provide a magnificent service to our two permanent dialysis community members. If it was not for the commitment of the nursing staff and the support of the Royal Melbourne Hospital Dialysis Outreach unit, the two community members would be required to make a three hour round trip to Wodonga Hospital dialysis unit plus spending four hours in the dialysis unit three times a week. Over the years the dialysis nursing staff have developed expert clinical skills to problem solve any clinical issue which may arise in the dialysis unit or support from Melbourne is only a phone call away.

Day Procedure Unit

The Day Procedure Unit is currently providing a safe clinical service for eight to nine clients monthly. It is through community feedback, routine audits and close monitoring of the service that Corryong Health is providing a high quality clinical service. The team providing this service consistent of local and visiting medical staff, nursing, clinic, hospitality and administrative staff all working together to ensure that the community can options remain locally to have specialist care.

Ladies Auxiliary

It has been another wonderful year for the Corryong Health Ladies Auxiliary. It gives me great pleasure to report that for 2017/18 our stall takings totalled \$8,684.35 which is an incredible amount raised by our valuable 17 members.

Some of the items purchased for Corryong Health were:-

Sara Steady Lifter - \$2,205, 3 chairs - \$1,804, Princess Chair - \$2,580, Spirometer - \$2,820, Christmas Cheer and gifts - \$420 plus a Bread maker - \$99.00.

I would like to thank everyone for their support over the last twelve months.

Yours in good friendship,
Sandra Benton
President

Strengthening Hospital Responses to Family Violence Project

Corryong Health received funding for the Strengthening Hospital Responses to Family Violence (SHRFV) project that was developed by Victorian Government to provide a system-wide approach to responding to family violence in Victorian Health Services.

Cath Norris, one of our Social Workers, began implementing this project in line with all hospitals across Victoria in April 2018.

The focus of this project is to support health professionals to feel confident to recognise indicators of family violence, provide a sensitive response and link people to necessary supports. 100% staff completed the training and posters and promotional material relating to this project was put up around the Health Service and wider community.

For over two years now Corryong Health has also led a Towong Shire wide family violence working party that included Victoria Police, Ambulance, Local Schools, and other local agencies such as Corryong Neighbourhood Centre, Towong Shire, regional family violence agencies and consumers. This group has been very proactive and outcomes include raising awareness days, say no to violence, white ribbon days and local sporting events etc.



**Project Manager – Cath Norris
with
Chief Executive/Director of
Nursing – Maxine Brockfield**

Volunteers

Corryong Health welcomes, encourages and supports the participation and involvement of the community through the contributions of its many volunteers.

We are forever in debt to our wonderful group of volunteers.

In February our Volunteer Co-ordinator, Necia Maina, moved to Tasmania. We miss her infectious personality and smiling face.

There are many ways you can assist Corryong Health and our clients. If you have a passion for meeting new people and making a positive contribution to their lives then please contact Reception on 02 60763200.



Change of name to “Corryong Health”

Upper Murray Health and Community Services (UMHCS) had a long and rich history in providing health services to the people of Corryong and surrounds. We have gone through many changes to become the organisation that we are today and are proud to have been providing quality health care to the community for over 100 years. However changes in the way we are funded and a more competitive market have meant that we had to look at re-branding.

The journey to Corryong Health has been from the original Corryong Cottage Hospital in 1897, to Victoria Cottage Hospital in 1902, then in 1916 and the Corryong Hospital. In the early 1990's the organisation became a Multi-Purpose Program (MPS). This was to enable a more flexible and responsive service to be developed that would meet the changing needs of the isolated rural community. In 1995 the Service was renamed Upper Murray Health and Community Services

Today, Corryong Health is a highly integrated and a significantly larger organisation from its inception, providing a broad range of hospital, residential aged care, medical and primary health, allied and community support services. The service also operates a Medical Clinic, Health and Fitness Centre, Retirement Village and the Australian Institute of Flexible Learning, which is a Registered Training Organisation.

Corryong Health is dedicated to providing high quality care to all members of our community and to foster strong relationships with patients, partners and stakeholders.

Changes by the Commonwealth Government to the National Disability Insurance Scheme (NDIS) and Commonwealth Home Support Program (CHSP) which will replace Home and Community Care (HACC) services will in the future dramatically change how the community receives services.

These funding changes mean the funding will sit with the client to provide eligible people with a flexible, whole-of-life approach for the support needed to pursue their goals and aspirations and participate in daily life. Rather than the funding allocated to Corryong Health to pay for staff to deliver assistance required. The client will be able to negotiate who they want to provide services from a list of registered providers and what they want. The funding will follow the community member and not automatically go to a service provider. This will give clients a stronger voice in their own care.

This process will form a more open market where Corryong Health can compete with other out of region service providers to provide services in the district to our community.

Through rebranding we will enable clients who aren't familiar with Upper Murray Health & Community Services, but who want services provided in the Corryong district to be able to target our service. This is something that the NDIS and CHSP currently don't allow as UMHCS doesn't come up as Corryong in the link.

Evidence shows us that branding the agency as Corryong Health will increase our chances of attracting referrals from larger regional services and assist us to remain viable. Supporting this with, "*Corryong Health, Caring for the Upper Murray*" as part of

our brand will attract people to our service as well as continuing to service our current community clients.

As the community ages, people will live longer and have more chronic healthcare and social needs. This challenges Corryong Health to be more responsive, more adaptable and oriented toward providing flexible care for patients' individual needs. We believe that through rebranding we will be able to retain our current market and more importantly capture clients we don't service now.

Corryong Health will continuously work to improve the quality and safety of services and actively involve and inform patients and their carers in the healthcare they receive. This allows us to always deliver the best possible care to patients.

Change is the one constant we can all expect throughout our lives. Corryong Health endeavours to keep up with and respond to the ever-changing needs of the community.

Corryong Health has many strengths, but perhaps one of its strongest is the deep and positive connection that we have with our community. This connection is all the more important because of the isolated location in which we reside.

Enabling the community to enjoy better quality of life and peace of mind through access to local quality health services is our number one priority.

In every expansion and innovation we have been guided by the community's needs. Investments in infrastructure and equipment and expansion of preventative healthcare initiatives mean that Corryong Health is better equipped to meet community needs into the future. We look forward to continuing to do this.

We commend the hard work of the Community Health Advisory Group which assisted in the rebranding process which surveyed 210 community members via facebook, internet and face to face surveys. Staff also provided significant input.

The results were quite clear:-

50% chose the new logo which depicts the mountains and the people

76% chose the slogan "Caring for the Upper Murray"

Just over 60% of survey respondents were female and 46% were over 65years old and 42% were in the 41-65age group which is reflective of the regions' population.

We thank the community for their valuable input and look forward to continuing to provide services of the highest quality to our community.



Accreditation Success at Corryong Health

On the 29th and 30th August 2017 Corryong Health underwent accreditation against the National Safety and Quality Healthcare Service Standards for the second time and passed with flying colours. These standards were developed by the Australian Commission on Safety and Quality in Health Care in conjunction and collaboration with other jurisdictions, technical experts and a wide range of stakeholders, including health professionals, patients and consumers. We undertake full accreditation every 3 years and mid-term review every 18 months.

The primary aims of the standards and accreditation are to protect the public from harm and to improve the quality of health service provision. At Corryong Health we apply these standards in all areas of our organisation from community services to the acute and residential care areas.

As this was the agencies second round of preparing for these standards, staff in all areas were more willing to participate and contribute to our workbooks that demonstrated all the wonderful work Corryong Health does. Our Community Health Advisory Group (CHAG) were also instrumental in assisting the Quality department in preparing for accreditation. Particularly in relation to Standard 2 – Partnering with Consumers, and actively participated in interviews at the time. Our CHAG is a very active and diverse group who assist us with community consultation and ensure that our publications are consumer friendly. They also played a vital role in our name change and the logo that was chosen. At times we also engage other consumers from various community groups including schools and Volunteers. All this advice and feedback from consumers has helped to shape the Health Service that we have become and we thank the community for this.

Standard 1 Governance for Safety and Quality in Health Service Organisations	Met 5 sections with 51 subsections (3 met with merit sub sections, and one recommendation)	Standard 2 Partnering with Consumers	Met 3 sections with 15 subsections (1 met with merit section)
Standard 3 Preventing and Controlling Healthcare Associated Infections	Met 6 sections with 41 sub sections	Standard 4 Medication Safety	Met 5 sections with 37 sub sections
Standard 5 Patient Identification & Procedure Matching	Met 3 sections with 9 sub sections	Standard 6 Clinical Handover	Met 3 sections with 11 sub sections
Standard 7 Blood and Blood Products	Met 4 sections with 23 sub sections	Standard 8 Preventing and Managing Pressure Injuries	Met 4 sections with 24 sub sections
Standard 9 Recognising and Responding to Clinical Deterioration in Acute Health Care	Met 4 sections with 23 sub sections	Standard 10 Preventing Falls and Harm from Falls	Met 4 sections with 20 sub sections

Celebration of staff years of service

Years of Service	Staff Member	Area of work
30years	Andrea Caldwell	Acute & Residential
30years	Sue Lebner	Acute & Residential
30years	Kate Wheeler	Acute & Residential / Mental Health
30years	Lorraine Carkeek	Acute & Residential / Medical Clinic
25years	Jill Boers	Acute & Residential/Home & Community Care

Donations and Contributions

Donor	Amount	Application
Ashley & Linda Berry	\$5,000.00	Aged Care
Barrels for Bianca	\$3,055.00	Mental Health
Corryong & Upper Murray Mini	\$50.00	Kates Kitchen
Corryong Men's Shed	\$3,150.00	King Single Bariatric Bed
Jigsaw Donation	\$21.80	Not Specified
John Mitchell	\$400.00	Kates Kitchen
John Mitchell	\$1,619.40	Mental Health
Latipsoh	\$1,827.30	Not Specified
Corryong Health Acute Auxiliary	\$99.00	Bread maker
Corryong Health Acute Auxiliary	\$2,204.50	Sara Steady Lifter
Corryong Health Acute Auxiliary	\$2,580.00	Aspire Mobile Air Chair
Corryong Health Acute Auxiliary	\$1,804.00	Not Specified
Corryong Health Acute Auxiliary	\$100.00	Staff Christmas Celebrations
Corryong Health Acute Auxiliary	\$2,820.40	Spirometer
Various	\$600.00	In memory of D Paton
Various	\$35.00	In memory of S Watson
Various - Anonymous	\$360.00	Not Specified

Legislation

Victorian Industry Participation Act 2003

All areas of Corryong Health comply with the regulations within the Victorian Industry Participation Act 2003. There were no contracts completed during 2017/18.

Freedom of Information Act 1982

During the year there were no requests for information processed by the Agency under the Freedom of Information Act 1982. There were 6 medical record requests for information which were outside the Freedom of Information Act 1982.

Requests for access to information in documentary form in the custody of the Agency should be made in writing and address to:-

The Freedom of Information Officer,
Corryong Health,
PO Box 200, CORRYONG VIC 3707

Protected Disclosure Act 2012 (Vic)

The Protected Disclosure Act 2012 (Vic) enables people to make disclosures about improper conduct within the public sector without fear of reprisal. The act aims to provide openness and accountability by encouraging people to make disclosures and protecting them when they do so. There have been no protective disclosures at Corryong Health.

Carers Recognition Act 2012

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

Building Act 1993

Corryong Health complies with the provisions of the Building Act 1993 in accordance with DHS capital Development Guidelines. (Minister for Finance Guideline Building Act 1993/Standards for Publicly Owned Buildings/November 1994)

Financial Management Act 1994

The information provided in this report has been prepared in accordance with the Directions of the Minister for Finance Part 9.1.3 (IV) and is available to relevant Ministers, Members of Parliament and the public on request.

Safe Patient Care Act 2015

Corryong Health has no disclosures under the Safe Patient Care Act 2015.

Occupational Health & Safety

Corryong Health complies with the Occupational Health & Safety Act of 2004 and its associated regulations and code of practice to meet the Australian Council of Health Care Standards requirements.

National Competition Policy

Corryong Health complies with all government policies regarding neutrality in regard to tender applications.

Employee and Conduct Principles

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

Hospital Fees

Corryong Health charges fees in accordance with the Department of Health and Human Services, Victoria directives issued under Section 9 of the Hospital and Charities (Fees) Regulations 1986 (as amended).

Audit Act 1994

The purpose of the Corryong Health Audit Committee is to assist the Agency to maximise benefits from systems of internal control and both internal and external review processes. The independent members of this committee are: Mrs Faith Damm, Mr John Mitchell and Mr Ken Wilson. Other members are: Trevor Hammersley, Ashley Brown and Rhonda Ruddick.

External Auditors: Victorian Auditor General's Office (VAGO)

Internal Auditors: Accounting and Audit Solutions Bendigo (AASB)

Food Safety And Cleaning Audits

Corryong Health uses an external independent audit process for cleaning standards, food safety and infection control. In all areas Corryong Health has performed above the State benchmark. Corryong Health achieved a score of 94.6% for very high risk areas, 93.5% for high areas and 97.2% for moderate risk areas, against the State benchmark of 85%. Our overall hospital score average of 96.03% for all areas, against a State benchmark of 85%.

Infection Control

Corryong Health participated in the VICN/SS – *Victorian Nosocomial (hospital acquired) Infection Surveillance System*. We are proud to report that we have had no hospital acquired infections for the period 2017/18.

Corryong Health continues to participate in Hand Hygiene monitoring and reporting. Corryong Health participates in the Hume regional infection control-auditing program, which facilitates us to benchmark against like facilities. Aged Care Surveillance has been included in VICN/SS reporting.

Staff Credentialing

All clinical staff employed at Corryong Health must have the appropriate qualifications and skills, which are assessed prior to the person starting work. Visiting Medical Officers are Credentialed with an annual review of public liability insurance, medical registration and training attended.

Attestations

The Corryong Health Annual Report, has been compiled to meet the requirements of the Annual Reporting (Contributed Income Sector) regulations 1988 (as amended)

Data Integrity

I, Maxine Brockfield, certify that Corryong Health has put in place appropriate internal controls and processes to ensure that reported data accurately reflects actual performance. Corryong Health has critically reviewed these controls and processes during the year.

Conflict of Interest

I, Maxine Brockfield, certify that Corryong Health has put in place appropriate internal controls and processes to ensure that it has complied with the requirements of hospital circular 07/2017 Compliance reporting in health portfolio entities (revised) and has implemented a "Conflict of Interest" policy consistent with the minimum accountabilities required by the VPSC. Declaration of private interest forms have been completed by all executive staff within Corryong Health and members of the board, and all declared conflicts have been addressed and are being managed. Conflict of interest is a standard agenda item for declaration and documenting at each executive board meeting.

Attestation on Compliance with Health Purchasing Victoria (HPV) Health Purchasing Policies

I, Maxine Brockfield, certify that Corryong Health has put in place appropriate internal controls and processes to ensure that it has complied with all requirements set out in the HPV Health Purchasing Policies including mandatory HPV collective agreements as required by the Health Services Act 1988 (Vic) and has critically reviewed these controls and processes during the year.



**Maxine Brockfield
Chief Executive / Director of Nursing
At Corryong on 1st July 2018**

Responsible Bodies Declaration

In accordance with the Financial Management Act 1994, I am pleased to present the Report of Operations for Corryong Health for the year ending 30th June 2017.



**Mr Trevor Hammersley
Chairperson (on behalf of the Board)
At Corryong 1st July 2018**

Financial Management Compliance SD5.1.4

I, Trevor Hammersley, on behalf of the Responsible Body, certify that Corryong Health has complied with the applicable Standing Directors of the Minister for Finance under the Financial Management Act 1994 and Instructions.



Mr Trevor Hammersley
Chairperson (on behalf of the Board)
At Corryong on 1st July 2018

Occupational Violence

Occupational violence statistics	2017-18
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	14
4. Number of occupational violence incidents reported per 100 FTE	16.6
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 2017-18

Lost time – is defined as greater than one day.

Consultancies

Consultancies in excess of \$10,000 exclusive of GST

Consultant	Project	Total Fees Approved	Total Fees Incurred
Nicky Jardine	Corryong Medical Centre Practice Manager	\$48,728	\$48,728
VHA	Multipurpose Service Review	\$30,000	\$30,000

7 consultants were utilised during 2017/18 costing under \$10,000 representing a total value of \$27,839.

Information & Communication Technology (ICT) expenditure

Business As Usual (BAU) IC expenditure Total, excluding GST	Non Business as Usual (non BAU) ICT expenditure Total=operational expenditure and capital expenditure, excluding GST	Operational expenditure (excluding GST)	Capital expenditure (excluding GST)
\$246,729	\$N/A	\$N/A	\$N/A

Statement of Availability of Other Information

This is to verify that the items listed below have been retained by Corryong Health 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) Declarations of pecuniary interests have been duly completed by all relevant officers
- b) Details of shares held by senior officers as nominee or held beneficially;
- c) Details of publications produced by the entity about itself, and how these 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 on the Health Service;
- f) Details of major research and development activities undertaken by the Health Service that are not otherwise covered either in the Report of Operations or in a document that contains the financial statements and Report of Operations;
- 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 Health Service and its services;
- i) Details of assessments and measures undertaken to improve the occupational health and safety of employees;
- j) General statement on industrial relations within the Health Service and details of time lost through industrial accidents and disputes, which is not otherwise detailed in the Report of Operations;
- k) A list of major committees sponsored by the Health Service, the purposes of each committee and the extent to which those purposes have been achieved;
- l) Details of all consultancies and contractors including consultants/contractors engaged, services provided, and expenditure committed for each engagement.

Workforce Data Disclosure

FULL TIME EQUIVALENT (FTE) STAFF BY LABOUR CATEGORY				
Labour Category	June YTD FTE		June Current Month FTE	
	2018	2017	2018	2017
Nursing	27.20	26.87	28.40	28.26
Medical Support	0.39	5.76	0.40	6.84
Hospital Medical Officers	2.4	1.99	2.84	2
Personal care staff	n/a	1.06	n/a	.97
Ancillary Staff	7.52	n/a	8.54	n/a
Administrative and clerical	18.81	19.15	17.82	20.22
Hotel and Allied Services	30.10	27.3	29.98	30.79
Total:	86.41	82.13	87.98	89.08
As at 30 June 2018		As at 30 June 2017		
Type	Total	Type	Total	
Full time	18	Full time	19	
Part time	103	Part time	107	
Casual	18	Casual	15	
Total	139	Total	141	

Comparative Financial Analysis

	\$,000 17/18	\$,000 16/17	\$,000 15/16	\$,000 14/15	\$,000 13/14
Total Revenue	11,138	10,630	10,343	9,550	9,019
Total Expenses	10,762	11,466	9,629	9,489	9,594
Net results- before Capital and Specific Items. Surplus (deficit)	376	164	714	61	(575)
Retained surplus (accumulated deficit)	(741)	(221)	(103)	(181)	(356)

	\$,000 17/18	\$,000 16/17	\$,000 15/16	\$,000 14/15	\$,000 13/14
Total Assets	14,386	14,873	14,327	14,115	14,665
Total Liabilities	4285	4,250	3,587	3,453	66
Net Assets	10,101	10,621	10,740	10,662	11,199
Total Equity	10,101	10,621	10,740	10,662	11,199

Operational & Budgetary Objectives & Performance against Objectives

Our Corporate Plan performance demonstrates 92.63% achievement of targets.

Our model of Evidence-Based Needs Assessment and planning processes assure the highest level of accountability in terms of Corryong Health maximising the potential for health and wellbeing and improvements in the Upper Murray. Within our new Corporate Plan we have overlayed the principles of the “Quadruple Bottom Line” (QBL).

Within the QBL framework, we have a number of Key Issues.

These include:

- **Population Health** - to provide services and programs that are responsive to our health and community service needs and build on the strengths of our community. **Multipurpose Service Sustainability** – to maintain our Multi Purpose Services (MPS) and Rural Primary Health Service (RPHS) status and to invest our resources to insure our community receives maximum benefit from these Programs.
- **Service Integration** – to maximise service integration by developing links and pathways at the service and client interface.
- **Our People** – to continue to support our ageing workforce and the AIFL to provide local training and ensure we ‘grow our own’ workforce due to the challenges of recruiting to a relatively isolated community.
- **Asset & Risk Management** – to improve the efficiency and effectiveness of our asset management and physical resources and minimise the risk of damage to people and resources through improved risk management including high quality clinical governance and strengthening financial risk management.

The QBL principles have corporate governance principles added to the three elements of social, environmental and financial accountability. At its broadest QBL refers to the whole set of values, issues and processes that Corryong Health will address to create economic, social and environmental value. This involves us being clear about the organisation’s purpose and taking into consideration the needs of all our stakeholders from the community, our staff, three levels of Government and other key groups.

Our key objectives are classified as follows according to the following strategies:

Strategy 1: Governance Objectives

Strategy 2: Social Objectives - Our People, Our external stakeholders

Strategy 3: Economic Objectives

Strategy 4: Environmental Objectives

Performance Priorities

a) Safety and quality performance

Key Performance Indicator	Target	Actual
Health Service Accreditation	Full Compliance	Full Compliance
Compliance with Cleaning Standards	Full compliance	Full Compliance
Compliance with the Hand Hygiene Australia program	80%	90.5%
Percentage of healthcare workers immunised for influenza	80%	89%
Victoria Healthcare Experience Survey – patient experience	95% positive experience	Full Compliance *

*Less than 42 responses were received for the period due to size of the Health Service

b) Governance and leadership

Key Performance Indicators	Target	Actual
People Matter Survey - % of staff with a positive response to safety culture questions	80%	90% Achieved

c) Financial sustainability

Key performance indicator	Target	Actual
Operating result (\$m)	-0.18	0.376
Trade creditors	60 days	26
Patient fee debtors	60 days	53
Adjusted current asset ratio	0.7	2.54
Number of days with available cash	14days	63days

d) Funded flexible aged care places

Campus	Number
Flexible High Care	39
Flexible Low Care	13
Flexible Home Care	8

e) Utilisation of Flexible Aged Care Places

Campus	Number	Occupancy level %
Flexible High Care	39	85.82%*
Flexible Low Care	13	91.09%*
Respite	6	100% - Residential Aged Care Respite included above *
Flexible Home Care	8	100%
Other community services	-	
Total	66	

f) Acute Care

Service	Type of Activity	Actual Activity 2017-18
Medical Inpatients	Bed Days	1434
Urgent Care Centre	Presentations	1067
Non-admitted patients	Occasions of Service	N/A
Radiology	Number of Clients	1128
Palliative care	Number of Clients	11
District Nursing	Occasions of Service	1659
Maternity	Number of Clients	N/A
Renal dialysis	Number of Clients	2

g) Primary Health Care

	Total Attendances	Occurrences of Service
Allied Health	1001	315
Cardiac Rehabilitation	673	100
Community Transport	208	208
Day Activity Centre, Men's & Women's Groups	2081	192
Diabetes Education	318	300
Exercise Physiology	1210	179
Home and Community Care (HACC)	6009	6009
HACC Brokerage	727	727
Health Promotion	9145	3941
Meals on Wheels	5294	5294
Medical Attendances	12052	12052
Mental Health	1397	783
Practice Nurse	1735	1850
Occupational Therapy	1652	1648
Physiotherapy	1989	1566
Social Worker	626	465

Services provided by Corryong Health

Medical Services <ul style="list-style-type: none">• Salaried Medical Officers• General Practice Nurses• Women's Health Nurse• Visiting Surgeon and Pediatrician• Physiologist• Royal Flying Doctor Service Acute Care <ul style="list-style-type: none">• 10 Acute beds• Urgent Care Centre (UCC)• Pathology and imaging• Domiciliary Midwifery• High Dependency Unit• Dialysis Allied Health <ul style="list-style-type: none">• Physiotherapy• Occupational Therapy• Allied Health Assistant• Exercise Physiologist Visiting Allied Health Services <ul style="list-style-type: none">• Podiatry• Dietician• Speech Therapy• Continence Management Nurse• Mental Health Residential <ul style="list-style-type: none">• Retirement Village• Aged Care Home Care Services <ul style="list-style-type: none">• Home & Community Care Services• District Nursing• Meals on Wheels• Palliative Care• Day Activity Centre Program• My Aged Care• National Disability Insurance Scheme (NDIS)	Mental Health/Social Support <ul style="list-style-type: none">• Mental Health Nurse• Counseling• Social Work• Alcohol and Drug Support• Fair Share• Visiting Psychiatry Services Education Services <ul style="list-style-type: none">• The Australian Institute of Flexible Learning (RTO) Community Groups <ul style="list-style-type: none">• Community Health Advisory Group• Chronic Disease Network Group• Men's Group• Cancer Support Group• Mental Health Support Group• Carers Support Group• Diabetes Support Group• Childbirth Education Health Promotion <ul style="list-style-type: none">• Health & Fitness Centre• Diabetes Education Volunteer Services <ul style="list-style-type: none">• Community Transport• Volunteers• Bimbles (Social Visiting Program)
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Disclosure Index

The Annual Report of Corryong Health is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

<u>Legislation Requirement</u>	<u>Page reference</u>
<i>For page reference 'FS' - please refer to copy of Corryong Health financial statements</i>	
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FRD 22H Nature and range of services provided	28
Management and structure	
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Financial and other information	
FRD 10A Disclosure index	29
FRD 11A Disclosure of ex-gratia payments	N/A
FRD 21C Responsible person and executive officer disclosure	FS
FRD22H Application and operation of Protected Disclosure Act 2012	19
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FRD 22H Details of consultancies over \$10,000	22
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FRD 22H Significant changes in financial position during the year	N/A
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FRD 22H	Summary of the financial results for the year	24
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FRD 25C	Victorian Industry Participation Policy disclosures	19
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Notes

(inside back cover)



Corryong Health main entrance

Photo courtesy of Corryong Courier



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