COHUNA DISTRICT HOSPITAL

59th ANNUAL REPORT

AND

COHUNA COMMUNITY NURSING HOME

25th ANNUAL REPORT

Murray Valley Highway, Cohuna, 3568.

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www.cdh.vic.gov.au

ANNUAL REPORT STATEMENT The Cohuna District Hospital Annual Report 2011 will be presented for adoption at the Annual General Meeting to be held at Cohuna. The following report is a legal document prepared in accordance with the Financial Management Act 1994 and the Health Services Annual Reporting Guidelines for 2010-2011.

Correspondence to: The Chief Executive Officer Cohuna District Hospital P O Box 317 144-158 King George Street Cohuna, Vic 3568

CONTENTS

Annual Report Statement	1
Manner of Establishment	2
Acknowledgments	2
Compliance Disclosure Index	3-5
Objectives, Functions, Powers	and
Duties	6

Mission, Vision & Values	6
Health Service Profile	6
Responsible Bodies Declaration	7
Board of Management & CEO	Report
of Operations	7-10
Director of Nursing Report	11
Board of Management	12
Organisational Structure	13
Cobuna Hospital Ladies Auxili	iary
Report	14
Strategic Plan 2011/2014	15-16
Attestations	17
Service Activity	18
Workforce Statistics	18
Statutory Reporting Requiremen	ts

18-21

Staff & Key Personnel 2010/2011 22-

23

Donations	24
Your Bequest	24
Audited Financial Statements	25

Audited Financial Statements 2010/2011 are enclosed as a separate document.

RELEVANT MINISTER

The relevant Ministers during the reporting period were the Hon. Daniel Andrews, MLA, Minister for Health Victoria from 1 July 2010 to 2 December 2010 and Hon David Davis, MP, Minister for Health and Ageing Victoria from 2 December 2010 to 30 June 2011. This report is prepared for the Minister and, through him, the Parliament of Victoria, and the community.

MANNER OF ESTABLISHMENT

The Cohuna District Hospital is a thirty-two bed health facility providing four main core services:

- A sixteen bed Acute Care facility provides medical, surgical and obstetric services;
- A sixteen bed Nursing Home;
- Community District Nursing service; and
- An Adult Day Activity Support Service (ADASS).

The Cohuna District Hospital was established as a public hospital in 1952. The hospital was originally operated as a private hospital and was purchased from the owner, Dr Stewart, in that year. The Hospital has 16 beds providing care for residents of Cohuna and the surrounding catchment area. In 1983, an appeal raised funds for a nursing home. A 14 bed nursing home wing was built adjacent to the hospital and opened in 1985. A further 2 beds were added during 1994.

The service also provides community and home based services such as district nursing, day care and meals on wheels in conjunction with the Shire of Gannawarra. Community health

COMPLIANCE DISCLOSURE INDEX

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

Legislation	Page Reference		
Ministerial	Directions		
Report of (Operations		
Charter an	d purpose		
FRD 22B	Manner of establishment and the releva	ant Ministers	2
FRD 22B	Objectives, functions, powers and duti-	es	6
FRD 22B	Nature and range of services provided		6
Manageme	ent and structure		
FRD 22B	Organisational structure		14
Financial a	nd other information		
FRD 10	Disclosure index		3-5
FRD 11 Disclosure of ex-gratia payments 5, 21 & refer audited stateme		dited statements	

programs are provided by the Northern District Community Health Service.

ACKNOWLEDGMENTS

Auditors:

Auditor General Victoria Richmond, Sinnott & Delahunty Chartered Accountants

Accountants:

Accounting & Audit Solutions Bendigo (AASB)

Banker:

ANZ Bank Bendigo Bank Westpac Bank

Honorary Solicitor:

Embleton & Associates (Cohuna)

Life Governors:

Mr Ken Mawson, Mr Alan Fry, Mr Eric Bruce Lunghusen, Mr Graeme Hill, Mrs Val Rowlands, Mr Graeme Smith, Mr Graham Munzel, Dr. Peter Barker, Mrs Roma Dye and Mr Alan Rickey

Executive officer disclosures refer audited statemen	
Responsible person and executive officer disclosures	5
	refer audited statements
Application and operation of Freedom of Informatio	<i>n Act 1982</i> 19
Application and operation of the Whistleblowers	
Protection Act 2001	19
Compliance with building and maintenance provisio	ns
of Building Act 1993	20
Details of consultancies over \$100,000	20
Details of consultancies under \$100,000	20
Major changes or factors affecting performance	21
Occupational health and safety	19
Operational and budgetary objectives and performan	ice
against objectives	21
Significant changes in financial position during the y	year 21
Statement of availability of other information	21
Statement on National Competition Policy	19
Subsequent events	21
Summary of the financial results for the year	refer audited statements
Workforce Data Disclosures including a statement o	n
the application of employment and conduct principle	es 18
Victorian Industry Participation Policy disclosures	5, 21
Sign off requirements	7
Attestation on Data Integrity	15
Attestation on Compliance with Australian/New Zea	land
Risk Management Standard	15
	Responsible person and executive officer disclosures Application and operation of <i>Freedom of Informatio</i> Application and operation of the <i>Whistleblowers</i> <i>Protection Act 2001</i> Compliance with building and maintenance provisio of <i>Building Act 1993</i> Details of consultancies over \$100,000 Details of consultancies under \$100,000 Major changes or factors affecting performance Occupational health and safety Operational and budgetary objectives and performan against objectives Significant changes in financial position during the y Statement of availability of other information Statement on National Competition Policy Subsequent events Summary of the financial results for the year Workforce Data Disclosures including a statement o the application of employment and conduct principle Victorian Industry Participation Policy disclosures Sign off requirements Attestation on Data Integrity Attestation on Compliance with Australian/New Zea

Legislation Requirement Page Reference

Financial Statements

Financial statements required under Part 7 of the Financial Management Act 1994

SD 4.2(a)	Statement of Changes in Equity	refer audited statements
SD 4.2(b)	Operating statement	refer audited statements
SD 4.2(b)	Balance Sheet	refer audited statements
SD 4.2(b)	Cash Flow Statement	refer audited statements

Other requirements under Standing Directions 4.2

SD 4.2(a)	Compliance with Australian accounting standards and		
	other authoritative pronouncements	refer audited statements	
SD 4.2(c)	Accountable officer's declaration	refer audited statements	
SD 4.2(c)	Compliance with Ministerial Directions	refer audited statements	
SD 4.2(d)	Rounding of amounts	refer audited statements	
Legislation			

8	
Freedom of Information Act 1982	19
Whistleblowers Protection Act 2001	19
Victorian Industry Participation Policy Act 2003	21
Building Act 1993	20

ADDITIONAL INFORMATION (FRD 22B APPENDIX)

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

- a) A statement of pecuniary interest has been completed;
- b) Details of shares held by senior officers as nominee or held beneficially;
- c) Details of publications produced by the Department about the activities of the Health Service and where they can be obtained;
- d) Details of changes in prices, fees, charges, rates and levies charged by the Health Service;
- e) Details of any major external reviews carried out 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 Report of Operations; and
- k) A list of major committees sponsored by the Health Service, the purposes of each committee and the extent to which those purposes have been achieved.

OTHER INFORMATION

- (a) FRD 11 *Disclosure of Ex-Gratia Payments* requires the Health Service to disclose in aggregate, in the notes to the financial statements, the nature and amount of any ex-gratia payments incurred and written off during the reporting period.
- (b) FRD 21A Responsible Person and Executive Officer Disclosures in the Financial Report prescribes the disclosure requirements and procedures in respect of Responsible Persons, Relevant Ministers and Executive Officers.
- (c) The following information for contracts commenced and/or completed in the financial year must be disclosed under the *Victorian Industry Participation Policy (VIPP) Act 2003* (Refer to FRD 25 *Victorian Industry Participation Policy Disclosures in the Report of Operations):*
 - i. The number and total value of contracts commenced and/or completed in the financial year to which the VIPP applied;
 - ii. The regional or metropolitan split by number and value of commenced and/or completed contracts;
 - iii. For contracts commenced during the financial year, a statement of total VIPP commitments (local content, employment and skill/technology transfer commitments) made as a result of these contracts; and
 - iv. For contracts completed during the financial year, a statement of total VIPP outcomes (local content, employment and skill/technology transfer outcomes) achieved as a result of these contracts.

OBJECTIVES, FUNCTIONS, POWERS AND DUTIES OF COHUNA DISTRICT HOSPITAL AND COHUNA COMMUNITY NURSING HOME INC

Cohuna District Hospital is a public Agency established under the Health Services Act 1988. It is authorized to provide public health and ancillary services as authorized under the Act, and operate Residential Care Services under the Aged Care Act 1997.

The Board of Management consists of persons appointed by the Minister for Health under the Act who are empowered to provide strategic direction for the organization. Whilst the board provide directions for the Agency and determine what must be done, the responsibility for determining how services are delivered is invested in the Chief Executive Officer.

MISSION, VISION & VALUES

Our Mission

The Cohuna District Hospital exists to provide quality health care which meets the needs of our community in a safe and friendly environment.

Our Vision

The Cohuna District Hospital aims to promote the health and wellbeing of the Cohuna and District community through the provision of flexible and integrated acute, aged care, community and support services, in an environment of continuing quality improvement.

Our Values

We will respect the individual needs of clients by offering personalised service including emotional, social and physical support.

We will encourage innovative practice and attempt to achieve excellence in all service areas through continuous quality improvements.

We will provide a positive and satisfying work environment and encourage vigilance to health and safety.

We will keep abreast of changes in health services delivery and review services to ensure they continue to meet the needs of our local community.

HEALTH SERVICE PROFILE

Registered Beds 16 Acute 16 Residential Aged Care

Accreditation Status

Hospital Australian Council of Healthcare Standards – October 2012 Nursing Home Aged Care Standards & Accreditation Agency – October 2012

LIST OF SERVICES

Accident & Emergency Acute Psychiatry Adult Day Activity Service Aids & Equipment Coronary Care District Nursing ENT & Oncology General Medicine General Surgery Gynecology

Meals on Wheels Obstetrics Orthopedic Surgery Paediatrics Pathology Physiotherapy Radiology Renal Dialysis Residential Aged Care Respite Care Dental SurgeryIntensive CarePerinatal CareRESPONSIBLE BODIES DECLARATIONIn accordance with the Financial Management Act 1994, I am pleased to present the Report of Operationsfor Cohuna District Hospital for the year ending 30 June 2011.

Lois Drummond Board President Cohuna, Victoria

BOARD OF MANAGEMENT & CEO REPORT OF OPERATIONS

On behalf of the Board of Management of the Cohuna District Hospital it is our pleasure to present the 59th Annual Report for the year ending 30th June 2011. The Annual Report should be read in conjunction with 2010-2011 Quality of Care Report to gain a more comprehensive appreciation of the achievements and activities of both the Hospital and Cohuna Community Nursing Home over the reporting period.

Governance and Management

The Board remains stable with the re-nominations accepted and approved by the Minister for Health for six of our Board members:

- Ron Nicholls, Della McGraw and Kim Hore until 30 June 2013
- Lois Drummond, Ronald Stanton and George Payne until 30 June 2014.

We thank each member for re-nominating and record our appreciation to all Board members for their ongoing contribution and commitment on the Board.

In September Lois Drummond was appointed President, Cameron Hodge as Vice President and Geoff Hall as Treasurer. We record our appreciation to Ron Stanton for his Chairmanship of the Board over the past 3 years.

The Board participated in a trial Board self assessment tool developed by the Australian Centre for Healthcare Governance, through the Victorian Healthcare Association and members have attended Board training and development workshops organised by the Department of Health during the past 12 months.

The Audit; Patient Care Review; Medical Appointments Advisory; House; Finance and Occupational Health & Safety Committee's all have important portfolios and report to the Board on a regular and scheduled basis. The Board strives to practice effective governance and sees its key roles as setting direction, monitoring operational standards and maintaining financial diligence. The Board also serves as a key link to and from the community.

Chief Executive Officer, Alan Rickey retired on 3rd December 2010 and both community and hospital functions were held to honour Alan's 22 years of service and commitment. Alan made a significant contribution to CDH and the community over this sustained period and was awarded Life Governorship of Cohuna District Hospital in recognition of his services.

Robert Bulmer was appointed to the position of Chief Executive Officer last December and brings over 20 years of Chief Executive experience at both regional hospital and small rural health services levels, including service and strategic planning experiences.

The Board has canvassed the Department of Health to fund a Service Plan for Cohuna District Hospital and we are hopeful this will occur next year. Health service planning is an important process to provide the Board and the Department of Health with a sound understanding of demographic and population characteristics and trends. This analysis will enable CDH to plan for service re-alignment opportunities into the future in response to changing health needs and trends in medicine. Community consultation is also a vital component of effective service planning.

Strategic Planning

The Cohuna District Hospital 2009-2012 Strategic Plan was reviewed by the incoming Chief Executive Officer at a Board-Senior Staff workshop held in March.

The revised Strategic Plan 2011-2014 is reproduced in the Annual Report and will serve as the basis for priority planning into the foreseeable future.

Strategic Alliances

Strategic alliances are essential and CDH values its partnerships in the sharing of services and information. Some of these developments are summarised as follows:

- We have established a *memorandum of understanding* with Northern Districts Community Health Service that will establish a process for assessment of primary care services in Cohuna and plans for future services development.
- We are participating in a joint review of maternity models of care with Kerang District Hospital to ensure the sustainability of maternity services to the area.
- We have established a *memorandum of understanding* with Cohuna Retirement Village to promote improved collaboration between services. The need for a joint business plan is under consideration and has been raised with the Department of Health.
- The DON and CEO are actively involved with the Murray Plains Division of General Practice GP Workforce Committee and the Southern Mallee Primary Care Partnership.
- We continue to be the auspice agency for the Southern Mallee Transport Connection Project and though our Program Manager, Pauline Thorson, played a key role in the funding of the Melbourne based *Medical Companion Project* which is a partnership of providers participating in a program to improve access and use of public transport for people needing to travel to Melbourne for medical appointments.

Community

CDH enjoys a close relationship with its local community. The Cohuna Hospital Ladies Auxiliary, Murray to Moyne Bike Group, Cohuna Bridge to Bridge (Lions Club), Cohuna Bus Committee and the Bingo Group are well established and committed organisations that raise important funds for the hospital and create important links between the community and the health service.

The Board has recently approved of the formation of a community consultation framework. The aim is to enhance and strengthen partnerships between the health service and the local communities of Cohuna, Leitchville, Mead, Gannawarra and Gunbower. This will be established in the new financial year.

Capital Works Program

The continued refurbishment of our assets can only be achieved through government grants, fundraising efforts and accumulated capital reserves. Some of the projects completed this financial year include:

- Contracts were let to supply and install a new 220kVA emergency power generator and main electrical switchboard. The Department of Health provided an infrastructure grant of \$140,000 to cover project costs.
- Small Rural Health grant of \$50,000 to replace floor coverings.
- Aged Care capital grant of \$10,000 towards a new hydraulic bath for the Nursing Home.
- Water efficiency (recycling) grant of \$7150.
- Hospital funded office extensions costing \$16,000.

- Murray to Moyne funding of LCD televisions totaling \$28,000.
- Hospital funded medical oxygen outlet upgrade costing \$11,000.

Community and Support Group grants are listed in the Annual Report and we sincerely record our appreciation for this vital ongoing community support.

Envisage Design Group (Echuca) has been engaged to prepare contract drawings and manage a range of interrelated refurbishments within the hospital and the nursing home. Building works will be undertaken next financial year at an estimated cost of \$400,000 and a number of donations have been received towards these projects. Key developments will include a new Patient's Lounge, being funded through a donation from Mrs A Graham in memory of the late Dr Peter Graham. Other developments will include nursing home enhancements, a new Dialysis area and two new office facilities.

Finances

As a small rural health service our state grants are largely historically based and adjusted annually with a CPI increase. It has been a busy year in the acute section with elective surgical activity and a steady rise in births and advance midwifery bookings. Outpatients have been busy and ambulance transfers of patients to larger hospital centres have been quite significant this past year. The hospital meets rising costs out of its available grant levels without adjustments for increases in patient activity. Information Technology costs for state-wide computer software programs have risen significantly over the past two years and further increases are imminent, placing pressure on the financial situation.

Cohuna District Hospital and Cohuna Community Nursing Home have collectively incurred an operating deficit in excess of \$200,000 this financial year and faces challenges moving forward. The Board of Management will continue to hold discussions with the Department of Health over a range of matters concerning the small rural health services funding model that specifically disadvantage Cohuna District Hospital, due to the levels of acute activity it does, which is relatively unusual for a small hospital.

The board delegates its financial performance and compliance responsibilities to the Finance and Audit Committees. The Finance Committee meets monthly to monitor performance against our budget. The Audit Committee's role is to monitor our compliance against the Governments' Financial Management Compliance Framework and also overseeing the development of policies on financial accountability and internal audit activities. The Board also, in conjunction with the Department of Health's regional staff, meet on a quarterly basis under a 'Financial Partnership' process to monitor and discuss our progress against our budget and regional benchmarking measures.

Please refer to the financial section of this report for full details of the financial results for the 2010/2011 financial year.

Continuous Improvement

The health service is committed to quality patient care and this is monitored through various avenues including the Victorian Patient Satisfaction Monitor. We had an unannounced visit and audit from the Aged Care Accreditation Agency with positive outcomes and one recommendation relating to police check procedures.

In 2012 we will undergo an organisation wide survey by the Australian Council of Health Care Standards and the Nursing Home will again be audited by the Aged Care Standards and Accreditation Agency.

Appreciation

Department of Health

The Board recognises the important partnership with the Department who are our key provider of state funding and point of reference for assistance on a range of policy and operational matters. We record our appreciation to Ann-Maree Connors, Director, Health and Aged Care, Loddon Mallee Region and her staff for their willing support over the past year. We see opportunities and challenges ahead that will necessitate close liaison with the Department of Health.

<u>Staff</u>

Staff are our greatest asset and we acknowledge the dedication, commitment and care each and every staff member puts into their work. Being a small health service staff has a diversity of responsibilities and these often change on a daily basis. We particularly thank Director of Nursing, Mrs Anne Graham for her ongoing clinical leadership of the health service and close involvement in community affairs. The staff and the local community are of one in the care and pride they hold for Cohuna District Hospital and Cohuna Community Nursing home. The clinical standards provided by the health service are of a very high standard and are widely recognised. This requires constant attention to detail and is done so with a caring attitude to our patients and visitors.

Medical Staff Group

We would like to record our appreciation to Dr Peter Barker for his leadership and for his personal commitment to the hospital. The hours of work on site and at the medical clinic, coupled with on call responsibilities are valued not only by the Board and Staff, but also the wider community.

The Cohuna Medical Clinic has a close and productive relationship with the hospital that contributes to the continuum of care afforded to patients. Thanks to Dr Maan Bashour, Dr Ali Sheaar and Dr Laura Taylor whom work closely with Dr Barker on a daily basis and take on call responsibilities.

We are very fortunate to have Huw Williams (Orthopaedics), Ghulam Khan (Surgeon), Graeme Dennerstein (Obstetrics & Gynaecologist) and Greg Gin (Dental Surgeon) as Visiting Specialists who work in very well with our clinical team.

We appreciate the advice and availability of Dr Paul Francis as Consultant Medical Director.

<u>Community</u>

The floods had a major impact on surrounding communities including a number of our staff's families. Despite numerous challenges we continue to be provided with assistance and support from many avenues within the community. Our ladies auxiliary and volunteer groups are valued and appreciated. Our thanks are extended to local politicians, in particular Federal Member for Mallee, John Forrest, State Member for Rodney, Paul Weller MLA and the local media for their support.

In closing we again thank everyone associated with our health service for another years support and hard work. We look forward to another year of progress.

Lois Drummond CDH Board President Robert Bulmer Chief Executive Officer and Accountable Officer

DIRECTOR OF NURSING REPORT

Our team at the Cohuna District Hospital continues to focus on meeting the needs of our community. They are committed to service delivery and service improvement and without them our goals could not be achieved.

Acute Services

Nursing staff continue to develop a coordinated approach to managing patient care, with the collaboration of Medical and Allied Health staff in the delivery of their services. This year has seen:

- Extensive staff training in all areas to assist with the ongoing demand and changes. Examples of this includes, further dialysis training of staff and up-skilling of all our midwives.
- Upgrading monitoring equipment to the latest standards in our Operating Theatre.
- Staff continuing to manage the diverse range of services including Emergency Care, Palliative Care, Midwifery Care along with extensive medical and surgical services.

Nursing Home

Our Aged Care service provides a home like atmosphere for the residents while delivering expert nursing care. We have been part of the 'EBPRAC' program which has enhanced the care our residents receive through staff education and projects undertaken. The quality of Residential life is enhanced by the vital role our volunteers play, their time given to our residents is highly valued.

District Nursing

The ongoing provision of outstanding community based services provided by the District Nurses, enabling many people to remain independent in their own homes for longer.

The Post Acute Care Program provides care and support to those patients recently discharged from Hospital.

Adult Day Activity Support Service (ADASS)

ADASS continues to provide recreational and therapeutic support services to those people who continue to reside at home and to residents of our local residential aged care services. The people who volunteer their support, help as bus drivers, with outings, providing entertainment or at the centre, is gratefully acknowledged.

Domestic & Food Services

The high standard of catering and cleaning procedures is maintained by the effort and dedication of the Domestic and Food Services staff.

The Food Safety Audit was passed in June with no recommendations and the Cleaning Audits also passed with no problems.

The cleanliness of the Hospital is important to successfully have an infection free environment and our cleaning staff play an important role in maintaining these standards.

Clinical Risk Management

Clinical risk management is a strategic approach to patient care where systems are in place to provide an environment whereby risk to patients and staff is minimized. Internal audits are conducted and reported through committees to the Board of Management.

Floods

Even though Cohuna District Hospital was not affected directly by the floods in February, we supported our community and that of Kerang, by providing the meals for the evacuation centre. Thanks go to all the staff and volunteers that helped in many ways.

Acknowledgements

I would like to thank the Board of Management for their commitment and support of clinical services. To the Medical staff for their ongoing dedication and enthusiasm and to all staff who provide such outstanding care to our patients, residents and clients.

I extend a big thank you to our community partners and volunteers and to our Ladies Auxiliary for their continued commitment and excellent work. We could not achieve our goals without them.

Anne Graham CDH Director of Nursing

COHUNA HOSPITAL LADIES AUXILIARY REPORT 1st March 2010 to 28th February 2011

The Hospital Auxiliary have once again had a very busy and successful year.

We commenced the year in March with our main fund raiser which was singer/comedian Rodney Vincent entertaining at our Dinner and Auction. This function proved to be very popular with over 200 people attending and an amount of \$13,970 was raised. Our May street stall was very well stocked and once again very successful. Thanks to our hard working ladies we raised \$1,042. We were in recess for the months of July and August but during this time we catered for the annual Cohuna Indoor Bowls tournament and received their donation of \$604. The Oaks Day Light Luncheon again proved popular and everyone who attended had a great day. Our overall profit for that day was \$1,971. It was once again time for our annual Christmas Stocking raffle in December. The stocking was well stocked with goodies for everyone, some donated, some purchased and our profit from this raffle was \$1,292.

On behalf of the committee I would like to thank all the wonderful community for their support and very generous donations of goods to be either raffled or sold on behalf of the hospital. We are fortunate to have such a generous public which makes our task of raising money a lot easier. My special thanks to Wilma our secretary, Claire our treasurer and to all the auxiliary members who have worked so hard to make it another very successful year.

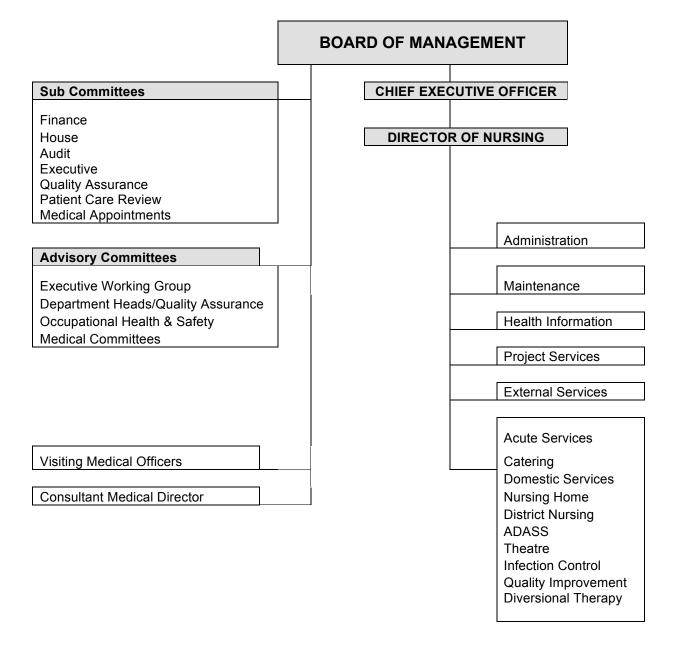
Wynsome Jackson (President)

Ladies Auxiliary Executive for 2011	
President	Wynsome Jackson
Secretary	Wilma Horridge
Treasurer	Claire Douglas

BOARD OF MANAGEMENT

Name	Date Appointed	Term Expires	Profession/ Occupation	Representative on Health Service Committees	Board Meetings Attended
Lois Drummond	01.11.2005	30.06.2014	Sessional Teacher	Board Executive, House, Audit, Medical Appointments, Patient Care Review	92%
Cameron Hodge	01.07.2008	30.06.2013	Self Employed Owner Farmer	Board Executive, Finance, Medical Appointments	83%
Geoff Hall	01.11.1994	30.06.2012	Business Manager Marketing	Board Executive, Audit, Finance	92%
Ron Stanton	01.01.2000	30.06.2014	Insurance Owner	Board Executive, Finance	92%
George Payne	01.03.1999	30.06.2014	Retired Engineer	Audit, Finance, House, Medical Appointments, Patient Care Review	67%
Della McGraw	01.11.2004	30.06.2013	Retired Self Employed	Medical Appointments, House, Patient Care Review	83%
Graeme Smith	01.08.1984	30.06.2012	Self Employed Business Owner	Finance	67%
Ron Nicholls	01.11.2005	30.06.2013	Retired Broker	House, Quality Assurance	100%
Lorraine Learmonth	01.02.2010	30.06.2012	Neighbourhood House Co-ordinator	House, Patient Care Review	100%
Bernice Mackenzie	01.07.2008	30.06.2013	Business Manager	House	75%
Kim Hore	01.11.2008	30.06.2013	Relief Secondary School Teacher	House	75%

ORGANISATIONAL STRUCTURE



ATTESTATIONS

ATTESTATION ON DATA INTEGRITY

I, Robert J Bulmer certify that the Cohuna District Hospital has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. The Cohuna District Hospital has critically reviewed these controls and processes during the year.

Robert J Bulmer Accountable Officer Cohuna, Victoria

ATTESTATION ON COMPLIANCE WITH AUSTRALIAN/NEW ZEALAND RISK MANAGEMENT STANDARD

I, Robert J Bulmer certify that the Cohuna District Hospital has risk management processes in place consistent with the *Australian/New Zealand Risk Management Standard* and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The *Audit Committee* verifies this assurance and that the risk profile of the Cohuna District Hospital has been critically reviewed within the last 12 months.

Robert J Bulmer Accountable Officer Cohuna, Victoria

Internal Auditor
Accounting & Audit Solutions Bendigo (AASB)
Audit Committee
George Payne
Bryan Main
Ron Stanton
Geoff Hall
Sue Woods
Brendan Dickson