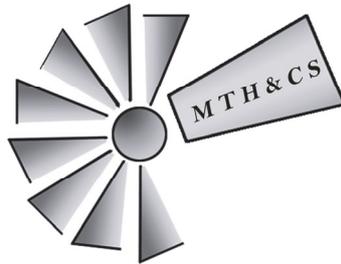


MALLEE TRACK HEALTH & COMMUNITY SERVICE

Annual Report 2016-2017

Largest Mallee Stump





Mallee Track Health & Community Service

Report of Operations

July 2016 – June 2017



Contents

Responsible Bodies Declaration	3
Attestation for compliance with the Ministerial Standing Direction 3.7.1	3
Vision, Mission, Philosophy and Values	4
Public Sector Values	5
Background Information	5
Board Chair & Chief Executive Officer's Report	6
Functions of the Board of Management	8
Members of the Board of Management	9
Members of the Finance & Audit Committee	9
CEO & Directors	9
Medical Officers	10
Workforce Information	10
Continual Improvement of the Quality Management System	11
Organisational Chart	12
Performance Priorities	13
Mallee Track Health & Community Service Committee Structure	16
Service Planning Outcomes & Key achievements	17
Additional Services	27
Legislative Compliance	28
Additional Information	30
Volunteers	32
Disclosure Index	33
Contact Details	35

This Report

- Covers the period July 1st, 2016 to June 30th, 2017;
- Will be released to the community and stakeholders at the Annual General Meeting on Tuesday, October 24th, 2017 and will be distributed widely to the community;
- Is prepared in accordance with the *Health Services Act 1988* and the *Financial Management Act 1994*.

Responsible Bodies Declaration

In accordance with the *Financial Management Act 1994*, I am pleased to present the Report of Operations for Mallee Track Health & Community Service for the year ending 30 June 2017.



Mr Terry Elliott
Board Chair
Ouyen
17th July 2017

Attestation for compliance with the Ministerial Standing Direction 3.7.1- Risk Management Framework and Processes

I, Lois O'Callaghan certify that Mallee Track Health & Community Service has complied with Ministerial Direction 3.7.1 – Risk Management Framework and Processes. The Mallee Track Health & Community Service Audit Committee has verified this.



Mrs Lois O'Callaghan
Accountable Officer
Ouyen
17th July 2017

Vision, Mission, Philosophy and Values

Vision

To be the healthiest rural community in Australia.

Mission

To provide a quality, holistic health service to the people of the Mallee Track.

Philosophy

To provide a community driven responsive service, which is innovative, flexible and accessible to those in need, according to the organisation's mission.

Organisational Slogan

On the track to good health.

Organisational Values

- To value our community and to ensure that MTHCS is committed to respecting community values.
- To value the right of any person to receive care of the best possible standard.
- To value our staff members and to respect their right to work in a safe workplace with high professional standards. We respect and abide by the Public Sector Values and Employment principles.
- To value the right of any person to receive services without prejudice and to have equal access to any new services delivered by MTHCS.
- To value the right of the overall community to expect that services will be delivered in an attentive, respectful and committed manner and that those services will be responsive to individual healthcare needs.
- To value education in the broadest sense so that all operational activities benefit from organisational learning.

Public Sector Values

As a Public Sector organisation, Mallee Track Health & Community Service adheres to the public sector core values. All staff are required to subscribe to the following values:

- **Responsiveness:**
 - Provide frank, impartial and timely advice to the Government;
 - Provide high quality services to the Victorian community;
 - Identifying and promoting best practice.
- **Integrity:**
 - Being honest, open and transparent in dealings;
 - Using powers responsibly;
 - Reporting improper conduct;
 - Avoiding real or apparent conflicts of interest;
 - Striving to earn and sustain public trust of a high level.
- **Impartiality:**
 - Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest;
 - Acting fairly by objectively considering all relevant facts and fair criteria;
 - Implementing Government policies and programs equitably.
- **Accountability:**
 - Working to clear objectives in a transparent manner;
 - Accepting responsibility for their decisions and actions;
 - Seeking to achieve best use of resources;
 - Submitting them to appropriate scrutiny.
- **Respect:**
 - Treating others fairly and objectively;
 - Ensuring freedom from discrimination, harassment and bullying;
 - Using their views to improve outcomes on an ongoing basis.
- **Leadership:**
 - Actively implementing, promoting and supporting these values.
- **Human Rights:**
 - Respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:
 - Making decisions and providing advice consistent with human rights
 - Actively implementing, promoting and supporting human rights.

Background Information

Mallee Track Health & Community Service (MTHCS) was established in 1997 as a Multi-Purpose Service (MPS). In 2011 MTHCS merged with Sea Lake & District Health Service Inc. MTHCS provides a range of services across all the Mallee Track communities; a total area of 18,000 square kilometres. Acute medical and urgent care, district nursing, flexible high & low level residential aged care and allied health services are provided to Ouyen, Murrayville, Underbool, Patchewollock, Sea Lake and surrounding districts. MTHCS also delivers a level of community services to all the Mallee Track communities as well as early years programs incorporating, long and short day care, vacation care and early years management.

The responsible Minister/s that Mallee Track Health & Community Service is accountable to:
The Hon. Jill Hennessy MLA, Minister for Health.

Board Chair & Chief Executive Officer's Report

Mallee Track Health and Community Service (MTHCS) will, this year, celebrate 20 years since our legal entity was established. This is a significant milestone worthy of recognition and celebration. The establishment of the MTHCS as a Multi-Purpose Service (MPS) has ensured that small, isolated rural communities continue to enjoy the benefits of an integrated health, community and residential service providing a complete range of health and support services.

MTHCS continues to be an innovative health service which is nimble and responsive to the needs of the community and in response to the ever-changing funding environment. Our strength is in the widespread support that we enjoy from our community which will ensure our stability now and for the future.

There have been many challenges in the delivery of rural health services – and on each and every occasion our staff and community have adapted and responded. Adapting is the one constant in the face of the change which is evident at every level in our organisation.

It is a pleasure to summarise and present to the community our key achievements and highlights of the last year.

Change of Chief Executive Officer

In October 2016, former Chief Executive Officer John Senior left the organisation after 13 years of commitment to health outcomes in the catchment. John was instrumental in a range of initiatives including infrastructure projects, financial stability and the high quality delivery of health services.

John's departure provided an opportunity for the appointment of Lois O'Callaghan

who commenced the role in October 2016. Lois was the former Director of Community Services at MTHCS. Lois came to the role with a pre-existing knowledge of the Multi-Purpose Service (MPS) model and a broad skill set in health, aged care and early years. She has prior experience in local government, the not-for-profit sector and the public sector in both South Australia and Victoria. Her experience and passion for the Mallee community and the business of our organisation will hold us in good stead as we move into a challenging and changing political and policy environment.

Key challenges and opportunities

Our key organisational challenges have rested with the provision of Medical Services and the management of the onset of consumer-directed care in aged care and disability services. These reforms will be felt more broadly over the coming years in other programs and areas where we are funded to deliver services. These changes will also present opportunities to participate in services and markets where previous block funding arrangements would have prevented consumer choice and control with their preferred provider.

Medical Services

Our management team continues to proactively work towards ensuring continuity of provision of Medical Services. While General Practice services operate as independent entities, we provide access to key infrastructure in Ouyen and Sea Lake to support a contractor to establish a clinic in each community. The contractor is pivotal in the service delivery of medical clinics, aged care, urgent care and acute care facilities in Ouyen and Sea Lake.

The required contracting arrangements for the Mallee Track Medical Clinic Ouyen were unable to be met by the provider during the reporting period. As a result, Mallee Track re-commenced management and operations of the clinic from January 2017. Efforts to recruit a long-term contractor for the clinic have been undertaken, with medical services supplemented through the supply of locums. The engagement of locums has been at significant direct cost and where there has been a shortfall MTHCS has supplemented the viability of the service. We hope to have a positive result soon in response to our recruitment efforts.

The Sea Lake Medical Practice will be wound up at 30th June 2017 and operations of the clinic will be transferred to Mallee Track at 1 July, 2017. This will assist with ensuring stability of the provision of Medical Services for Sea Lake and the surrounding communities. We thank Dr Lowery who has been tireless in his service since 1994. We thank Dr McCallum who is continuing on a part time basis to practice at Sea Lake. The medical practice at Sea Lake will now be known as Mallee Track Medical Clinic Sea Lake. Our management team has now focussed and redoubled our efforts to recruit a long term GP for the community of Sea Lake.

The recruitment of GPs into rural communities is a significant challenge faced by all rural health services across the state. Our journey in this regard is not solo – many rural health services are recruiting in a market where medical practitioners can pick and choose their place and terms of practice. We seek the patience and understanding of the community as we work towards solutions over the next reporting period.

'Under one roof' – Sea Lake build

The Sea Lake capital build to bring all residential aged care services 'under one roof' is nearing completion at the time of compilation of this report. This is a significant achievement for the health service and community which has taken many years to see the vision become a reality. We will continue to pursue capital funding opportunities to complete aspects of the work which were taken out-of-scope to bring the project within the allocated capital budget provided by DHHS. We thank the staff and residents who have worked hard as a team to continue service delivery in the temporary building arrangements.

Strategic planning

A significant development in 2016/17 year has been confirmation of our MPS funding and service agreement for a three-year tenure – with the potential option of a two-year extension. This is significant as over the prior three years our funding arrangements have been assured only on an annual basis. This financial stability will allow us to now plan for the long term.

With confirmation and securing of our funding arrangements we will commence a process in the next reporting period to design a strategic plan for the health service. We will also take the opportunity to review our vision, mission and philosophy. Our organisation has, however, changed significantly over this period – including the addition of the Sea Lake community and campus to the tri-partite arrangement. We are keen to hear from the community and key stakeholders about what they see are the long term strategic goals that we should be seeking to deliver on.

Staff years of service celebration

In March 2017, our organisation recognised staff – current and previous – who achieved significant milestones of service. More than 50 staff received awards for achieving more than 10 years' service to MTHCS – including the pre-existing entities which have now become part of the MPS. This is an inspiring testament to the quality of our organisation and the quality of the people in our teams and is unusual in a modern workforce where fluidity and quick movement between employers is more commonplace. As an organisation and as a community we benefit so much from that incredible stability, depth of knowledge and those solid connections – they strengthen the work we do and what we are achieving in our communities. The two longest-serving staff members at Mallee Track – Denise Kay and Cathy O'Shannessy – have achieved the distinction of 40 years of service.

Board of Directors

The Board of Directors has continued to oversee the governance of the organisation. The release of the Duckett Review has seen the implementation of a range of recommendations on public sector organisation boards across the state. This has included the introduction of limited years of tenures for Directors,

Functions of the Board of Management

- Mallee Track Health & Community Service (MTHCS) is governed by a Board appointed by the Governor-in-Council upon the recommendation of the Minister for Health, The Hon. Jill Hennessy, MP.
- The Board of Management meets, on average, monthly, with nine meetings normally scheduled each financial year. Members of the MTHCS Executive team who regularly

the onset of skills-based boards – rather than representational models – and a higher expectation set for boards in relation to clinical governance.

We were pleased to welcome on 1 July 2016 new members onto the Board:

- Hodi Beauliv
- Jenny Heaslip
- Joy Lynch

A significant thank you to all Directors of the board who volunteer their time endlessly to progress the future of MTHCS.

Thank you

The commitment and dedication of the staff, volunteers and board of MTHCS continues to provide a platform for the future of MTHCS as we move forward. Our context is challenging but exciting opportunities will present as fundamental change is introduced with the onset of consumer choice and control.

A huge thank you is extended to all our staff and volunteers – the organisation would not be what it is today without the passion and dedication of all those involved in MTHCS.

Terry Elliott – Board Chair

Lois O'Callaghan – Chief Executive Officer

attended Board meetings in the 2016-17 financial year were the Chief Executive Officer and Board Secretary.

- To maintain a stewardship process with the Chief Executive Officer or other delegates.

The Board of Management meets monthly. The Finance and Audit committee is a subcommittee of the Board of Management and reports through the Board of Management meetings.

Members of the Board of Management

Mr Terry Elliott (President)

Ms Hodi Beauliv

Mrs Leanne Boyd (Vice Pres. until Dec. 2016) (Treasurer Dec. 2016 to June 2017)

Mr Howard Crothers

Mr Robert Gloster

Ms Joy Lynch

Mrs Jenny Heaslip

Mr Andrew McLean

Mrs Laurice McClelland

Mrs Lara Wakefield (Junior Vice President)

Mr Mark Wilson (Vice Pres. Dec. 2016)

The Role of the Board

The powers and duties of the Board are set out in the Act; the Board has a responsibility to ensure that MTHCS performs its functions as set out in Section 115E of the Health Services Act.

The functions of the Board of a Multi-Purpose Service are: to oversee and manage the service; and to ensure that the services provided by the service comply with the requirements of this Act, the objects of the service, its by-laws and any agreement entered into by the service.

Sound Board governance systems provide protection for the organisation, its stakeholders and the Board against fraud,

illegal practices and poor performance by its own members, its Chief Executive and staff.

Board members are committed to acting honestly and in good faith at all times. The Board is required to regularly review its own performance as the basis for its own development and quality assurance.

Finance and Audit Committee

The Finance and Audit committee is a subcommittee of the Board of Management and reports through the Board of Management meetings.

Members of the Finance & Audit Committee

Mr Terry Elliott

Mrs Leanne Boyd (Acting Chair)

Mrs Lara Wakefield

Mr Mark Wilson (From February 2017)

Mr Glen Hornsby (Internal Auditor – Until November 2016)

Internal auditor from December 2016 – under procurement

Mr John Senior (Chief Executive Officer – Until October 2016)

Mrs Lois O'Callaghan (Chief Executive Officer – From October 2016)

Mrs Kellie Nulty (Independent Member – From February 2017)

Mr Mark Plain (Independent Member – From May 2017)

CEO & Directors

Mrs Lois O'Callaghan Chief Executive Officer

Mrs Pam Vallance Executive Director of Nursing

Mrs Lyndal Munro Director of Community Services

Mrs Karen Crook Director of Corporate Services

Medical Officers

Dr Michael Lowery Sea Lake

Dr Ros McCallum Sea Lake

Mallee Track Medical Clinic staffed by Locum General Practitioners and Tristar Medical Group.

Workforce Information

Information on workforce data is collected by the Organisation on an annual basis. The following information provides an overview of the current labour force, by Service Area, at Mallee Track Health & Community Service. The Organisation currently employs 237 staff.

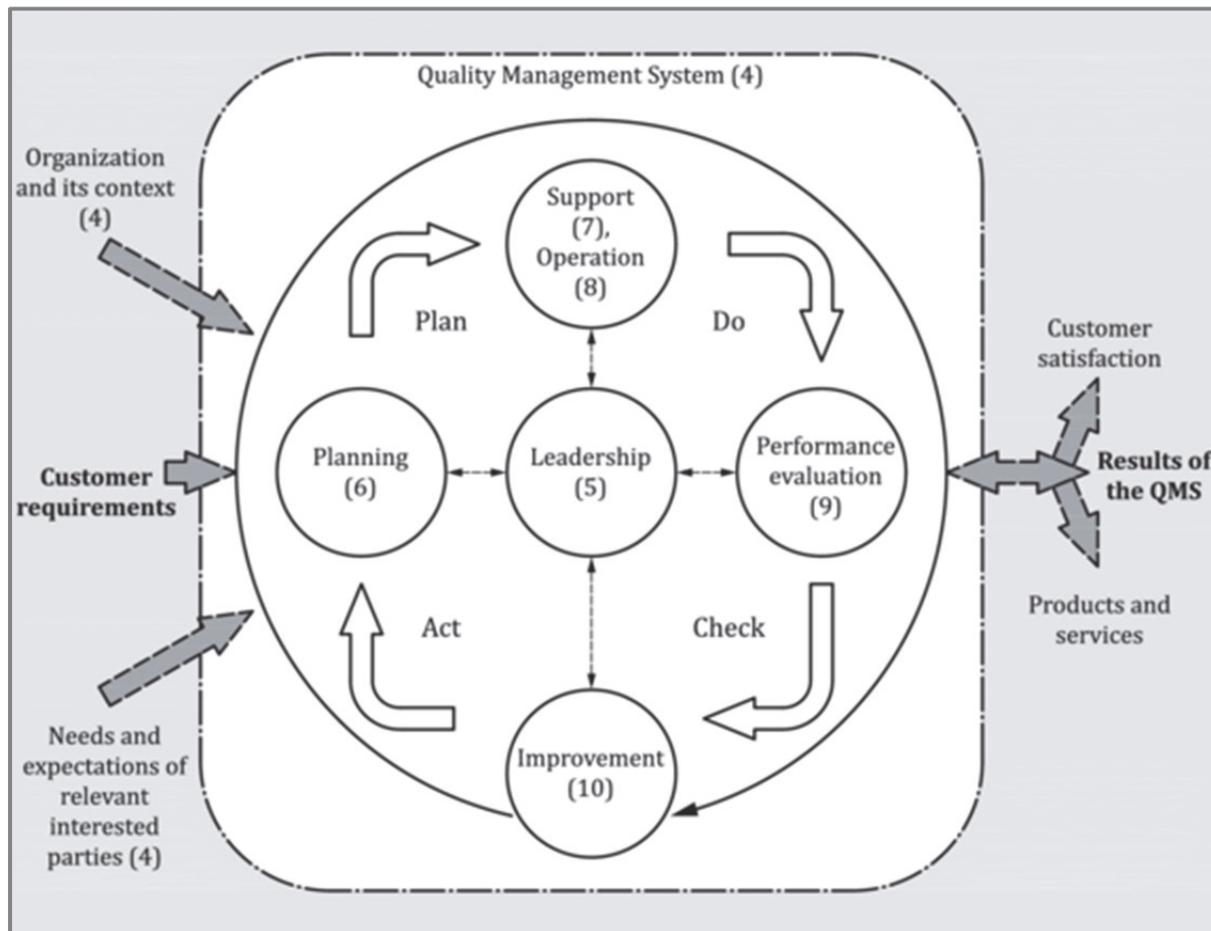
Hospitals Labour Category	JUNE Current Month FTE*		JUNE YTD FTE**	
	2016	2017	2016	2017
Nursing	38.75	37.87	38.75	39.62
Administration and Clerical	13.63	10.84	13.63	11.45
Medical Support	0.83	1.31	0.83	1.99
Hotel and Allied Services	25.73	23.64	25.73	24.34
Medical Officers	0	0	0	0
Hospital Medical Officers	0	0	0	0
Sessional Clinicians	0	0	0	0
Ancillary Staff (Allied Health)	59.96	58.97	59.96	58.17
Total	138.90	132.63	138.90	135.77

The Organisation participated in the People Matter Survey at the end of June 2016. Results were not statistically significant and we are unable to report on the results.

The Organisation has participated in the 2017 survey which included additional questions relating to workplace wellbeing and integrity. Staff have committed to supporting the 2017 survey and we have been advised that we reached sufficient feedback to act upon the results to assist us in planning and development of workforce strategies.

Our recruitment and HR policies are continually reviewed and updated to reflect changes in awards and legislation. All appointments are based on merit and equity and adhere to current legislation. All staff receives the Code of Conduct for Victorian Public Sector Employees on appointment which promotes adherence to MTHCS and public sector values.

Continual Improvement of the Quality Management System

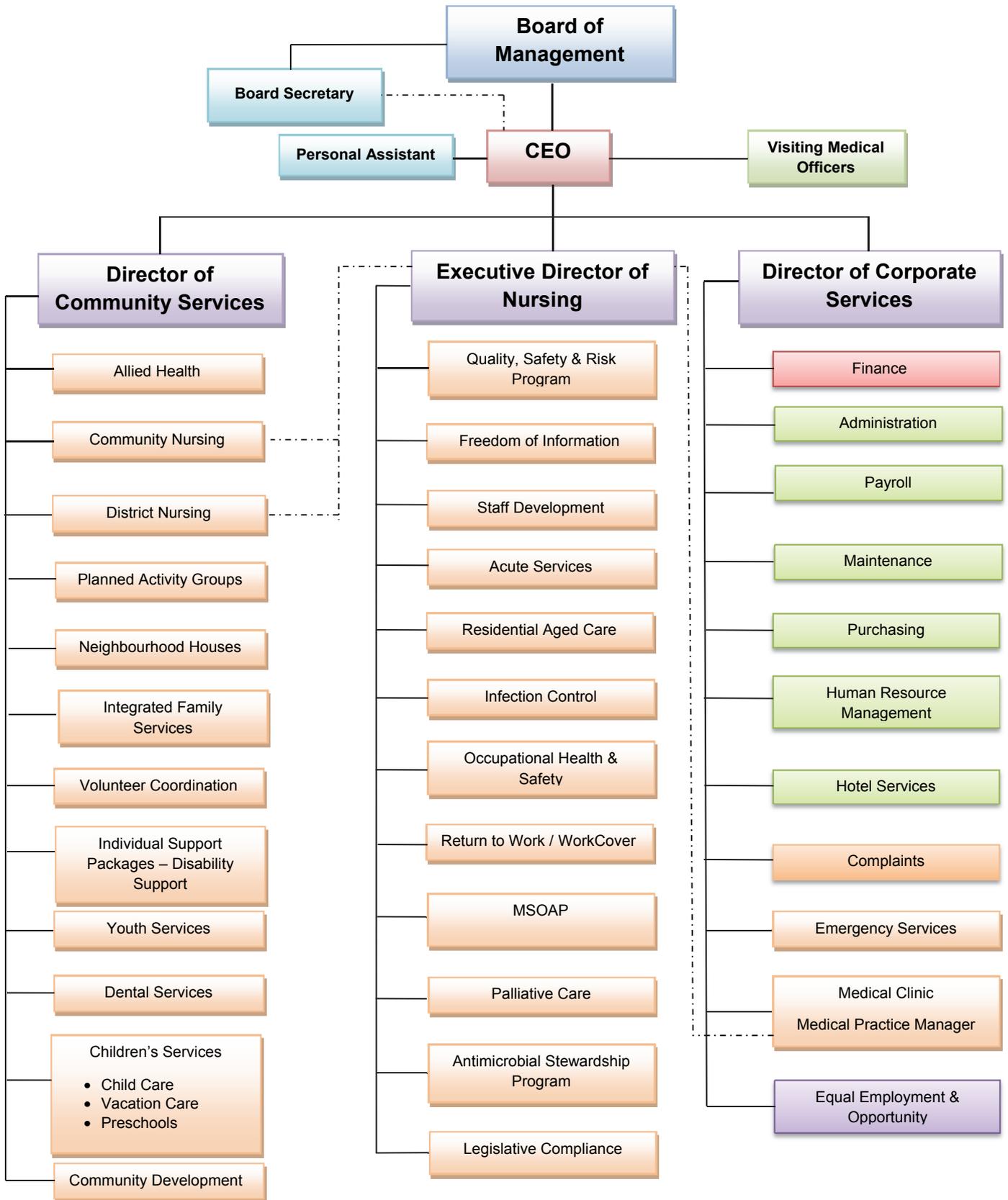


MTHCS, through an organisational planning process, has adopted the Quality Management Principles of International Standard AS/NZS ISO 9001:2008 and the Occupational Health and Safety Management Principles of International Standard AS/NZS 4801:2001 to demonstrate to patients, residents, staff and the community that we are accountable for the quality of the service we provide and for the safety of all persons affected by the organisation's activities.

The MTHCS Integrated Management System has been designed to meet the needs and principles of multi-purpose service (MPS) philosophy, by delivery of an integrated health, community and residential aged care service that meets the needs of the Mallee Track community. It aims to foster a culture of continuous quality improvement that is embedded in everyday practice and supports the meaningful participation of people in giving feedback about the services they require and the quality of services they receive.

The Integrated Management System functions to ensure that all accreditation processes including the National Safety and Quality Health Service (NSQHS) Standards, Community Common Care Standards, DHS Standards et al are continually reviewed and monitored to maintain compliance.

Organisational Chart



Performance Priorities

a) Safety and Quality Performance

Safety and Quality	Target	Actual
Health service accreditation	Full compliance	Full Compliance
Cleaning standards (Overall)	Full compliance	Full Compliance
Cleaning Standards (AQL-A)Very High	Full compliance	Achieved
Cleaning Standards (AQL-B)High	Full compliance	Achieved
Cleaning Standards (AQL-C)Moderate	Full compliance	Achieved
Submission of data to VICNISS*	Full compliance	Achieved
NHHI Audit 2 2016	Full compliance	Achieved
NHHI Audit 3 2016	Full compliance	Achieved
NHHI Audit 1 2017	Full compliance	Achieved
HCW Influenza Immunisation	Full compliance	Achieved
Victorian Healthcare Experience Survey~	Pt Experience	Full Compliance

*Victorian Healthcare Associated Infection Surveillance *Health care worker influenza immunisation
 ~Less than 42 responses were received for the period due to relative size of the Health Service

b) Funded Flexible Aged Care Places

Campus	Number
Flexible High Care	50
Flexible Low Care	35
Flexible Home Care	5

c) Utilisation of Flexible Aged Care Places

Campus - Ouyen	Number	Occupancy level %
Flexible High Care	29	74.85%
Flexible Low Care	27	59.5%
Respite	2	17%
Flexible Home Care	0	
Other community services	0	
Total	58	
Campus – Sea Lake	Number	Occupancy level %
Flexible High Care	19	34%
Flexible Low Care	6	55.5%
Respite	2	19%
Flexible Home Care	5	45%
Other community services	0	
Total	32	

d) Acute Care

Service	Campus	Type of activity	Actual Activity 2016-17
Medical inpatients	Ouyen	Bed days	33
Urgent care	Ouyen	Presentations	979
Non-admitted patients	Ouyen	Occasions of service	259
Palliative care	Ouyen	Number of clients	1

Service	Campus	Type of activity	Actual Activity 2016-17
Medical inpatients	Sea Lake	Bed days	256
Urgent care	Sea Lake	Presentations	375
Non-admitted patients	Sea Lake	Occasions of service	As above
Palliative care	Sea Lake	Number of clients	4

e) Primary Health Care

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

Service	Actual Activity 2016-17 (specify unit of activity i.e. occasions of service/hours of service etc.)
District nursing	2772 hours
Podiatry	2493 hours of service
Occupational Therapy	1218 hours of service
Physiotherapy	280 hours of service
Hydrotherapy	241 occasions of service
NHH	As per funded agreement houses are open – 25 hours per week for Sea Lake and Ouyen, 20 hours per week for Murrayville
Social Work*	Includes other community development and projects not funded through MPS.
Exercise groups	3263 occasions of service
Long Day Care*	6138 full days, 1538 half days across 5 Centres
Integrated Family Services*	1675 hours of service
Dental*	1526 Dental Weighted Unit Activity
Planned Activity Group	24706 hours of service
Volunteer Co-ordination	1615 hours
Delivered meals	7140 meals
Individual Support Package*	1

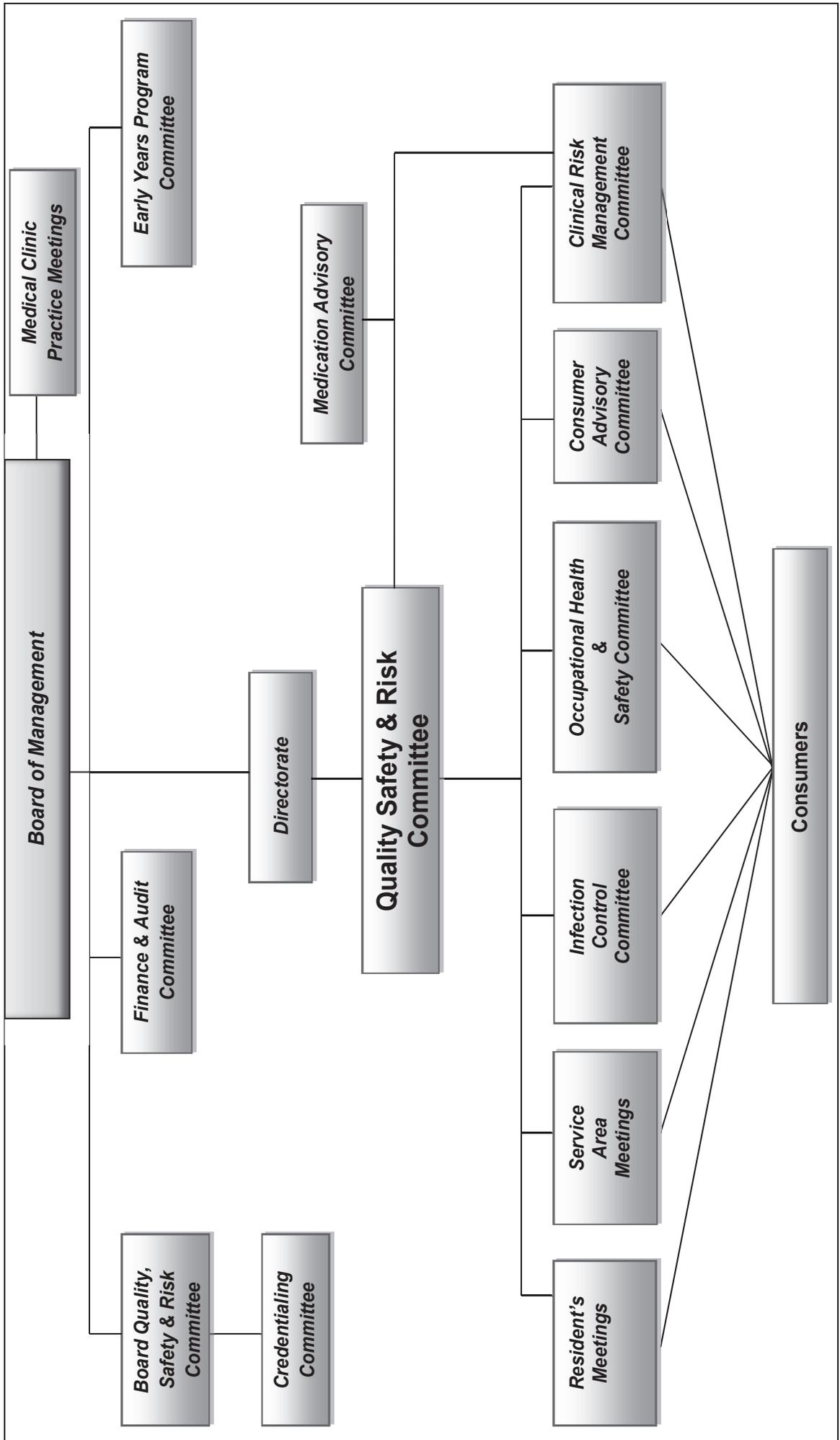


Communal Area, Renovated Nurses Station and new furniture ready to disperse



North side view of the newly developed Sea Lake Service Centre

MALLEE TRACK HEALTH & COMMUNITY SERVICE COMMITTEE STRUCTURE



Service Planning Outcomes

MTHCS has continued to pursue projects and programs that build community capacity and develop partnerships where demand for block funding has decreased over time. We have continued to pursue projects that have a focus on 'place'.

Community Services Directorate is a large portfolio with significant changes to funding models within Home and Community Care and the Early Year's areas. The directorate includes:

- District Nursing
- Allied Health
- Social Work and Integrated Family Services
- Dental
- Early Years – Long Day Care, Occasional Care, Vacation Care
- Early Years Manager – Pre Schools
- Neighbourhood Houses
- Home and Community Care – program for young people
- Commonwealth Home Support Programme
- Brokerage services – Carer Support, Respite Care Programs, Early Intervention.

The focus of changes in the health area of the Directorate has been towards Consumer Directed Care alongside the introduction of the Commonwealth Home Support Programme and the imminent changeover to the National Disability Insurance Scheme in 2019 for the Mallee area. The introduction of My Aged Care for people over 65 has introduced a new level of assessment for those wanting to access entry level home support services.

There have also been significant moves for changes in the Early Years arena with the passing of the Jobs for Families package. We continue to prepare for the change in our funding arrangements for these programs from Budget Based Funding to Child Care Benefit arrangement.

Mallee Track continues to advocate for people who have additional support needs across the age spectrum to ensure that they receive the services that they are entitled to through a range of funded providers, regardless of their geographical location.

New funding received over the reporting period includes growth funding in Commonwealth Home Support Programme. Funding has been secured to provide

support to people at risk of homelessness and those who are financially disadvantaged.

As an organisation we have attended planning sessions and commenced identifying our potential place with the onset of the National Disability Insurance Scheme (NDIS). Block funding for a range of organisations in the area will cease to exist after 1 July 2019 – when funds will become contestable for a range of clients eligible for the NDIS.

We are currently in the process of developing a business plan to identify what services MTHCS will provide in this space. We are looking at services that we don't currently provide that are identified as an area of need within our catchment.

Home & Community Care Program for young people (HACC PYP) and Commonwealth Home Support Program (CHSP)

The most significant change has been the split of funding with the implementation of My Aged Care and the CHSP. MTHCS now has separate funding agreements with State and Commonwealth for the delivery of HACC PYP and CHSP services..

In the next reporting period, any new client over the age of 65 will be required to be assessed by My Aged Care before accessing services. MTHCS will not be able to receive these referrals directly from people requesting services unless their needs are urgent.

It is still unclear at this time whether HACC PYP services which Mallee Track receives block funding for will be contestable in 2019 when the current funding and service agreement expires. As an organisation, we will continue to advocate for the MPS model – and our ability to address potential market failure in the rural context.

Mallee Track Health and Community Services receive funding for a range of HACC PYP and CHSP funded services including:

- Nursing
- Allied Health
- Delivered Meals
- Volunteer Coordination
- Transport
- Social Support – Group based and Individual Programs

Staff have been undertaking community information sessions and information on this change to service access and consumer directed care models of service delivery.

Our CHSP services were assessed against the Home Care Common Standards by the Quality Agency in March. MTHCS met all 15 areas of the standards.

District and Community Nursing services continue to be delivered to clients across all of our communities. The district and community nursing team play an important role in provision of community based nursing, health and wellbeing support.

Investments in clinical knowledge and training over the reporting period have included:

- Continence
- Wounds
- Cervical screening
- Palliative Care

MTHCS has continued its commitment to deliver Well Women's Clinics across the catchment on a limited but regular basis. This service is block funded through MPS funds.

During the reporting period, MTHCS has been re-registered as a provider for Department of Veteran's Affairs. This is a small, but important service to the veteran community across the catchment.

We have developed a partnership with Sunraysia Community Health Service to implement the upskilling of District Nurses and the development of a monthly Continence clinic. This has provided continence assessment and support in a place based environment. People no longer have to travel outside the catchment for continence support. Nursing staff have been involved in monthly education with Sunraysia Community Health Continence nurse and completing joint assessments with clients to build up their skills in this area. This is a great innovative model for rural service delivery of continence services for the catchment.

MTHCS continued to work closely with Flinders University Rural Clinical School in the provision of quality assessment via point of care technology and individualised support, guidance and referral by the program facilitator to enhance diabetes management for its participants. This program is an important part of Early Intervention in chronic disease management. Mallee Track has been committed to this work for more than 10 years.

MTHCS receives a small amount of funds for the Smiles for Miles program. This initiative is about promoting oral health in the Early Years settings. All early years services have received accreditation under this program.

The Cardiac rehabilitation program has been developed and we are waiting for referrals into the program. The stability of medical services has not supported uptake of this program.

Allied Health

Fiona Sanford, Occupational Therapist (OT), is a valuable asset to the Allied Health Team and plays an important role with community and residential care clients to support functional capacity and independence with activities of daily living.

Within the OT department we have developed a falls prevention program that has been rolled out to Sea Lake and Murrayville communities. Fiona has developed skills within the Allied Health Assistant workforce to support delegation of tasks that allow her to focus on assessment and person centered care.

The Occupational Therapist has worked closely with the Community Services team and Alzheimer's Australia to run a number of sessions with family carers.

MTHCS has been providing a contractual Paediatric Occupational services for School Support Services and Early Intervention services. With changes to staffing MTHCS has been unable to support this need and is looking at innovative ways to continue this service. Rebecca Torpie Occupational Therapist has been signed up as a contractor to support this need as required.

The delivery of physiotherapy services has continued in a contracting arrangement across the catchment. MTHCS contracts private providers of physiotherapy services who locate themselves in Ouyen and Murrayville. Our aspiration is to recruit, at some point, a physiotherapist who wants to live work and be a part of our communities. In the interim, as an organisation we have reviewed our service model to ensure best fit with potential clients in the catchment. We have also invested in delegated roles which can support the physiotherapist – or roles that can deliver services within their own scope of practice that complement the physiotherapy offering.

Roles and specific programs that we have to support physiotherapy:

- Exercise Fitness Leader
- Lift for Life
- HEAL program (in partnership with Robinvale District Health Service)
- Tai Chi – with a focus on falls prevention and rehabilitation

Exercise programs, Tai Chi and hydrotherapy programs for community and residential aged care continue to be delivered with the support of Allied Health Assistants and the Exercise Fitness Leader. The exercise groups continue to be well subscribed and supported.

Podiatry services continue to be in high demand. As a result, we have commenced recruitment of an additional Allied Health Assistant to support the podiatrist and further develop systems to triage and demand manage the service. Over the reporting period a casual private podiatrist continues to deliver extra clinical services. This has slowly been received positively by the clients and community and provides people with choice of provider.

MTHCS continues to offer podiatry and foot care clinics at all locations across the catchment. Review of service delivery during the reporting period has led to 6 weekly outreach visits rather than monthly due to over servicing of some outreach clients. Additional outreach clinics are scheduled as the need arises.

The podiatrist, Jo Mallinson, continues her specialist interest in wound management. We look forward to her applying this specialised knowledge when she has completed her Masters qualification in the coming months.

Allied Health Assistants (AHAs) play an extremely important role in the health service – and this will continue to be the case in the future as the recruitment of Allied Health Professionals becomes more difficult. Our allied health assistants play an important role in supporting the delivery of physiotherapy, podiatry, and occupational therapy services. As a health service we have explored a range of delegated activities under the Allied Health Professional Supervision and Delegation Framework. We continue to expand the scope of practice for AHA's at MTHCS.

Northern Mallee Allied Health Cluster

Mallee Track has continued to partner with Sunraysia Community Health, Mildura Base

Hospital and Robinvale District Health Service to support Allied Health Assistants and Professionals within the region. MTHCS has been the holder of the cluster funding and has provided support with Professional Development education and development of early graduate program.

Volunteer Co-ordination

Mallee Track has approximately 165 people registered as volunteers to support our work in assisting to deliver programs and services in the community. Volunteers are a pivotal part of supporting people in the community who are isolated for a range of reasons. Volunteers provide support for many programs including; friendly visiting; volunteer driving; activity programs, delivered meals, neighbourhood house programs and much more.

Transport

Volunteer transport is an extremely valuable service for the whole of the catchment with transport continuing to be identified as a priority for members of the community. We thank those people who willingly volunteer their time to transport community members to medical and other appointments.

Social Support Programs

Mallee Track delivers 11 weekly and 5 monthly social support programs across the catchment. The programs offer transport and meal as part of the service.

Weekly group programs are held in Ouyen, Underbool, Murrayville, Sea Lake, Speed, Manangatang, Culgoa and Woomelang.

Group Based programs provide regular social support and interaction for clients across the Mallee Track and respite for Carers. Each group is unique and offers a range of activities based on clients' interests and needs.

The Meet & Eat program has been maintained and enables eligible CHSP/HACC clients in Ouyen, Underbool and Murrayville to meet once a month to share a meal and socialise with one and other.

The friendly visiting program continues to enjoy a small but dedicated group of volunteers who spend a scheduled time talking and connecting with people in our community who are lonely or isolated. This program is important for those receiving the service.

Delivered Meals

Demand for delivered meals has remained steady over the last year with more than 7000 meals being delivered.

Delivered meals are important not just for the nutritional value, but for the social connection that this provides for the volunteers and recipient. We thank our dedicated volunteers who continue to give their time for this service.

Delivered meal service has undergone a review with the aim to deliver the service in more innovative ways that caters for people needs. We have had a dietician review the nutritional value of the meals provided and look forward to working with staff to improve the quality of meals provided.

Social Work and Integrated Family Services

MTHCS receive small amount of Primary Health Care Network Funding to provide Social work support in the Sea Lake area. Services have been provided in line with funding scope and targets have been met with good outcomes for people who received the service.

On January 1 2017 Mallee Family Care (MFC) ceased to be a partner for the delivery of Partners in Recovery (PIR). This program provided care co-ordination for clients with a mental illness. PIR is tagged for inclusion in the NDIS and the current block funding arrangement will no longer exist after 1 July 2019. MTHCS (together with any other registered provider for that service in the NDIS) will be able to contest this funding at that time – if we choose so.

Family Services is facing a number of challenges due to an increase in the number of families requiring support, and the level of complexity and risk of the families involved. Increased demand has seen increased pressure from other stakeholders to close cases prematurely to deal with demand. A new Quality Governance framework is being considered by the department, but until that is implemented it is becoming increasingly problematic on how to balance good clinical risk management with demand management.

The Keeping Kids Connected project has been finalised due to limitations of funding. The project enabled clinical capacity for the

social work team to work directly with children and young people at the Ouyen and Murrayville P-12 College to prevent their disengagement from education. There have been good outcomes as a result of this work with young people and families in the catchment.

Neighbourhood House(s)

Mallee Track auspices Neighbourhood Houses in Ouyen, Murrayville and Sea Lake. Each coordinator works with their local community to develop programs to meet local needs. Programs are varied and can include formal and informal learning; community social events; health promotion; fundraising, youth programs and other activities.

Ouyen

The Ouyen Neighbourhood House leads key programs within the community but has had some opportune community ideas which have been very successful over the last 12 months. Highlights include:

- Toddler Water Safety program has been expanded in hours and numbers with high attendance rates
- The delivery of a successful Deb Ball with debutants and their partners. Surplus funds from the 2017 debutante ball will be utilised to support youth focused programs in the community.
- Skin Cancer Clinic trips for the purposes of screening for skin cancer

Sea Lake

Sea Lake Neighbourhood House has been active in a number of key community initiatives including:

- Volunteer co-ordination and transport
- A continued school holiday program which delivers a range of activities of interest to young people in the community
- Providing support to the Sea Lake Men's Shed
- Providing a space for the Sea Lake Playgroup and Toy Library to be co-located due to space limitations at the Sea Lake children's hub
- Funding for a community Garden, Volunteer grants for Men's Shed and Transport project
- Coordinating the Freeza event with the local youth group 'Pulse'

Murrayville

The Murrayville Neighbourhood House continues to work with the community to deliver programs including:

- Skin cancer clinic trips to Adelaide
- Various school holiday activities for children and young people in the community
- Public internet access point
- Men's Health Night

Dental Clinic

MTHCS receives funding to provide a Public Dental Service. Our partnership with Tankard Dental has continued in a successful manner.

The Dental Weighted Activity Unit (DWAU) has required close monitoring to ensure that a consistent service was provided. Further funds were made available by Dental Health Service Victoria at the start of June once our target was achieved and other agencies identified underutilisation of allocated funding. Our partner, Tankard Dental, were willing to extend the service offering.

Individual Support Package (ISP)

Mallee Track continues to receive a small amount of funding through DHHS Disability Services for the delivery of Individual Support Packages. This funding is specific and tailored to the needs of clients in receipt of this funding.

The ISP will be integrated into the NDIS when it is rolled out in the Mallee area.

MTHCS was assessed against the Human Services Standards and received recertification.

Hosted programs and brokered services

The Royal Flying Doctor Service together with the Australian College of Optometry continue the delivery of optometry clinics across the catchment. This service is reassessing utilisation levels and number of outreach clinics planned for future service delivery.

MTHCS hosts visiting Speech Therapy and Dietetic services from Robinvale District Health Service on a regular basis. These services are funded under the Primary Health Care Network funding. This focus of this funding is moving towards preventable hospital admissions and models of care. It is unknown the future of existing model of service delivery in the next reporting period.

MTHCS continued to be a contracted provider for the delivery of Early Intervention services for MFC.

MTHCS has continued its work with the state-wide Family Relationship Support for Carers program to roll out a sustainable model of carer support across the catchment. MTHCS facilitates Carer Support groups in Sea Lake, Ouyen and Murrayville. Groups meet regularly and provide each other with support and advice.

MTHCS work with Bendigo Health Care Group to provide individual respite services to family carers who are in receipt of a respite Package. MTHCS staff provide carers with valuable break from their caring role.

Sunraysia Hearing services visit on a regular basis and provide hearing assessment and treatment services within the catchment.

Early Years Services

Early Years Services are an important part of the suite of community services which the organisation provides. The inclusion of these programs has meant that we are well positioned to influence the developmental outcomes for children 0-8 across our catchment. This has been particularly important when reviewing the Australia Early Developmental Census (2016) data. The AEDC has been undertaken three times now and for our catchment there have been some improvement in developmental measures. There is still quite a way to go to improve the outcomes to the level of other regional and state counterparts on the AEDC measures. MTHCS continues to identify and pursue projects which offer the opportunity for us to influence developmental outcomes for children and families in the catchment.

Budget Based Funded Long Day Care Services

MTHCS continues to work closely with all communities in the catchment in the operation of long day care services. The subscription levels for services across the catchment continue to be consistent.

During the reporting period the government policy which supports BBF's is under review with a range of legislative changes proposed.

At a pedagogical level in early years we have:

- Undertaken an annual feedback survey to identify areas of strength and areas for further development. This has assisted the quality improvement planning process
- Staff have received education in the areas of Disability Support, and Abecedarian Approach.

Our funding body, Commonwealth Department of Education and the State Department of Education, have been generous over the reporting period. For the benefit of services they have provided significant investment of funds to improve the facilities where services operate.

At the time of preparing the report the following capital projects have been confirmed and are either in process, or have been committed to:

Murrayville – renovation and extension of the store room. Major landscaping works in the outdoor area to improve the developmental opportunities for children

Underbool – work on planning stages continues for the planned extension to the building to accommodate a second room. A second room will improve the quality of the service which currently operates as a single unit facility. At the time of report, MRCC has tender documents out for public tender and are hopeful works will be completed by November 2017.

Sea Lake – renovation and installation of storage. This is to accommodate the suite of programs which operate from the single unit facility. MTHCS has been working with the Buloke Shire around future planning of early years services. An expression of interest for funding for a new facility on School land has been submitted. This EOI has received a variety of responses from the community. We will continue to work with the community and stakeholders to provide a sustainable Early Years' service into the Sea Lake community.

Ouyen Mallee Minors – Final stage of renovations to complete the reception and multipurpose nature of the facility. This stage was planned as part of the works which were undertaken in the prior reporting period.

Vacation Care Program

The Vacation care program has experienced varying attendances with a strong core following.

The program continues to operate from the Ouyen P-12 College.

Children attending the program play an important role in developing the program of activities that occur.

The program was audited by the regulatory authority during the reporting period and was found to be compliant.

Early Years Management

During the reporting period we have seen a change from Kindergarten Cluster Management to Early Years Manager. This change is reflective of broader changes to early years focus on service delivery improvements that will be rolled out in the coming years in line with the education reform. We will see more funding into early years services in areas of need in the coming 5 years. It is an exciting time to be working in this space. MTHCS continues to provide management support to Ouyen, Manangatang, Underbool, Sea Lake and Murrayville Preschools.

The Department of Education is, in 2017, block funding small rural kindergartens. This announcement has been welcomed by parent committees who can now focus on their children rather than fundraising to support the operational costs of the kindergarten program. Mallee Track will continue to advocate for a sustainable funding model for rural communities which does not rely on the community to fundraise to support the financial operations of the service.

Mallee Track has worked towards integration of all service policies for kindergarten that are regulated under National Law. This is a time consuming initiative which will reap benefits in the future to support the broader integrated management system.

Staff have attended professional development education on:

- The Abecedarian approach. Abecedarian approach is a teaching and learning approach that supports children's development of language. Merrilyn Grant is now providing education to staff on the approach.

- Let's Count which supports the introduction of mathematical concepts into early years programs.

Underbool and Murrayville teachers presented at the Early Learning Association Australia together we grow conference. A paper on The Integrated Kinder/Childcare model was presented.

Occasional Care

Occasional care services were established in Sea Lake, Ouyen and Underbool. This has enabled the introduction of 3 year old kindergarten programs and extended hours of service wrapped around the long day care service.

There are 5 other sites across the catchment where funding has been secured and at the time of preparing this report, we are in the process of finalising community preferences and the financial modelling for the model. The remaining 5 sites will be bought on line as consultation and financial modelling of services is completed.

Early Years Strategic Planning

A review of the Committee of Management for Early Years was completed in the 16/17 reporting period. Board endorsed a model of Early Years Strategic Planning which is more specific to each community. The new model will be rolled out over the next reporting period.

Acute and Residential Aged Care Services

MTHCS provides Acute, Urgent Care, Nursing Home and Hostel care to the people of the Mallee Track communities in both Ouyen and Sea Lake. MTHCS remains committed to ongoing improvement in safety and quality in patient care across the organisation. MTHCS continues to adhere to the National Safety and Quality Standards. MTHCS has maintained certification in all 10 National Standards.

Ouyen

In Ouyen, MTHCS have been able to meet the demand for acute and nursing home care within the Flexibed unit. This year the demand for these services has decreased. There was a decrease of 102 bed days for the year.

Acute

During this reporting period a significant decrease in demand for acute care has been experienced. This year the acute service has seen a 75% decrease in separations to 12 and an 88% decrease in the number of total bed days to 33. This can be attributed to the instability within medical services impacting our ability to admit patients.

The average daily occupancy rate has varied month by month ranging from between 0.3 to 0.0 patients. The highest number of acute admissions in any one 24 hour period has been one (1) patient. The average length of stay for 2016/2017 was 1.6 days compared to 5.1 days for 2015/2016.

Residential Aged Care High Level

Demand for Residential Aged Care – High Level has remained stable throughout the reporting period. Year to date at the end of June there were 23 residents in the facility compared to 26 residents at the same time last year. There has been up to 27 residents in care at any one time during this reporting period. The total number of high care bed days increased by 4% during this period to 7920, with the total number of separations increasing – 66 compared to 59.

The facility has continued to provide respite care according to community needs - a total of 912 bed days were provided for the 2016/2017 period compared to 1058 bed days in 2015/2016 – an decrease of 14%.

Low Level

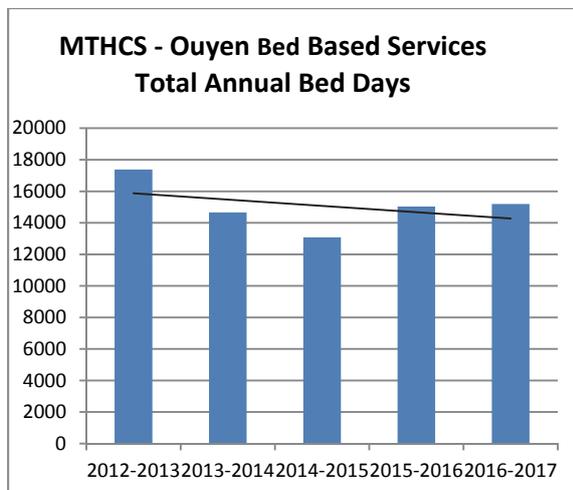
Demand for Residential Aged Care – Low Level has remained stable throughout the reporting period. At the end of June there were 18 residents in the facility compared to 18 residents at the same time last year. The total number of low level care bed days has increased by 15.5% to 5873, with the total number of separations decreasing – 29 compared to 38 for last year.

The facility has continued to provide respite care according to community needs - a total of 455 bed days were provided for the 2016/2017 period compared to 982 bed days in 2015/2016 – this represents a decrease of 54%.

Urgent Care

The Urgent Care Department continues to provide a vital role to the community. This year to date the Urgent Care Department recorded a 9% decrease in usage with 979 occasions of service being recorded. This equates to an average of 82 occasions of service per month for the reporting period.

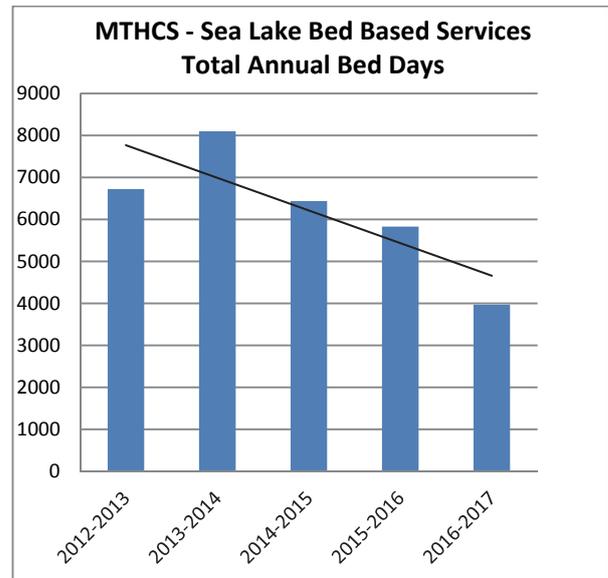
The combined bed days for the Ouyen Service Centre (acute, nursing home and hostel) year to date for 2016/2017 were 15,193 compared to 15,036 days for 2015/2016. This indicates that the demand for bed based services remains about the same as last year.



The graph above depicts the demand for bed based services at the Ouyen Service Centre.

Sea Lake

Sea Lake has experienced a decrease in demand for bed based services during this reporting period. Compared to last year there has been a 32% decrease in demand for bed based services. For the same period in 2015/2016 there were a total of 5830 bed days recorded compared to 3696 bed days for this year – 1,861 less bed days. Demand for high level care has decreased by 32%, demand for low level care was decreased by 31% and demand for acute care was decreased by 42%. This was a result of the need to decamp from the main hospital building to Carinya Hostel during the major redevelopment project which restricted the number of available beds.



The graph above shows that demand for bed based services has decreased at Sea Lake.

Acute

Demand for acute care has decreased during this reporting period. Separations for the year have been 76 compared 94 for 2015/2016. There have been 256 bed days for 2016/2017 compared to 438 for 2015/2016 - a 42% decrease in the number of total bed days.

The average daily occupancy rate has varied month by month ranging from between 0.1 to 3 patients. The highest number of acute admissions in any one 24 hour period has been four (4) patients. The average length of stay for 2016/2017 was 3.5 days compared to 6.0 days for 2015/2016.

Residential Aged Care Kaleesa High Level

Demand for Residential Aged Care – High Level Care has decreased over the last 12 months. At the end of June there were 7 residents in the facility compared to 9 at the same time last year. The total number of nursing home bed days has decreased by 32% during this period to 2492, with the total number of separations increasing by 33% to 16.

The facility has continued to provide respite care according to community needs – a total of 132 bed days were provided for the 2016/2017 period compared to 160 bed days in 2015/2016.

Carinya Low Level

Demand for Residential Aged Care – Low Level has decreased over the last 12 months. At the end of June there were 3 residents in the facility compared with 5 at the same time last year. The total number of low level care bed days has decreased by 31% during this period to 1777, with the total number of separations decreasing by 75% to 2.

The facility has continued to provide respite care according to community needs - a total of 5 bed days were provided for the 2016/2017 period compared to 238 bed days in 2015/2016.

Urgent Care

The Urgent Care Department has continued to provide a vital role to the Sea Lake community. On average there has been 34 occasions of service per month for the reporting period, a total of 375 occasions of service. This indicates demand was the same as the previous year.

Achievements throughout 2016/17 year were:

- The major achievement has been the building redevelopment of the Sea Lake Hospital. All residents were moved out in August with building works commencing in September. Staff have continued to be consulted and have input into the new facility;
- Maintenance of certification against the 10 National Safety and Quality Health Service Standards across the all nursing service areas;
- Participated in the Clinical Placement Network providing clinical placement opportunities for student nurses;
- Workforce initiatives – Trainee Enrolled Nurses have completed their studies in the Diploma of Nursing in Ouyen and Sea Lake;
- MTHCS has maintained certification against AS/NZS ISO 9001:2008 and AS/NZS 4801:2001;
- Redevelopment of the nursing staff base at the Ouyen Campus to provide a safe area for staff;
- Regular medical services have been provided to the Ouyen community through locum medical officers since January as the contracted service provider was unable to meet the contractual requirements.

Recruitment

MTHCS successfully recruited nursing staff for the Sea Lake campus and has maintained adequate numbers at the Ouyen campus during this reporting period.

MTHCS offers scholarships to Secondary College students who enter relevant Allied Health Courses (inclusive of Nursing) in return for 2 years' service at completion of their course.

We continue to be supported by nurses from Mildura and Swan Hill ensuring an adequate supply of casual staff.

Education

A multidisciplinary monthly in-service education plan is developed each year based on staff needs determined during annual performance appraisal. MTHCS continues to be supported with visits from CHERC for education sessions. MTHCS has purchased training modules for staff that are delivered through the ReHSeN platform.

There have been a total of 331 staff attendances at training during 2016/2017 compared to 549 attendances during 2015/2016. This is inclusive of 2 external and 44 internal training opportunities.

Nursing staff are required to complete education about each of the National Standards which assists MTHCS with certification requirements.

MTHCS strongly supports staff in their pursuit of professional development and staff are often encouraged to take up further training opportunities as they arise.

We acknowledge and thank the Board of Management for their continued support of the nursing department. Thank you also to all the staff from other service areas across MTHCS that support and assist the nursing team on a daily basis. We would not be able to provide the level of care that we do without all your support; a team effort is required.

We also thank both the Sea Lake and Ouyen Ladies Auxiliaries for their continued support and generous donations of equipment.

Continuous Quality Improvement

The Organisation has had a busy year monitoring and maintaining quality processes across our broad range of services.

Significant work continues in strengthening compliance against the 10 National Safety and Quality Health Service (NSQHS) Standards and the 6 NSQHS for Dental Services. Staff are to be commended for how they worked with these standards to improve patient health outcomes. Auditing processes for the clinical areas have been strengthened with the introduction of a CQI audit program. This program ensures regular review and monitoring of all clinical practice, with a focus on the NSQHS. Clinical and Dental services have all successfully maintained accreditation against the standards following assessment by TQCSI in June.

Also at the June assessment MTHCS maintained certification against AS/NZS ISO 9001:2008 and AS/NZS 4801:2001.

We have continued to invest in the workforce with a focus in training and development in the quality areas of all Quality Standards (State and National). And our ELearning platform makes education accessible and flexible.

The organisation continues to review risk and governance in relation to our model of Early Years Management (EYM). This model has provided support with policy and procedure developments to support governance structures. The newly formed Board Quality, Safety and Risk Committee provide a forum for review, governance and recommendation.

OH&S

In this reporting period there have been 6 Occupational Health and Safety Committee meetings with an average of 10 members present at each meeting. Sea Lake OH&S Representatives have been attending OH&S Committee meetings either in person or via video link from Sea Lake.

MTHCS maintained certification against AS/NZS 4801:2001 Occupational Health and Safety Management System requirements.

Achievements of the committee have been:

- Metro Fire online training package purchased for staff fire training;
- Trial of telemedicine with Tristar for afterhours access to medical services;
- External Cleaning audits have been conducted at both Ouyen and Sea Lake Service Centres. All areas have performed well;
- The MTHCS Summer Preparedness Plan has been reviewed and updated;
- Emergency drills have been conducted across MTHCS;
- New OH&S Representatives have been elected and OH&S training has been provided;
- OHS Representative Refresher training provided;
- Staff across the entire MTHCS were provided with Fluvax vaccines;
- Motor vehicle handbook has been developed and introduced;
- Sea Lake building redevelopment has commenced and is nearing completion;
- Ouyen Nurses station has been redeveloped to provide a safe area for staff;
- All Fire Extinguishers have been checked;
- Asbestos audits have been conducted across MTHCS and Asbestos Registers have been established;
- A new Electrical Testing and Tagging machine has been purchased and staff have been trained in how to use it;
- All Patient Handling Devices have had their yearly checks;
- Emergency Evacuation Plans have been developed for Non MTHCS buildings;
- Material Safety Data Sheets for all chemicals in use across MTHCS have been reviewed and updated;
- Waste management continues with cardboard and plastic being segregated from other waste for recycling. Aluminium cans and polystyrene are also being segregated. Monitoring of MTHCS's water consumption continues.
- Installation of a new generator at the Sea Lake Campus made available through LIAF funding.

OCCUPATIONAL VIOLENCE

Occupational Violence Statistics	2016/17
Workcover accepted claims with an occupational violence cause per 100 FTE	0
Number of accepted Workcover claims with lost time injury with an occupational violence cause per 1,000,000 hours worked.	0
Number of occupational violence incidents reported	0
Number of occupational violence incidents reported per 100 FTE	0
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 2016-17.

Additional Services

A range of health professionals visit regularly and have provided primary health services over the past year. Some of these include:

Psychologist and Social Worker from the Baudinet centre.

Diabetes Educator – through the Murray PHN.

Speech Pathologist and Dietician, from Robinvale District Health Service, funded through the Murray PHN.

Regional Radiology Australia – regular visits from a Sonographer providing ultrasound and x-ray services.

Royal flying doctor service Victoria and Australian college of optometry provide a mobile eye care program in the region.

All services have been well supported by our local communities. Growth of demand for these services has been positive and supports the investments made by the Board of Management.

Lost time – is defined as greater than one day.

Environmental Impacts

Mallee Track Health & Community Service continues to work towards lessening our environmental footprint. Following is our consumption of utilities for the 2016 – 2017

1. Electricity Consumption –
 - a. Peak Power Total 478908 Kwh;
 - b. Off Peak Total 404908 Kwh with
 - c. **total \$ being \$132707.20 excluding GST**
2. Water Consumption –
 - a. 22741 Kls
 - b. **total \$ being \$38,399.13 excluding GST**
3. Gas Consumption –
 - a. 62180 litres
 - b. **total \$ being \$ 47511.07 excluding GST.**
4. Recycling (Ouyen Service Centre Only)
 - a. Cardboard/paper/Plastic/Metal/glass 72 cubic metres
 - b. General rubbish to landfill 166 cubic metresL
 - c. Polystyrene 4 cubic metres.
 - d. Plastic/Metal/Glass 29 cubic metres
 - e. Printer Cartridges 24.32 kilograms
5. Approximately 358 kilograms of infectious waste was sent to incineration in the past year from the Ouyen Service centre.

Legislative Compliance

Partnerships

MTHCS networks with other health services to provide identified services and Staff Development. A number of Memorandum of Understandings and agreements exist between MTHCS and other organisations.

Freedom of Information

Freedom of information is the means whereby people may obtain access to information not normally available to them, in accordance with the terms of the Freedom of Information Act 1982. The Principal Officer under the Act is the Chief Executive Officer; the authorised Freedom of Information Manager is the Executive Director of Nursing. The public may seek access to any documents and records held by MTHCS by making a written request to the Freedom of Information Manager. This year 6 requests for information were received which related to personal documents.

Conformity

All current buildings under the direct ownership of the MTHCS conform to Standards, as is mandatory under legislative requirements.

Pecuniary Interest

Accordingly relevant declarations of pecuniary interest have been registered in the required timely manner with prescribed Board of Management By-Laws.

Equal Employment Opportunity

MTHCS remains committed to providing a workplace that promotes fair and equal opportunities, which meets legislation. There have been 0 disclosures made during the year.

Competitive Neutrality

Any negotiations entered into have been in line with Government policy on National Competition.

Environmental Performance

MTHCS strives to provide health care in an environmentally sound and sustainable manner and to maintain environmental standards in compliance with all applicable regulations and standards.

Building Act 1993

MTHCS complies with the provisions of the Building Act 1993 in accordance with the Department of Health and Human Services Capital Development Guidelines (Minister for Finance Guideline Building Act 1993/ Standards for Publicly Owned Buildings 1994/ Building Regulations 2005 and Building Code of Australia 2004).

Fees and Charges

All Fees and charges charged by MTHCS are regulated by the Commonwealth Department of Health & Ageing and the Hospitals & Charities (Fees) Regulations 1986, as amended and as otherwise determined by the Department of Health and Human Services, Victoria.

Victorian Industry Participation Policy

There are no disclosures in relation to contracts commenced or completed under the Victorian Industry Participation Act 2003 for 2016/2017

Protected Disclosure

MTHCS has policies and procedures consistent with the requirements of the Protected Disclosure Act 2012 which supports staff to disclose improper or corrupt conduct within the health service. In 2016/2017 there were no disclosures made to MTHCS under the Act.

Carers Recognition Act

MTHCS recognises and values the unique relationship between clients and their carers and operates in an environment responsive to all parties and applies the overarching principles of the Carer's Recognition Act 2012.

Safe Patient Care Act

MTHCS has no matters to report in relation to its obligations under section 40 of the Safe Patient Care Act 2015.

Publications

Victorian Patient Satisfaction Monitor
Hand Hygiene Report

Contractors

Commonwealth Rehabilitation Services
Int Tec Mildura
Total Quality Certification Services International – Adelaide
Workplace Safety Solutions – Cabarita
Tankard Dental
Australian Healthcare Associates
Eloquent Speech Pathology
Katherine Daniels
Sandra Boulton
Emily Luke
Rebecca Torpie
Sonographer
Chemtronics
Wormold Fire Services
Cloud Copy Click

Consultancies

There were no consultancies this financial year

Auditors

Victorian Auditor General's Office
RSD Auditors & Advisors
Murray Consulting Group

Bankers

Australia and New Zealand Banking Group Ltd
National Australia Bank
Bendigo Bank
Westpac
Treasury Corporation Victoria

Solicitors

Maloney Anderson Legal
Russell Kennedy
DLA Piper

Additional Information

The following information, where it relates to Mallee Track Health & Community Service and is relevant to the financial year 2016 – 2017, is available upon request by relevant Ministers, members of Parliament and the public:

- (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 entity and where they can be obtained.
- (d) Details of changes in prices, fees, charges, rates and levies charged by the entity.
- (e) Details of any major external reviews carried out on the entity.
- (f) Details of major research and development activities undertaken by the entity that are not otherwise covered either in the Report of Operations or in a document that contains the financial report 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 entity to develop community awareness of the entity 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 entity 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 entity, the purposes of each committee and the extent to which the purposes have been achieved.
- (l) Total entity ICT Business As Usual (BAU) expenditure (excluding GST) for the full 12 month reporting period.

Mallee Track Health & Community Service wishes to acknowledge the support of:

Alzheimer's Australia
Ambulance Victoria
Australian College of Optometry
Baudinet Centre, Swan Hill
Buloke Shire Council
Carer Support Services
Centrelink
Consumer Affairs Victoria
Country Women's Association
Child & Youth Mental Health Services
Dental Health Services Victoria
Department of Education and Early Childhood Development
Department of Environment, Land, Water & Planning
Department of Education & Training
Department of Health and Human Services
Department of Social Services
Department of Immigration and Citizenship
Department of Planning and Community Development
Department of Primary Industries
Department of Veteran's Affairs
District Schools
Donors of Capital Contributions
Donors of Gifts in Kind
Emily Luke – Podiatry
Flinders Universities
Gooch Chiropractic
Good as New
Katherine Daniels – Physiotherapist
Kindergarten Parents Committees
La Trobe University – Bendigo
Loddon Mallee Palliative Care Consortia
Loddon Mallee Rural Health Alliance
Murray PHN
Lyn Flavell – Diabetes Educator
Mallee Healthcare Network
Mallee Family Care
Mallee Health Service
Mallee Sexual Assault Services
MTH&CS – Ouyen Men's Auxiliary
MTH&CS – Ouyen Ladies Auxiliary
MTH&CS – Sea Lake Ladies Auxiliary
Mildura Rural City Council
Monash University
Murrayville Community Inc
Northern Mallee Community Partnership
Ouyen Inc
Ouyen Lions Club
Ouyen Fire Brigade
Patchewollock Progress Association
Peter Crisp MLA
Ramsay Health Care – Mildura Base Hospital
Red Cross Society
Rebecca Torpie – Occupational Therapist
Robinvale District Health Services
Royal Flying Doctor Service
Rural North West Health Service
Rural Work Force Agency Victoria
Sandy Boulton – Physiotherapist
Southern Mallee Primary Care Partnership
Speed Lions Club
State Services Authority
Sunraysia Community Health Service
Sunraysia Hearing Clinic
Sunraysia Heartbeat
Sunraysia Institute of TAFE
Sunraysia Murray Group Training
Tankard Dental
Underbool Progress Group
University of Ballarat – Horsham Campus
Victoria Police
Victorian Employers' Chamber of Commerce and Industry
Victorian College of Optometry
Victorian Farmers Federation
Visiting Clergy and Church Volunteers
Walpeup and District Development Committee
Women's Health Loddon Mallee
Yarriambiack Shire Council

Volunteers

Mallee Track Health and Community Service are privileged to enjoy the support of a large number of people who volunteer their time to support our work in the community. The volunteering commitment is strong across our catchment – people do not hesitate to contribute where they can in ways that are big or small. Mallee Track Health & Community Service wishes to acknowledge all the volunteers who put significant amounts of time into supporting the operations of the service. Volunteering has many demands – but equally, many rewards. Without the hard work and dedication of Mallee Track volunteers we would be unable to provide the quality and variety of services that we do. MTHCS volunteers contribute to the service in a number of areas:

- Board of Management
- Community Advisory Committees
- Aged Care
- Men's and Ladies Auxiliaries.
- Neighbourhood House Programs
- Volunteer Transport Drivers
- Meals On Wheels
- Social Support Programs
- Kindergarten Parent Committees

Disclosure Index

The annual report of the Mallee Track Health & Community Service is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

Legislation	Requirement	Page Reference
<i>Ministerial Directions</i>		
Report of Operations		
Charter and purpose		
FRD 22H	Manner of establishment and the relevant Ministers	5
FRD 22H	Purpose, functions, powers and duties	8
FRD 22H	Initiatives and key achievements	17
FRD 22H	Nature and range of services provided	18
Management and structure		
FRD 22H	Organisational structure	12
Financial and other information		
FRD 10A	Disclosure index	33-34
FRD 11A	Disclosure of ex-gratia expenses	29
FRD 21C	Responsible person and executive officer disclosures	3
FRD 22H	Application and operation of <i>Protected Disclosure 2012</i>	28
FRD 22H	Application and operation of <i>Carers Recognition Act 2012</i>	28
FRD 22H	Application and operation of <i>Freedom of Information Act 1982</i>	27
FRD 22H	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	28
FRD 22H	Details of consultancies over \$10,000	29
FRD 22H	Employment and conduct principles	28
FRD 22H	Information and Communication Technology Expenditure	
FRD 22H	Major changes or factors affecting performance	6-8
FRD 22H	Occupational violence	26
FRD 22H	Operational and budgetary objectives and performance against objectives	
FRD 24C	Reporting of office-based environmental impacts	27
FRD 22H	Statement on National Competition Policy	28
FRD 22H	Subsequent events	27
FRD 22H	Additional Information available on request	29-30

Legislation	Requirement	Page Reference
FRD 22H	Workforce Data Disclosures including a statement on the application of employment and conduct principles	10
FRD 25C	Victorian Industry Participation Policy disclosures	28
FRD 29A	Workforce Data disclosures	10
SD 5.2.3	Declaration in report of operations	3
SD 3.7.1	Risk management framework and processes	3

Financial Statements

Financial statements required under Part 7 of the FMA

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

Other requirements under Standing Directions 4.2

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

Legislation

<i>Freedom of Information Act 1982</i>	7
<i>Protected Disclosure Act 2012</i>	28
<i>Carers Recognition Act 2012</i>	28
<i>Victorian Industry Participation Policy Act 2003</i>	28
<i>Building Act 1993</i>	28
<i>Financial Management Act 1994</i>	
<i>Safe Patient Care Act 2015</i>	28

**Mallee Track Health & Community Service
Ouyen Service Centre**

**28 Britt Street / PO Box 130
Ouyen Vic 3490**

Ph: 03 5092 1111 Fax: 03 5092 1177

Sea Lake Service Centre

33 – 43 McClelland Avenue
Sea Lake Vic 3533

Ph: 03 5070 2155 Fax: 03 5070 2132

Mallee Minors Child Care Centre

Hughes Street
Ouyen Vic 3490

Ph: 03 5091 0292 Fax: 03 5092 1703

Pattinson House

55 Hughes Street
Ouyen Vic 3490

Ph: 03 5092 2559 Fax: 03 5092 1567

Carinya Hostel

33 – 43 McClelland Avenue
Sea Lake Vic 3533

Ph: 03 5070 1158 Fax: 03 5070 2132

Ouyen Neighbourhood House

46 Oke Street
Ouyen Vic 3490

Ph: 03 5092 2557 Fax: 03 5092 1177

Murrayville Service Centre

Gray Street
Murrayville Vic 3512

Ph: 03 5095 2205 Fax: 03 5095 2311

Sea Lake Neighbourhood House

200 Best Street
Sea Lake Vic 3533

Ph: 03 5070 1448 Fax: 03 5070 2290

Underbool Service Centre

30 Monash Avenue
Underbool Vic 3509

Ph: 03 5094 6272 Fax: 03 5094 6292

Murrayville Neighbourhood House

Gray Street
Murrayville Vic 3512

Ph: 03 5095 2070 Fax: 03 5095 2311

Patchewollock Service Centre

Algerian Street
Patchewollock Vic 3491

Ph: 03 5084 1213 Fax: 03 5084 1268