



ANNUAL REPORT 2019-20



AT A GLANCE

736

babies delivered at our Warrnambool Base & Camperdown Hospitals

24,412

inpatients cared for at our Warrnambool Base & Camperdown Hospitals

26,347

people treated at our Warrnambool Emergency Department & Camperdown Urgent Care Centre

224,077

inpatient meals prepared by our Food Services

1,577

staff employed across our campuses

22,119

hours gifted by our 335 registered volunteers

4,938

people screened for COVID-19

35,626

Community Mental Health contact hours provided to consumers

75,177

Primary & Community Services occasions of service provided to clients

15,525

Southwest Dental Service attendances

7,886

surgeries performed at our Warrnambool Base & Camperdown Hospitals

58,639

inpatient rooms cleaned by our Environmental Services

1,242

tonnes of dirty linen processed by our South West Regional Linen Service

1,601

emergency accommodation nights booked at Warrnambool Rotary House

280,318

individual requisition lines processed by our regional Supply & Logistics service



ABOUT US

This report provides performance, quality and financial information covering the 2019-20 financial year. It has been prepared in accordance with the *Health Services Act 1988*, *Financial Management Act 1994*, Standing Directions of the Minister for Finance (Section 4 Financial Management Reporting) and Financial Reporting Directions (specifically FRD22).

We hope you find this report informative and encourage you to also read our 2019-20 Quality Account on our website at www.southwesthealthcare.com.au

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OUR VISION

Leaders in healthcare, partners in wellbeing.

OUR MISSION

To improve the health and wellbeing of South West Victorians by partnering with them, their communities and other providers to deliver high quality healthcare with a future-focus through our engaged, empowered and motivated workforce.

OUR VALUES



Our Culture of Care

We put the person at the centre of everything we do. We are compassionate and responsive to the needs of consumers of our service, their families, our staff and volunteers.



Our Culture of Respect

We behave in a manner that demonstrates trust, inclusion and mutual understanding. We respect diversity and communicate openly with consideration of others.



Our Culture of Integrity

We are transparent and ethical in all that we do. We are accountable for our decisions and actions. We embrace honest feedback and act on it.



Our Culture of Excellence

We ensure every interaction is of the highest standard, every time. We do not compromise on quality.



Our culture of leadership

We lead by example and empower everyone. We are strategic, responsive and resilient.

OUR COMMUNITY

110,000 people live in South West Victoria, a vibrant region consisting of the five Local Government Areas of Warrnambool City and the Shires of Corangamite, Glenelg, Moyne and Southern Grampians. Our major city (and headquarters), Warrnambool, is one of the fastest-growing regional cities in Victoria. Major primary industries include health, education, retail, tourism, dairy, food production, manufacturing, meat processing, professional services, and new-age energy.

OUR SERVICES

We provide more than 150 medical, nursing, mental health, allied health and community health services.

OUR QUALITY PROGRAMS

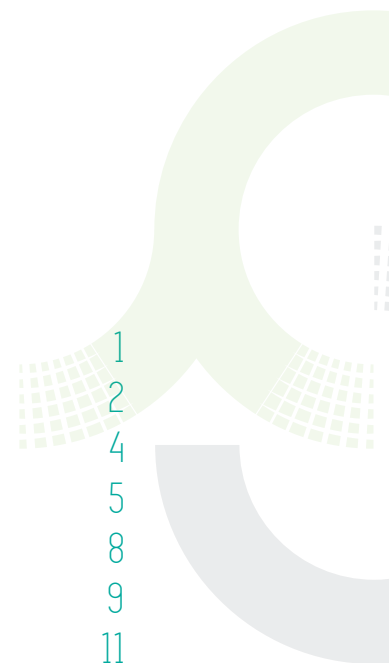
We are committed to continuous quality improvement and strive for best practice.

OUR CONTRIBUTION TO THE COMMUNITY

We are the region's largest employer: 1,577 people work for South West Healthcare. Our local economy benefits to the tune of approximately \$135M per annum.

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HIGHLIGHTS

- › AWARDED 2019 PREMIER'S AWARD FOR HEALTH SERVICE OF THE YEAR (MEDIUM)
- › RESPONDED TO 2019 CYBERSECURITY ATTACK AND 2020 COVID-19 PANDEMIC
- › LAUNCHED 2020-24 STRATEGIC PLAN, 2020-24 ENVIRONMENTAL MANAGEMENT PLAN AND RECONCILIATION ACTION PLAN
- › CONTINUED STRONG FINANCIAL PERFORMANCE
- › COMPLETED \$460K MERINDAH LODGE KITCHEN/LOUNGE REDEVELOPMENT
- › COMMENCED \$1.49M PORTLAND MENTAL HEALTH SERVICES FACILITY CONSTRUCTION
- › ADVANCED WARRNAMBOOL BASE HOSPITAL REDEVELOPMENT AND CAMPERDOWN HEALTH PRECINCT DEVELOPMENT PLANNING
- › ADVOCATED COMMUNITY NEEDS TO MENTAL HEALTH AND AGED CARE ROYAL COMMISSIONS
- › RECORDED 95.1% PATIENT SATISFACTION RATING FOR OVERALL CARE AND POSITIVE EXPERIENCE
- › OUTPERFORMED VICTORIAN AVERAGE IN ALL QUALITY AND SAFE CARE INDICATORS
- › ESTABLISHED REGION'S FIRST PROSTATE CANCER NURSE SERVICE AND RAINBOW TICK IMPLEMENTATION NETWORK
- › EXPANDED SPECIALIST PUBLIC OUTPATIENT CLINICS
- › SLASHED ELECTRICITY USAGE AND GAS EMISSIONS
- › NAMED ONE OF HIGHEST INFLUENZA-VACCINATED HEALTH SERVICE WORKFORCES IN VICTORIA
- › IMPLEMENTED HOME-CARE MODEL TO ENHANCE CONNECTION AND CARE AT HOME

YEAR IN REVIEW

It is a privilege to present this year's annual report demonstrating South West Healthcare's continued commitment to provide great care closer to home for people in south west Victoria. It's been a demanding and challenging twelve months for both South West Healthcare (SWH) and all Victorians. We actively managed two major events: responding to a cybersecurity attack in late 2019 and then the coronavirus pandemic in 2020. We've been humbled by the ongoing support and encouragement of our local communities, and also by our extremely dedicated, energetic and positive staff throughout this period.

DELIVERING CARE

A highlight of the 2019-20 was winning the Premier's Award for Health Service of the Year (Medium). This honor recognises the commitment of all staff, volunteers and partners and the confidence our community has in the quality of services, care and array of specialties we provide.

We're very proud of our 166-year history and all that has been achieved and we won't rest on our laurels. In recent months we launched our new five-year strategic plan. The 2020-24 Strategic Plan provides the directions and actions we'll take over the upcoming years to provide a broader array of services, in better facilities, with engaged staff providing great patient and consumer outcomes.

Importantly, we changed our vision to Leaders in Healthcare, Partners in Wellbeing. This articulates our aspiration to not only lead provision of healthcare, but also to promote health through assisting people to live healthier, happier lives. As well, SWH is dedicated to providing outstanding healthcare in partnership with our regional community in order to achieve our strategic outcomes.

In accordance with the Financial Management Act 1994, we are pleased to present the report of operations for SWH for the year ending June 30 2020.

UNIQUE TIMES

It's been an exceptional and momentous year due to the unusual events that have occurred bringing unprecedented change, not just to the health sector but the entire world.

The impact of a cybersecurity attack in October 2019 continued for many months. It not only affected SWH but also the numerous partners associated with the South West Alliance of Rural Health (SWARH). The outstanding efforts by many staff in overcoming systems issues resulted in minimal patient disruptions.

In late February 2020 our teams quickly responded to the worldwide coronavirus (COVID-19) pandemic. Responses included urgently constructing additional intensive care unit capacity, another ward and a screening/testing clinic; partnering with local organisations to locally produce hand sanitiser made to World Health Organisation Standards and TGA approval; acquiring much needed equipment and extra cooked chill-food storage. This was the commencement of a long journey we remain on today.

Throughout this time we have developed and ran a specific COVID-19 system alongside our normal operating environment to ensure we're in a strong position to respond as necessary for our staff and the community. The need to change how we provided care has resulted in new telehealth consultations and home care models, plus additional screening for patients; all while providing our hospital and community services for urgent needs. As a result of COVID restrictions on travel, sport and normal activities over much of 2020, we experienced slight reductions in emergency presentations (-4.5 percent) and hospitalisations (-3.9 percent) across our Warrnambool and Camperdown campuses, compared to 12 months earlier. In order to provide safe care and enable capacity in the system, elective surgery was restricted. However, we continued to see an increase in demand for patients becoming unwell over our winter months.

SWH's response to the pandemic continues in earnest by ensuring our processes and systems are strong, with safety at the forefront of everything we do. The extra time, dedication and commitment to ensure we remain COVID-ready can be energy sapping on staff and visitors and we appreciate the patience everyone has displayed throughout. We're particularly appreciative of the understanding provided by the many community members whose treatment was delayed or impacted.

Even during these two crises our staff and volunteers have demonstrated high levels of resilience, adaptability, excellence and leadership to ensure we continue to provide consistent high quality, effective and timely care. We sincerely acknowledge and thank them for this. Well done!

DELIVERING HIGH QUALITY CARE

Prior to the coronavirus pandemic SWH was again on target to provide more treatments to more people than ever before. Necessary changes have resulted in some service reductions, whilst others continued to increase through different methods of treatment such as telehealth.

Our communities continue to view our services highly. Patient satisfaction for overall care and positive experience rated at 95.13 percent for the year. We consistently outperformed the state average in all patient experience, quality and safe care indicators. We were rated second in sub-regional services for patients who reported positive experiences of their discharge from hospital and patients who reported adequate services were arranged as part of discharge planning.

We're pleased with these results and will further improve on them by implementing new ways for patients to provide feedback. This feedback results in direct change to how we deliver care to better meet the expectations of our community.

We're committed to implementing recommendations from both the Mental Health and Aged Care Royal Commissions, which will be released in 2021. We're confident they will focus on improving care in rural regions and promote equity of access and care.

DEVELOPING SERVICES

Our aim is to meet the needs of our developing region by delivering services closer to home. This year we successfully established the region's first prostate cancer nurse service; commenced a movement disorders service and partnered with agencies on advancing mental health responses in our region. Our expansion of specialist public outpatient clinics culminated in the first public general medicine clinic in late 2019. We will continue to implement more public clinics throughout 2020-21.

We're committed to an environmentally friendly pathway and this year we outlined our future endeavours in the 2020-24 Environmental Management Plan. Over the past 12 months our solar and lighting upgrades have resulted in electricity usage reductions of 21 percent at our Camperdown campus and 7.5 percent at our Warrnambool campus, and greenhouse gas emission reductions of more than 600,000kgCO₂. Combined with strategies around waste, fleet management and reusables, this assists us to reduce our impacts.

PARTNERING FOR SUCCESS

We were very proud to launch the first SWH Reconciliation Action Plan this year. We're firmly committed to enact meaningful change and be more responsive to the health needs of Aboriginal and Torres Strait Islander peoples. We look forward to working with our local communities in the upcoming twelve months and beyond.

Our patients, clients, consumers and residents are our focus and we listen to them. To assist us in this, our Consumer and Community Advisory Committee has been integral to ensuring our consumer engagement process remains transparent, provides honest feedback and that suggestions are actioned to meet the expectations of our consumers. We thank them for all their time and dedication.

SWH proudly advocates for the needs of all communities and during 2019-20 we formed the Rainbow Tick Implementation Network and led our NAIDOC and Close the Gap celebrations. We will continue to raise community and workforce awareness and support for important initiatives including IDAHOBIT Day, Wear it Purple Day, R U OK?, and Socks 4 Docs Day.

OUR PEOPLE

Winning the 2019 Premier's Health Service of the Year award ahead of 21 agencies is reflective of the great people we have. We achieved state-wide recognition for having one of the highest workforce influenza vaccination rates in Victoria, with more than 97 percent of our staff immunised. And, again, over 80 percent of staff completed our organisation-wide staff survey. This is a great response and has allowed us to implement changes to improve how we operate and develop accountable people who live our values.

Throughout the year we said farewell to more than 10 staff who had each individually contributed more than 40 years' service. We thank each of these people for this remarkable achievement, and all of our staff for contributing to the development of the award-winning health organisation we are today.

We congratulate our podiatry manager Robert Beavan for being awarded our 2019 AEW Matthews Memorial Travelling Scholarship. Robert will travel internationally with the aim of creating a proactive early diagnosis and treatment for people with diabetic foot disease.

INFRASTRUCTURE FOR THE FUTURE

We've continued to advance our planning and desire to realise our aspirations for the redevelopment of our Warrnambool Base Hospital and the development of the Camperdown Health Precinct.

In the last 12 months it's been very exciting to open the redeveloped kitchen and lounge area of Merindah Lodge aged care in Camperdown, and commence building the new Portland Mental Health Services facility which is vitally important to further grow our regional mental health services.

LOOKING FORWARD

2019-20 has been a pivotal time for SWH in ensuring we delivered our 'usual' care during both a cybersecurity attack and a global pandemic. We hope we've demonstrated our resilience, adaptability and responsiveness to the needs of our community. We're well placed to respond as situations change.

Our achievements in the upcoming 12 months will be dependent on how the coronavirus pandemic unfolds. Our Strategic Plan Pillars of Great Healthcare Experiences; Empowering our People; Integrated, High Quality Care; Infrastructure that Supports Best Care; and Partnering for Success will be pursued at every opportunity. To achieve this, our staff will continue to live the values aligned with our vision of *Leaders in Healthcare, Partners in Wellbeing and our mission: To improve the health and wellbeing of South West Victorians by partnering with them, their communities and other providers to deliver high quality healthcare with a future-focus through our engaged, empowered and motivated workforce.*



CRAIG FRASER
Chief Executive Officer
29 September 2020



BILL BROWN
Chairman,
Board of Directors
29 September 2020

THE 2020 PANDEMIC

As COVID-19 swept the world in the first few months of 2020, health sectors across the globe were jolted into immediate response. Australia recorded its first case on January 25 and, by March 2, its first case of community transmission. On March 12, the virus was declared a global pandemic by the World Health Organisation. Victoria was declared a State of Emergency on March 16 and went into official lock down. Across the country, the immediate public health response was to be battle-ready for potential situations where systems could be overwhelmed. On March 19, our Warrnambool Base Hospital admitted the only COVID-positive patient we would care for before June 30.

Having closely monitored the situation from late January, operationally we established an incident control structure in early March. As the pandemic escalated, our Incident Control Group (ICG) continued to develop and stress-test escalation plans for every possible contingency. Keeping staff calm and functional, designing new infrastructure and upscaling/modifying equipment/services, and imposing practices to keep staff, patients, residents, clients, consumers, volunteers, students and visitors safe via PPE, physical distancing and hygiene processes were our key areas of focus.

Whilst the 12-member ICG had oversight of the strategic response, an Incident Management Group of 70+ managers/leaders had responsibility for the day-to-day management and implementation of every aspect of the whole-of-service response. Outside the service, we convened a group of sub-regional CEOs and were part of a statewide CEO group producing daily updates. Plans from all groups were developed and implemented in parallel.

SWH rose to every challenge COVID-19 delivered. Amongst our achievements, we:

- › Transformed a rehabilitation gym to a commissioned 6-bed COVID intensive care unit, the short stay unit to a 20-bed COVID unit for COVID and suspected COVID patients, and a disused ward to a commissioned 20-bed unit.
- › Established a respiratory assessment clinic for COVID testing, an outreach service to monitor at-home COVID clients in managed isolation, a SWH COVID-19 Mental and Emotional Wellbeing Hotline, a staff redeployment hub, and an acute mental health unit for COVID and suspected COVID consumers.
- › Shored-up exhausted supply chains by partnering with local businesses to produce hand sanitiser and disinfectant, preparing 5,000 frozen standby dishes, and repurposing anaesthetic machines into ventilators.
- › Reduced elective surgery to preserve limited PPE and reserve hospital beds. Collaborated for 450+ elective surgery patients to be treated at St John of God Hospital.
- › Increased telehealth usage by 50%. Hosted 1,000+ Primary & Community Services and Mental Health Services video consultations.
- › Held 20+ simulated onsite COVID outbreaks to rigorously test COVID outbreak management processes and systems.
- › Assisted a variety of organisations to develop COVID management plans and be nimble-ready for potential clusters.
- › Reduced visiting hours/numbers to limit potential spread of the virus. Established visitor screening stations at entrances of all facilities.
- › For more detailed coverage please go to www.southwesthealthcare.com.au

We are immensely proud of how we've responded to the world's largest public health crisis. By any measure, our actions have been rapid, decisive and proactive. We've demonstrated the very best of true community leadership in a time of anxiety and uncertainty. More importantly, we have all helped saved lives. As of June 30, our local communities had not recorded a new COVID case for 14 weeks. Of the 2,159 cases recorded in Victoria (of which 20 people have died), 250 live regionally. Of these 250, six have come from our catchment area. The State of Emergency has been extended to July 20. There is still no vaccine.

STATEMENT OF STRATEGIC DIRECTION 2020-24

OUR VISION

Leaders in healthcare, partners in wellbeing

OUR MISSION

To improve the health and wellbeing of South West Victorians by partnering with them, their communities and other providers to deliver high quality healthcare with a future-focus through our engaged, empowered and motivated workforce

GREAT HEALTHCARE EXPERIENCES

We partner with consumers to achieve service excellence

Strategic Priorities Strategies

Continuous quality improvement by partnering with consumers	<ul style="list-style-type: none">› Train and empower our people to work with consumers for their best care› Continuously improve our consumer engagement framework› Empower and support consumers to engage effectively in relevant committees, leading to organisational improvements
Improved health and consumer empowerment through knowledge	<ul style="list-style-type: none">› Implement a sustainable health literacy program› Use regular surveys and targeted reviews to identify opportunities for consumer empowerment› Promote use of My Health Record
Consumer focused service systems	<ul style="list-style-type: none">› Redesign our service systems to incorporate a focus on the consumer experience and equity of access according to need› Establish more specialist outpatient services with no out-of-pocket expenses for consumers

EMPOWERING OUR PEOPLE

We develop talent and leadership across all levels of our workforce, resulting in empowered and motivated individuals and teams, creating a great workplace and a supportive and safe work environment

Strategic Priorities Strategies

A values-driven culture	<ul style="list-style-type: none">› Promote and reinforce our values and expected behaviours› Develop an environment where people achieve their full potential
A diverse and inclusive workforce	<ul style="list-style-type: none">› Support diversity and encourage inclusivity through workforce training and development› Increase recruitment and retention of Aboriginal people
A culture of excellence and accountability	<ul style="list-style-type: none">› Create a motivated workplace where our workforce are engaged, healthy and high performing› Establish a cohesive research and learning strategy that develops all individuals and teams across SWH› Drive positive workplace change through implementation of Our People Strategy

INTEGRATED, HIGH QUALITY CARE

We continually improve service delivery to achieve high quality outcomes

Strategic Priorities Strategies

A 'one team' approach	<ul style="list-style-type: none"> › Develop team-oriented models of care that support seamless transitions across our campuses and community settings › Improve management and clinical systems to optimise throughput, length of stay and occupancy in Warrnambool and Camperdown Hospitals › Develop sustainable models for our multi-site service system configuration
Care provided close to home	<ul style="list-style-type: none"> › Develop innovative and comprehensive models of in-home and out of hospital care › Enhance our specialist service provision in South West Victoria › Renew our clinical services plan to represent future needs
High quality, safe care	<ul style="list-style-type: none"> › Continuously review and improve the design of our systems and the way we deliver to enhance care and the consumer experience › Implement best practice and sector reforms

INFRASTRUCTURE THAT SUPPORTS BEST CARE

Future demand is planned and delivered through strategic investment

Strategic Priorities Strategies

Warrnambool Base Hospital redevelopment	<ul style="list-style-type: none"> › Substantially progress the stage two redevelopment of the Warrnambool Base Hospital in partnership with the Victorian Government › Progress to realisation of the full Warrnambool Masterplan
Camperdown precinct redevelopment	<ul style="list-style-type: none"> › Progress the Camperdown precinct business case to finalisation and progress aged care as stage one › Progress to realisation of the full Camperdown Masterplan
Contemporary integrated information technology systems	<ul style="list-style-type: none"> › Develop and implement an information technology plan to support ongoing leadership, appropriate investment and high quality performance across SWH › Work towards and plan for an end-to-end electronic health record › Develop data systems to support efficient and effective decisions and inform our clinical practice in real time

PARTNERING FOR SUCCESS

We are a highly valued partner and leader

Strategic Priorities Strategies

Improved access to services across the South West	<ul style="list-style-type: none"> › Support our partners in the South West region through collaborations to deliver reliable, safe and appropriate specialist services › Develop effective pathways for people to receive ongoing care closer to home through seamless transfers in and out of SWH
Healthier South West communities	<ul style="list-style-type: none"> › Collaborate and contribute to public health initiatives and wellbeing plans › Enhance population health through implementing evidence-based strategies › Improve equity and access through targeted plans and strategies
Build and strengthen strategic partnerships	<ul style="list-style-type: none"> › Enhance partnerships with education and training providers › Continually improve healthcare experiences through dedicated partnerships with local health and community providers › Work in partnership with the State Government and Department of Health and Human Services to achieve SWH's future potential

STATEMENT OF PRIORITIES

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
BETTER HEALTH			
<p>A system geared to prevention as much as treatment</p> <p>Everyone understands their own health and risks</p> <p>Illness is detected and managed early</p> <p>Healthy neighbourhoods and communities encourage healthy lifestyles</p>	<p>Reduce statewide risks</p> <p>Build healthy neighbourhoods</p> <p>Help people to stay healthy</p> <p>Target health gaps</p>	<p>Engage with communities to jointly develop a person-centred care framework and diversity strategy which recognises and responds to the individual needs, supports and preferences of consumers and their carers.</p>	<p>Achieved.</p> <ul style="list-style-type: none"> › Collaboration with Emma House and Warrnambool City Council on the Clothesline Project to stand up for victims of gender-based violence. › Outreach, home-based care and psychologically, culturally-safe spaces within inpatient settings developed. Outdoor consultations, home visits and telehealth options used to undertake health assessment and care to vulnerable members of our community. › Partnering with a number of agencies to ensure consumers with food and housing insecurity able to access food and hygiene products, along with their medications, during COVID-19 isolation restrictions. › Mental Health and Emotional Wellbeing free telephone line established to support members of the south west community experiencing worries, stress, anxiety or depression during COVID-19. › District Nursing Service enhanced to provide care in the home where appropriate, rather than an inpatient stay, including for consumers with COVID-19.
		<p>Develop and deliver strategies in the areas of social and emotional wellbeing and physical health to support the delivery of municipal health and wellbeing plans and improve public health outcomes.</p>	<p>Achieved.</p> <ul style="list-style-type: none"> › Partnership with Corangamite Shire and Warrnambool City Councils to deliver social and emotional wellbeing and physical health initiatives including health-promoting organisation workshops to assist in delivery of healthy eating, mental health and wellbeing, and collaborative Mental Health Week celebrations in Camperdown. › Teen Mental Health First Aid rollout to secondary schools and delivery of virtual social connection workshops. › Development of Everyday Foodies program. Designed as a train-the-trainer program to be rolled out into communities to enhance knowledge and skills.

BETTER HEALTH

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
BETTER ACCESS			
<p>Care is always there when people need it</p> <p>Better access to care in the home and community</p> <p>People are connected to the full range of care and support they need</p> <p>Equal access to care</p>	<p>Plan and invest</p> <p>Unlock innovation</p> <p>Provide easier access</p> <p>Ensure fair access</p>	<p>Redesign services and implement an innovative home-care model that enhances connection and care at home.</p>	<p>Achieved.</p> <ul style="list-style-type: none"> › Primary and Community Services Comprehensive Care policy implemented introducing consistency regarding needs assessment, risk assessment, care planning, communication and discharge. Key Performance Indicators under development. › Home-care multi-disciplinary team meeting commenced. › Commencement of general medicine team involvement in Hospital In The Home. › Initiative will carry into 2020-21.
		<p>Develop a specialist clinic model to increase community access to specialist care.</p>	<p>Achieved.</p> <ul style="list-style-type: none"> › Specialist Outpatients Manager commenced December 2019. Is leading development of all outpatient clinics across SWH including ensuring processes, contractual and billing arrangements are standard. › Physician-led General Medicine Clinics in place with ten sessions/week. › Standard contractual model for medical staff finalised. To be used for all new clinics. › Orthopaedic Fracture Clinics converted to full public clinics in June 2020. › Public Paediatric Outpatient and Public Oncology Clinics commenced.

BETTER ACCESS

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
BETTER CARE			
<p>Targeting zero avoidable harm</p> <p>Healthcare that focusses on outcomes</p> <p>Patients and carers are active partners in care</p> <p>Care fits together around people's needs</p>	<p>Put quality first</p> <p>Join up care</p> <p>Partner with patients</p> <p>Strengthen the workforce</p> <p>Embed evidence</p> <p>Ensure equal care</p>	<p>Implement and monitor the consumer and community engagement plan in conjunction with consumer advisory committees. This includes implementing two domains from the Safer Care Victoria (SCV) Partnering in Healthcare framework – shared decision making and effective communication.</p>	<p>Achieved.</p> <p>The Consumer and Community Engagement Plan is reflected in the work being undertaken by the Consumer and Community Advisory Committee (CCAC) with a focus on the two domains of shared decision making and effective communication.</p> <p>Shared Decision Making achievements include:</p> <ul style="list-style-type: none"> Review of the Emergency Department consumer flow, consumer and carer experience and systems to prompt clinical decision makers to empower and partner with consumers and carers to make informed decisions about their healthcare. Consumer experience of SWH's chapel reviewed with recommended move towards more inclusive multi-faith or reflection space being progressed. Review of consumer information including contemporaneous feedback on Point of Care Terminals (POCT). <p>Effective Communication achievements include:</p> <ul style="list-style-type: none"> Participation in development of 2019-20 Quality Account, 2020-2024 Strategic Plan, and consumer participation framework. CCAC reviews consumer feedback including Victorian Health Experience Survey (VHES), Your Experience Survey (YES), SWH Your Rights Your Say, feedback actions and outcomes and makes recommendations to improve access to feedback.
		<p>Develop an education and workforce development strategy and a research governance strategy to support all individuals and teams to improve quality of care.</p>	<p>Partially Achieved.</p> <p>Education and Workforce Development Committee established to support and drive cohesive approach to education, research and workforce development.</p> <p>SWH participated in Western Alliance strategic planning process providing valuable input into the development of the SWH Research Strategy.</p> <p>Drafting of both a learning strategy and a research strategy in line with the organisational strategic plan underway.</p> <p>Initiative will carry into 2020-21.</p>

BETTER CARE

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
Specific 2019-20 priorities (mandatory)	<p>Supporting the Mental Health System</p> <p>Improve service access to mental health treatment to address the physical and mental health needs of consumers</p>	<p>Implement year one of the recommendations from the South West Healthcare Mental Health Services Model of Care and service-wide review, and develop an evaluation framework to improve the quality of recovery for consumers and their carers/families.</p>	<p>Achieved.</p> <p>All year-one recommendations implemented including:</p> <ul style="list-style-type: none"> › Mental health inpatient staff workforce project with five new funded nursing positions and trial of cadetship program to strengthen nursing workforce. › Emergency Services Liaison Committee involving health services' emergency departments/ urgent care centres and emergency services leading to significant increase in telehealth options. › Embedding of the Mental Health and Police Program. › Nurse-led consultation and liaison service with a focus on embedding the medical workforce for 2020-21. › Consultation Liaison is final rotation requiring a Royal Australian New Zealand College of Psychiatrists accreditation. › Completion of medical workforce recommendations including assigning one psychiatrist to inpatient services.
	<p>Addressing Occupational Violence</p> <p>Foster an organisational wide occupational health and safety risk management approach, including identifying security risk and implementing controls, with a focus on prevention and improved reporting and consultation.</p> <p>Implement the department's security training principles to address identified security risks.</p>	<p>Implement the department's security training principles to address identified security risks.</p> <p>Fully implement (develop and maintain) a comprehensive, integrated safety management system across the organisation as per the health service security gap analysis, which ensures effective monitoring, assessment and continual improvement of occupational health, safety and wellbeing systems.</p>	<p>Achieved.</p> <ul style="list-style-type: none"> › Following a risk assessment, an appropriate education intervention put in place to ensure requirements are met in relation to occupational violence and aggression. › 90% of Occupational Violence and Aggression Action Plans have been implemented. › Comprehensive Safety Management System drafted for rollout across SWH. › All outstanding health, safety and wellbeing policies reviewed and updated.
	<p>Addressing Bullying and Harassment</p> <p>Actively promote positive workplace behaviours, encourage reporting and action on all reports.</p> <p>Implement the department's <i>Framework for promoting a positive workplace culture: preventing bullying, harassment and discrimination and Workplace culture and bullying, harassment and discrimination training: guiding principles for Victorian health services.</i></p>	<p>Implement the department's <i>Framework for promoting a positive workplace culture: preventing bullying, harassment and discrimination.</i></p> <p>Develop and implement a suite of resources to further promote the organisational values, and ensure the values are embedded within training, processes and resources, particularly initiatives that are led by the People and Culture Division.</p>	<p>Achieved.</p> <p>Know Better, Be Better self-assessment/ gap analysis undertaken. Of 41 elements, 6 are partially met. These initiatives are being incorporated into an action plan to be overseen by the People and Culture Directorate and the Workforce Committee.</p>

BETTER CARE

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
BETTER CARE			
<p>Specific 2018-19 priorities (mandatory)</p>	<p>Supporting Vulnerable Patients</p> <p>Partner with patients to develop strategies that build capability within the organisation to address the health needs of communities and consumers at risk of poor access to health care.</p>	<p>Partner with consumers to train staff to address the health needs of vulnerable communities.</p>	<p>Achieved.</p> <p>The Consumer and Community Advisory Committee (CCAC) and Mental Health Consumer and Community Advisory Committee (MHCCAC) oversee initiatives to train staff about the health needs of vulnerable communities to improve access to healthcare and provide a safe and inclusive environment.</p> <p>Achievements include:</p> <ul style="list-style-type: none"> › Introduction of community development Aboriginal Community liaison role. › Family Violence Coordinator, Mental Health Family Violence Advisor and the Families with Parents with a Mental Illness coordinators training our people in partnering with vulnerable communities › Initiatives around LGBTI+ communities implemented to reduce stigma and discrimination and raise SWH-workforce awareness on importance of providing inclusive and discrimination-free access to all our services › Development of Disability Action Plan (DAP), Reconciliation Action Plan (RAP), Diversity Committee, and working towards Rainbow Tick accreditation. › Participation in Aboriginal and Torres Strait Islander-specific events including Reconciliation Week and NAIDOC, in collaboration with community members/groups and Aboriginal Community Controlled Health Organisations (ACCHOs).
<p>BETTER CARE</p>	<p>Supporting Aboriginal Cultural Safety</p> <p>Improve the health outcomes of Aboriginal and Torres Strait Islander people by establishing culturally safe practices across all parts of the organisation to recognise and respect Aboriginal culture and deliver services that meet the needs, expectations and rights of Aboriginal patients, their families, and Aboriginal staff.</p>	<p>Finalise and implement the Reconciliation Action Plan.</p>	<p>Achieved.</p> <p>Reconciliation Action Plan finalised and released.</p> <p>Endorsed by Reconciliation Australia.</p> <p>Cultural Care policy under development.</p> <p>2020 National Reconciliation Week celebrated virtually with screening of Putuparri and the Rainmakers.</p> <p>Aboriginal Cultural Awareness e-learning developed in partnership with consumers. High staff completion rates achieved.</p> <p>Suite of Aboriginal and Torres Strait Islander clinical indicators developed to report through diversity and clinical committee streams.</p>

GOALS	STRATEGIES	HEALTH SERVICE DELIVERABLES	OUTCOMES
BETTER CARE			
Specific 2018-19 priorities (mandatory)	<p>Addressing Family Violence</p> <p>Strengthen responses to family violence in line with the Multiagency Risk Assessment and Risk Management Framework (MARAM) and assist the government in understanding workforce capabilities by championing participation in the census of workforces that intersect with family violence.</p>	<p>Integrate the MARAM framework into the current Strengthening Hospitals Response to Family Violence work plan.</p>	<p>Achieved.</p> <p>Introduction of Child and Family Safe Committee to better coordinate all reform activity occurring in this space.</p> <p>Participation in census of workforces that intersect with family violence.</p> <p>MARAM framework integrated with Strengthening Hospital Response to Violence training.</p>
	<p>Implementing Disability Action Plans</p> <p>Continue to build upon last year's action by ensuring implementation and embedding of a disability action plan which seeks to reduce barriers, promote inclusion and change attitudes and practices to improve the quality of care and employment opportunities for people with disability.</p>	<p>Implement year-one of the South West Healthcare Disability Action Plan.</p>	<p>Partially Achieved.</p> <p>Disability Liaison Officer recruited to implement Disability Action Plan.</p> <p>Work to commence in January 2021, in partnership with Alfred Health, to build SWH-workforce capability enabling people with disabilities to meet their healthcare needs, particularly people with autism, intellectual disability, or communication disability.</p> <p>Initiative will carry into 2020-21.</p>
	<p>Supporting Environmental Sustainability</p> <p>Contribute to improving the environmental sustainability of the health system by identifying and implementing projects and/or processes to reduce carbon emissions.</p>	<p>Develop a new Environmental Management Plan that will identify projects for implementation to reduce the use of natural resources, improve recycling and waste management and result in a reduction in carbon emissions.</p>	<p>Achieved.</p> <p>New Environmental Management Plan developed and adopted. Overseen by Environmental Sustainability Committee.</p>

BETTER CARE

PERFORMANCE PRIORITIES

HIGH QUALITY AND SAFE CARE	TARGET	2019/20 ACTUALS
Accreditation against the National Safety and Quality Health Service Standards	Full compliance	Achieved
Compliance with the Commonwealth's Aged Care Accreditation Standards	Full compliance	Achieved
INFECTION PREVENTION AND CONTROL		
Compliance with the Hand Hygiene Australia program	83%	91.4%*
Percentage of healthcare workers immunised for influenza	84%	97%
* Quarter 4 data is not available due to COVID-19. Result is based on available data		
PATIENT EXPERIENCE		
Victorian Healthcare Experience Survey - data submission	Full compliance	Full Compliance*
Victorian Healthcare Experience Survey - Patient experience - Quarter 1	95% positive experience	94.5%
Victorian Healthcare Experience Survey - Patient experience - Quarter 2	95%	93.7%
Victorian Healthcare Experience Survey - Patient experience - Quarter 3	95%	97.2%
Victorian Healthcare Experience Survey - Discharge care - Quarter 1	75% very positive experience	81.9%
Victorian Healthcare Experience Survey - Discharge care - Quarter 2	75%	84.5%
Victorian Healthcare Experience Survey - Discharge care - Quarter 3	75%	90.7%
Victorian Healthcare Experience Survey - patients perception of cleanliness - Quarter 1	70%	76.8%
Victorian Healthcare Experience Survey - patients perception of cleanliness - Quarter 2	70%	86.9%
Victorian Healthcare Experience Survey - patients perception of cleanliness - Quarter 3	70%	89.9%
* Less than 42 responses were received for the period due to the relative size of the Health Service		
HEALTHCARE ASSOCIATES INFECTIONS (HAI'S)		
Rate of patients with surgical site infections	No outliers	Not met
Healthcare-associated adult intensive care unit (ICU) infections	Nil	Achieved
ADVERSE EVENTS		
Sentinel events- All RCA reports submitted within 30 business days	100%	100%
Unplanned readmission hip replacement	≤ 2.5%	N/A*
* Less than 50 cases, below reporting threshold		
MENTAL HEALTH		
Mental health - Percentage of adult inpatients who are readmitted within 28 day of discharge	14%	12%
Mental health - Rate of seclusion events relating to an adult acute mental health admission	≤ 15/1,000	9
Mental health - Rate of seclusion events relating to an aged acute mental health admission	≤ 15/1,000	0
Mental health - Percentage of child and adolescent patients with post-discharge follow-up within seven days	80%	97%
Mental health - Percentage of adult acute admissions who have post-discharge follow-up within seven days	80%	94%
Mental health - Percentage of aged acute admissions who have post-discharge follow-up within seven days	80%	97%
MATERNITY AND NEWBORN		
Rate of singleton term infants without birth anomalies with APGAR score <7 to 5 minutes		
Warrnambool	≤ 1.4%	1.1%
Camperdown	≤ 1.4%	2.9%
Rate of severe foetal growth restriction (FGR) in singleton pregnancy undelivered by 40 weeks	≤ 28.6%	N/A*
* No cases of severe foetal growth restriction in singleton pregnancy recorded		
Urgent maternity patients referred for obstetric care within 30 days	100%	91%

CONTINUING CARE		
Functional independence gain from admission to discharge, relative to length of stay	≥0.645 (rehab)	1.231
STRONG GOVERNANCE, LEADERSHIP AND CULTURE		TARGET
ORGANISATIONAL CULTURE		2019/20 ACTUALS
PEOPLE MATTER SURVEY		
Percentage of staff with an overall positive response to safety and culture questions	80%	90%
Percentage of staff with a positive response to the question, 'I am encouraged by my colleagues to report any patient safety concerns I may have'	80%	96%
Percentage of staff with a positive response to the question, 'Patient care errors are handled appropriately in my work area'	80%	94%
Percentage of staff with a positive response to the question, 'My suggestions about patient safety would be acted upon if I expressed them to my manager'	80%	91%
Percentage of staff with a positive response to the question, 'The culture in my work area makes it easy to learn from the errors of others'	80%	89%
Percentage of staff with a positive response to the question, 'Management is driving us to be a safety-centred organisation'	80%	91%
Percentage of staff with a positive response to the question, 'This health service does a good job of training new and existing staff'	80%	82%
Percentage of staff with a positive response to the question, 'Trainees in my discipline are adequately supervised'	80%	85%
Percentage of staff with a positive response to the question, 'I would recommend a friend or relative to be treated as a patient here'	80%	93%
TIMELY ACCESS TO CARE		TARGET
EMERGENCY CARE		2019/20 ACTUALS
Percentage of patients transferred from ambulance to emergency department within 40 minutes	90%	99%
Percentage of Triage Category 1 emergency patients seen immediately	100%	100%
Percentage of Triage Category 1 to 5 emergency patients seen within clinically recommended time	80%	79%
Percentage of emergency patients with a length of stay in the emergency department less than four hours	81%	66%
Number of patients with a length of stay in the emergency department greater than 24 hours	0	3
TIMELY ACCESS TO CARE		TARGET
ELECTIVE SURGERY		2019/20 ACTUALS
Percentage of urgency Category 1 elective surgery patients admitted within 30 days	100%	100%
Percentage of urgency Category 1, 2 and 3 elective surgery patients admitted within clinically recommended time	94%	91.3%
Percentage of patients on the waiting list who have waited longer than clinically recommended time for their respective triage category	5%	7.9%
Number of patients on the elective surgery waiting list	760	1,277
Number of hospital initiated postponements per 100 scheduled elective surgery admissions	≤7/100	10.6
Number of patients admitted from the elective surgery waiting list	3,490	3,092
SPECIALIST CLINICS		
Percentage of urgent patients referred by a GP or external specialist who attended a first appointment within 30 days	100%	86.4%
Percentage of routine patients referred by a GP or external specialist who attended a first appointment within 365 days	90%	99.9%

EXECUTIVE FINANCIAL MANAGEMENT		TARGET	2019/20 ACTUALS
FINANCE			
Operating Result (\$M)	0.0	0.0	\$3.91M
Cash Management	Trade creditors	60 days	42 days
	Patient fee debtors	60 days	41 days
WIES* activity performance	WIES (public and private) performance to target (%)	100%	89.4%
ASSET MANAGEMENT			
Adjusted current asset ratio		0.70	1.00
Days of available cash		14 days	25.2 days
Actual days of available cash		14 days	met
Accuracy of forecasting the Net Result From Transactions (NRFT)		≤\$250,000	-\$6.13M
ACTIVITY REPORTING			
Funding Type		Target	2019-20 Activity achievement
Acute Admitted	WIES Public	15,312	13,705
	WIES Private	1,352	1,193
	WIES (Public and Private)	16,664	14,898
	WIES DVA	145	183
	WIES TAC	71	127
	WIES TOTAL	16,880	15,208
Acute Non-Admitted	Home Enteral Nutrition	213	264
	Specialist Clinics	32,015	19,525
Sub-Acute & Non-Acute Admitted	Rehabilitation Public Subacute WIES	319	205
	Rehabilitation Private Subacute WIES	28	19
	GEM Public Subacute WIES	287	219
	GEM Private Subacute WIES	28	29
	Palliative Care Public Subacute WIES	147	114
	Palliative Care Private Subacute WIES	22	7
	Sub Acute WIES - DVA	9	17
	Transition Care – Bed Days	3,645	3,092
	Transition Care – Home Days	3,663	3,062
	Sub-Acute Non-Admitted	Health Independence Program	24,942
Aged Care	Residential Aged Care	13,018	11,219
	HACC	8,433	7,909
Mental Health & Drug Services	Mental Health Ambulatory	36,033	35,625
	Mental Health Residential	No target	608
	Mental Health Inpatient – Secure Unit	1,095	912
	Mental Health Inpatient – Available bed days	7,305	5,475*
	* Capacity 15 beds		
	Mental Health Sub Acute	4,384	2,170
	Drug Services	132	Data not available
Primary Health	Community Health/Primary Care Programs	10,945	15,813
Community Health Contacts by Campus	Warrnambool Community Health (inc HIP)	57,618	56,727
	Camperdown Community Health/David Newman Centre	25,782	23504
	Macarthur Community Health	6,834	5,506
	Lismore Community Health	6,291	6,580
	Regional Dental Service	No target	15,525
	South West Medical Centre (GP Clinic)	>18,000	32,398

*WIES = Weighted Inlier Equivalent Separation

STATUTORY REQUIREMENTS

MANNER OF ESTABLISHMENT

South West Healthcare is an incorporated body under, and regulated by, the *Health Services Act 1988*.

RESPONSIBLE MINISTERS 2019-20

The Responsible Ministers for South West Healthcare:

Jenny Mikakos MP

Minister for Health and Minister for Ambulance Services

Martin Foley MP

Minister for Mental Health

FREEDOM OF INFORMATION REQUESTS

Requests for documents in the possession of South West Healthcare are directed to the Freedom of Information Manager and all requests are processed in accordance with the *Freedom of Information Act 1982*. A fee is levied for this service, based on the time involved in retrieving and copying the requested documents. The Hospitals Part II publication, which details publication requirements of the *Freedom of Information Act*, is available on the South West Healthcare website.

A total of 232 requests under the Freedom of Information Act were processed during the 2019-20 financial year.

South West Healthcare's nominated officers under the *Freedom of Information Act*:

Principal Officer: Mr Bill Brown, Chair – Board of Directors

Medical Principal Officer: Executive Director
Medical Services

Freedom of Information Officer: Ms Robyn White

CARERS RECOGNITION ACT 2012

The Carers Recognition Act 2012 recognises, promotes and values the role of people in care relationships. South West Healthcare understands the different needs of persons in care relationships and that care relationships bring benefits to the patients, their carers and to the community. South West Healthcare takes all practicable measures to ensure that its employees, agents and carers have awareness and understanding of the care relationships principles and this is reflected in our commitment to a model of patient and family centred care and to involving carers in the development and *delivery of our services*.

LOCAL JOBS ACT DISCLOSURE

In August 2018, the Victorian Parliament reformed the *Victorian Industry Participation Policy Act 2003* in the *Local Jobs First Act 2003* and the FRD was revised to FRD 25D (April 2019).

South West Healthcare had one contract in 2019-20 to which the *Local Jobs First Act 2003* applied totalling \$1.145M: for the construction of the Portland Community Mental Health Services Centre with a value of \$1.45M. The contract commenced and was completed during 2019-20. A VIPP was not required because it was local in nature and 100% local content (2019/A-LFJ2403A). SWH complies with the *VIPP Act 2003*.

SAFE PATIENT CARE ACT 2015

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

SUMMARY OF FINANCIAL RESULTS FOR THE YEAR

As detailed in the tables below, we're pleased to confirm total operating revenue increased from \$198.9M to \$212.5M for the 2019-20 financial year. This reflects an increase of \$13.6M or 6.8 percent. The service profile was significantly impacted by the COVID-19 pandemic and it's pleasing to report that South West Healthcare both responded to the community needs associated with the pandemic and maintained our financial strength. An operating surplus of \$3.91M (1.8 percent of operating revenue) was achieved and this strong result ensures the financially sustainable position we've built over many years is maintained and allows us to invest in modern equipment. As detailed through this report, we remain innovative and focused on responding to the rapidly changing health needs of the community we serve.

	2019-20	2018-19	2017-18	2016-17	2015-16
	\$000	\$000	\$000	\$000	\$000
Operating Result*	3,913	502	472	(300)	598
Total revenue	212,574	198,987	185,206	172,578	166,578
Total expenses	(220,850)	(209,584)	(196,266)	(177,012)	(163,614)
Net Results from transactions	(8,276)	(10,597)	(11,060)	(4,434)	2,964
Total other economic flows	(362)	(993)	(7)	235	(19)
Net result	(8,638)	(11,590)	11,067	4,199	2,945
Total assets	271,715	276,928	222,830	232,485	233,688
Total liabilities	54,113	50,691	44,191	42,779	39,783
Net assets/Total equity	217,602	226,237	178,639	189,706	193,905

* The operating result is the result for which the health service is monitored in its Statement of Priorities.

RECONCILIATION BETWEEN THE NET RESULT FROM TRANSACTIONS REPORTED IN THE MODEL TO THE OPERATING RESULT AS AGREED IN THE STATEMENT OF PRIORITIES

	2019-20
	\$000
Net operating result*	3,913
Capital purpose income	4,750
Expenditure for capital purpose	(216)
Depreciation and amortisation	(16,706)
Finance costs (other)	(17)
Net result from transactions	(8,276)

DETAILS OF 2019-20 CONSULTANCIES

In 2019-20 there were three consultancies where the total fees payable to the consultants were less than \$10,000. The total expenditure incurred during the 2019-20 financial year in relation to these consultancies is \$12,000 (exclusive of GST).

In 2019-20 there were two consultancies where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2019-20 in relation to these consultancies is \$94,000 (exclusive of GST).

DETAILS OF INDIVIDUAL CONSULTANCIES (VALUED AT \$10,000 OR GREATER)	PURPOSE OF CONSULTANCY	EXPENDITURE (VALUED AT \$10,000 OR GREATER)
Mamco	Inpatient Clinical Coding Review	\$73,000
Teresa Moriarty	Mental Health Services Workforce Review	\$21,000

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DISCLOSURE

The total ICT expenditure incurred during 2019-20 is \$5.170M (excluding GST) with the details shown below.

BUSINESS AS USUAL (BAU) ICT EXPENDITURE		
Total Operational expenditure and Capital expenditure (excluding GST)	Operational expenditure (excluding GST)	Capital expenditure (excluding GST)
\$5.170 million	\$4.717 million	\$0.451 million

CAR PARKING FEES

South West Healthcare complies with the Department of Health and Human Services hospital circular on car parking fees. Details of car parking fees and concession benefits can be viewed at www.southwesthealthcare.com.au

BUILDING ACT 1993

COMPLIANCE

South West Healthcare complies with the building and maintenance provisions of the *Building Act 1993*.

COMMERCIAL APPOINTMENTS

External Auditors

McLaren Hunt

Internal Auditors

HLB Mann Judd

Bankers

Australia & New Zealand Banking Group Ltd

COMPETITIVE NEUTRALITY

South West Healthcare complies with all government policies regarding competitive neutrality with respect to all tender applications.

PUBLIC INTEREST DISCLOSURE ACT 2012

South West Healthcare has in place appropriate procedures for disclosures in accordance with the Public Interest Disclosure Act 2012. No protected disclosures were made under the Act in 2019-20. Since the introduction of the Act there have been no disclosures received and no notification of disclosures to the Ombudsman or any other external agency. Disclosures will be received by:

Mr Craig Fraser

Chief Executive Officer
South West Healthcare, Warrnambool, Victoria 3280

The Ombudsman

Level 3, 459 Collins Street, Melbourne, Victoria 3000
Phone 1800 806 314

ADDITIONAL INFORMATION AVAILABLE UPON REQUEST

Details in respect of the items listed below have been retained by South West Healthcare and are available to the relevant Ministers, Members of Parliament and the public on request (subject to the Freedom of Information requirements, if applicable):

- › Declarations of pecuniary interests have been duly completed by all relevant officers;
- › Details of shares held by senior officers as nominee or held beneficially;
- › Details of publications produced by the entity about itself, and how these can be obtained;
- › Details of changes in prices, fees, charges, rates and levies charged by the Health Service;
- › Details of any major external reviews carried out on the Health Service;
- › 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;
- › Details of overseas visits undertaken including a summary of the objectives and outcomes of each visit;
- › 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;
- › Details of assessments and measures undertaken to improve the occupational health and safety of employees;
- › A general statement on industrial relations within the Health Service and details of time lost through industrial accidents and disputes, which is not

otherwise detailed in the report of operations;

- › A list of major committees sponsored by the Health Service, the purposes of each committee and the extent to which the purposes have been achieved;
- › Details of all consultancies and contractors including consultants/contractors engaged, services provided, and expenditure committed for each engagement.

ATTESTATIONS

DATA INTEGRITY DECLARATION

I, Craig Fraser, certify that South West Healthcare has put in place appropriate internal controls and processes to ensure that reported data accurately reflects actual performance. South West Healthcare has critically reviewed these controls and processes during the year.



Craig Fraser

Chief Executive Officer
South West Healthcare
24 September 2020

CONFLICT OF INTEREST DECLARATION

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



Craig Fraser

Chief Executive Officer
South West Healthcare
24 September 2020

INTEGRITY, FRAUD AND CORRUPTION DECLARATION

I, Craig Fraser, certify that South West Healthcare has put in place appropriate internal controls and processes to ensure that integrity, fraud and corruption risks have been reviewed and addressed at South West Healthcare during the year.



Craig Fraser

Chief Executive Officer
South West Healthcare
24 September 2020

ATTESTATION ON FINANCIAL MANAGEMENT COMPLIANCE

I, William Brown, on behalf of the Board of Directors, certify that South West Healthcare has no Material Compliance Deficiency with respect to the applicable Standing Directions under the Financial Management Act 1994 and Instructions.



William Brown

Board Chair
South West Healthcare
24 September 2020

PROFILE

South West Healthcare has been caring for the health and wellbeing of South West Victorians for more than one-and-a-half centuries. This year, our Warrnambool Base Hospital turned 166 years old and our Camperdown Hospital turned 111.

Consisting of two public hospitals, a mental health services division, an aged care facility and five community health centres, in 2019-20 we provided more than 150 medical, nursing, mental health, allied health and community health services to the 110,000 people who live in Warrnambool, Moyne, Corangamite, Southern Grampians and Glenelg.

CAMPUSES

Our hospitals are located at:

- › Warrnambool
- › Camperdown

Our mental health services offices are located at:

- › Warrnambool
- › Camperdown
- › Hamilton
- › Portland

Our community health centres are located at:

- › Warrnambool
- › Camperdown x 2 (including an adult day centre)
- › Macarthur
- › Lismore

Our dental services are located at:

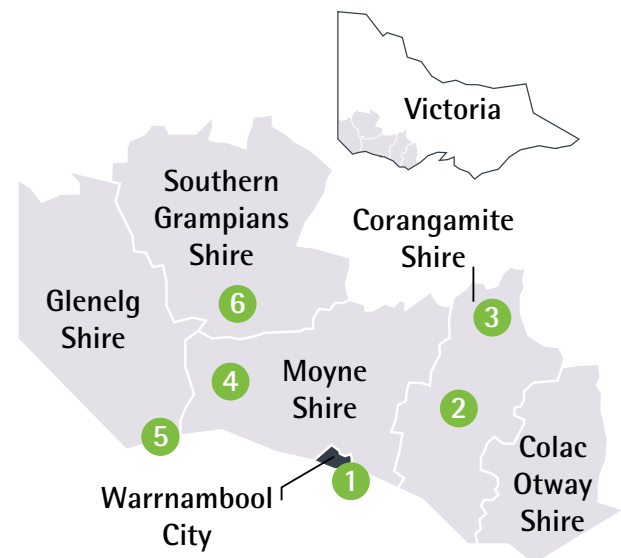
- › Warrnambool
- › Camperdown
- › Hamilton
- › Portland

Our aged care facility is located at:

- › Camperdown

Addresses and contact details for each of these facilities are printed on the back cover of this report.

LOCATION MAP



- | | |
|----------------------|--------------------|
| 1 Warrnambool campus | 4 Macarthur campus |
| 2 Camperdown campus | 5 Portland campus |
| 3 Lismore campus | 6 Hamilton campus |

INPATIENTS AND PATIENTS

The impact of the 2020 coronavirus pandemic included severe government-enforced State of Emergency restrictions on travel, sport, socialising and other day-to-day activities (as noted in the Year in Review section in this report). As a result, our 2019-20 inpatient hospitalisations and emergency presentations were slightly less than those of 2018-19.

26,347 EMERGENCY & URGENT CARE PATIENTS

We recorded a 4.5 percent decrease in emergency department and urgent care centre attendances for 2019-20. During this 12-month period we treated 26,347 emergency and urgent care patients (compared to 2018-19's 27,685):

- › Our Warrnambool Emergency Department treated 24,166 people. This is a 3.9 percent decrease (968 less) on the 25,134 people treated in 2018-19.
- › Our Camperdown Urgent Care Centre treated 2,271 people. This is an 11 percent decrease (280 less) on the 2,551 people treated in 2018-19.

The majority of our Warrnambool Emergency Department and Camperdown Urgent Care Centre patients came from the Local Government Area in which the facility they attended is located:

- › 60.9 percent (14,722) of our Warrnambool Base Hospital Emergency Department patients were Warrnambool City residents.
- › 88.8 percent (2,017) of our Camperdown Hospital Urgent Care Centre patients were Corangamite Shire residents.

SWH EMERGENCY/URGENT CARE PATIENTS' RESIDENCES BY SWH HOSPITAL 2019-20

PATIENTS' RESIDENCES	WARRNAMBOOL BASE HOSPITAL		CAMPERDOWN HOSPITAL	
	Number	%	Number	%
Warrnambool	14,722	60.92	46	2.03
Moyne	4,688	19.40	48	2.11
Corangamite	2,005	8.30	2,017	88.82
Glenelg	589	2.44	4	0.18
Southern Grampians	269	1.11	3	0.13
Colac Otway	92	0.38	32	1.41
Rest of Victoria	1,210	5.01	87	3.83
SA	121	0.50	9	0.40
NSW	109	0.45	6	0.26
QLD	88	0.36	9	0.40
WA	30	0.12	0	0.00
ACT	5	0.02	1	0.04
NT	5	0.02	0	0.00
TAS	10	0.04	1	0.04
Overseas	109	0.45	6	0.26
No Fixed Address	98	0.41	2	0.09
Unknown	16	0.07	0	0.00
TOTALS	24,166	100	2,271	100

24,412 HOSPITAL INPATIENTS

We recorded a 3.9 percent decrease in inpatients for 2019-20. During this 12-month period we cared for 24,412 inpatients (compared to 2018-19's 25,391):

- › Our Warrnambool Base Hospital cared for 22,319 inpatients. This is a 3.7 percent decrease (861 less) on the 23,180 inpatients cared for in 2018-19.
- › Our Camperdown Hospital cared for 2,093 inpatients. This is a 5.3 percent decrease (118 less) on the 2,211 cared for in 2018-19.

WHERE OUR PATIENTS LIVE

The majority of our inpatients came from the Local Government Area in which the hospital they were admitted is located:

- › 57.2 percent (12,769) of our Warrnambool Base Hospital inpatients were Warrnambool City residents.
- › 54.7 percent (1,145) of our Camperdown Hospital inpatients were Corangamite Shire residents.

SWH INPATIENTS' RESIDENCES BY SWH HOSPITAL 2019-20

INPATIENTS' RESIDENCES	WARRNAMBOOL BASE HOSPITAL		CAMPERDOWN HOSPITAL	
	Number	%	Number	%
Warrnambool	12,769	57.21	602	28.76
Moyne	4,128	18.50	238	11.37
Corangamite	2,474	11.08	1,145	54.71
Glenelg	1,325	5.94	17	0.81
Southern Grampians	648	2.90	22	1.05
Colac Otway	65	0.29	27	1.29
Rest of Victoria	511	2.29	26	1.24
SA	259	1.16	6	0.29
NSW	33	0.15	2	0.10
QLD	38	0.17	2	0.10
WA	8	0.04	0	0.00
ACT	0	0.00	0	0.00
NT	0	0.00	0	0.00
TAS	9	0.04	0	0.00
Overseas	20	0.09	3	0.14
No Fixed Address	30	0.13	3	0.14
Unknown	2	0.01	0	0.00
TOTALS	22,319	100	2,093	100

THE AGE OF OUR 24,412 INPATIENTS

The 76-80 age group placed the largest demand on our Warrnambool Base Hospital in 2019-20 while the 66-70 age group placed the largest demand on our Camperdown Hospital:

- › The 76-80 age group accounted for 10.5 percent of inpatient demand at our Warrnambool Base Hospital. The 71-75 age group was the second highest at 10.2 percent followed by the 66-70 age group at 9.9 percent. (In 2018-19, the 66-70 age group was the highest-rating at 10.4 percent, followed by the 76-80s at 9.7 and the 71-75s at 9.3.)

- › The 66-70 age group accounted for 12.4 percent of inpatient demand at our Camperdown Hospital. The 71-75 age group was the second highest at 9.8 percent followed by the 51-55 age group at 9.7 percent. (In 2018-19, the 66-70 age group was the highest at 11 percent followed by the 71-75s at 10.1 and the 61-65s at 8.9.)

It's worth noting the 0-5 inpatient figures at both hospitals (6.2 percent at Warrnambool and 1.9 percent at Camperdown) include midwifery unit births, while the Camperdown Hospital figures do not include Merindah Lodge aged care residents.

SWH INPATIENTS AGE BY SWH HOSPITAL 2019-20

INPATIENTS' AGES	WARRNAMBOOL BASE HOSPITAL		CAMPERDOWN HOSPITAL	
	Number	%	Number	%
0-5	1,375	6.16	40	1.91
6-10	270	1.21	2	0.10
11-15	257	1.15	20	0.96
16-20	534	2.39	61	2.91
21-25	688	3.08	69	3.30
26-30	952	4.27	92	4.40
31-35	781	3.50	86	4.11
36-40	789	3.54	93	4.44
41-45	1,070	4.79	93	4.44
46-50	1,126	5.05	135	6.45
51-55	1,488	6.67	203	9.70
56-60	1,738	7.79	172	8.22
61-65	2,097	9.40	172	8.22
66-70	2,200	9.86	259	12.37
71-75	2,271	10.18	204	9.75
76-80	2,347	10.52	153	7.31
81-85	1,326	5.94	142	6.78
86-90	692	3.10	59	2.82
>90	318	1.42	38	1.82
TOTAL	22,319	100	2,093	100

SERVICES & PROGRAMS

	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL	WARRNAMBOOL COMMUNITY HEALTH	CAMPERDOWN COMMUNITY HEALTH	LISMORE COMMUNITY HEALTH	MACARTHUR COMMUNITY HEALTH	DAVID NEWMAN ADULT DAY CENTRE - CAMPERDOWN	MERINDAH LODGE, CAMPERDOWN	WARRNAMBOOL MENTAL HEALTH SERVICES	CAMPERDOWN MENTAL HEALTH SERVICES	HAMILTON MENTAL HEALTH SERVICES	PORTLAND MENTAL HEALTH SERVICES
Aboriginal Health			•									
Access & Information		•	•	•	•	•						
Accommodation (Rotary House)	•											
Acute Care	•	•										
Advance Care Planning	•	•	•	•	•	•		•				
Aged Care (residential)								•				
Anaesthetics												
- Specialist	•	•										
- General Practitioner		•										
Brain Activities, Stimulation & Engagement (BASE)	•											
Breast Cancer Support	•	•		•	•							
- Breast Prosthesis			•									
Cancer Support	•	•		•	•							
Cardiac												
- Exercise Stress Testing	•		•									
- Monitoring (Echocardiograms)	•	•										
- Rehabilitation	•		•									
Care Coordination	•		•	•	•							
Centre Against Sexual Assault (SW CASA)	•			•								
Childcare		•										
Child & Maternal Health					•							
Chronic Condition Management			•	•	•	•						
Cognitive Dementia & Memory			•									
Community Health Nursing					•	•						
Continence/Urology	•		•	•								
Coronary Care	•											
Day Surgery	•	•										
Delta Therapy Dogs	•											
Dentistry	•		•	•								
Dermatology (private consultations)	•											
Diabetes Education & Resources	•	•	•	•	•	•		•				
Discharge, Support & Liaison	•	•	•									
District Nursing	•	•	•		•	•						
Drug & Alcohol Withdrawal & Support	•	•										
Ear, Nose & Throat Surgery	•	•										
Emergency	•	•										
Emergency Relief				•								
Endoscopy	•	•										
Equipment Hire						•						
- South West Healthcare Supplies	•	•		•	•							
Falls & Balance Clinic			•	•								
Financial Counselling				•								
Fracture Clinic	•											
Fresh Deliver Meals	•											
GP Clinic					•	•						
- South West Medical Centre			•									
Gastroenterology	•											
General Medicine	•	•										
General Surgery	•	•										
Geriatric Medicine	•											
- Geriatric Evaluation & Management	•											
Gynaecology												
- Specialist	•	•										
- General Practitioner		•										
Haemodialysis	•											
Haemofiltration	•											
Hand Therapy	•		•									
Health Education	•	•	•	•	•	•	•					
Health Promotion			•	•	•	•						
Health Self-Management			•	•	•	•	•					
Healthier Me				•								
Healthy Mothers Healthy Babies Program			•									
Hearing												
- Australian Hearing Program								•				
- Hearing Aids				•	•							
- Victorian Infant Hearing Screening	•			•								
Home Care (Paediatrics)	•											
Hospital In The Home	•	•	•			•						
Intensive Care/Critical Care	•											
Internet Kiosk						•						
Legal Aid				•								
Library	•											
Meals on Wheels		•			•	•						
Medical Imaging	•	•										
Memory Enhancement							•					
Mental Health												
- Acute Inpatient	•											
- Adult	•							•	•	•	•	•
- Aged Persons	•							•	•	•	•	•
- Child & Adolescent includes CASEA	•							•	•	•	•	•
- Consultation Liaison Services	•											

	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL	WARRNAMBOOL COMMUNITY HEALTH	CAMPERDOWN COMMUNITY HEALTH	LISMORE COMMUNITY HEALTH	MACARTHUR COMMUNITY HEALTH	DAVID NEWMAN ADULT DAY CENTRE, CAMPERDOWN	MERINDAH LODGE, CAMPERDOWN	WARRNAMBOOL MENTAL HEALTH SERVICES	CAMPERDOWN MENTAL HEALTH SERVICES	HAMILTON MENTAL HEALTH SERVICES	PORTLAND MENTAL HEALTH SERVICES
- Consumer & Carer Participation	•								•	•	•	•
- Early Intervention & Dual Diagnosis	•								•		•	
- Expanded Discharge Support Initiative									•			
- Extended Care Inpatient	•											
- Families where a Parent has a Mental Illness									•	•	•	•
- Farmer Community Support Program									•	•		
- Mental Health & Police Response									•			
- Perinatal Emotional Health Program	•	•							•	•	•	•
- Ngootyoong - Prevention and Recovery Centre (PARC) care									•			
- Primary Mental Health Services				•	•				•	•	•	•
- Psychological Therapy Services				•					•	•	•	•
- Therapeutic Group Programs	•										•	•
Midwifery												
- Inpatient	•	•										
- Continuity Midwife Program	•											
- Domiciliary	•	•										
- Shared Care Maternity Service		•										
Music Therapy	•							•				
Needle Exchange			•	•	•							
Neonatal Special Care	•											
Nutrition & Dietetics	•	•	•	•	•	•		•				
Obstetrics												
- Specialist	•	•										
- General Practitioner		•										
Occupational Therapy	•	•	•	•	•			•				
Oncology	•											
Oncology Clinical Trials	•											
Operating Theatre & Recovery	•	•										
Ophthalmology	•							•				
Orthopaedics	•	•										
Ostomy Association Clinic			•									
Paediatric Feeding Clinic			•									
Paediatrics/Adolescent Care	•	•	•									
Palliative Care												
- Inpatient	•	•						•				
- Community Based	•	•	•		•	•						
PAP Screen Clinic					•							
Pathology	•	•			•	•						
Pharmacy	•	•										
Physiotherapy	•	•	•	•	•			•				
- Post Arthroplasty Review	•											
Plastic & Reconstructive Surgery	•											
Podiatry	•		•	•	•	•		•				
Pre Admission Clinic	•	•										
Prosthetics Clinic	•											
Pulmonary Rehabilitation			•									
Refugee Health			•									
Rehabilitation												
- Inpatient	•											
- Community Based			•	•	•							
- Intensive Home Based			•									
Residential in Reach	•		•									
Respiratory Health	•		•									
Respite Care								•				
Sexual Assault After Hours Crisis Care	•											
Smoking Cessation	•	•	•	•	•							
Social Work & Counselling	•	•	•	•		•		•				
Social Support Groups					•	•	•			•		•
South West Healthcare Supplies (retail shop)	•											
Speech Pathology	•	•	•	•				•				
Specialist Outpatient Clinic	•											
Stomal Therapy	•											
Strength Training				•	•			•				
Stroke Liaison	•											
Telehealth	•	•	•	•	•	•		•	•	•	•	•
Telemetry	•	•										
Transesophageal Echocardiography	•											
Transition Care Program	•		•	•								
Transport					•	•	•					
Treatment Room					•	•						
Urgent Care Centre		•										
Urology	•	•										
Women's Health	•				•							
- Women's Health Clinic	•			•	•							
- Ante Natal Clinic	•	•										
- Gynaecology Clinic	•											
- Young Women's Pregnancy & Parenting	•											
Wound Management	•	•	•		•			•				
Volunteer Program	•	•	•		•	•	•	•				

HEALTH, SAFETY & WELLBEING

2019-20 saw a continued focus on ensuring South West Healthcare has an effective system for managing health, safety and wellbeing across the organisation.

Our SWH Health, Safety and Wellbeing team is primarily responsible for the ongoing development and maintenance of staff health, safety, wellbeing, return-to-work, incident/accident prevention, injury management, rehabilitation, employee assistance programs, security, OHS risk management including provision of policies, safe work procedures and information and staff training to meet compliance with the O&HS Act (2004) and other relevant regulations, standards and codes of practice.

SIGNIFICANT OUTCOMES FOR 2019-20

- › 4 additional staff gained accreditation to facilitate Advanced SWITCH training course (Prevention and Management of Workplace Violence and Aggression).
- › Implemented many additional controls to improve the prevention and management of occupational violence and aggression (OVA), including additional duress alarms, door and reception area modifications, tailored training packages and code-grey drills.
- › Reviewed and extensively improved the OHS inspection regime with patient hoists and slings.
- › Pressure-sensitive mat technology installed to ensure staff safety zone at laundry bag hoist in the South West Regional Linen Service.
- › Major safety upgrade to South West Regional Linen Service loading bay dock.
- › Roof access permit introduced to enhance working-at-height safety processes.
- › Ceiling hoist installed in Warrnambool intensive care unit.
- › Achieved 100% compliance for monthly OHS inspections of 68 departments.
- › Continued to provide ongoing support to staff through our Employee Assistance Program, including critical incident stress management support.
- › Launched SWH Wellness Program.
- › Influenza-vaccinated 97% of workforce (1,592 staff vaccinated) – 12.8% above Victorian target.
- › Fast-tracked (by 6 weeks) scheduled influenza program due to COVID-19.
- › Reduction in number of standard Workcover claims.
- › Significant reduction in lost hours to injury.
- › Active management and delivery of centralised, consistent approach in relation to COVID-19-related health, safety and wellbeing matters.
- › Continued to implement risk-based immunisation program for managing occupational risk for vaccine-preventable diseases in accordance with National Safety and Quality Health Service (NSQHS) standard requirements and Australian Immunisation handbook.

STAFF NUMBERS

(FULL TIME EQUIVALENT/FTE) 2018-19 TO 2019-20

LABOUR TYPE	2018-19 FTE JUNE	2019-20 FTE JUNE	2018-19 FTE YTD JUNE	2019-20 FTE YTD JUNE
Administration/Clerical	176.02	189.20	167.15	187.38
Allied Health	139.64	139.37	135.33	137.85
Hotel/Allied Services	155.26	155.65	160.92	159.43
Medical	93.05	90.04	86.63	91.18
Medical Support	66.54	68.33	64.68	68.82
Nursing	503.25	515.60	490.80	505.78
TOTAL	1,133.76	1,158.19	1,105.50	1,150.44

STAFF GENDER / EMPLOYMENT STATUS 2016-20

	JUNE 2020	JUNE 2019	JUNE 2018	JUNE 2017	JUNE 2016
FEMALE					
Full Time	321	305	298	282	278
Part Time	870	829	766	742	725
Casual	97	117	120	100	91
(Sub Total)	1,288	1,251	1,184	1,124	1,094
MALE					
Full Time	181	187	190	204	179
Part Time	90	93	78	71	62
Casual	18	19	13	20	16
(Sub Total)	289	299	281	295	257
TOTAL	1,577	1,550	1,465	1,419	1,351

OCCUPATIONAL HEALTH AND SAFETY STATISTICS 2017-18 TO 2019-20

OCCUPATIONAL HEALTH AND SAFETY STATISTICS	2019-20	2018-19	2017-18
Number of reported hazards/incidents for the year per 100 FTE	39.68	45.50	39.64
Number of 'lost time' standard Workcover claims for the year for 100 FTE	15	14	17
Average cost per Workcover claim for the year	\$23,765	\$12,646	\$60,991

OCCUPATIONAL VIOLENCE STATISTICS 2019-20

1. Workcover accepted claims with an occupational violence cause per 100 FTE	0
2. Number of accepted Workcover claims with lost time injury with an occupational violence cause per 1,000,000 hours worked	0
3. Number of occupational violence incidents reported	226
4. Number of occupational violence incidents reported per 100 FTE	19.84
5. Percentage of occupational violence incidents resulting in a staff injury, illness or condition	0

South West Healthcare is committed to the principles of merit and equity in the workplace in respect to employment, promotion and opportunity.

For the purposes of the Occupational Violence 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 not included).
- › Accepted Workcover claims: accepted Workcover claims lodged in 2019-20.
- › Lost time: greater than one day.

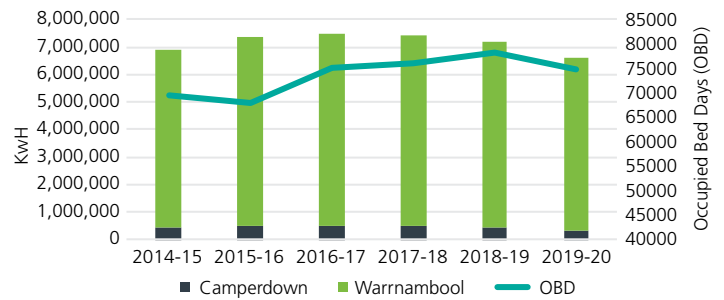
ENVIRONMENTAL SUSTAINABILITY

A key focus of 2019–20 for the SWH Sustainability Committee has been the development of the 2020–24 Environmental Management Plan (EMP). This included conducting a review of work undertaken to date, with feedback from SWH management and Green Ambassadors, the Sustainability Committee and Consumer Advisory Committee. This 2020-24 EMP will guide environmental sustainability activity at SWH and can be accessed on our website.

A continued focus on emissions reductions across all our operations and services, organisation-wide, is a key strategic goal of the EMP. Our solar photovoltaic (PV) arrays at Warrnambool and Camperdown have been operational for most of 2019–20. Their production of solar power, combined with continued LED lighting upgrades have led to reductions in electricity usage of 21 percent at Camperdown and 7.5 percent at Warrnambool (compared to 2018–19), reducing greenhouse gas emissions by over 600,000kgCO₂e and costs associated with the purchase of electricity (see graph).

We received funding from the Victorian Health and Human Services Building Authority (VHHSBA) to implement eight further energy efficiency infrastructure projects across five of our campus locations in 2020–21. The combined projects will contribute to further reductions in emissions of 180,000kg CO₂e. Solar PV arrays are planned for Lismore Community Health and Macarthur Community Health, Portland Community Mental Health Services and Warrnambool's Nootyoong Prevention and Recovery Centre (PARC). Electric hot water systems will be able to draw off the solar array and completely remove the need for LPG at Lismore and Macarthur. Other projects include a Linen Services hot water bypass system and an upgrade of ageing air conditioners to more efficient variable speed drive units at our Warrnambool Base Hospital.

ELECTRICITY USAGE X SWH HOSPITAL CAMPUSES 2014-20



The second strategic area of the 2020–24 EMP focuses on developing staff capacity and leadership in environmental sustainability. This builds on work already underway with highlights in 2019–20 including:

- › 75 Green Ambassadors sharing information and implementing sustainability initiatives within their work areas, and providing feedback on the direction of the 2020–24 EMP.
- › 9 SWH Green Ambassadors involved in a DHHS-facilitated recycling in healthcare workshop.
- › Waste Working Group of Warrnambool and Camperdown procurement staff guiding waste and recycling activity across all campuses.
- › Pharmaceutical waste project trialed new drug waste bins for medication disposal in our Camperdown and Warrnambool theatres, emergency department, midwifery unit and Camperdown inpatient units.
- › Fleet Working Group focusing on the feasibility of expanding the number of hybrid vehicles across the SWH fleet.
- › Involvement of SWH Sustainability Committee members in DHHS sustainability forums and working groups.

A full account of our environmental performance in energy, water, waste and generation of Greenhouse Gas (GHG) Emissions is detailed annually in the Public Environmental Report. The report outlines performance against designated indicators relevant to the healthcare sector of occupied bed days (OBD) and area (m²), allowing for evaluation of performance with other agencies and in the context of changing service delivery. The 2019-20 Public Environmental Report is available on our website.

BOARD OF DIRECTORS

Our Board consists of nine directors responsible for overseeing our governance and ensuring all services comply with the requirements of the *Health Services Act 1988* and South West Healthcare's objectives.

CHAIR - BILL BROWN

Director, Advisor & Lawyer – Orange Advisory P/L

Bachelor Laws, Bachelor Economics, GIA (Cert)

Appointed	July 2017
Sub committees	Corangamite Health Collaborative; Financial Performance, Audit & Financial Risk, Governance & Remuneration (chair)
Attendance	11/11 (100%) board meetings

DEPUTY CHAIR - DR BERNADETTE NORTHEAST

Senior Manager Land Health & Strategic Partnerships – Glenelg Hopkins Catchment Management Authority

Bachelor Science (Hons), Doctor Philosophy, Graduate AICD CDC

Appointed:	July 2015
Sub committees:	Governance & Remuneration; Human Research Ethics (chair); Quality & Clinical Risk (chair)
Attendance:	11/11 (100%) board meetings

DEPUTY VICE CHAIR - NARELLE ALLEN

Manager Brand & Strategic Marketing – South West TAFE

Graduate Certificate Marketing

Appointed:	July 2015
Sub committees:	Consumer & Community Advisory (chair); Governance & Remuneration; Quality & Clinical Risk
Attendance:	9/11 (82%)

FINANCE COMMITTEE CHAIR RICHARD MONTGOMERY

Managing Principal – Montgomery Carey & Associates PL

Fellow Chartered Accountant (FCA), ATIA, Bachelor Commerce (Accounting)

Appointed	July 2013
Sub committees	Financial Performance. Audit & Financial Risk (chair); Governance & Remuneration
Attendance:	7/11 (64%) board meetings

DIRECTOR KYLIE GASTON

Councillor – Warrnambool City Council

Bachelor Arts (Communications/Media Studies), Diploma Public Administration (Local Government)

Appointed: July 2017

Sub committees: Consumer & Community Advisory; Quality & Clinical Risk

Attendance: 11/11 (100%) board meetings

DIRECTOR ALEX GILLAN

Independent Non Executive: Director – Breakthru Ltd, Gospel Resources Ltd, Stonker PL

Bachelor Business (IT), Graduate AICD CDC

Appointed: July 2019

Sub committees: Financial Performance, Audit & Financial Risk; Consumer & Community Advisory

Attendance: 10/11 (91%) board meetings

DIRECTOR ALLISON PATCHETT

Director – The Leadership Place

Master Science, Bachelor Science (Hons), Registered Nurse, Post Graduate Certificate Organisational Coaching

Appointed: July 2019

Sub committees: Financial Performance, Audit & Financial Risk; Quality & Clinical Risk

Attendance: 11/11 (100%) board meetings

DIRECTOR DR GEOFFREY TOOGOOD

Cardiologist – Peninsula Health Alfred Health

MBBS FRACP FCSANZ FHRS AFRACMA Graduate Certificate Health Service Management ACCAM AFCAsM

Appointed: July 2017

Sub committee: Quality & Clinical Risk

Attendance: 11/11 (100%) board meetings

DIRECTOR JENNY WATERHOUSE

Senior Accountant – Warrnambool City Council

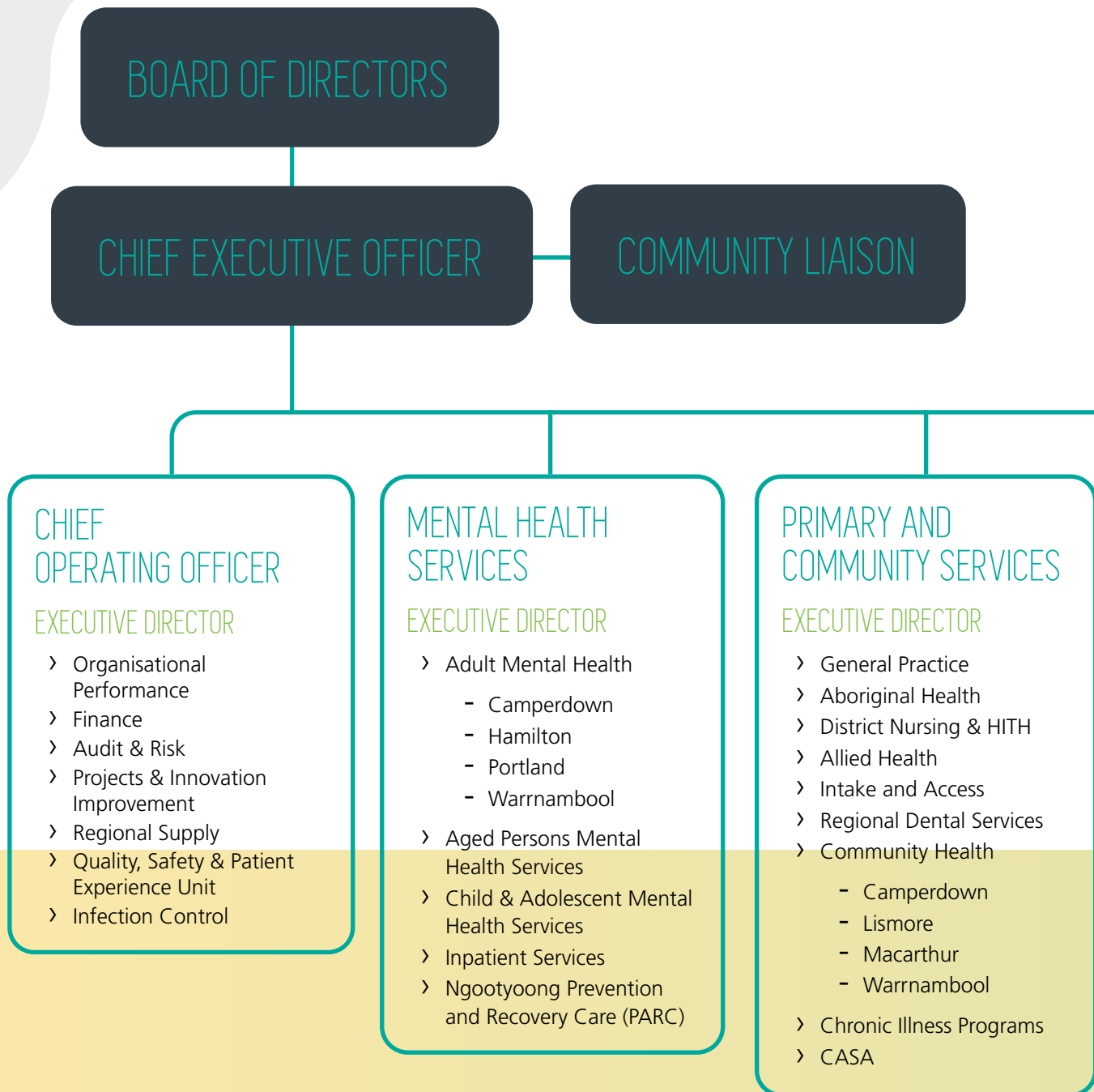
Bachelor Commerce (Accounting & Economics), Chartered Accountant (CA)

Appointed: July 2016

Sub committee: Financial Performance, Audit & Financial Risk

Attendance: 11/11 (100%) board meetings

ORGANISATIONAL STRUCTURE



MEDICAL SERVICES

EXECUTIVE DIRECTOR

- › Medical & Clinical Governance
- › Medical Workforce Unit
- › Senior Medical Staff
- › Pathology and Radiology Contracts
- › Pharmacy
- › Health Information Services

SERVICE DEVELOPMENT

EXECUTIVE DIRECTOR

- › Camperdown Campus
- › Merindah Lodge Aged Care
- › Infrastructure
- › Environmental Services
- › Capital Development
- › IT Services
- › Biomedical Engineering
- › Regional Linen Services
- › Catering & Hotel Services
- › Retail Services

NURSING AND MIDWIFERY

EXECUTIVE DIRECTOR

- › Nursing & Midwifery Workforce
- › Maternity Services
- › Theatres and CSSD
- › Inpatient Wards
- › Coordinators
- › Bed Management Teams
- › Cancer Services
- › Palliative Care
- › Volunteers

PEOPLE AND CULTURE

EXECUTIVE DIRECTOR

- › Employee Relations
- › Human Resources
- › Industrial Relations
- › Workforce Education Training & Research
- › Health, Safety & Wellbeing
- › Remuneration / Payroll

EXECUTIVE DIRECTORS

CRAIG FRASER

BProsOrth, Dip Applied Science, GAICD, AFCHSE

Chief Executive Officer

Craig has more than 30 years' experience as a senior manager and executive in the Victorian public health sector, having worked in metropolitan teaching hospitals prior to moving into regional health. He led the development of our Primary & Community Services Division 12 years prior to commencing as CEO in 2017. He's committed to continually improving services to enhance patient and client safety and access whilst providing a great overall consumer experience, and to enhancing the health of individuals and their communities.

ANDREW TRIGG

BComm (Accounting/Finance), ASA, GAICD

Chief Operating Officer

Andrew has worked in the Victorian public health sector for 34 years, joining us in 2005. He has held positions at executive management level for more than two decades in roles combining chief finance officer duties with executive responsibility for corporate/support services. He has extensive experience, understanding and commitment to the rural and regional health sector.

JAMIE BRENNAN

BHealth Science (Physiotherapy), Cert Healthcare Innovation & Entrepreneurship, AFACHSM

Executive Director of Service Development

Jamie has more than 15 years' experience in leading clinical and support service departments and divisions at Victorian rural and regional health services. Here at SWH he has responsibility for the operation of non-clinical support services, capital redevelopment, our Camperdown Hospital and Merindah Lodge. With extensive understanding of the public health care sector, he's committed to delivering outstanding healthcare and patient experiences in regional settings.

DR NIC VAN ZYL

MBChB, MMed (CH), FAFPHM, MBL, PMP, AFRACMA

Executive Director of Medical Services (to May 25 2020)

Nic joined our executive team in 2018. He has a strong background in medical administration and public health medicine with a keen interest in clinical governance in rural regional Victoria. He is Clinical Associate Professor of the Deakin Clinical School and a member of the Deakin University School of Medicine Advisory Board.

DR GRACE SOUSA

MD, FACEM, FAAEM

Executive Director of Medical Services (interim from June 15 2020)

Grace is an emergency doctor with more than 12 years' experience in a variety of emergency departments throughout the United States and Australia. She has served more than two years as clinical director for two emergency departments, including six months at SWH. She brings extensive understanding of care delivery and is especially interested in improving quality outcomes and enhancing the patient experience through an engaged medical workforce and team-based care.

GAYNOR STEVENSON

RN, BMedSci(Nur Hon1st), Dip Project Mgmt, ADip Nur, MHM

Executive Director of Nursing & Midwifery Services

Gaynor has more than 15 years' experience in Australian healthcare, having worked in the public healthcare system in the ACT, NSW and QLD, held national roles with the Commonwealth (Digital Health), and held a senior governance role at the largest health service in Australasia (Metro North Hospital & Health Services). She believes our people are our greatest asset and is passionate about workplace culture and its impact on patient safety and experience.

KARYN COOK

RN, Dip App Sc (Psych Nur); BN, Grad Dip Young People Mental Health, Dip AOD, Dip Bus Mgmt, M, Ad Nur Prac, GAICD, MACMHN

Executive Director of Mental Health Services

Karyn has diverse experience in health, forensic health and the NGO community sector. Holding senior clinical, executive and board director roles in mental health, health, AOD treatment, and justice sectors in Victoria, ACT and the NT, she joined our executive team in 2016. She is passionate about embracing diversity within healthcare for staff and consumers; quality, safety and clinical governance; ensuring a person-centred approach to the recovery journey for consumers, inclusive of their carers.

KERRY ANDERSON

BPod (Hons)

Executive Director of Primary & Community Services

Kerryn was appointed to our executive team in 2017 after working at SWH since 2000. With a strong clinical background, she has a comprehensive understanding of the Primary and Community Services Division. She is committed to the development of programs which deliver integrated multidisciplinary care outside of hospital walls.

LEANI VILJOEN

BSocSci, BA (Hons), MBA, PGCertBus, CertIV TAE, CAHRI

Executive Director of People and Culture

Leani joined our executive team in January 2019 as our first Executive Director of People and Culture. She has more than a decade of experience in human resources and organisational development positions in Australia, New Zealand and South Africa, predominantly in the healthcare industry. Leani has experience in managing all aspects of people and culture including change management, industrial relations, education, and safety and wellbeing, as well as the commissioning of hospitals.

PRINCIPAL COMMITTEES

The Board of Directors is supported by four Principal Committees.

QUALITY & CLINICAL RISK COMMITTEE

This committee provides leadership and advice to the Board of Directors in the assessment and evaluation of the safety and quality of all health services provided by the organisation. It is the major vehicle for ensuring South West Healthcare provides effective and safe clinical governance. This committee met 10 times in 2019-20.

FINANCIAL PERFORMANCE, AUDIT & FINANCIAL RISK COMMITTEE

This committee oversees the development and monitoring of performance of the organisation's strategic annual financial and business plans and risk management systems. It ensures South West Healthcare meets its Statement of Priorities targets and its sustainable entity. This committee met 10 times in 2019-20.

CONSUMER & COMMUNITY ADVISORY COMMITTEE

This committee provides advice to South West Healthcare to reflect consumer, carer and community views in our service delivery, planning and policy development. This year it participated in the development of our 2019 Quality Account report and reviewed issues arising from patient satisfaction surveys and consumer feedback. It also focused on the domains of shared decision making and effective communication. This committee met 9 times in 2019-20.

GOVERNANCE AND REMUNERATION COMMITTEE

This committee is responsible for overseeing the development of the annual performance goals of the Chief Executive Officer and for reviewing strategic progress against these goals. It also monitors the organisation's Board and Executive performance and succession planning processes. This committee met twice in 2019-20.

SENIOR STAFF

CHIEF EXECUTIVE OFFICER

Mr C Fraser BProsOrth, Dip Applied Science, GAICD, AFCHSE

FINANCE & ORGANISATIONAL PERFORMANCE

Chief Operating Officer

Mr A Trigg BComm (Acc/Fin), ASA, GAICD

Director - Finance

Mr J Taylor BComm, BA, CA, GAICD (from May 19 2020)

MANAGERS

Community Partnerships Services

Ms S Morey MFIA

Financial Services

Mr D McLaren BBus, CPA

Infection Prevention & Control

Mrs J Lukeis BSciNur, Dip Nur, Grad Cert Infectious Diseases, Grad Cert Periop Nur, Grad Cert Infection Control

Performance & Budget

Mr C McGrath BCom, CPA* (to Feb 7 2020)

Quality & Risk

Ms K White BNur, Grad Dip Hlth Mgmt (Nur), GCLCC, MBA

Redesigning Care

Mrs L McCann RN, Cert ICU, MPET

Regional Financial Systems

Ms L Bramich BBus, ASA, CPA

Regional Supply Chain

Mr T Hoy Cert Hospital Supply Mgmt

Workforce

Mr G Mitchell BEc, BHA

SERVICE DEVELOPMENT

Executive Director - Service Development

Mr J Brennan BHLthSci (Physio), Cert Hlthcare Innovation & Entrepreneurship, AFACHSM

MANAGERS

Biomedical Engineering Services

Mr G Szegi BAppSc (Biophysics/ Instrumental Sci)* (to December 23 2019)

Dr G Ward PhD MIET, CEng (from January 6 2020)

Buildings & Infrastructure

Mr S Blignaut BSc(Construction Mgmt)(Hons)

Education, Quality & Projects

Mr R Jubb RN MHS, Grad Dip Crit Care, Dip Bus* (to July 20 2019)

Food Services

Mr C McLeod

ICT

Ms T O'Keefe BBus(ICT & Acc), Grad Dip Ed* (to 5 May 2020)

Redevelopment Project

Ms S Hilton BNur, Dip Neuro, Dip Acute Care (High Dependency)

South West Regional Linen Service & Business Services

Ms K Graham Grad Cert Bus Admin, ACHSM

Environmental Services

Mr J Sabo (from March 18 2020)

CLINICAL SUPPORT SERVICES

MANAGERS

Health Information Services

Ms M Atkinson Ass Dip(MRA), RMRA

Medical Imaging Service

Mr L Pontonio MIR, Dip App Sc(Med Radiol)(Wool campus)

Ms D Shelton MIR(Cdown campus)

Pathology Service

Ms J Bevan BSc

Pharmacy

Ms L Spence BPharm, Post Grad Dip Clin Pharm

CAMPERDOWN HOSPITAL

Campus Manager

Mrs J Dureau-Finn BNur, Ad Dip Bus Mgmt, Ad Dip Mgmt (HR)

UNIT MANAGERS

Acute Services

Ms N Swain RN, Grad Cert RIPERN

Aged Care Services (Merindah Lodge)

Mrs L Lucas RN

Operating Theatre

Mrs N Delaney RN, Grad Dip Periop Nur, Cert III Steril/Tech, Dip Bus

MEDICAL SERVICES

Executive Director of Medical Services

Dr N van Zyl MBChB, MMed (CH), FAFPHM, AFRACMA, MBL, PMP* (to May 25 2020)

Dr G Sousa MD, FACEM, FAAEM (interim from June 15 2020)

DEPARTMENTAL DIRECTORS

Anaesthetics

Dr J Muir MBChB, LRCP, LRCS(Edin), LRCS&P(Glas), DA, FRCA, FANZCA, PG Cert CU

Critical Care

Dr M Page MBBS, FRACP

Emergency

Dr J Brown MBBS, DRANZCOG, FACEM, Grad Dip Clin ED*

Dr G Sousa Dr G Sousa MD, FACEM, FAAEM

General Medicine

Dr J Gome MBBS, FRACP

General Surgical

Mr P Gan MBBS, FRACS

Infection Prevention & Control

Dr M Page MBBS, FRACP

Mental Health (Clinical)

Dr J Claassen MBChB, FRANZC*

Prof B Singh AM MBBS(HonII), PhD,
FPRCP, FRANZCP, FRACP

Obstetrics

Dr R Buchanan MBBS, FRANZCOG

Orthopaedics

Mr A Sutherland MBChB, FRCS,
FRCS(Trauma & Ortho), MD(Hon),
FRACS

Palliative Care

Dr E Greenwood MBBS, Dip
RANZCOG, FRACGP, Grad Dip Pall
Care

Paediatrics & Child Health

Dr G Pallas BMed, FRACP

Rehabilitation

Dr S Malcolm MBBS, BMedSci,
FAFRM, FRACP

Sub-Specialty Surgical

Mr R Toma MBBS, FRACS(Plast &
Recons)

DEPARTMENTAL SUPERVISORS

Intern Training

Dr B Condon MBBS, FRACGP, Grad
Cert Clin Ed

Medical Specialist Training

Dr J Gome MBBS FRACP

SENIOR MEDICAL OFFICERS - WARRNAMBOOL CAMPUS

Addiction Medicine Physician

Dr R Brough MBBS, D Obst RCOG,
APSAD Cert, FACRRM, FACHAM*

Anaesthetists

Dr C Bonney MBBS, FANZCA

Dr A Dawson MBBS, FANZCA

Dr M Duane MBBS, FANZCA

Dr A Faris MBBS, FANZA*

Dr G Kilminster MBBS, FANZCA

Dr J Muir MBChB, LRCP,
LRCS(Edin), LRCS&P(Glas), DA,
FRCA, FANZCA, PG Cert CU

Dr G Reilly MBChB, MRCS, FRCA,
FANZCA

Dr C Surtees MBChB, FANZCA

Dr S Watty MBBS, FANZCA

Emergency Physicians

Dr T Baker MBBS(Hon),
BMedSc(Hon), MCLinEd, FACEM

Dr J Brown MBBS, DRANZCOG,
FACEM. Grad Dip Clin ED

Dr C Cooper PhD, FACEM, MBBS,
MAppSc

Dr M Cooney MBBS, FACEM

Dr T Dunlop MBBS (hons)
DRANZCOG MPH GcertClinTeach,
FACEM

Dr F Schreve MBChB, FACEM, Grad
Dip Emerg Hlth(Aeromed Retrieval)

Dr G Sousa MD, FACEM, FAAEM

General Practitioners

Dr L Cameron MBBS

Dr E Greenwood MBBS, Dip
RANZCOG, FRACGP

Dr P Hall MBBS, D Obst RACOG,
DA(Lond), FACRRM

Dr C Mooney MBChB, MRCS, LRCP,
DRCOG

General Surgeons

Mr S Fischer MBBS, FRACS*

Mr P Gan MBBS, FRACS

Mr S George MBBS, MS(GenSurg)
FRACS

Mr B Mooney MBChB, BAO(Hon),
BSc(Anat)(Hon), MCh, FRCSI,
FACRRM, FRACS*

Mr J Ragg MBBS, FRACS

Mr W Wiggitt MBChB, FCS(SA),
MMED(Surg)(Pret)

Geriatrician/Physician

Dr B Jafari DM, FRACP

Haematologists/General Physicians

Dr J Brotchie MBBS, BMedSci,
FRACP

Dr J Hounsell BSc, MBBS, FRACP,
FRCPA

Neurologist

Dr J Waterston MBBS, MD, FRACP

Neurosurgeon

Mr T Han MBBS, FRACS

Obstetricians & Gynaecologists

Dr C Beaton MBChB, FRANZCOG,
FRCOG

Dr R Buchanan MBBS, FRANZCOG

Dr K Cornell MBBS, BSc,
FRANZCOG

Dr N Dimoska MBBS, FRANZCOG*

Dr S Newbury MBBS, FRANZCOG

Dr E Uren MBBS, FRANZCOG

Oncologists

Dr I Collins MBChB, MSc(Inf),
MRCPI, FRACP

Dr T Hayes MBBS(Hon),
BMedSci(Hon), FRACP

Dr O Klein DM, FRACP

Ophthalmologist

Dr L Ong MBBS, FRANZCO

Orthopaedic Surgeons

Mr K Arogundade MBBS, FRCS,
FRACS(Ortho)

Mr M Dooley MBBS, FRACS

Mr A Mitra MBBS, FRCSI(GenSurg),
FRCS(Trauma & Ortho)

Mr N Russell MBBS, BE(Hon),
FRACS(Ortho)

Mr A Sutherland MBChB, FRCS,
FRCS(Trauma & Ortho), MD(Hon),
FRACS

Otorhinolaryngologists

Dr A Cass MBBS, FRACS

Dr B Clancy MBBS, FRACS

Dr E Young MBChB, FRCS (OHNS),
MPH

Paediatricians

Dr B Baade MBBS, MD,
FRACP(Paed)*

Dr C Fiedler MD, FRACP (Paed)

Dr C McCasker MBBS, FRACP(Paed)

Dr P Maude MBBS, FRACP(Paed)

Dr K Olinsky MBBS(Hon), Grad Dip
Clin Res, FRACP(Paed)*

Dr G Pallas BMed, FRACP(Paed)

Pathologist

Dr D Blaxland MBBS, FRCPA*

Physicians

Dr N Barraclough MBBS, BSc (Physio), FRACP

Dr N Bayley MBBS, FRACP

Dr A Clissold MD, FRACP

Dr J Gome MBBS, FRACP

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

Dr M Kankanamage MBBS(Hons), MD, MBCS, FRACP

Dr B Morphet MBBS, FRACP

Dr S Nagarajah MBBS, FRACP

Dr M Page MBBS, FRACP

Dr S Sebastian-Thazhath MBBS, MD, FRACP, PhD

Plastic &

Reconstructive Surgeons

Mr J Masters MBChB, BHB, FRACS

Mr R Toma MBBS, FRACS(Plast & Recons)

Radiation Oncologist

Dr K So MBBS, FRANZCR

Radiologist

Dr V Sharma MBBS, FRCR

Rehabilitation Physician

Dr S Malcolm MBBS, BMedSci, FAFRM, FRACP

Respiratory Physician

/General Physician

Dr A Bradbeer MBBS, FRACP

Urogynaecologist

Dr L Ow MBBS, FRANZCOG*

Urologists

Mr A Davidson MBBS, FRACS(Urol)

Mr B Mooney MBChB, BAO(Hon), BSc(Anat)(Hon), MCh, FRCSI, FACRRM, FRACS*

Vascular Surgeon

Mr R Mayer MBBS, Dip Surg Anat, FRACS

SENIOR MEDICAL OFFICERS - CAMPERDOWN CAMPUS

General Practitioners

Dr M Ahmadi DM

Dr A Crompton MBBS, DRCOG, DA RCP&S, Grad Dip App Sc(Nut & Env Med)

Dr T Fitzpatrick MBBS

Dr E Lyon MBChB

Dr E Masih MBChB

Dr S Menzies MBBS, M Med, FRACGP, DRANZCOG, FACRRM

Dr W Rouse MBBS, Grad Dip Rural Health, DRANZCOG, FRACGP

Dr A Singh MBBS, MSurgOrtho

General Surgeons

Mr D Abbas MBChB, FRACS

Mr S Fisher MBBS, FRACS*

Mr J Ragg MBBS, FRACS

Obstetricians & Gynaecologists

Dr C Beaton MBChB, FRANZCOG, FRCOG

Dr R Buchanan MBBS, FRANZCOG

Dr E Uren MBBS, FRANZCOG

Otorhinolaryngologist

Dr B Clancy MBBS, FRACS

Dr E Young

Orthopaedic Surgeon

Mr N Russell MBBS, BE(Hon), FRACS(Ortho)

Paediatrician

Dr K Olinsky MBBS(Hon), Grad Dip Clin Res*

Physicians

Dr N Barraclough MBBS, BSc(Physio), FRACP

Dr N Bayley MBBS, FRACP

Dr J Gome MBBS, FRACP

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

Dr S Nagarajah MBBS, FRACP

Dr M Page MBBS, FRACP

Urogynaecologist

Dr L Ow MBBS, FRANZCOG*

Urologist

Mr A Davidson MBBS, FRACS(Urol)

NURSING & MIDWIFERY SERVICES

Executive Director

- Nursing & Midwifery

Mrs G Stevenson RN, BMedSci(Nur Hon1st), Dip Project Mgmt, ADip Nur, MHM

Deputy Director - Specialist Services Nursing

Mr P Logan RN, MPH, RM, BN

Ms T Johnstone RN, Grad Dip Crit Care, MHM, BN (acting June 29-Aug 4 2019)

Assistant Directors - Nursing

Mrs J Brown RN, Grad Dip Crit Care

Mrs K Henry RN, BN* (to March 1 2020)

Mrs E Southwell Grad Cert Paed Nur, Grad Cert Special Care Neonate

Ms S Anderton RN, MN(Nur Pract), Grad Dip Crit Care, BN (from Dec 19 2019)

MANAGERS/COORDINATORS

Access

Mrs I Wynd RN, Pro Cert Hlth Service Mgmt

Education

Ms K Bentley MHM, RN, MEN, RM, BM

Elective Surgery

Mrs M Coffey RN, BN, Dip Periop Nur (to Aug 19 2019)

Ms M Houlihan RN, BN, Grad Cert Crit Care-Periop Nur (from Dec 1 2019)

Perioperative Services

Mr A Kelly RN, Grad Dip Hlth Admin & Info Systems, Cert Periop Nur

South West Community Based Palliative Care

Mrs A Janes RN, BN, Grad Cert Med-Surg Nur, Dip Mgmt

UNIT MANAGERS

Acute Care

Ms J Hallinan RN, Cert Workplace Leadership, Dip Bus

Critical Care/ Haemodialysis

Ms T Johnstone RN, Grad Dip Crit Care, MHM, BN

Day Stay

Mrs M Bell RN

Emergency Department

Mrs J McGovern RN, BN, Grad Dip Nur Crit Care

Maternity/Neonatal/ Gynaecology

Mrs J Facey RN, RM, IBCLC

Medical/Palliative Care

Mrs L Barclay BN, Mid Grad Dip, MMid

Oncology

Mrs J Rowe RN, Cert Workplace Leadership, Dip Bus* (to April 26 2020)

Mrs A Janes RN, BN, Grad Cert Med-Surg Nur, Dip Mgmt (from April 27 2020)

Operating Theatres

Mr C Toone BN, Grad Dip Periop (to Aug 18 2019)

Mrs M Coffey RN, BN, Dip Periop Nur (from Aug 19 2019)

Paediatrics

Mrs S Marsh RN, Cert Computer Bus Appls, MRCNA

Rehabilitation and Withdrawal & Support Service

Mrs H Moyle RN, Dip App Sci Nur, BN, Ad Dip Man, CertIV WT&A

Short Stay

Mrs J Rowe RN, Cert Workplace Leadership, Dip Bus* (to April 26 2020)

Ms B Davis RN, CertIV Health Nursing, BN, MHSM (from June 9 2020)

MENTAL HEALTH SERVICES

Executive Director of Mental Health Services

Ms K Cook, RN, Dip SC(Psych Nur), BNur, Grad Dip Young People Mental Health, Dip AOD, Dip Bus Mgmt, M, Ad Nur, GAICD, PMP

Associate Director (Operations & Performance) - Mental Health

Ms J Bateman, BSc(Hon), Ad Dip (Bus Mgmt) Acc, MEnt

Senior Mental Health Nurse

Ms J Radley RPN, Grad Dip(Child Psych), Grad Cert(Devel Psych), Ad Dip(Bus Mgmt) Acc, Ad Dip(HR) Acc

COMMUNITY TEAMS

MANAGERS

Aged Persons MHS

Mr R Porter BA, RPN, Ad Dip(Bus Mgmt) Acc, Ad Dip (HR) Acc

Child & Adolescent MHS

Ms R Robertson MPsychClin, Ad Dip(Bus Mgmt)

Inpatient Services

Ms O Walker MNur Prac, BNur, Grad Dip Nur (Mental Hlth)* (to March 23 2020)

Ms P Makombo, RN, Dip (GenNur), MBA (from March 23 2020)

Ngootyong Prevention and Recovery Centre

Ms E Williams RN Div1, BNur(Hon), Post Grad Dip MH Nur

Primary Mental Health Team

Mr N Place BA, BSoc Work, Ad Dip(Bus Mgmt) Acc, Ad Dip(HR) Acc

Psychiatric Nurse Consultant

Ms D Lignier M Clin Prac(Nur), BSc(Psych), BNur, Grad Dip (Mental Hlth), CertIV Bus* (to June 12 2020)

Quality Coordinator

Ms J Punch RPN, Ad Dip(Bus Mgmt) Acc

Warrnambool Adult Team

Dr R Hine PhD(Monash), MSoc Work, BSoc Work, CertIV WT&A, Cert OHS* (to Feb 28 2020)

Ms O Walker MNur Prac, BNur, Grad Dip Nur (Mental Hlth) (from April 6 2020)

Clinical Nurse Consultant

Ms J Edge RPN, Pub Hlth(Addictions)(Grad Cert)

Extended Care Inpatient Unit

Ms J Ashworth BNur, MMental Hlth (acting)* (to June 30 2020)

TEAM LEADERS

Camperdown Community MHS

Mr D Lynzaat BSocWork* (to Jan 10 2020)

Ms L Blain RN, BN (from Jan 13 2020)

Hamilton Community MHS

Mr P Kumar Premnath MOccTher

Portland Community MHS

Mr F Nittsjo BA(Psych)(Hon), Ad Dip(Bus Mgmt), Acc

SENIOR PSYCHIATRISTS

Clinical Director - MHS & Authorised Psychiatrist (AP)

Assoc Prof J Claassen MBChB, FRANZCP, Cert Forensic Psych* (to July 26 2019)

Dr A Yonchev MD, MPH, FRANZCP* (to March 23 2020)

Clinical Co-Director - MHS

Dr Z Radovic MD, Sen Psych Reg (from March 30 2020)

Clinical Co-Director - MHS & AP

Prof B Singh AM MBBS(HonII), PhD, FPRCP, FRANZCP, FRACP (from March 30 2020)

Director - Medical Training (Mental Health) & AP

Dr R Ranasinghe MB BS, MD(Psych) FRANZCP, Cert Child Adol Psych

Director ECT (Mental Health)

Dr Z Radovic MD, Sen Psych Reg

Dr L Ferrier MD BBiomed, MD

Dr H Hill MBBS, BMedSci, MPM*

Dr M Ivers MBBS, FRANZCP

Dr A Jagad MBBS, MD (Psych)

Dr A Kapuge MBBS, MD (Psych)

Dr C Li MBBS, iBSc

Dr M McDonald-Young*

Dr A Ratnayake MBBS, MD (Psych)

Dr A Guerreiro MBBS

Dr A Bello, MBBS

Dr S Osmonova MBBS

Dr K Hubert MD

PRIMARY & COMMUNITY SERVICES

Executive Director of Primary & Community Services

Mrs K Anderson BPod(Hons), Prof
Cert Workplace Leadership

Campus Managers

Camperdown Community Health
Ms S Ryan BNur, Grad Dip Mid, Dip
Bus Mgmt

David Newman Adult Day Centre

Ms S Ryan BNur, Grad Dip Mid, Dip
Bus Mgmt

Lismore Community Health

Ms S Ryan BNur, Grad Dip Mid, Dip
Bus Mgmt

Macarthur Community Health

Mr D Keilar RN, Adv Dip Bus
Mgmt, Adv Dip Bus Mgmt (HR)

Warrnambool

Community Health

Mr D Keilar RN, Adv Dip Bus
Mgmt, Adv Dip Bus Mgmt (HR)

PROGRAM MANAGERS

Access & Performance

Ms J Hogarth BSpPath, MEnt

Centre Against Sexual Assault

Ms M Clapham BNur, Grad Dip
Adol Health & Welfare, Grad Dip
Man

Discharge Support & Liaison

Ms J Hogarth BSpPath, MEnt

District Nursing Service/Hospital in the Home

Mr P Crimmin RN

Health Promotion

Ms S Ryan BNur, Grad Dip Mid, Dip
Bus Mgmt

ALLIED HEALTH & AMBULATORY REHABILITATION SERVICES

Manager

Ms K Brown BAppSci (Speech
Path), MA (App Ling)

DEPARTMENT MANAGERS

Community Rehabilitation

Mr S Fogarty RN

Dietetics

Ms S Baudinette BSc (Nutrition),
Grad Dip (Dietetics)

Occupational Therapy (OT)

Ms H Manson BOccTherapy* (to
Dec 30 2019) Substantive OT
Manager

Ms Rachael Couch BOT (acting
from Dec 30 2019) Acting OT
Manager

Physiotherapy

Ms R Morgan BPhysio, MEnt

Podiatry

Mr R Beavan BSc (Hons) Podiatry

Social Work & Counselling

Ms J Winstanley BA(Hons)
Approved Social Work* (to Sept 13
2019)

Ms J Adams BN, MN (from Apr 6
2020)

Speech Pathology

Ms C Nailon BSpPath, Dip Mgmt

Southwest Dental Service Manager

Mr P Sheehan BCom, Grad Dip(Ed)

Dental Officers

Dr T Chao BDS (UWA)

Dr C Gove BDS (Dund)

Dr Y Jiang BDS (Melb)

Dr J Kaur BDS (ADC)

Dr J Kung DDS (Melb), BSc (Melb)

Dr A Prabhu DDS (Melb), BMedSci
(Monash)

Dr N Shah BDS (ADC)

South West Medical Centre Clinical Lead

Dr A Vigneswaran MBBS, FRACGP*
(to June 5 2019)

Dr C McPherson MBBS(Hons),
FACRRM, FRACGP, FARGP, BN,
DipRANZLOG (from Sept 3 2019)

Practice Manager

Mrs S Cook Adv Dip Bus & HR,
CertIV TAA* (to Nov 8 2019)

Ms J Wright BMgmt, Dip
ProMgmt, Dip Mgmt, Dip FinSer
(from Feb 3 2020)

PEOPLE & CULTURE

Executive Director - People & Culture

Ms L Viljoen BSocSci, BA Hons,
MBA, PGCertBus, CertIV TAE,
CAHRI

MANAGERS

Education, Research & Workforce Development

Mrs B Moll BSc (Hons) Sp&HTh,
Post Grad Cert Strategic Workforce
Dev, MA Leadership & Dev in
Health & Soc Care

Education Resource Centre (Medical Library)

Ms H Obst BSc (Chem)/B Teach
(Sec), Med (Library), AALIA (CP)

People & Culture

Mrs T Marr BA, Dip MH, Dip AOD,
CertIV TAE

Remuneration & Benefits

Mrs L Hancocks Dip Bus Mgmt(HR),
CertIV TAE * (to Oct 4 2019)

Ms A Stoupas Adv Dip Bus Mgmt
(HR), CertIV TAA (from November
11 2019)

Safety & Security

Mr T Roberts MBA, Cert Man
(SCU), Cert Workplace Leadership,
Ad Dip OH&S

Staff Health & Wellbeing

Ms A Hilton BA

Workforce Systems

Mr M Hawkins BA Hons

*Resigned/retired during 2019–20

STAFF SERVICE AWARDS

Special celebrations were held during 2019-20 to recognise the dedication and contribution of 145 highly valued employees who, collectively, have worked with us for 3,015 years.

Of those honoured, Food Services chef John Malseed and Mental Health Services mental health nurse Gary Struth each received their Staff Service Award for careers spanning 45 years. Another five staff were honoured for their 40-year careers: Food Services assistant Dianne Fitzwilliam, Financial Services manager David McLaren, Merindah Lodge nurse Jeanette Reichman, Mental Health Services mental health nurse Chris Ward and Health Information Services clerk Julie Wood.

45 YEARS

John Malseed Gary Struth

40 YEARS

Dianne Fitzwilliam Jeanette Reichman Julie Wood
David McLaren Chris Ward

35 YEARS

William Butler Jill Hallinan Carmel McLaren Heather Todd
Janene Facey Vikki Hoy Maria O'Bryan Gary Toohey
Helen Gleeson Joanne Last Rebecca Simpson
Kaylene Gleeson Belinda McGifford Susan Taylor

30 YEARS

Gerard Allwood Simone Gorman Murray McCosh Patricia Riordan
Julieta Blain Brenda Hetherington Alison McLinden Don Stewart
Anita Bradshaw Paul Hodgins Fabian McLinden Sandra Westley
Andrea Burkett Monica Jones Graeme Mitchell
Wendy Clark Mardi Lindquist Jodi Radley
Michelle Evans Joan McArdle Jan Reilly

25 YEARS

Rhonda Anderson Kelvin Evans Vicki Sayer Melissa Walsh
Lynette Blain Louise Hannagan Megan Titmus Heather Watts
Teresa Conheady Sandra Killen Andrea Waddington Cheryl Wright
Helen-Maree Evans

20 YEARS

Kelli Jane Abbott	Margaret Bull	Bernadette Leehane	Angela Shiells
Julie Andrews	Gayle Densley	Cynthia Lucas	Natasha Swayn
Ros Bamford	Helen Greene	Leanne McCann	Shirley Van Den Broek
Michelle Beasley	Toinette Hutchins	Melissa Meggs	Elizabeth Van Ginneken
Samone Bell	Kerry James	Cheryl Poole	
Karen Bourke	Andrea Johannesen	Christine Risbey	
Kim Brooks	Andrew Johannesen	Rebecca Sell	

15 YEARS

Melissa Abbott	Susanne Holloway	Suzan Morey	Kylie Shiells
Jacinda Bell	Many-Jane Houlihan	Paul Moritz	Leon Stow
Anneliese Dixon	Debra Kelly	Patricia Norberg-Roberts	Kellie Sweeney
Nayani Edirimanna	Jenny Lukeis	Sheryl Pola	Sarah Turner
Virginia Elliott-Winn	Jody McGovern	Geoff Rhodes	Tim Van Der Starre
Craig Fraser	Craig McLeod	Craig Richards	
Teresa Gormley	Carl McMeel	Rachel Russell	

10 YEARS

Sarah Atkins	Vicky Ezard	Dearna Leishman	Val Santos
Tim Baker	Janelle Gladman	Eila Lyons	Wendy Savage
Sue Balkin-Mitchell	Clare Greening	Michelle Lyons	Kathleen Stonehouse
Michelle Barvich	Anna Harris	Sharona Mahony	Kellie Thornton
Vanessa Buhlman	Kirby Hatelty	Carley McKew	Colin Wakely
Ilona Carson	Annemartien Hoekstra	Bernadette O'Brien	Melanie Walker
Mary Clapham	Mary-Anne Holley	Sue Owen	Georgina Wallwork
Brendan Condon	Wendy Kent	Philip Prider	Rachel Ward
Jessica Crute	Karina Latta	Barbara Pulling	Jodie Wilson
Julie Edge	Karen Lee-Walker	Tim Reading	

LIFE GOVERNORS

Life governorship is the most prestigious recognition South West Healthcare bestows. Our 2019-20 recipients have given an outstanding contribution to our health service over a prolonged period of time:

- › Ian Currell has been a member of our SWH Camperdown and District Hospital Auxiliary for the past 32 years – 22 of which he's been president. Under his leadership the auxiliary's raised more than \$200,000 for medical equipment, aides and initiatives.
- › Peg Davies has been volunteering with us for 22 years. Since 2013 she's been a member of our Volunteer Palliative Care Team and remains a vital resource for staff and patients associated with our comprehensive Palliative Care Service.
- › Vivienne Lay has been a valued volunteer for the past 19 years, supporting our women's health, midwifery, medical and paediatric units, the Warrnambool emergency department and allied health. She maintains the highest professional standards.

Two highly-respected members of the Board of Directors, whose tenures concluded in June 2019, were also awarded life governorship:

- › Russell Worland joined the Board in 2008. Over 21 years, his desire to improve physical infrastructure saw him instrumental in steering the Stage 1 Warrnambool Base Hospital redevelopment project, delivered on time and within budget. During his last few years, as chair and deputy chair, he oversaw the development of the master plan and feasibility study for the proposed Warrnambool and Camperdown redevelopments.
- › Steve Callaghan joined the Board in 2005. During his 10-year term as chair of the financial performance, audit & risk committee, significant development projects were successfully undertaken, including the construction of the \$120m stage 1 Warrnambool Base Hospital redevelopment; the Warrnambool Community Health and Mental Health Services facility; the South West Regional Cancer Centre, and the Ngootyoong Prevention and Recovery Centre.

A Certificate of Appreciation was awarded to SWH Warrnambool Auxiliary secretary Fiona Rule for nine years' voluntary service. She's particularly revered for developing successful and unique fundraising initiatives.

LIFE GOVERNORS

- | | | | |
|-----------------------------|----------------------------------|--------------------------------|--------------------------|
| - Mrs Margaret Agnew (2012) | - Mrs JA Bell | - Mrs EC Chaffey | - Mrs Peg Davies (2019)* |
| - Mrs Jan Aitken | - Mrs Shirley Bell (1989) | - ML Charles | - Mr Simon DeGaris |
| - Mrs Mary Alexander (2015) | - Miss Helen Bishop | - Mrs FA J Chislett | - Mrs Gloria Dickson |
| - Mr Lyall Allen | - Mr NC Boyd | - Mrs Helen Chislett | - Miss Judy Donnelly |
| - Mr AL Anderson | - Mr CG Boyle | - Mr David Chittick | - Mr GW Dowling |
| - Mrs GI Anderson | - Mr N Bradley | - Mrs Diane Clanchy | - Mrs L Dowling |
| - Mrs JF Anderson | - Mr David Bradshaw | - Mr John Clark | - Mr Tony Duplex (2004) |
| - Mr Ian Armstrong (2007) | - Mr GN Brown | - Mrs SE Cole | - Mrs Veronica Earls |
| - Mrs Joan Askew | - Dr Anthony (Tony) Brown (2005) | - LJ Collins | - Mrs A Elliot |
| - FH Baker | - Mrs Irene Bruce | - Mrs Joy Conlin | - G Elliot |
| - Mr R Baker | - Mr CW Burgin | - Mrs Frances Coupe | - Mr PV Emery |
| - Mrs VG Balmer | - Mrs L Burleigh | - Mrs M Cox | - Mr W Ferguson |
| - Mr NI Bamford | - Mrs Lorna Burnham | - Mrs Marjorie Crothers (2004) | - Mr J Finch |
| - Mr Rob Baker | - Mrs Jean Byron | - Mr Ian Currell (2019)* | - Mr ER Ford |
| - Mrs Heather Barker | - Mr Steve Callaghan (2019)* | - Mrs Veronica Cuzens (2012) | - Mrs CE Fraser |
| - WT Barr | - Mr Lester Campbell (2018) | - Mr Jack Daffy | - BD French |
| - Mrs Moira Baulch | - Mr Stan Carroll | - Mr A Dalton | - R Gellie |
| - Mrs Beverley Bell | | | - Mrs FM George |
| | | | - Mr MW George |

- Mrs Claire Gibbons (2015)
- Mrs Ann Glennon (2012)
- Mrs Shirley Goldstraw
- Mrs Helen Gollop (2009)
- Mrs Joan Goodacre
- Mrs E Goodwin
- Mr Damian Goss (2017)
- Mrs Helen Goss (2016)
- Mrs P Grace
- Mrs Lorraine Graham (2017)
- Mrs Gwen Grayson (2014)
- Mrs Sheila Habel
- Mr RE Harris
- Mr AJ Hartley
- Mrs Joy Hartley
- Mrs A Havard
- Mrs Monica Hayes
- Mr P Heath
- Mrs Mavis Heazlewood
- Mr Oscar Henry
- Mr AJ Hill
- Mrs Barbara Hill (2011)
- Mrs DM Hill
- Mr GL Hill
- Mr J Hill
- Miss L Hill
- Mrs P Hill
- Mr W Hocking
- Mrs Lorraine Hoey (2010)
- Mrs Ann Holmes
- HJ Holmes
- Mr John Holmes
- Mr WJ Holton
- Mrs A Hooton
- GN Hornsby
- JS Hosking
- Mrs E Howell
- Mr Mervyn Hoy (2016)
- Mr Ray Hoy (2014)
- Mrs Sharon Huf
- Mrs Mary Hutchings
- Mr R Hyde
- Mrs Elwyn Jasper (2015)
- Mr Murray Jasper (2015)
- Mr David Jellie (2007)
- Mr Barry Johnson
- Mrs Margot Johnson
- Mr Rex Johnson
- Mrs Edna Keillor (2008)
- Mr AE Kelly
- Mrs Helen Laidlaw
- Mrs Val Lang
- Mr GA Larsen
- Mrs Vivienne Lay (2019)*
- Mrs B Layther
- Mrs Margot Lee (2009)
- Mr S Lee
- Sen Austin WR Lewis
- Mr PE Lillie
- Mrs Hilary Lodge
- Mr Chris Logan (2017)
- Mr RW Lucas
- Mrs Wendy Ludeman
- Mrs AG Lumsden
- Mrs Elizabeth Luxton
- Dr E Lyon
- Mr ID Macdonald
- Mrs ID Macdonald
- Mrs AF MacInnes
- S Mack
- MC Mack
- Mrs Isobel Macpherson (2007)
- Mr John Maher (2018)
- Mrs L Maher
- Mr NS Marshall
- Mrs Norma Marwood
- Mrs Jess Mathison
- Mrs D McConnell
- Mrs Bev McCosh
- Mrs L McCosh
- Mrs Norma McCosh
- Mrs Janice McCrabb
- Mr John McGrath
- Mr Peter McGregor
- Mrs Glenda McIveen (2009)
- Mr Ernie McKenna
- Mrs Mary McKenna
- Mrs Judy McKenzie
- Mrs Olive McKenzie (2015)
- Mr Trevor McKenzie
- Mrs Heather McCosker (2017)
- Mrs H McLaren
- Mrs Shirley McLean
- Mr C McLeod
- Mr Don McRae
- Mrs Wendy McWhinney
- Ms Felicity Melican (2013)
- Dr John Menzies OAM
- JE Meyer
- Mr Andrew Miller
- Mr J Miller
- Mrs J Mills
- Mr Ivan Mirtschin
- Miss Mabel Mitchell
- Mrs Coral Moore
- Mr F Moore
- Mrs Nancy Moore
- Mr Robert Moore
- Mr James Moran
- Mr J Morris Jnr
- Mr W Morris
- Mrs Sharon Muldoon (2017)
- Mrs I Mulligan
- AE Murdock
- Mrs G Mutten
- Nestle (Fonterra) Sports & Social Club
- Mrs Sheryl Nicolson
- Mr AW Noel
- Mrs HW Norman
- Mrs Alison Northeast
- Mr JB Norton
- Mrs Helen Nunn
- Mrs Barbara O'Brien
- Mrs Judy O'Keefe
- Miss K O'Leary
- Mr L O'Rourke
- Mr W Owens
- Mrs Dianne Papworth (2016)
- Mr Ken Parker
- Mrs TJ Parker
- Mrs GR Parsons
- Mr DR Patterson
- Mrs ME Paterson
- Mrs Phyllis Peart
- Dr Ian Pettigrew
- Mr Bill Phillipot OAM
- Ms Barbara Piesse
- Mrs G Pike
- Mrs Gloria Rafferty
- Mrs Margaret Richardson
- Mr DM Ritchie
- Mr Ric Robertson
- Mrs Judy Ross
- Mr NJ Rowley
- Mr Peter Roysland
- Mr JC Rule
- Mr Leo Ryan
- Mrs Sue Sambell
- Mr John Samon
- Mr RG Sampson
- Mrs Eileen Savery
- Mr A E Scott
- Mr L Sedgley
- Mr TT Shaw
- Mrs A B Smart
- Mr M Smill
- Mrs Ann Smith
- Michelle Smith
- Mrs Lynette Stammberger (2017)
- Ms G Stevens
- Mr GC Sullivan
- Mrs B Surkitt
- Mrs Mona Swinton (2014)
- Mr DN Symons
- Ms Carolyn Taylor (2014)
- Mrs D Taylor
- Mr F Taylor
- Mr HC Taylor
- Miss Kate Taylor
- Mrs Robbie Taylor
- Miss Yvonne Teale
- Mrs A Thorpe
- Mrs AJ Trotter
- Mr SW Waldron
- Mr JB Walker
- Mrs H Wallace
- Mrs Judith Wallace
- Mrs RJ Wallace
- Mrs D Wedge
- RV Wellman
- Mr AC Whiffen
- Mr G Whiteside
- Mr J Wilkinson
- Mrs June Williams
- Mrs Marion Williams (2010)
- Mrs Zelda Williams
- Mr John Wilson
- Mrs NT Wines
- Mr WJ Wines
- Mr Russell Worland (2019)*

Our condolences are extended to the family and friends of the following life governors who passed away during 2019-20: June Ford-Crothers and Ailsa Swinton.

*Awarded Life Governorship in 2019-20

VOLUNTEERS

We cannot overstate how fortunate we are to have such a wonderful team of registered volunteers support us. In February 2020, these 335 individuals took the disruption caused by the pandemic in their stride. Impressively, they adjusted to numerous swiftly-enforced changes as we took all precautions to help keep them safe, and help stop the spread of COVID-19.

Initially, all but 18 volunteers at our Warrnambool Base Hospital and the three-strong telehealth volunteer team at Macarthur Community Health were temporarily required to defer their volunteering activities because of the pandemic. Gradually we are welcoming them back and we couldn't be happier. Not only are these people such a gift for our patients, residents, clients and consumers, our staff regard them as SWH family. They are a wonderful support network and many are regarded as mentors and role models.

WHERE OUR VOLUNTEERS SUPPORT US

SWH CAMPUS/SITE	2019-20
Camperdown Hospital	92
David Newman Adult Day Centre	16
Lismore Community Health	10
Macarthur Community Health	24
Merindah Lodge	14
Warrnambool Base Hospital	166
Warrnambool Community Health	11
Warrnambool Mental Health Services	2
TOTAL	335

THE ROLES OUR VOLUNTEERS PLAY

Camperdown Hospital: 62 registered volunteers support our Meals on Wheels service while 30 others are involved in our Camperdown & District Hospital Auxiliary and our Camperdown Hospital Trolley Auxiliary.

David Newman Adult Day Centre: 16 registered volunteers provide a range of activities for 55 members, including music programs, armchair dancing, bus driving to and from events, assisting with kitchen duties and craft. They offer support and friendship via the centre's A Well For Life Group, Out and About Group, Men's Social Group and Social Support Group.

Lismore Community Health: 10 registered volunteers support program activities for our rurally and socially isolated clients by assisting our Social Support Group with meals preparation and group activities, and by way of helping with music and singing activities, and bus driving.

Macarthur Community Health: 24 registered volunteers perform many activities including bus driving, transporting clients to medical appointments, Social Support Group assistance, gardening, telehealth and Broadband for Seniors.

Merindah Lodge: 6 registered volunteers and 8 Friends & Relatives of Merindah (FROM) members assist with a variety of activities including craft, music, outdoor gardening, social outings, pet therapy visits and bus driving.

Warrnambool Base Hospital: Of 166 registered volunteers, 65 support onsite programs in our emergency department and medical, rehabilitation, acute, haemodialysis and paediatrics units. The remaining 101 palliative-specific registered volunteers support nine inpatient and community-based palliative care programs to provide support to patients and clients, and their carers and families, across our catchment area.

Warrnambool Community Health: 11 registered volunteers assist our diabetes, cardiac rehabilitation and continence teams, perform administration tasks, and ensure the smooth running of our Ostomy Association.

Warrnambool Mental Health Services: 2 registered volunteers support our acute inpatient unit by helping run the weekly BBQ for our consumers/carers in the community, and our consumers who are inpatients.

THE EDUCATION AND TRAINING OF OUR VOLUNTEERS

Our registered volunteers receive regular training and upskilling as individual and group needs arise. During 2019-20 we provided training in relation to Life Stories and Dignity Therapy, therapeutic massage therapy, and Voluntary Assisted Dying (VAD).

RECOGNISING OUR VOLUNTEERS

The work of our registered volunteers was publicly recognised in a number of ways in 2019-20:

- › Life governorship was awarded to Peg Davies and Vivienne Lay for their significant contributions to South West Healthcare. For more information please go to the Life Governors section in this report.
- › Our volunteer cardiac rehabilitation team received the 2019 Australian Government National Volunteer Award for its commitment, dedication and highly-valued contribution to the community.
- › SWH Service Awards were presented to 55 volunteers:
 - For 55 years' service: Dorothy Davis.
 - For 25 years' service: May (Beatrice) Bodey, Ray Hoy, Mary Lyon, Olive McKenzie and John Waugh.
 - For 20 years' service: Teresa Dorman, Mervyn Hoy, Ellen Magilton, Louise Manifold and Jack Sharrock.
 - For 15 years' service: Thelma Brown, Valerie Burton, Gwentyth Christie, Marg Gay, Annette Hickey, Janet Hulm, Paul Kingston, John McConnell, Janet Molan, John Molan, Nancy Morgan, Liz Patterson and Christine Vickers.
 - For 10 years' service: Ingrid Baxter, Marion Boyd, Doreen Brumby (in partnership with the Camperdown Lions Club), Christine Buchanan, Antoinette Burke, John Bragg, Ian Cowland, Lucy Falvey, Greg McNamara, Patti Purcell, Julie Ryan, Jan Smith and Harry Van Rooy.
 - For 5 years' service: Larry Abrahams, Colleen Bailey, Colin Cocking, Marlene Cronin, James Grayson, Roz Holmes, Patricia King, Helen Marris, Noela McCann, Carol Mowbray, Leslie Mulligan, Joy Oakley, Jan Riches, Glen Riddle, Margaret Sinnott, Patricia Spicer, Jacinta Tankard and Edith Vagg.

DONORS

Once again, our generous communities supported our medical equipment needs during 2019-20, helping us raise \$828,000. This was an impressive outcome given our donors would also have generously supported Victorian bushfire appeals throughout summer and have had their giving-ability impacted by COVID-19 from March onwards.

Of all the unaffordable medical equipment and initiatives our donors allowed us to finance this year, the \$261,000 purchasing of paediatric-specific MRI equipment was our proudest moment. No longer will sick children have to travel hundreds of kilometres away to have their MRI scans under conscious sedation. We will have all the equipment needed, right here at home.

Other medical equipment and initiatives financed by donors and fundraising included:

› Intensive Care Unit TEG haemostasis analyzer	30,000
› Oncology Unit infusion pumps fleet	44,000
› SW CASA waiting room refurbishment	5,000
› Cancer Services therapy suite/office rental	12,340
› Community Palliative Care care alerts x 10	3,591
› Special Care Nursery neonatal ventilator	45,000
› Warrnambool Base Hospital volunteers trolley	1,477
› Camperdown Hospital bilirubin	3,599
› Merindah Lodge lounge room refurbishment	5,000
› Oncology Unit SOZO machine & software licensing fee	17,285
› Community Palliative Care portable oxygen units x 2	8,500
› Home Dialysis Training Centre treatment chair	8,000
› Acute Unit vital signs monitor	5,500
› Rehabilitation Unit patient lifter	5,320
› Midwifery Unit armchairs x 20	25,000
› Emergency Department storage trolley	1,960
› Short Stay Unit height-adjustable chairs x 6	1,260
› Warrnambool Base Hospital Delta Therapy Dogs program	3,000

› Community Palliative Care heel wedges x 10 1,750

As always, our auxiliaries, Murray2Moyné Relay Cycle Teams and staff generously donated their time, expertise and energy to raise \$35,260, \$5,270 and \$5,883 respectively while \$468,204 was received in bequests and memorial gifts.

SWH AUXILIARIES

› <u>Camperdown & District Auxiliary</u>	5,000
› <u>Camperdown Hospital Trolley Auxiliary</u>	300
› <u>Warrnambool Auxiliary</u>	10,000
› <u>Woolsthorpe Auxiliary</u>	19,960

SWH MURRAY2MOYNE TEAMS

› <u>Scrubbers & The Gasman</u>	3,131
› <u>Warrnambool College</u>	2,139

SWH STAFF

› <u>Rehabilitation Unit/GEM Therapeutic Garden Committee</u>	2,365
› <u>Workplace Giving Program</u>	3,518

BEQUESTS

Lasting legacies totalling \$459,921 were bequeathed by John Gordon, Norma Heazlewood, Robert McConnell, Alexander Murdoch and George Pethard.

IN MEMORIUM GIFTS

Families and friends gifted \$8,283 in memory of Libby Adcock, Elizabeth (Betty) Benson, Carmel Brinkmann, Peter Chilcott, Mildred Cook, Trevor Cronin, Lizzie Cutler, Elva Holley, Bruce Kennedy, Robert Lambert, Margaret Mason, Philip Membery, Stephen Park, Alister Paulin, Madeleine Pech and Yvonne White.

DISCLOSURE INDEX

The Annual Report of South West Healthcare is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of compliance with statutory disclosure requirements.

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SWH HOSPITALS

Camperdown Hospital

Robinson Street
Camperdown 3260

p 03 5593 7300

e frontdesk@swh.net.au

Warrnambool Base Hospital

Ryot Street
Warrnambool 3280

p 03 5563 1666

e info@swh.net.au

SWH MENTAL HEALTH SERVICES

Camperdown

64 Scott Street
Camperdown 3260

p 03 5593 6000

Hamilton

12 Foster Street
Hamilton 3300

p 03 5551 8418

Portland

63 Julia Street
Portland 3305

p 03 5522 1000

Warrnambool

Koroit Street
Warrnambool 3280

p 03 5561 9100

South West 
Healthcare

www.southwesthealthcare.com.au



SWH AGED CARE FACILITY

Merindah Lodge

York Street
Camperdown 3260

p 03 5593 7366

e merindah@swh.net.au

SWH COMMUNITY HEALTH CENTRES

Camperdown

140 Manifold Street
Camperdown 3260

p 03 5557 0900

e mplace2@swh.net.au

David Newman Adult Day Centre

20a Church Street
Camperdown 3260

p 03 5593 7364

e dcentre@swh.net.au

Lismore

High Street
Lismore 3324

p 03 5558 3000

e lismore2@swh.net.au

Macarthur

12 Ardonachie Street
Macarthur 3286

p 03 5552 2000

e macarthur@swh.net.au

Warrnambool

287 Koroit Street
Warrnambool 3280

p 03 5563 4000

e intake@swh.net.au