Twenty years of work in carer support on the Peninsula earned Carmel Jackson a Frankston Citizen of the Year Award and a Centenary of Federation Medal. Now, as Peninsula Health’s Carer Consultant in Psychiatric Service, she uses her professional expertise and her personal experience as a carer to raise awareness and help ensure that the voice of the carer is heard.
Mission

**IN PARTNERSHIP, Building a Healthy Community**

Vision

- To be recognised as a leader in promoting and providing quality, innovative, coordinated and personalised health services
- To be recognised as an employer of choice.

Goals

We believe that our Vision will be achieved by:

- Promoting health, treating illness and providing long term care
- Working in partnership to coordinate health care
- Managing and meeting consumer expectations
- Providing teaching, training and education
- Managing resources efficiently and effectively.

For a comprehensive perspective on Peninsula Health’s performance, the 2004 Annual Report should be read in conjunction with the Quality of Care Report, the Research Report and the 2004 Financial Statements.
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For a comprehensive perspective on Peninsula Health’s performance, the 2004 Annual Report should be read in conjunction with the Quality of Care Report, the Research Report and the 2004 Financial Statements.
It is a pleasure to report on the achievements of Peninsula Health in 2003/04 and to congratulate all who have contributed to those achievements, a number of which are set out by the Chief Executive, Dr Sherene Devanesen, in her report.

In general, Peninsula Health has responded to an increasing demand from the community which it serves by providing more services, targeting of its services, as far as possible, to those most in need and by delivering innovative and collaborative services. This has been done in conjunction with other health service providers and with the assistance of its strategic partners.

Dr Devanesen refers in her report to some of the innovative and collaborative services and I will not repeat these. I do though wish to refer to our strategic partners without whose support we could never achieve our goal of building a healthy community.

These organisations can be broadly placed in six key groups. Working together, we can build a health service that serves the needs of everyone who lives in, or visits, our community of care.

The first group is comprised of our patients, residents, clients and other health care consumers. We appreciate the feedback we receive from our consumers and the involvement that they have in our decision making process.

The second group comprises organisations and individuals in the health industry. It includes the health professionals and staff that work in our hospitals, rehabilitation centres, residential care facilities and in community settings. This group also includes professional organisations such as the Mornington Peninsula Division of General Practice, the Specialist Colleges, community based organisations such as the Peninsula Community Health Service, the Peninsula Hospice Service and all other providers of health care.

The third group is comprised of teaching institutions – the universities, educational institutions and research organisations with whom we work to train and nurture nurses, doctors and allied health professionals. We have exceptionally strong ties with Monash University. Our six jointly appointed Professors and Associate Professors are clinical directors at Peninsula Health. We also work closely with LaTrobe University, Deakin University, RMIT and other relevant institutions.

The fourth group is government. We could not offer the level of service we do without the strong support of the Department of Human Services (DHS) and other relevant government departments and bodies. We have a significant relationship with DHS and endeavour to make that relationship as productive as possible in the interests of our consumers.

Close ties with local government in Frankston and the Mornington Peninsula and the support of our local Members of Parliament are also crucial to our success.

The community – represented by individuals, businesses and community organisations who work with us to achieve common goals – comprises the fifth group and we seek to work with the community in the planning and delivery of services. The Primary Care and Population Health Advisory Committee, which consists of external health care providers, gives valuable advice to Peninsula Health as do our three Community Advisory Committees.

Over the years Rotary Clubs, Lions Clubs, School Councils, the RSL and a host of other organisations have provided ongoing support for our health service as it has evolved. Some businesses have also provided strong and continuing support.

We are also grateful to the thousands of individuals who have donated generously to Peninsula Health.

Our dedicated volunteers and auxiliaries are our final group of
strategic partners and at Peninsula Health there are 32 well organised volunteer groups and hundreds of individuals supporting every site, every service and many departments.

For more than 60 years, volunteers have been contributing to Peninsula Health in a very significant manner, enriching a partnership that has helped to improve the provision of services.

Our volunteers are an inspiration to our health service.

Working together, our six strategic partners create an effective team. Together we can continue to address the issues that impact on health, creating a more coordinated, comprehensive and caring health service.

The community we serve at Peninsula Health is both large and complex. Its health needs are growing, reflecting the demographic trends for this region.

Our community of care encompasses the south eastern bayside suburbs and all of the Mornington Peninsula. Our population is older than the state average but we also service new subdivisions which are attracting many young families. In addition, each year, holiday makers swarm to the Peninsula and rely on us to meet their needs.

This growth in demand for health care led to a record number of services being provided by Peninsula Health during 2003/04 when more than 200,000 people were treated. It is likely that this trend will continue in the future, emphasising the need for us to deliver services as efficiently and effectively as possible.

In recognition of the importance of our strategic partnerships, the Board reviewed Peninsula Health’s Mission and Vision statements. The new statements summarise the strategic directions of our organisation.

The Board of Directors comprises nine people with varied skills, experiences and backgrounds. I thank them most sincerely for their significant contribution to the ongoing development of Peninsula Health.

In this regard, it is important to recognise the service and contributions of Paula Irani, whose term as a Director was completed on 30 June 2004, and Dr Peter Lynch, who resigned earlier in the year.

I would like to also welcome our two new Directors, Ms Liza Newby and Mr Michael Tiernan, who were appointed from 1 July 2004. The ongoing Board Directors are Diana Ward (Deputy Chairman), Jim Kerrigan, Diana Macmillan, Dr Virginia Mansour, Dianne Wickham and Jim Young. Each has made a valuable contribution in the past year and I am most grateful for this.

The Board is pleased to acknowledge the dedication and professionalism of the staff and executive team led by Dr Sherene Devanesen, without whose efforts we would not have had such a successful year.

This report, read in conjunction with the 2004 Quality of Care Report and the 2004 Research Report, highlights many achievements of Peninsula Health during the year and some of the challenges for the future. We will do our best at Peninsula Health to address these challenges in a manner which has the highest regard for the health needs of our community.

Barry Nicholls
Chairman
During the year under review more than 200,000 people turned to Peninsula Health for care and service. I am pleased to report that Peninsula Health delivered more services, to more people, more effectively and efficiently than ever before.

The range of services we provide to the community through our Rehabilitation, Aged and Palliative Care Service, the acute services at Frankston and Rosebud Hospitals, our Psychiatric Service and Allied and Community Health programs have been expanded and enhanced.

New services introduced in the past year have been targeted at those living with Parkinson’s disease, epilepsy and cancer. Clinics, staffed by specialists from a variety of disciplines, have been established for each of these areas and provide enhanced care to patients and support to carers and families.

Through a partnership with the Cranbourne Regional Eye Service we have also developed a program that greatly reduces the time people spend waiting for elective eye surgery. Through the program, patients previously seen at Frankston Hospital are now booked directly into the Cranbourne Service. This has reduced waiting time for elective eye surgery from up to 18 months to seven weeks.

Waiting time is also an issue for some people in our Emergency Departments. Presentations, which average 1,200 a week, are at historically high levels but, thankfully, the very rapid rate of growth we had previously experienced in emergency presentations seems to have slowed down.

The $500,000 renovation to Rosebud Hospital’s Emergency Department eased some of the strain at the southern end of the Peninsula, and programs in place at both Frankston and Rosebud Hospitals are also eliminating some delays.

While the growth in emergency presentations has slowed, patients are presenting with more serious and complex conditions. More than 30% of those attending our Emergency Departments required admission to hospital.

As these record numbers of patients flowed from the Emergency Departments to the wards, our staff, in every area, faced and overcame additional challenges.

Our efforts to build a healthier community extend beyond the halls and walls of our hospitals, aged care and rehabilitation facilities. Our work takes us into homes across the southern bayside suburbs and the Mornington Peninsula. We provide care and service that has enabled many people to avoid a stay in hospital, which can be both stressful and disruptive to home life. Our Community Health Service also provides a wide range of programs and services that enable people to lead fuller and more active lives and to receive needed services including eye and dental care.

During the year our Aged Care service introduced two additional programs which have gained widespread recognition and acclaim. The Access service provides those seeking information about services for the elderly with information about the wide range of services available on the Peninsula. The service is a bridge between Peninsula Health and other community services including GPs, district nursing, local government and residential care facilities including nursing homes and hostels.

The Equipment Resource and Information Centre now provides a much needed resource to those requiring occupational therapy aids to assist in their daily lives. The Centre provides a wide range of equipment, everything from specially designed eating utensils to motorised wheel chairs, that allows those in need to maintain their independence. We offer an assessment service in a realistic home environment so people can view and trial the equipment before making a purchase. Until this Centre opened people needed to travel to Melbourne’s western suburbs for a similar service.

We also measure our successes by the quality of the services provided to the community. This assessment is based on feedback that we receive from our
service users and by the assessments made by external evaluators. While there is still room for improvement, these reports have been positive and show that, across the board, we are improving the service we provide.

Like all health services, both public and private, we have been affected by a shortage of qualified professionals. Over the past year we have worked hard to recruit and retain staff. Our successful nursing recruitment program has been enhanced by innovative strategies initiated by the Psychiatric Service. The nursing recruitment program was especially successful, and this year Peninsula Health was the first choice for more of the best and brightest graduates from nursing schools.

Our ties with learning and teaching institutions remain strong. As a teaching hospital of Monash University and by our affiliation with other educational institutions, we participate strongly in undergraduate and postgraduate training in the health professions. Continuing professional development and research activities are also encouraged.

Our efforts in these areas have been strengthened by the appointment of Professor Joseph Ibrahim to the position of Professor/Director of Aged Care Medicine and the development of a program to increase research in nursing, which sees our staff working closely with academics at Monash University.

Consultation with our stakeholders occurs at many levels and the work of the Peninsula Health Community Advisory Committee ensures that the community is represented in our strategic planning processes.

We work closely with local government, community groups and other service providers to improve the integration and delivery of services to the community. A series of public health education forums was conducted in collaboration with other service providers and we continued to hold Open Days – this year at our Aged Care and Rehabilitation facilities and at Rosebud Hospital. The days were well attended and we look forward to opening our doors again this year so the community can see, first hand, the excellent health care services at their doorstep.

These and other achievements are reported in our Annual Report package, which includes full financial statements, our Quality of Care Report and the 2004 Research Report. In an effort to provide this information to a greater number of people we have, for the first time, recorded our Annual Report and our Quality of Care Report on CDs so that the information is available to the sight impaired and others who will find a recorded version easier to access.

These achievements include the dedication of staff at every site in providing the services required in an efficient manner. They not only worked “smarter”; they developed systems and processes that provided more services more cost effectively. Without extraordinary efforts at every level it would not have been possible to finish the financial year with an operating surplus of $1.685 million. These funds will be directed towards service enhancements at Peninsula Health and will supplement the funding provided by the Department of Human Services.

As we aim to meet the growing demand for services, Peninsula Health will continue its commitment to working, in partnership, to build a healthy community and providing safe, accessible and responsive health care to the people we serve.

Dr Sherene Devanesen
Peninsula Health
Many Peninsula Health programs reach out into the community, providing people with the knowledge and support they need to build a healthier lifestyle.

Creating a positive environment for people to get together and learn about nutrition and how to prepare healthy meals is the idea behind the Community Kitchens project.

Recently we launched the first Community Kitchen in Australia. As part of this innovative new project, six Community Kitchens opened in Frankston.

There is a Women’s Kitchen in South Frankston, Youth Kitchen at City Life, Indigenous Kitchen at The Brotherhood of St Laurence, a Families Kitchen at Mt Erin Secondary College, a Healthy Eating Kitchen at Mahogany Neighbourhood Centre and a Men’s Kitchen at the Community Health Centre.

The Community Kitchens concept is being lead by Ms Jenny Trezise, dietitian with Frankston Community Health Service.

Jenny says the organisers hope to have 5-8 people in each Kitchen at any one time, and they plan to open more Kitchens in the future.

Recent research has found that Frankston is an area of Melbourne where people spend the least amount of money on fresh vegetables. However, the Community Kitchens project is about to help change these statistics.

The concept was generated in a bid to create both a healthier community and a positive social environment for people to learn new skills.

In 2003, Jenny was awarded a Victorian Travelling Fellowship by DHS and the Victoria Quality Council and travelled to Canada to see the Community Kitchen concept in action. Upon her return Jenny developed and implemented a similar concept for Frankston.

Jenny says members of the Kitchen come away with more than just containers of food; they leave with a little more knowledge about nutrition. The ultimate outcome for the project is improvements in overall health and wellbeing throughout the community.

Community participation and partnerships are key ingredients for the sustainability of the Community Kitchens.

A wide range of groups are supporting the project, and current partners include Frankston City Council, the Brotherhood of St Laurence, City Life, Peninsula Care House, Skills Plus, Frankston Community Health Service, Peninsula Youth and Family Services, Mt Erin Secondary College, Mahogany Neighbourhood House, Menzies Inc., Victorian Certificate of Applied Learning, Department of Human Services, Anglicare, Saints Care and Pines Project.

The project received $296,000 through a Stronger Families and Community grant. Many individuals and organisations have also provided support.

Greater strength … healthier heart … happier mood … better breathing … sounder sleep ...

There’s no doubt about it – exercise is good for us.

With this in mind, staff at our Community Care Unit at Spray Street in Frankston started an exercise program for residents, all of whom have chronic mental illness.

A number of factors combine to increase obesity in people with psychotic disorders and that in turn increases the risk of diabetes and cardiovascular disease. To help these residents improve their health, the ‘Brighten the Outlook’ project was conducted over a six month period.

Staff selected recovery rates – how fast pulse returns to normal after exercise – to evaluate the effectiveness of the program. Rates were recorded at the start of the program and residents are having follow up tests as the Annual Report goes to print. In next year’s report we will feature those results.
Modern healthcare discourages heavy lifting. ‘NO LIFT’ is not only a slogan but a regulation as well. In fact, except in life threatening situations, the physical lifting of patients is not permitted.

Instead, patients are encouraged to move themselves as much as possible using self help aids such as bed rope ladders, monkey bars or leg lifters. When a patient is unable to move independently, staff assist by using safe and efficient equipment including hoists, stand up lifters, electric beds and slide sheets. These low risk strategies promote patient independence and help to minimise the risks of moving and lifting.

Peninsula Health is one of the only metropolitan health services to have established a fully equipped training centre for NO LIFT and manual handling instruction.

Last year as part of Stage One of the NO LIFT program 90% of relevant departments across Peninsula Health established NO LIFT teams, selected and prepared 50 NO LIFT trainers and purchased equipment. Also, 1100 staff were trained, including permanent and casual nurses, physiotherapists, occupational therapists, patient services assistants, patient care assistants and medical imaging technicians.

This year Peninsula Health is embarking on NO LIFT Stage Two, entitled ‘Maintenance and Monitoring’. Departments will recruit more trainers, run annual refresher training courses and staff competency assessments, monitor compliance and collect Key Performance Indicators quarterly.

Peninsula Health employs a full time NO LIFT Coordinator to maintain the program.

The NO LIFT program is one of a broad range of strategies that have helped Peninsula Health to reduce its standard Workers Compensation claims by 34% during 2003/04.

Modern medicines can work wonders. New drugs can cure our ills, prevent our ills and help us to manage our ills.

In the latest edition of MIMS, the health industry’s most comprehensive and authoritative database of medicines, there are more than 4500 drugs listed.

The downside to this huge number of listed medications is the potential for errors, especially between the pharmacy shelf and the customer or patient. For example, if a customer presents two prescriptions, one for a pain reliever and another for a blood thinner, there is always a small possibility that the instructions on the tablets could be put on the wrong bottles or that the pharmacist could accidentally select the wrong strength of either drug.

To reduce the risk of such errors, Peninsula Health has developed a new bar coding system. When a pharmacist prepares a label for a prescribed drug, there will be a specific bar code on the printed label. The pharmacist then selects the drug, which is also bar coded, from the shelf and applies the label on the correct container.

Before giving the prescription to the customer the pharmacist will scan both bar codes to make sure the correct drug has been selected and that the proper label is on the medication. It is an added level of security in getting the right medicine to the right person.

Software for the system is nearly complete and the bar coding process will be in effect before the end of 2004.

This process complements all the other medication safety projects being undertaken by Peninsula Health, some of which are documented in the Quality of Care Report.
BREATHING EASIER

There are few more frightening sensations than breathlessness. Most of us experience this sensation very rarely, but some people live with it nearly all the time.

Chronic Obstructive Pulmonary Disease (COPD) includes emphysema and chronic bronchitis, and more than half a million Australians have a moderate to severe form of the condition. Each year 20,000 additional people are diagnosed with COPD and the disease is the 4th most common cause of death in men and the 6th most common cause in women. On the Peninsula last year there were 775 hospital admissions for COPD.

With this condition, sufferers often try to cope with the shortness of breath by not moving about much, leading to immobilisation, isolation, lack of confidence, anxiety and depression. This cycle, of course, leads to increasing ill health.

Peninsula Health aims to reverse these negative outcomes through its Pulmonary Rehabilitation Program (PRP). Peninsula Health began its program with a PRP in Rosebud, but has since expanded it to include PRPs in Chelsea and at Frankston Hospital.

A typical course consists of 12 sessions with supervised exercise and education provided by a respiratory physician, a physiotherapist, a pharmacist, a nurse, an occupational therapist, a dietician, a social worker or member of the local pulmonary support group.

It is widely acknowledged in the health field that Pulmonary Rehabilitation is very effective. Proven benefits of the PRP include improvements in exercise capacity, reduction in breathlessness, less fatigue, fewer admissions to hospital, less bronchodilator use and a sense of mastery over the disease.

Pulmonary Rehabilitation Programs are part of Peninsula Health’s Complex Care Program. This program is designed to improve the ongoing care of people with chronic conditions including heart failure and diabetes.

Complex Care initiatives support the Hospitals Admission Risk Program (HARP) established by the Department of Human Services. HARP projects invest health resources in monitoring, managing and maintaining health in the community, for people with chronic conditions, thereby reducing the need for hospital admission.

HARP initiatives for patients with complex conditions have reduced the length of stay in hospital for these patients by 37%. (More information on HARP can be found in our 2004 Quality of Care Report, page 22.)
The only constant in life is change.

Moving house, starting a new job, becoming ill, having a child, graduating, reaching retirement . . . throughout our lives changes challenge us to cope and, hopefully, to grow.

Providing people with the skills to handle change is the aim of a new course in our Community Health Services. Over six weeks, the ‘Changing Gears’ program helps participants understand change, set goals and promote self esteem and good communications.

Coping methods are evaluated so participants can choose affirming, productive, self-care coping strategies.

Anyone interested in this course or others offered at the Frankston Community Health Service can ring 9784 8133 for more information.

Children of families that have an adult with mental illness are a group in our community with special needs. The children often do not understand the behaviour of the ill adults.

These children also tend to miss out on many activities and experiences other children enjoy because of a parent’s debilitating illness.

Last year we reported on a Kids Kit produced by staff in Psychiatric Service to help children better understand mental illness. Staff have also worked with Dandenong Psychiatric Service to develop a local ‘Champs Camp’ for children who have a parent with mental illness. With funding from the Department of Human Services, the two health services organised an annual overnight camping experience for the youngsters at the Melbourne Zoo.

Children range in age from about eight to 13 and are accompanied by Psychiatric Service staff. Not only are the children delighted by the zoo trip; they are also able to talk with others who are in similar family situations.

Although the camp offers a quality experience for the children, staff are frustrated that they cannot work with these children on a regular basis. With that aim in mind, Peninsula Health Psychiatric Service is currently liaising with Anglicare Frankston to establish a support program for these youngsters.

Mateship is an intrinsic part of the Australian culture.

Peninsula Health, with its partners, has built on this concept to improve the mental health and wellbeing of men in the local community.

A ‘Men’s Shed’ is being constructed on Frankston Hospital grounds that will provide a drug and alcohol free safe environment.

Programs, under a paid coordinator, will range from health forums to support groups and mentoring.

Over the last 18 months the Frankston Men’s Shed Steering Committee has developed partnerships with the Primary Care Partnership Program, the City of Frankston, the Pines Project, the Department of Veterans’ Affairs, the Frankston Rotary Club and the local business community to raise more than $60,000 for the project.
SETTING OUR DIRECTION

Health Service planning is a dynamic process that needs to keep up with medical advancements, stay ahead of community needs and maintain a long-term perspective.

Peninsula Health is currently revising and updating its Strategic Plan. The current Strategic Plan was developed in 2002 to take the health service to the end of 2004. New planning will set strategic directions for the next three years from 2005 to 2008.

The process began with an environmental analysis including community expectations surveys commissioned by Peninsula Health. Up to date demographic data from recently conducted acute and sub-acute service planning was also available, along with key government and Department of Human Services policy and planning data and other relevant information.

A planning workshop for Peninsula Health, attended by Board Directors, Executive Staff, key operational staff and community representatives, was convened to determine critical strategic issues. Information from this workshop will be distilled to produce a draft plan which will be presented to stakeholders for feedback prior to finalisation of the plan by the end of the year.

The resulting Strategic Plan will outline goals and objectives, and be accompanied by implementation plans that will guide our health service through until 2008.

OUR MOVE TO MORNINGTON

Owing to the demographics of the area we serve, Peninsula Health has foreshadowed the need for enhanced aged care facilities.

Following a State Government commitment of $20million, we commenced formal planning and have completed a Service Plan that outlines what services we need to provide for our demographics.

The Service Plan recommends the establishment of a Centre for Promoting Health Independence consistent with the recommendation of the Metropolitan Health Strategy launched by the Minister in October 2003. The next planning stages – a Master Plan, Feasibility Study and Schematic Design – will be completed by the end of the year.

Planning also allows for the co-location with the Peninsula Community Health Service which is to move from its base in Tanti Avenue in Mornington.

IMPROVING OUR IMAGE

There is an increasing demand for Peninsula Health’s Medical Imaging Services, which include X-ray, computerised axial tomography (CAT scans), magnetic resonance imaging (MRI), fluoroscopy, digital subtraction angiography, ultrasound and nuclear medicine.

To meet these demands, Peninsula Health is expanding its Medical Imaging facility. The Minister for Health, the Honourable Bronwyn Pike, recently announced the upgrade and redevelopment of the Medical Imaging Department at Frankston Hospital.

Included in the project is a new $162,000 general X-ray machine as well as expanded ultrasound facilities and an $850,000 digital fluoroscopy machine with digital subtraction.
Today, psychiatric nursing offers a rewarding and challenging career path for nurses with the skill, professionalism and compassion to provide excellent mental health care to clients.

Ensuring that our community has adequate numbers of highly skilled mental health staff is the aim of the Peninsula Health Psychiatric Service (PHPS) Nurse Recruitment and Retention Program. The program utilises a number of innovative strategies to increase the profile of PHPS, to communicate the career options available, to increase interest in mental health nursing and to improve the knowledge and skill levels of staff.

These strategies include:

- encouraging year 11 and 12 school students to choose nursing as a career option and to specialise in mental health
- encouraging undergraduate nursing students to choose mental health as their elective in 3rd year
- increasing the number of participants in the Graduate Nurse Program (Mental Health)
- establishing elective rotations in Psychiatry for general nurses completing the Graduate Nurse Program
- targeting experienced nurses who want to change careers
- co-teaching first and third year undergraduates at Monash University on mental health care
- increasing the profile of psychiatric nursing through a regular newsletter.

Our Chief Nursing Officer for Psychiatric Services, Ms Barbara Keeble-Devlin, recently won a $10,000 scholarship to expand the Recruitment and Retention Program that she initiated.

Barbara has many years of nursing experience, most of it spent in psychiatric nursing. “As a beginner, I was told by my supervisors that I spent too much time talking with patients,” she says. “That helped me realise how much I wanted to work in psychiatry.”

She has been a Director of Nursing at two hospitals, a university lecturer, a member of mental health planning teams and a consultant in psychiatric nursing.

She helped to develop and then manage the Child and Adolescent Services at LaTrobe Regional Hospital and has a special interest in mental health services for young people.

Barbara came to Peninsula Health on secondment and “fell in love with the place”. Her drive and commitment has made Peninsula Health a leader in psychiatric nursing issues.
Peninsula Health Board and Staff extend sincere appreciation to former Board Directors Paula Irani and Dr Peter Lynch, who have retired from the Board, for their respective and valuable contributions.
Executive Staff Profile

Peninsula Health Executive Staff
(September 2004)

Mr Jim Young
MBA B Spec Ed TPTC Cert A AFAIM
Head of Global Employee Relations,
National Australia Bank Limited
Director, National Australia Bank Staff
Superannuation Fund
Member of the University of Melbourne
Labour Law Advisory Committee
RMIT School of Business and Law Masters
Course Committee
Former Deputy Chancellor, Victoria
University of Technology (1998-2000)
Former President, Western Melbourne
Institute of TAFE
(1994-1999)

Ms Diana Ward (Deputy Chairman)
BA (Sociology & Anthropology)
Dip Arts (Professional Writing & Editing)
Licensed Estate Agent
Company Director
Member, Peninsula Hospice Service

Mr Michael Tiernan (from July 1)
LLB
Consultant in Legal Management and OHS,
Rehabilitation and Risk Management.
Member Law Institute of Victoria
Workcover Committee, Accident
Compensation Committee

Ms Diana Macmillan
DipPE (Melb)
Frankston Resident
Company Director
Member, Menzies Inc Scholarship
Selection Committee

Mr James Kerrigan OAM
JP BHA (UNSW) FACHSE
Former co-ordinating Surveyor and
Preceptor for Australian Council on
Health Care Standards
ACHSE State President and Councillor,
Australian Hospitals Association
Former CEO three major teaching hospitals,
most recently the Royal Victorian Eye and
Ear Hospital

Ms Dianne Wickham
BBus CA MIACD
Partner, Morey Wickham Chartered
Accountants & Advisers
Director, Job Futures Ltd.

CHIEF EXECUTIVE
Dr Sherene Devanesen
MB BS Dip Obst RACOG
FRACMA FCHSE FAIM

EXECUTIVE DIRECTOR
PSYCHIATRY AND
INFRASTRUCTURE
Mr Simon Brewin
B Bus (C&HM) Grad Dip
HS Mgt AFCHSE

EXECUTIVE DIRECTOR
ROSEBUD DIRECTOR OF NURSING
Ms Elizabeth Wilson
RN CTCert CCCert DipHNUM
BA AppSci (Nadmin) MHA FRCNA

EXECUTIVE DIRECTOR
FINANCE
Mr David Anderson
BCom MCom (Finance)

EXECUTIVE DIRECTOR
MEDICAL SERVICES
DEPUTY CHIEF EXECUTIVE
DIRECTOR OF MEDICINE
Dr Peter Bradford
MB BS MPH FRACMA
FCHSE Dip RACOG

EXECUTIVE DIRECTOR
REHABILITATION, AGED AND
PALLIATIVE CARE SERVICES
Mr Siva Sivarajah
BCom ASA ADMA

EXECUTIVE DIRECTOR
HUMAN RESOURCES
Mr Michael Dawson-Smith
BA (Politics) Grad Dip
Labour/MgmtRelations
AFAHRI

CORPORATE COUNSEL
Ms Vicky Hammond
LLB (Hons) LLM (Hons)
WHAT IS PENINSULA HEALTH?

Peninsula Health is one of the Metropolitan Health Services formed in 2000 by the State Government to deliver public health services to local communities. Peninsula Health is made up of two public hospitals, an inpatient palliative care unit, hospital and community-based psychiatric services, inpatient and day service rehabilitation facilities, nursing homes, hostels, aged care units and community health programs. Many services are delivered in peoples’ homes.

The health service is active in both clinical education and medical research and is the largest employer on the Peninsula with 3400 staff. Services are enhanced by the contributions of 700 volunteers.

WHO DOES PENINSULA HEALTH SERVE?

Peninsula Health delivers services to 300,000 people living in the south eastern bayside suburbs and all of the Mornington Peninsula. This population has a higher than average proportion of people over the age of 60, statistically the group requiring the most health services.

A third of the working age people in the region earn less than $300 a week.

Of the people born in non-English speaking countries, most come from the Netherlands, Italy, Germany, Greece and the Philippines.

The indigenous population is nearly 1300, and Peninsula Health provides services specifically for the Koori community.

Between 2001 and 2012, the Peninsula Health catchment area population is expected to grow 7.2%, from 292,190 to 313,343. The highest rate is predicted for older people, with an expected 25% rise in the number of people over 70 as compared to a Victorian rise of only 12%. Within the catchment area Mornington is expected to grow the most with a 10.5% rise followed by Frankston at 6.6%.

Peninsula Health also provides emergency and other services for the more than 100,000 summer visitors to the Peninsula. Some services, such as the Personal Assistance Call Service and the Mother/Baby Postnatal Depression Program, draw clients from around Victoria.

During 2003/04 the number of consumers receiving services included:

- 62,518 emergency attendances
- 60,969 separations (discharges) from hospital, psychiatric services and aged care
- 293,604 occasions of services for community health and outpatient services.
WHAT ARE THE SPECIAL NEEDS OF THIS COMMUNITY?

Distance from the larger health centres in Melbourne impacts on health care in this region, and Peninsula Health seeks to make specialised services available within the catchment area. As well, parts of the Peninsula are poorly served by public transport.

The five most prevalent medical conditions affecting resident of the region include cardiovascular disease, cancer, chronic respiratory conditions, endocrine disorders including diabetes and mental disorders including dementia.

As with most Australian communities, the health of the Peninsula population is undermined by tobacco, physical inactivity, alcohol harm, obesity and illicit drugs.

HOW DOES PENINSULA HEALTH MEET THESE SPECIAL NEEDS?

Some strategies that we use to tailor our services for our community include:

- development of falls prevention and fitness programs for older people
- provision of cardiac (heart) and pulmonary (breathing) rehabilitation programs both in hospital and in outpatient settings
- nutrition guidance programs
- the operation of needle syringe programs, a methadone clinic and counselling services to assist people with addictions and to protect the community
- establishment of specialist services, including renal dialysis with the Alfred Hospital, lithotripsy (for kidney stones) with St Vincent’s Hospital, Peter MacCallum Cancer Clinics, and movement disorders clinics, at our facilities in Frankston and Rosebud
- health care consumers, patients, clients, residents, their families and carers
- Health Care Providers including our staff, GPs, Specialists and other public and private health organisations and agencies
- Learning and teaching and research organisations
- Government and Government agencies at Local, State and Federal Levels
- The Community including individuals, businesses and community organisations
- Health Care Supporters including volunteers, donors, corporate sponsors and philanthropic organisations

WHO ARE OUR PARTNERS?

Our goal of building a healthy community requires close and productive partnerships with a wide range of individuals and organisations. These ‘stakeholders’ help us plan, monitor, develop and improve our services. Our partners in meeting the needs of the community include:

Falls Prevention is a major focus of Peninsula Health’s Quality and Safety programs

(New services and programs as well as details about the past year’s achievements and challenges are featured in our Quality of Care Report, our Research Report and in the rest of this Annual Report).
Facilities

CHELSEA/EDITHVALE SITE
Chelsea Community Rehabilitation Service
rehabilitation services for elderly clients and younger people with disabilities in a day facility environment

SEAFORD SITE
Michael Court Residential Aged Care Unit
specialist psychogeriatric residential accommodation and care for elderly people, including those with dementia (18 beds)

FRANKSTON (HASTINGS ROAD) SITE
Frankston Hospital (Acute only)
acute health diagnosis, treatment and care for both admitted patients and out-patients (336 beds)
Peninsula Health Psychiatric Services
acute inpatient units providing psychiatric treatment and care for adults, including specialist high dependency and psychogeriatric services (44 beds)

FRANKSTON (ROSS SMITH AVENUE) SITE
SHARPS needle syringe service

FRANKSTON (DAVEY STREET) SITE
Peninsula Community Mental Health Service
community-based mental health services providing crisis assessment, treatment and case management

FRANKSTON (GOLF LINKS ROAD) SITE
Carinya Residential Aged Care Unit
specialist nursing home care for elderly people with psychiatric and behavioural disturbance and/or dementia (30 beds)
Frankston Community Rehabilitation Service
rehabilitation services for elderly clients and younger people with disabilities in a day facility environment
Frankston Rehabilitation Unit
rehabilitation services for clients of all ages (60 beds)
Tattersall’s Peninsula Palliative Care Unit
inpatient palliative care services (15 beds) co-located with Peninsula Hospice Service

FRANKSTON (SPRAY STREET) SITE
Community Care Unit
residential accommodation, treatment and rehabilitation for people with long-term psychiatric disability (20 beds)

HASTINGS SITE
Peninsula Drug and Alcohol Program
substance abuse services - suboffice

MOUNT ELIZA SITE
Aged Care Service
a range of inpatient, interim care and domiciliary aged care and rehabilitation services (104 beds), including Rehabilitation in the Home coordinated with the Mount Eliza Aged Care Assessment Service

ROSEBUD (PT NEPEAN ROAD) SITE
Rosebud Hospital
acute diagnosis, treatment and care for both admitted and outpatients (82 beds)

ROSEBUD (EASTBOURNE ROAD) SITE
Rosebud Community Rehabilitation Service
rehabilitation services for elderly clients and younger people with disabilities
Rosebud Rehabilitation Unit
inpatient treatment and care for clients needing rehabilitation services (30 beds)

ROSEBUD (CAIRNS AVENUE/PT NEPEAN ROAD) SITE
Jean Turner Community Nursing Home
nursing home care for elderly people (30 beds)
Lotus Lodge Hostel
residential accommodation and care for older people (68 beds)
Rosewood House
respite care for elderly clients and younger people with disabilities

ROSEBUD (9TH AVENUE) SITE
Peninsula Drug and Alcohol Program
substance abuse services - suboffice
ACUTE HEALTH SERVICES

CARDIAC SERVICES
- Coronary Care – acute, step down and rehabilitation services for patients with heart disease
- Angiography – angiography suite with PCI/stent, pacemaker, transoesophageal echocardiography, and direct current reversion services
- Cardiology – investigative services for inpatients and day patients
- Chronic Heart Failure Program – assists people in managing their condition and avoiding hospitalisation

CRITICAL CARE AND EMERGENCY SERVICES
- Intensive Care - level two intensive care unit with ventilation, dialysis, cardio/pulmonary bypass, one to one nursing ratios
- Emergency – emergency services at Frankston and Rosebud Hospitals. Frankston Hospital has three resuscitation bays with cardiac monitoring facilities, five general care and six observation beds, five dedicated paediatric cubicles, three fast track cubicles, separate areas for surgical procedures and psychiatric evaluation and management and consulting rooms
- Rosebud Hospital’s Emergency Department has been enlarged and upgraded
- Observation Ward – ongoing assessment and observation of emergency patients

HOME-BASED SERVICES
- Hospital in the Home – acute medical and nursing care for a range of conditions delivered in patients’ homes; conditions treated include those requiring intravenous antibiotics, anticoagulation therapy, wound care and general treatments

MEDICAL SPECIALTIES
- Dermatology
- Gastroenterology
- General Medicine
- Aged Care Medicine
- Endocrinology
- Haematology
- Haemodialysis
- Infectious Diseases
- Neurology
- Rheumatology
- Stroke Unit

ONCOLOGY SERVICES
- Breast Cancer Support Service – support and education for women pre and post surgery
- Chemotherapy – day units at both Frankston and Rosebud Hospitals
- Medical Oncology – inpatient treatment and care
- Surgical services

RESPIRATORY SERVICES
- Thoracic Medicine – inpatient treatment and care
- Investigative services – lung function testing, sleep laboratory, bronchoscopy service
- Support services – asthma education, pulmonary rehabilitation and outreach programs

SURGICAL SERVICES
- ENT Surgery
- Gastrointestinal Surgery
- General Surgery
- Orthopaedic Surgery
- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Thoracic Surgery
- Urology
- Vascular Surgery

SHORT STAY SURGERY
- Short Stay Unit – facility for elective and emergency surgery patients who require shorter stays in hospital
- Day Surgery Unit – 10 bed facility for elective day surgery providing pre and post operative care for patients who recover in the unit and are discharged the same day; the unit is open twelve hours a day, five days a week
- Lithotripsy – day procedure providing treatment for kidney stones

SURGICAL SUPPORT SERVICES
- Admission/Discharge Lounge – facilitates smooth admission of elective surgery, of direct admission patients and management of post discharge patients awaiting transport
- Anaesthetic/Pain Services – anaesthesia services for surgical procedures, endoscopy, pain management and obstetric service
- Central Sterile Supply – cleaning, disinfecting and sterilisation of reusable equipment and surgical tools
- Stomal Therapy – pre and postoperative counselling, education and care for patients and their families in relation to stomal surgery
- Pre-admission Clinics – pre-operative screening, assessment and discharge planning for elective surgery patients
- Wound Therapy – counselling, education and care of patients in relation to wound management

WOMEN’S, CHILDREN’S AND ADOLESCENT HEALTH

OBSTETRICS AND GYNAECOLOGY SERVICES
- Antenatal Education – education, support and preparation for birth
- Birthing Unit – birthing services at Frankston and Rosebud Hospitals
- Postnatal Education – education, support and preparation for postnatal care
- Breastfeeding Support – support for mothers experiencing breast feeding difficulties
- Grandparenting Groups – education for grandparents
- Lactation Services – counselling and education for breastfeeding
- Mother/Baby Unit – support and inpatient treatment for Post Natal Depression and other parenting adjustment disorders
- Core of Life Program – pregnancy, birth and parenting information for high school students
- Mother/Baby Follow Up Support Group – ongoing support for women who have been through the Mother/Baby Program

CHEMICALLY DEPENDENT WOMEN’S SERVICES
- Counselling, support and education for pregnant women with chemical dependencies
- Domiciliary Post Natal Services – follow up nursing care and assessment for new mothers
- Family Birthing – for families who want a more active role in childbirth
- Feeding Services – support for mothers of infants experiencing breast or bottle feeding difficulties
- Grandparenting Groups – education for grandparents
- Lactation Services – counselling and education for breastfeeding
- Mother/Baby Unit – support and inpatient treatment for Post Natal Depression and other parenting adjustment disorders
- Core of Life Program – pregnancy, birth and parenting information for high school students
- Mother/Baby Follow Up Support Group – ongoing support for women who have been through the Mother/Baby Program
• Post Natial Units – treatment and care for women following birth
• Pregnancy Resourcing Agencies Monitoring Service – assistance for pregnant women and their families
• Sleep Disorders Clinics – program providing support to families with infants experiencing sleep/settling difficulties
• Young Women’s Pregnancy and Support – antenatal care and support to women up to the age of 24 years

PAEDIATRIC SERVICES
• Paediatric Unit – child and adolescent treatment and care including eating disorders service, asthma education, diabetes support, toddler support groups and play therapy
• Special Care Nursery – intensive care for infants

REHABILITATION
AGED AND PALLIATIVE CARE SERVICES

AGED CARE SERVICES
• Access Service – referral service for aged care programs & facilities
• Aged Care Assessment Service – formal evaluation and referral service for older people
• Geriatric Evaluation and Management – short term, home-based therapy service for frail elderly people
• Dental Services for residential clients
• Hostel Facilities – hostel accommodation and support for elderly people
• Aged Residential Care for elderly people with some degree of dementia
• Inpatient Evaluation and Management – for clients requiring assessment and interim care prior to placement at supported accommodation or discharge to home with ongoing services
• Home Modification – evaluation and resourcing of in-home modifications to increase client safety and independence

• Nursing Home Facilities – residential care for elderly people and nursing home care for older people with dementia or behavioural disorders
• Personal Assistance Call Service – 24 hour in-home monitoring and response service promoting independence for older and disabled people
• Residential Outreach Support Service – support for residential care facilities to prevent unnecessary hospitalisation
• Respite and Carer Support – respite programs for elderly people and assistance to families and carers

REHABILITATION SERVICES
• Amputee Program – services for elderly and disabled people requiring post surgical support and management of prostheses
• Cognitive, Dementia and Memory Service – evaluation, support and therapy for clients experiencing cognitive and memory difficulties and support for families and carers
• Community Rehabilitation – day services for elderly and disabled clients at Edithvale, Frankston and Rosebud
• Continence Clinics – services for adults and children with continence disorders
• Domiciliary Care – in-home care and support for elderly and disabled clients
• Equipment Resource and Information Service – one-stop-shop, ‘try and buy’ centre for occupational therapy equipment
• Falls Prevention Service/Clinics – specialist education, assessment and intervention through Agesafe, Falls Clinic and domiciliary/CRC service for clients at risk of falling
• Agestrong – fitness programs for older adults
• Inpatient Rehabilitation – 90 beds for treatment of inpatients requiring rehabilitation following illness or injury or for chronic conditions
• Movement Disorders Clinic – support for people with Parkinson’s Disease and other movement disorders
• Program of Aids for Disabled People – resourcing of equipment for disabled clients
• Rehabilitation in the Home – rehabilitation services provided in clients’ homes

PALLIATIVE CARE
• Palliative Care Consultancy – provides consultation and coordination of care, staff education and patient and family support
• Palliative Care Unit – 15 bed inpatient unit for patients in end-stage illness with accommodation and support facilities for families and carers; co-located with Peninsula Hospice Service

PSYCHIATRIC SERVICES

COMMUNITY-BASED AND OUTPATIENT SERVICES
• Duty and triage service – 24 hour point of entry access to all psychiatric services
• Crisis Assessment and Treatment Service – 24 hour assessment and treatment for persons in psychiatric crisis in the community and the Emergency Department, helping to reduce the need for and/or length of hospitalisation
• Consultation and Liaison Service – assessment, treatment and support services to the acute wards of Peninsula Health
• Continuing Care Service – psychiatric case management, outreach and treatment to clients in the community to promote rehabilitation and independence and reduce the risk of hospitalisation; outpatient services available at both Frankston and Rosebud Hospitals
• Mobile Support and Treatment Service – home and community based intensive case management, rehabilitation and support for clients on a medium – long term basis
• Primary Mental Health Service – specialist mental health clinicians work with primary health care providers to better assist those with common mental health problems (eg depression and anxiety) and to detect psychotic disorders earlier

Family Services – counselling and support for families
• Living Skills Program – counselling and assistance for clients in regaining and maintaining daily living skills
• Ethnic Mental Health Consultancy – assistance to clients with cultural or language issues that impact on accessing mental health services
• Consumer Consultancy – formal appointment of mental health consumers as advisers to the Psychiatry programs
• Carer Participation Program and Carer Consultancy – nurturing carer involvement in the service and providing support to carers
• Psychiatry Orientation Rotation Program – the opportunity for Emergency Department staff to experience psychiatry as a participant observer
• Dual Diagnosis Consultancy – specialist help for those experiencing both mental ill health and substance misuse disorders
• Aged Psychiatric Assessment and Treatment for older people with mental illness

INPATIENT AND RESIDENTIAL SERVICES
• Adult Acute Inpatient Unit – designated ‘intensive care’ area
• Community Care Unit – a community cluster housing facility of 20 beds providing medium term residential rehabilitation for clients with significant and enduring psychiatric disability
• Aged Acute Inpatient Unit – for elderly people experiencing an acute episode of mental illness

COMMUNITY HEALTH SERVICES

ALCOHOL AND DRUG SERVICES
• Peninsula Drug and Alcohol Program (PenDAP) – comprehensive range of services including counselling, continuing care, outpatient and home-based withdrawal, Aboriginal Project, forensic services and Drink Drive Program

• Family Services – counselling and support for families
• Southern HIV/HEP Resource & Prevention Service (SHARPS) – harm minimisation service including hotline, education and training and outreach services
• Methadone Clinic – support and medical assistance for people with drug dependencies

DENTAL SERVICES
• Emergency Care – dental emergency treatment for health care card holders
• Prosthodontics – the making and fitting of dentures
• Gerodontic Services – dental assistance to older adults with health care cards
• Restorative Services – restorative dental treatment (fillings) for clients with health care cards
• School Dental Service – services for school aged children

PRIMARY HEALTH AND COMMUNITY CARE
• Optometry Services – assessment of vision problems and fitting of glasses
• Adult Services Program – includes counselling, audiology, physiotherapy, podiatry and dietetics
• Cardiac Rehabilitation – rehabilitation therapy for service users with cardiac conditions and those who have been hospitalised for heart disease
• Counselling Services – including ‘Changing Gears’ course
• Diabetes Education – for people with Type 2 diabetes, and diabetes support group
• Food Skills – nutritional advice and education
• Lifestyle Exercise Groups – Strength Training, Water Exercise, Hydrotherapy, Back in Action, Karingal Hub Health Walks, Stress Management, Arthritis and Osteoporosis Self Help Groups and a Weight Management Group
• Health Promotion and Disease Prevention Education – public health forums and public and staff education
• Koori Access and Support
• Volunteer Coordination
CHILD, YOUTH AND FAMILY SERVICES
• Audiology, Podiatry, Dietetics, Physiotherapy, Family Counselling, Youth Counselling, Occupational Therapy, Speech Therapy
• School Focused Youth Services – counselling, support and resourcing provided in the school setting
• Early Childhood Behaviour and Development
• Family Planning
• Youth Health

INVESTIGATIVE AND MEDICAL SUPPORT SERVICES
• Care Coordination Team – streamlines the process of accessing step down care and post discharge services
• Endoscopy – provision of services at Frankston and Rosebud Hospitals for gastroscopies, colonoscopies, bronchoscopies and arthroscopies
• Electroencephalogram Service – supporting diagnosis of epilepsy, unconsciousness and other brain disorders
• Electronic Prescribing and Electronic Discharge – quicker, more efficient management of medication prescribing and discharge summaries
• Infection Prevention and Control – comprehensive program of formalised surveillance activities, monitoring, risk assessment, education, employee immunisation and exposure management to prevent and control health care associated infections
• Hospital Admission Risk Program – multi-disciplinary support for people with chronic conditions
• Integrating Health Unit – provision of a wide range of social work services, post discharge assistance, advocacy for patients’ rights and staff cultural awareness education
• Medical Imaging – radiology services at both hospitals and aged care facilities, nuclear medicine, computerised tomography, ultrasound services
• Outpatient Clinics – a range of ambulatory services including genetics clinics, STD clinics, cancer clinics and chronic heart failure clinics
• Pathology – comprehensive range of procedures and testing with on-site laboratory
• Patient Services Assistants ward level support for clinical staff
• Pharmacy – a comprehensive range of clinical, supply and information services to all Peninsula Health sites with four units at facilities in Frankston, Mt Eliza and Rosebud with inpatient satellite units at Frankston Hospital and Peninsula Health Psychiatric Service
• Post Acute Care – support for patients post discharge providing a range of services to promote recovery and minimise the risk of readmission
• Response Assessment Discharge Unit – commences discharge planning on presentation to the Emergency Department, helping patients with complex conditions avoid a return to hospital
• Transfusion Consultation – monitoring, education and staff assistance with transfusion issues

ALLIED HEALTH SERVICES
• Audiology – evaluation and treatment for hearing conditions and resourcing of enhancement devices
• Chaplaincy – pastoral care and chaplaincy for patients, families and staff; spiritual and religious support via Chaplains, denominational representatives and Pastoral Care Visitor volunteers
• Diabetes Education – education for inpatients, outpatients and staff
• Hydrotherapy – pools at Peninsula Health sites for rehabilitation and therapy of inpatients and outpatients
• Nutrition and Dietetics – a comprehensive nutrition service including nutritional assessment, inpatient and outpatient dietary management and nutrition education
• Occupational Therapy – therapy services enabling people to retain or regain function in daily activities and occupations. Includes outpatient services for hand injuries, lymphoedema management and pulmonary rehabilitation
• Paediatric Occupational Therapy – primarily involved with assisting parents with management of children in plaster hip spicas and provision of exercises, splints and scar management following plastic surgery
• Physiotherapy – provision of treatment and health promotion for inpatients and outpatients at seven Peninsula Health campuses and in clients’ homes
• Podiatry – comprehensive service for foot health and care
• Prosthetics – assistance with fitting and management of prostheses
• Speech Pathology – provides diagnosis and treatment for inpatients and outpatients of all ages with communication and swallowing/feeding disorders

CORPORATE SERVICES
• Admission Services – scheduling of elective surgery, maintenance of waiting lists, admission of patients
• Engineering Services – facility maintenance and assistance with capital project planning/supervision
• Financial Administration – centralised financial service provides transactional accounting, management accounting, financial accounting, treasury, functioning and salary administration
• Health Information Services – 24 hour medical record service and advice to all Peninsula Health facilities
• Human Resources – HR administration, policy development and administration, employment services, recruitment, training and development, Equal Employment Opportunity, library services, industrial relations, occupational health and safety and Workcover
• Printing – in-house production of documents, forms, brochures and other material
• Information Technology – provision of multiple platform computer systems for storage and retrieval of information, information security, support and training, maintenance and expansion of computer network, repair/upgrade of hardware and software services, switchboard
• Planning and Development – strategic planning, research, feasibility studies and development management
• Public Relations and Marketing – fundraising administration, volunteer support and coordination, issues management, media liaison, event planning, hospital tour program, speakers’ bureau, publication production, web page production and management
• Quality and Customer Relations – management and evaluation of quality programs, accreditation preparation, investigation and response to consumer concerns, clinical risk management
• Supply and Materials – purchasing, warehousing and delivery of medical and other consumables, internal and external courier and fleet management
• Support Services – food services, linen and waste management, environmental services, security, grounds and maintenance, lost property, nursing attendants

EDUCATION AND RESEARCH
• Allied Health Education – coordination with tertiary institutions
• Community Education – public forums, health promotion, patient education and publications
• In-service Education – staff training opportunities
• Management Training Program – opportunities for management/health administration trainees
• Medical Education – undergraduate and post graduate medical education in conjunction with academic institutions and colleges
• Nursing Education – broad range of in-service education, graduate nurse programs, refresher courses, assistance with nurse recruitment
• Research – Research and Ethics Committee, participation in international trials, nursing/medical/allied health projects
• Seminars and Grand Rounds

A pedometer research project during the year encouraged staff to walk for health and fitness
BOARD OF DIRECTORS

CHIEF EXECUTIVE
Deputy Chief Executive
EXECUTIVE DIRECTOR MEDICAL SERVICES
- Medicine/Critical Care
- Surgery/Operating Services
- Emergency/HITH/Outpatients
- Women’s Children’s and Adolescent Health
- Quality and Customer Services
- Investigative Services
- Pharmacy
- Medical Services
- HMO Coordination/Support
- Medical Education
- Patient Transport
- Research and Innovation
- Frankston Site Coordination

EXECUTIVE DIRECTOR
REHABILITATION, AGED AND PALLIATIVE CARE SERVICES (RAPCS)
- Rehabilitation, Aged and Palliative Care Services/Sites
- Residential Care
- Allied Health
- Social Work and Integrating Care

EXECUTIVE DIRECTOR PSYCHIATRY AND INFRASTRUCTURE
- Psychiatry Services/Sites
- Community Health Services/Sites
- PSA Services
- Infrastructure
- Hotel Services
- Engineering
- Environmental Services
- Planning/Capital

EXECUTIVE DIRECTOR ROSEBUD
- Rosebud Hospital Services/Sites
- Nursing Services
- Nursing Education

EXECUTIVE DIRECTOR HUMAN RESOURCES
- Human Resources
- Training/Education
- OHS/Disaster Management
- Chaplaincy
- Library

EXECUTIVE DIRECTOR FINANCE
- Finance/Payroll
- Supply/Printing
- Information Management
- Information Technology

CORPORATE COUNSEL
- Legal Services
- Legal Compliance
- Freedom of Information
- Public Relations & Marketing
- Contracts
- Insurance

PROFESSIONAL ISSUES
- Medical
- Nursing
- Allied Health
- Legal

ORGANISATIONAL STRUCTURE
At Peninsula Health our volunteers enhance the provision of service.

The medical equipment they have bought helps to treat illness.

The friendly support they give to programs such as chemotherapy and rehabilitation promotes recovery.

By helping with activities such as Agestrong and Health Walks they encourage fitness and healthy lifestyles.

They offer tasty, nutritious food through their kiosks and catering services.

They raise funds for research that can improve health care.

They help the staff to have more time to focus on patients and clients.

They make time in hospital or nursing homes more pleasant by arranging flowers, turning on TVs, tidying the gardens outside windows, bringing books, chatting...and the list goes on.

During 2003/04 our volunteers gave countless hours to our facilities, raised well over half a million dollars for equipment and facilities and promoted happiness and good health.

We are very grateful for their dedication.

Tribute to Volunteers

Our Auxiliaries and Volunteer Groups

The Barrelman’s Operation Small Change raises funds through coin donations.

The Blairgowrie Auxiliary raises funds for Rosebud Hospital through street stalls and other activities.

The Carrum Auxiliary meets weekly at the Carrum Senior Citizens Centre, conducting raffles and other activities to raise money for Frankston Hospital.

Both the Friends of Carinya and Carinya Volunteers arrange activities and purchase amenities for the Carinya Residential Aged Care residents, most of whom have dementia.

The Chemotherapy Volunteers provide foot, hand and shoulder massages for patients having treatments. Their friendly smiles also help during the usually long therapy sessions.

The Combined Auxiliary consists of the officers from Rosebud Hospital auxiliaries. The volunteers meet quarterly to plan activities, support auxiliary efforts and share information and ideas.

The Community Advisory Committee contributes valuable feedback for our service planning and delivery, as well as input on the annual Quality of Care Report.

The three Community Rehabilitation Unit Volunteer groups work at our Chelsea, Frankston and Rosebud facilities, helping people with their exercises and other therapies.

The Frankston Community Health Service Volunteers support community health programs in many ways, including driving people to appointments, helping in exercise groups and manning the service’s library.
Tribute to Volunteers

The Frankston Hospital Patient Library Service maintains a stock of books and magazines for patients to borrow, visiting the wards two days each week.

The Lotus Lodge Hostel Volunteers can be found at the piano, in the garden, at the craft tables, on the indoor bowling green and generally anywhere residents need a bit of fun and activity.

The Mount Eliza Centre Volunteers are now in their 43rd year supporting the patients and staff of Peninsula Health’s Mount Eliza site. The tasks they take on are varied – from helping in Occupational Therapy to running a Kiosk in the Reception area. They also raise funds for equipment and patient amenities.

The Jean Turner Community Nursing Home Volunteers are small in number but huge in helpfulness, running music and game activities for the residents and taking them on visits to the nearby beach.

The Men’s Auxiliary members are friendly and familiar faces at Frankston Hospital, undertaking countless tasks to help staff and support patients and their families.

The K.I.D.S. Auxiliary members make delicious Christmas Cakes to raise funds for research into children’s diseases and care.

The Michael Court Volunteers help at the hostel, providing music, craft and other activities for the residents. Volunteers also improve garden areas for residents and staff.

The Palliative Care Volunteers provide valuable support for the patients and their families and friends. These compassionate volunteers offer their help to families at an especially difficult time.

The Pastoral Care Volunteers undergo extensive training through Peninsula Health’s Chaplaincy Service in order to provide an ‘active listening’ service to patients and residents at our facilities.

The Pink Ladies of Frankston Hospital are legendary in the community as both fundraisers and helpers. They cheerfully freshen flowers, turn on TVs, serve tea at clinics, run a busy Kiosk and participate in many other on-site activities. Last year they donated a record $400,000 to the hospital.

The Rosebud Auxiliary was formed in the 1940s and continues to hold a range of fundraising activities to buy equipment and furnishings for Rosebud Hospital. Each year they support a ‘Rosebud Day’ selling roses to raise money.

The Rosebud Hospital Kiosk Auxiliary has a very long membership list and raises significant amounts of money for Rosebud Hospital.

The Rosebud Hospital, Rehabilitation and Aged Care Opportunity Shop is an entrepreneurial wonder on the Southern Peninsula, starting from scratch to become a major fundraiser for the hospital and the aged care and rehabilitation services in Rosebud.
We appreciate...

- our hundreds of individual donors who contribute to the ongoing work of Peninsula Health
- our corporate sponsors who help us in our fundraising activities
- community and business groups who choose to support Peninsula Health with generous financial donations
- philanthropic agencies that consider our applications for grants and have, for many years, supported the development of new health care programs and services
- local governments that provide funds for our Patient Library Service and other activities

THANK YOU FOR INVESTING IN GOOD HEALTH AND HELPING US TO BUILD A HEALTHY COMMUNITY.

The Rosebud Pink Ladies Group brighten the wards at Rosebud Hospital, helping staff with tasks and providing services to patients including delivering papers and mail and hiring televisions.

The Rosebud Rehabilitation Service Auxiliary and Volunteers not only help residents and clients with their rehabilitation activities, they also raise a great deal of money which they target to their ‘Bed Replacement Program’.

The Rosebud Pink Ladies
Group brighten the wards at
Rosebud Hospital, helping
staff with tasks and
providing services
to patients including
delivering papers and mail
and hiring televisions.

The Rye Auxiliary is now
20 years old and still
raising funds to buy medical
equipment and patient
amenities for Rosebud
Hospital.

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Hospital.

The West Rosebud/
Tootgarook Auxiliary is
also a long-standing
Rosebud Hospital auxiliary,
holding its first meeting in
the West Rosebud Progress
Hall on October 21st, 1960.
The group continues to hold
cake stalls, garden parties
and other activities to raise
money for medical
equipment and furnishings.

The Rosebud Pink Ladies
Group brighten the wards at
Rosebud Hospital, helping
staff with tasks and
providing services
to patients including
delivering papers and mail
and hiring televisions.

The Sorrento/Portsea
Auxiliary, established in
1960, operates an
opportunity shop in
Sorrento, which contributes
thousands of dollars each
year to Rosebud Hospital
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The Rosebud Rehabilitation
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resources.

The Southern Peninsula
Garden Club has a cadre of
members who look after the
many gardens and
courtyards at Rosebud
Hospital, planting and
maintaining the lovely
gardens for patients, staff
and visitors.

The Southern Peninsula
Garden Club has a cadre of
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Hospital, planting and
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gardens for patients, staff
and visitors.

Employees of Bluescope Steel in
Hastings use proceeds from a
Payroll Deduction Plan to support
services in the Paediatric Ward at
Frankston Hospital
Contacts

CARINYA RESIDENTIAL AGED CARE UNIT
125 Golf Links Road Frankston Vic 3199
Tel: (03) 9783 7277  Fax: (03) 9783 7515

CHELSEA COMMUNITY REHABILITATION CENTRE
8 Edithvale Road Edithvale Vic 3196
Tel: (03) 9772 6099  Fax: (03) 9772 3042

COMMUNITY CARE UNIT
4 Spray Street Frankston Vic 3199
Tel: (03) 9781 4288  Fax: (03) 9781 4393

FRANKSTON COMMUNITY REHABILITATION CENTRE
125 Golf Links Road Frankston Vic 3199
Tel: (03) 9783 7288  Fax: (03) 9770 5459

FRANKSTON HOSPITAL
Hastings Road PO Box 52 Frankston Vic 3199
Tel: (03) 9784 7777

FRANKSTON REHABILITATION UNIT
125 Golf Links Road Frankston Vic 3199
Tel: (03) 9784 8666  Fax: (03) 9784 8662

FRANKSTON INTEGRATED HEALTH CENTRE
Hastings Road Frankston Vic 3199
Tel: (03) 9784 7777

COMMUNITY HEALTH SERVICE
15-17 Davey Street Frankston Vic 3199
Tel: (03) 9784 8100  Fax: (03) 9784 8149

MICHAEL COURT RESIDENTIAL AGED CARE UNIT
32 Michael Court Seaford Vic 3198
Tel: (03) 9785 3744  Fax: (03) 9785 3739
Fax: (03) 9782 4434

MOUNT ELIZA CENTRE
Jacksons Road PO Box 192
Mount Eliza Vic 3930
Tel: (03) 9769 1200  Fax: (03) 9787 4435

PENINSULA COMMUNITY MENTAL HEALTH SERVICE
15-17 Davey Street Frankston Vic 3199
Tel: (03) 9784 6999  Fax: (03) 9784 6900

PENINSULA HEALTH PSYCHIATRIC SERVICE
Hastings Road PO Box 52 Frankston Vic 3199
Tel: (03) 9784 7105  Fax: (03) 9784 7192

ROSEBUD COMMUNITY REHABILITATION SERVICE
288 Eastbourne Road Rosebud Vic 3939

COMMUNITY REHABILITATION CENTRE
Tel: (03) 5986 3344  Fax: (03) 5981 2267

INPATIENT UNIT
Tel: (03) 5981 2166  Fax: (03) 5982 2110

ROSEBUD HOSPITAL
1527 Pt. Nepean Road Rosebud Vic 3939
Tel: (03) 5986 0666  Fax: (03) 5986 7589

ROSEBUD RESIDENTIAL AGED CARE SERVICES
1497 Pt. Nepean Road Rosebud Vic 3939

JEAN TURNER COMMUNITY NURSING HOME
Tel: (03) 5986 2222  Fax: (03) 5982 2762

LOTUS LODGE HOSTEL
Tel: (03) 5986 1011  Fax: (03) 5982 2762

ROSEWOOD HOUSE
Tel: (03) 5982 0147  Fax: (03) 5982 0378

S.H.A.R.P.S.
35-39 Ross Smith Avenue Frankston Vic 3199
Tel: (03) 9781 1622  Fax: (03) 9781 3669

TATTERSALLS PENINSULA PALLIATIVE CARE UNIT
125 Golf Links Road Frankston Vic 3199
Tel: (03) 9784 8600  Fax: (03) 9784 8602
To Register a Complaint
ring the Quality and Customer Relations Department on 9784 7051.

For Information about Patients’ Rights and Responsibilities
contact the Quality and Customer Relations Department on 9784 7051.

To Make a Tax Deductible Donation
to Peninsula Health, or if you are considering a contribution to health care services through a bequest, please contact Public Relations on 9784 7821.

To Join the Volunteers
contact Public Relations on 9784 7821.

To Let Staff Know
you are pleased with the service you have received, write to the department involved c/o Peninsula Health, PO Box 52, Frankston 3199 or ring the main Switchboard on 9784 7777.

Doctors
who wish to liaise directly with the Emergency Department can ring 9784 7196 to speak with Emergency staff 24 hours a day.

Students
seeking information about student work experience, should ring the Human Resources Department on 9784 7718 for secondary students and 9784 7894 for tertiary students.

Disclosure
as part of the Whistleblowers Protection Act 2001 may be made by ringing the Executive Director of Human Resources on 9784 7389, the Chief Executive on 9784 8211 or the Ombudsman on 9613 6222.

To Receive an Annual Report or other Peninsula Health Publication contact
Public Relations on 9784 7821.

To Register a Complaint
ring the Quality and Customer Relations Department on 9784 7051.

For Information about Patients’ Rights and Responsibilities
contact the Quality and Customer Relations Department on 9784 7051.

To Make a Tax Deductible Donation
to Peninsula Health, or if you are considering a contribution to health care services through a bequest, please contact Public Relations on 9784 7821.

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Twenty years of work in carer support on the Peninsula earned Carmel Jackson a Frankston Citizen of the Year Award and a Centenary of Federation Medal. Now, as Peninsula Health’s Carer Consultant in Psychiatric Service, she uses her professional expertise and her personal experience as a carer to raise awareness and help ensure that the voice of the carer is heard.

Peninsula Health proudly supports and encourages organ donation.

Right now there are nearly 2,000 seriously ill Australians waiting for an organ donation. So the more people there are who choose to become organ donors, the more chance these very ill people have to live.

Please consider joining the ranks of Australians on the Organ Donor Register. If you decide you want your organs to save lives, register your intentions and tell your family about your wishes.

Pledge the gift of life.

Australian Red Cross Blood Service
Victorian Organ Donation Service - LifeGift
538 Swanston Street
Carlton VIC 3053
Ph: 1300 133 050
www.organdonor.com.au

Australians Donate
Suite 2 Level 3
20-22 Albert Road
South Melbourne
(03) 9696 0651
www.organdonation.org.au

Kidney Health Australia
Victoria
Ph: 1800 682 531
www.kidney.org.au