



cobdenhealth
Annual Report 2019

OUR MISSION

is to provide safe, innovative and professional health services.

OUR VISION

is to meet the health and well-being needs of our community.

WE BELIEVE IN

Caring, friendly



SERVICE

Integrity, transparency



HONESTY

Teamwork, leadership



ACCOUNTABILITY

Consideration, confidentiality



RESPECT

Consistency, reliability, quality



EXCELLENCE



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Board of Management Report

There is never a dull moment on the Board of Cobden Health with the construction of the gym being completed during the financial year and the introduction of "ACMA" (Aged Care Management Australia) to Cobden Health.

Firstly, the gym made a soft opening in December 2018 with the official opening being in July 2019. The gym has complemented the warm water exercise pool beautifully and it is a credit to all those involved with the building of the facility. A special thank you must go out to Frank Martin who was an original member of the working party back in 2011 and then assumed the role of Project Manager during the construction phase.

Also, thanks to Leonine Rooney who applied for new gym equipment via the State Governments grant concept of "Pick my Project". Leonie not only submitted the application by championed the concept to the Cobden community so that the project got enough votes to receive the funding.

Aged Care Management Australia was introduced to Cobden Health via the Federal Government. ACMA was commissioned by the Federal Government to complete a review of Cobden Health's Aged Care facility. The review was to include finances, processes, policies, procedures and systems.

This review resulted in a company restructure with some new positions being created to improved processes and all Executive positions changing in title and responsibilities. An Acting CEO was put in place while Cobden Health went on a recruitment program for the new CEO/DON, Commercial Manager and Residential Care Manager. I am not sure the Board of Management would have been able to complete this restructure without the assistance of ACMA.

The ACMA review also concentrated on cost cutting, maximising ACFI funding, introducing KPI's to the business and introducing the new standards for aged care to Cobden Health.

A loss of \$284,345 whilst on paper looks like a significant improvement on the previous years loss of \$392,067 it was not a true reflection of the year. Included in the 2019 numbers were the ACMA consultancy costs of \$184,000 (\$40,000 on consultancy and \$140,000 for an acting CEO), there was also redundancy costs for the managers who were released from their positions and of course the large funding we received from the "Pick my Project" grants program (\$168,700).

When you add and subtract these "one off" costs (not including the acting CEO costs) the actual operating loss after depreciation was around a loss of \$304,000, still significantly better than the previous year. Depreciation for the year was \$347,000 and therefore our EBITDA is a profit of around \$43,000 as compared to last year which was a loss of \$53,000.

A \$100,000 improvement in one year is a reasonable achievement and our budget for the 2020 financial year is looking to improve on the 2019 numbers.

Finally, I would like to thank all the board members of Cobden Health, it has been a very busy year and a lot of very important decisions were required to be made.

Wayne Gibson

Board of Management Structure and Function

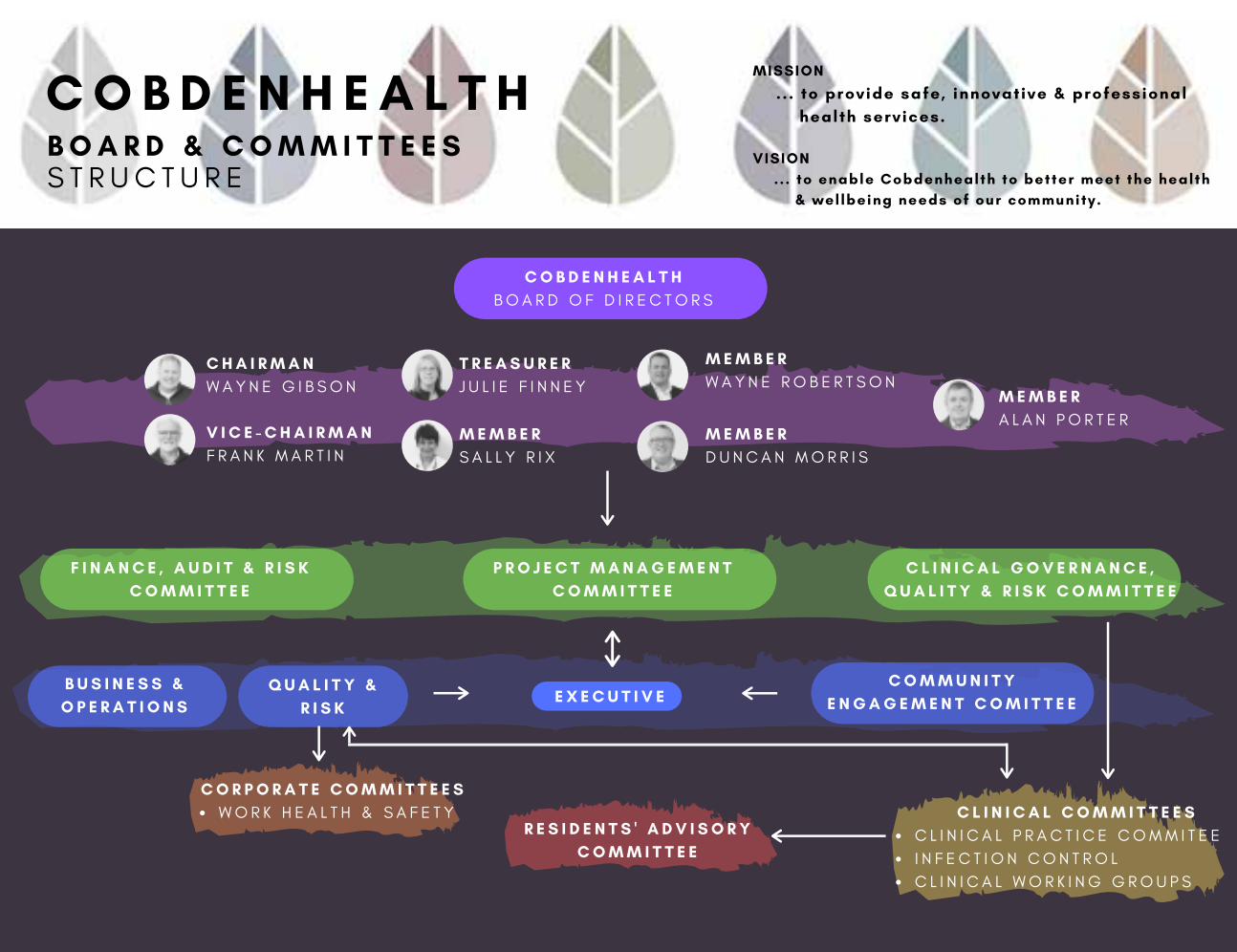
The function of the Board of Management is to oversee the governance of Cobdenhealth and to ensure that the services provided by the organisation comply with the requirements of the organisations By-Laws.

Members are required by the constitution to act with integrity and objectivity at all times.

They are required to declare a pecuniary interest, when applicable, during Board debate and withdraw from proceedings.

Conflict of interest is declared during Board proceedings, in accordance with the By-Laws of the service. Board members serve in a voluntary capacity and do not receive payments. A number of sub-committees consisting of Board, Staff, and members of the community have been formed to advise and recommend on relevant matters.

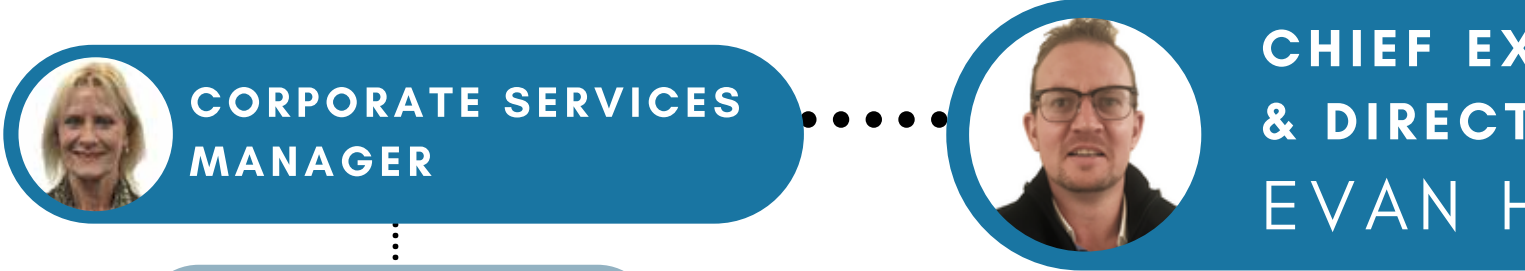
The Board of Management meets on the last Monday evening of each month to deal with a formal agenda and reports on the organisations performance as reported by the Chief Executive Officer.



Organisational Chart



COBden
BOARD OF DIRECTORS



COMMUNITY

COBDENHEALTH
BOARD OF DIRECTORS



EXECUTIVE OFFICER
OF NURSING
HILL

EXECUTIVE
ASSISTANT & MEDIA

COMMUNITY OFFICER

CLASS CENTRE
SUPERVISOR

FITNESS CENTRE
STAFF

ELDER CARE PACKAGES
SUPERVISOR

FINANCE &
ADMINISTRATION

EXECUTIVE
MANAGEMENT TEAM



CLINICAL CARE
MANAGER



NURSING &
PERSONAL CARE STAFF



INFECTION CONTROL



ACTIVITIES STAFF



Chief Executive Officer and Director of Nursing



Having started in the role of Chief Executive officer and Director of Nursing in June 2019, it quickly became apparent to me that the Board, staff, and community are proud of the history and services that are delivered at Cobdenhealth.

I feel very honoured to be given the opportunity to be part of Cobdenhealth and the Cobden community. I look forward to working with all stakeholders to continue the delivery of our valued services.

Financial position

Sustaining a sound financial position has again proven difficult and complicated this financial year. Factors that have added to our unfavourable position are variable and reduced occupancy in our aged care, and cost pressures in our expenses. With the support of the board and senior managers, I believe that our budget for the new year will position us in an improved and favourable position.

Board, Executive and Senior management team

A united, happy and committed Executive team is essential to ensure our delegated responsibilities are met well; I would like to acknowledge the work of the Executive and senior management team.

I would also like to express my appreciation to the Board for their support and for my warm introduction into the organisation.

The Board and Executive are very proud of the daily achievements of our staff – from the person who first greets patients, nurses, personal carers, allied health, hospitality and behind the scenes administrative staff – their expertise and dedication enable us to provide the community with safe, high quality, person-centred care. My sincere thanks to all our staff for their passion and commitment to their role.

Residents, Patients, Clients & Community

All our services are fully accredited, and we continue to receive excellent results from surveys conducted to measure patient and resident satisfaction. The organisation was awarded

three-year accreditation in December 2018 from the Aged care quality and safety commission, in addition to this, Cobdenhealth successfully passed two unannounced visits from the safety commission in early 2019. Furthermore, our home care packages program was again awarded accreditation, successfully meeting aged care quality and safety standards relevant to the program.

Volunteers

I would like to offer a special thank you and acknowledgment to all our volunteers who have this year continued to provide a vast range of assistance across the organisation. The work of our volunteers is a very important part of the services we deliver and provides an opportunity for community members to be engaged with their health service.

Challenges

There are many changes occurring that will impact on us next year. The new Commonwealth health reforms have already had an impact, with changes to how our health and aged care services will be funded, new reporting requirements and new accreditation standards to meet. Our financial resources will remain under stress and our facilities will be another year older.

The Board and Executive will embark upon a series of strategic planning sessions to focus on the next stage of Cobdenhealth's journey; we will critically appraise our strategic possibilities in discussions with our Board, staff and consumer representatives.

We will work together to meet these challenges; it will be the community and our patients, residents and clients that will benefit from the changes that are made to ensure our care is appropriate and respected as it always has been.

Where there are challenges, there are opportunities.

Evan Hill,
Chief Executive Officer
& Director of Nursing

Clinical Care Report

Cobdenhealth is committed to providing high quality care and enrichment to the lives of people in our care.

In 2018–2019 Cobdenhealth applied focus on quality of life and resident choice as key features of our service. Over the past year our service successfully achieved full accreditation, a fantastic result for the staff in our facility. We also continue to monitor and improve our quality systems through audits, incident management, resident surveys and feedback

Residential Care

Cobdenhealth is proud of our Residential care Facility that comprises 60 residential care beds, encompassing high and low care. Our aim for Residential Care is to provide a high standard of person-centred care, providing continuity of care in their familiar environment while still being able to maintain a high degree of independence, privacy and dignity.

Clinical Management of Aged Care Residents

Cobdenhealth maintains a home like environment for our residents whilst still providing high quality clinical care and management. Personal Carers Workers, Endorsed Enrolled Nurses, Registered Nurses and Allied health staff all work together as a highly skilled team caring for the residents. The Clinical Care Manager oversees the clinical and operational management of the facility.

Activities Program

This year our focus has been on promoting health and fitness and maximising falls prevention. Our residents participate in, and enjoy, a variety of strength building exercises, pool noodle, balloon tennis and carpet bowls. Our activity team encourages our residents to actively participate in the programs' daily delivery. Completing daily chores and making greater community connections enhances the residents social and emotional wellbeing. Our residents are also fortunate enough to have direct access to the Cobdenhealth warm water

pool and fitness centre, residents regularly attend classes at the fitness centre with our visiting instructors.

We receive invaluable support of our enthusiastic volunteers, this means that we have been able to provide a greater range of activities across all days – including weekends and holidays.

Residents have a monthly meeting where they can contribute to the running of their 'home'. Residents are given choices to participate to enable them to have a sense of self-worth and feel important by contributing to the daily running of their home. In the kitchen they help by setting the tables, setting up for a special event, celebrating birthdays and enjoying happy hour on a Friday afternoon.

One resident celebrated their 100th birthday in the past 12 months, with much fanfare including fantastic cakes prepared by our own kitchen staff and coverage by the local media.

Urgent Care Services

Cobdenhealth operates a 2 bay Urgent Care Centre. The Urgent Care Centre continues to offer exceptional care options to the residents of, and visitors to Cobden. A registered nurse with advanced life support accreditation is available 24 hours a day, seven days a week, with support from doctors at the GP clinic (on site) on weekdays and a Visiting Medical Officer (VMO) is available on call after hours. Cobdenhealth has established an effective and close working relationship with our VMOs, local paramedics and other health facilities in the region. These relationships have been fostered through various network groups and the development of policies based on coordinated care and combined training.

**Evan Hill,
Chief Executive Officer
& Director of Nursing**



Corporate Services Manager



Technology

Technology is one of the drivers of change within healthcare and Cobdenhealth are faced with ever increasing requirements to become more technologically advanced. Technology affects the way we work and how we manage our operations and reporting requirements.

There has been many technology reforms and transformation in the aged care industry over the years from the implementation of the aged care funding instrument (ACFI), to the My Aged Care portal, the introduction of the Australian Aged Care Quality Agency and Consumer Directed Care and the development of the Aged Care Roadmap.

Cobdenhealth's business models will be evolving with the changing health and aged care environment and we will need to be very technologically responsive to ensure we meet market demands. Implementing robust technology systems will enable improved business processes, provide effective online learning and education, create efficiencies and enhance our ability to provide quality clinical care.

Hotel Services

Hotel services covers food services, resident laundry and cleaning across the facility. Our commercial laundry requirements are outsourced.

Our food service team continue to work hard, finding efficiencies in each of the areas they have responsibility for. Whilst staff have been introducing improved food service systems to accommodate the needs of our residents they are at all times mindful of providing our residents with a food experience that reminds them of the home cooking they love.

We undertake regular resident surveys and act upon the feedback provided. Celebrations around food are very important and we ensure various occasions occur throughout the year for our residents and staff to enjoy.

We have successfully undertaken our annual food safety audits and these can be undertaken with both announced and unannounced visits.

Our laundry caters for the needs of residents, collecting, washing and returning all clothing in a timely manner, ensuring our residents clothes are always looking great. We are always looking at ways to improve and be more efficient and proactively act on lost or missing items, returning them to their owners.

Cleaning services continue to work tirelessly to ensure our home away from home for residents is kept to a high standard and care. Audits are regularly undertaken we are pleased to report positive results and feedback.

Well done to all the fabulous Hotel Service team.

Human Resources

Whilst the organisation has undergone significant change over the past 12 months, we have maintained our focus to provide the same quality of care for residents and our community. This has been achieved through the commitment of our wonderful staff.

We believe the changes to technology has enabled staff to access HR and payroll information more readily and made it easier for staff to manage their personal information and rosters. The implementation of a dedicated Rostering office has enabled improved workflows and payroll systems that support a more automated approach.

Each of our staff undertake an annual staff appraisal and this provides both the individual and manager, meaningful discussion on their achievements, training needs and also helps support our workforce planning.

All staff are encouraged to create an innovative and accountable work environment where attentive and engaging attitudes lead to more energy, enthusiasm, productivity and creativity.

Staff surveys have been undertaken during the 2018-19 year with results showing a reasonable level of satisfaction. With the considerable organisational upheaval during this year the results reflect this. The surveys offered scope for us to improve as an organisation and we are proud of our staff for their honesty and reflection. In consultation with our management team and staff we will aim to provide a higher level of satisfaction into the future.



Corporate Services Manager (cont)

There continues to be a challenge in attracting and retaining a committed workforce. Best Practice and contemporary models of care require our staff to stay committed to staff education and training to ensure we, and they are able to meet the highest level, quality and standard of care for our residents. Staffing shortages may be further impacted when the results of the Royal Commission are released.

Business Services

There has been significant financial pressures this year. Contributing to this has been increases in expenses and costs, many in line with CPI, and also increased wage costs in accordance with our Enterprise Agreement. An important role within our finance department is to ensure all prudential requirements are met as required by the Aged Care Act and Fees and Payment Principles.

As we move forward we are taking a very proactive approach in our level of scrutiny and will commit more comprehensively to reviewing our costs and identifying corporate efficiencies. We will be imbedding robust internal controls, identifying process efficiencies, producing meaningful reports and taking a very proactive approach to how we can understand and meet the pressures of the aged care industry.

We also say a big thank-you to our front office team who work together to ensure that care is provided to every person who comes through the door or telephones for assistance. We acknowledge that those who seek assistance will encounter finance and administration staff who will go over and above. Good work.

Maintenance

The maintenance team provide various types of service and assistance to the residents and whole organisation. The safety of our residents and staff is a major priority, as well as our gardens, building maintenance, hydrotherapy pool and gym. Their roles are very reactive when things go wrong, however team has a well-structured, proactive approach to ensuring the facilities are in great shape. In addition there are multiple regulatory compliance standards that have to be met.

Our new gymnasium has created a lot of community interest and this project involved our Maintenance team both inside and out.

The Mid Oates wing, main passageway and linkway to Heytesbury Lodge had a facelift with painting of walls, doors and trims which makes the facility much brighter and welcoming for residents, staff and visitors

The Anzac courtyard received a makeover with help and generosity from the Williams Family, which included artificial grass and great outdoor furniture made in house.

The Anzac yard has a new sensory garden which included new pathways, garden beds and upright garden boxes – all for the residents' enjoyment.

There has been significant office relocation following the organisational restructure, as well as allied services and the inclusion of Ambulance Victoria on site.

Continued support to the Charity Shop, Men's Shed, Meals on Wheels and Ambulance Victoria fills in any void in our working program.

What can we say, the maintenance team are awesome.

Work Health And Safety

Cobdenhealth is committed to promoting and providing a safe and healthy workplace for all employees. We continue to promote a proactive approach to work health and safety and have policy frameworks, workplace inspections, quality oversight and continuous improvement activities in place, as well as taking a rigorous approach to emergency management and procedures. Strengthening reporting through to managers ensures that matters raised are reviewed, analysed and resolved appropriately.

In addition we encourage staff to use the services of our confidential Employee Assistance Program.

Karen Minne
Corporate Services Manager



Home Care Packages Team



Home Care Packages help many people in our community in different ways to assist them to remain as independently as possible at home; allowing them to live their lives the way they want, helping them to keep their community connections.

The Home Care package is individualised to meet each consumer's goals, as these are different for everyone.

One of our Consumers, who is wheelchair bound, lives on a farm and is unable to drive. The consumer set a goal to be able to stand for an important celebration. Through the consumer's Home Care Package, we assisted them with access to Physiotherapy and a personal care worker to drive them to and from appointments. Through hard work with the physiotherapist, the consumer managed to do just as they'd wished; stand in front of their family & friends at the celebration.

The same consumer wanted to go interstate for a family members significant birthday celebration but would not have been able to attend without services there. The Home Care Packages Coordinator worked with service providers from the other state and while the consumer was there they had equipment and personal care workers attend to their needs making it achievable for the consumer to attend this important family event.

We have another consumer that always liked to attend live performances and one of their goals is to continue to attend despite physical issues, they are now unable to drive long distances where these performances are held. To meet this goal the Home Care Package Coordinator was able to arrange a personal care worker to drive the consumer and attend with them. These performances have given the consumer great pleasure and without a care worker being able to take them, would not have attended. The consumer is still able to be an active member of the Community with the support of the Home Care Package program and able to enjoy the leisure activities they has always enjoyed...

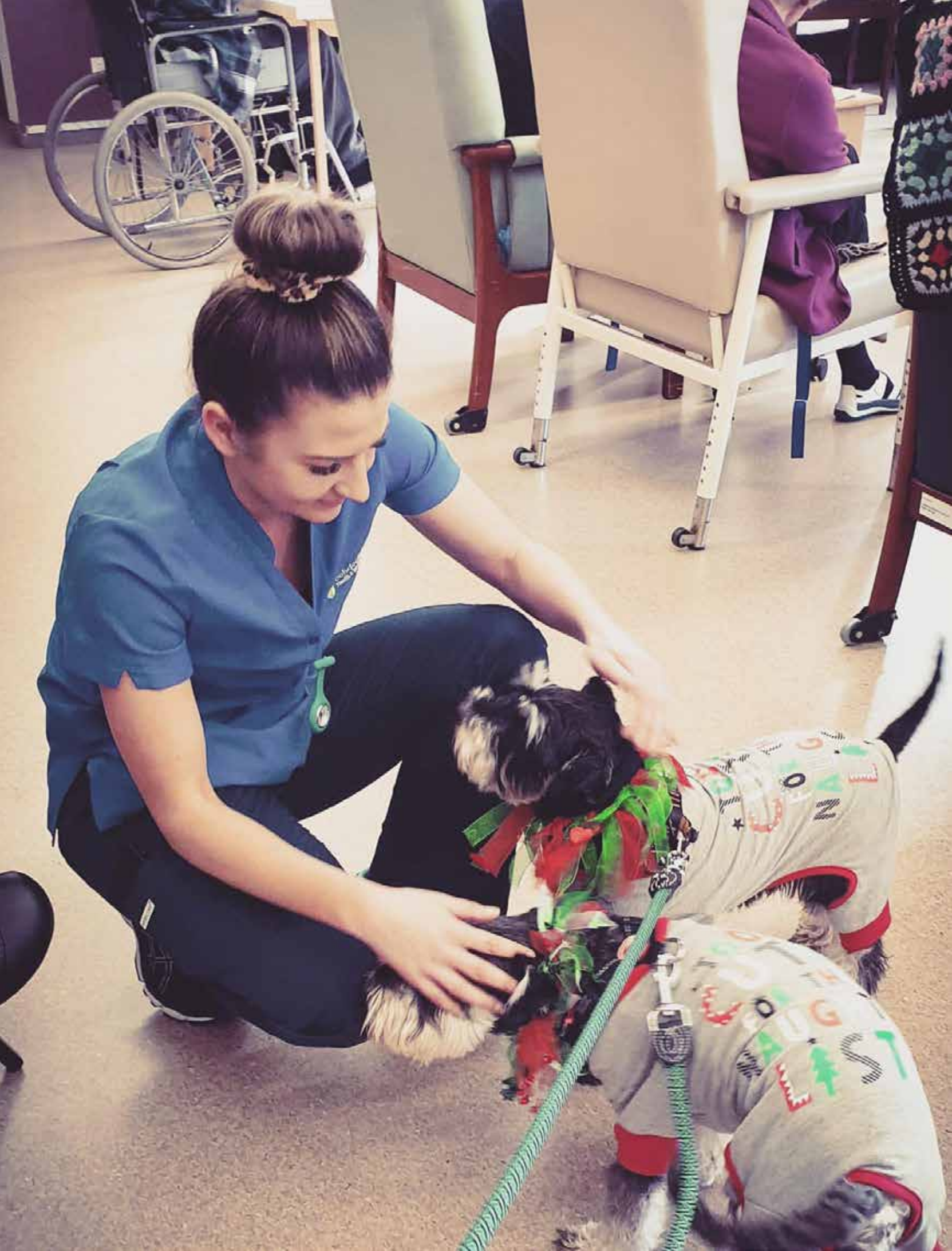
We have grown in the number of consumers significantly over the last couple of years to now assisting approximately 90 clients. This has not reduced the level of support and care our consumers receive; we will still strive to ensure our consumers acquire high quality care.

Earlier this year we commenced a quarterly newsletter for our consumers as an information sharing tool, assisting us to keep our consumers informed of any changes or things of interest.

The last 6 months we have been working towards the new Aged Care Quality Standards which replace the Home Care Standards as of 1st July 2019. On 5th June 2019 we had our Quality Review by the Aged Care Quality and Safety Commission. This was an informative day and we were successful in meeting all expected outcomes of the Home Care Standards, which also ensures we are meeting consumer's needs and goals.

Assisting our consumers to fulfil a quality life is something the Home Care Package team takes great pride and enjoyment in. We continue to look forward in doing so.

Home Care Packages Team
Leanne Unwin, Paula Regan,
Marie Jones, Jessica McIntosh



Quality Report



There were significant changes to the accreditation and quality processes during 2017/18.

- a. Re-accreditation audits would be unannounced (not a planned date to work towards)
- b. On the day, reasonable steps need to be taken to inform residents and their nominated representatives that the site audit has commenced.
- c. The Accreditation decision will be made by the Quality Agency after receiving the Site Audit Report completed by the Assessors: it would not be known at the end of the accreditation visit.



Our Aged Care facility at Cobdenhealth, which includes Lovely Banks, Heytesbury Lodge and Anzac, had an unannounced Accreditation visit on 11 and 12 December 2018 from the Australian Aged Care Quality Agency. Three Quality Assessors were present over the two days to review documented procedures, observe and talk with staff about their work and care practices, and look at resident records and other documents held by Cobdenhealth (for example: staff rosters, incident reports, care plans and complaints registers). They also talked with our residents and their families/representatives to obtain feedback about their satisfaction with the care and services they received.

Overall it was a positive experience, as we showed them what Cobdenhealth offers to its residents and staff, and the improvements and

changes we had made over the previous three years.

It was very gratifying to receiving notification before Christmas, that we had been granted a further three year Accreditation status.

As of 1 January 2019, we have been transitioning to the Aged Care Quality Standards under the Aged Care Quality and Safety Commission (AAQSC).

The new Aged Care Quality Standards have a stronger focus on quality outcomes for our residents/consumers and there is one set of standards for all aged care and Home Care services.

Achievement of the Standards is expected on a day-to-day basis and should be able to be demonstrated at any time: Not just when assessed by the Commission. Compliance with the Standards will be mandatory.

At Cobdenhealth, the Executive team and Managers continue to look at our systems and processes in line with the new standards, to ensure we are showing compliance with set legislation and identifying opportunities for us to improve. Improvements are all logged on our Continuous Improvement Plan – a living document to record and log progressive changes that we make for all who use the services of Cobdenhealth.

Staff continue to embrace the required documentation and continuous improvement processes so we can see and achieve wonderful results for our facility.

**“We do not learn from experience...
we learn from reflecting on
experience.”**

- John Dewey

Ros Hayman
Quality Officer

Infection Control Report

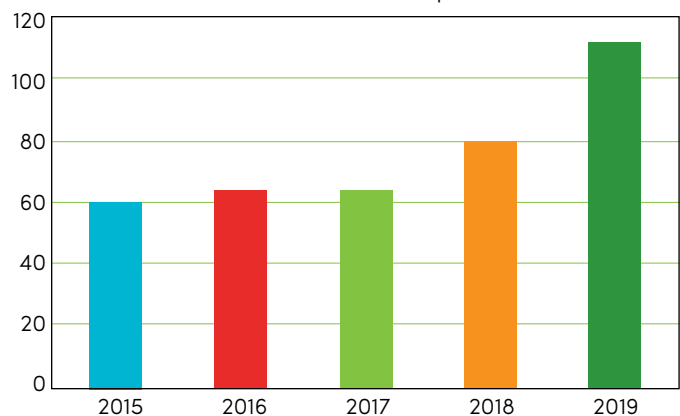
Immunisation

We had a fantastic result for Flu Immunisations this year.

91% (112 of 121) of current staff have received the Influenza vaccine during 2019. This is a massive increase from last year.

All permanent residents received the flu vaccine as at the 30th June 2019.

Staff Influenza Immunisation Rates Annual Comparison



Continuous Improvement Audits conducted to ensure compliance with our policies which are based on current best practice include –

- Hand Hygiene
- Waste disposal
- Sharps
- Catheter care
- Soiled linen

Monitoring of Infections in Aged Care

The reported range of rates of infection in residents of long-term care facilities is 2.6 – 9.5 per 1,000 bed days

Cobdenhealth reported a All Infections 2.6 – 9.5 per 1,000 bed days which is well within this expected range.

Marie Jones
Control Coordinator





Get involved at Cobdenhealth!

CALL FOR VOLUNTEERS

Help to enrich the lifestyle of Residents at Cobdenhealth!

- Provide one-on-one companionship & conversation
- Share an interest & get to know someone new...
- Crosswords
- Reading
- Bus trips
- Crafts
- Entertainment
- Gardening
- Exercise
- Meals on Wheels
- Volunteer driving to appointments & community programs
- Welcoming new residents & helping them settle into their new home!
- ... and so much more!

Call Cobdenhealth today on (03) 5595 3100 or email admin@cobdenhealth.org.au

The Cobden Men's Shed



This was the 11th year of the Cobden Men's Shed.

Cobdenhealth has always had a close partnership with the Cobden Men's Shed, from the first of its 4 iterations to become the well-equipped facility it is today. It is a busy shed with around 12 members undertaking a variety of projects.

This year they have rejuvenated public seats in Cobden, constructed raised garden beds for the Cobdenhealth facility, alongside building & refinishing bars, chairs and more.

They fundraise with periodical barbecues, most commonly at Bunnings, Colac, but also with other local community organisations, and host their Men's Shed lunches every week!

For the Financial Year 2018-19, The Cobden Men's Shed raised around \$7346.00.

We thank the Cobden Men's Shed for their ongoing support.

The Cobdenhealth Charity Shop

The Cobdenhealth Charity Shop had a fabulous year – raising a total amount of \$20,365.00 from July 2018 – June 2019.

We are very fortunate to have a bank of enthusiastic and hardworking volunteers that keep the Charity Shop doors open.

The Cobdenhealth Charity Shop is operated solely by volunteers and has a wide variety of

treasures for sale. Donations of saleable goods are always appreciated – clothing, furniture, household and small electrical items, etc.

The Charity Shop (41 Curdie Street, Cobden) is open 10am to 4pm Monday to Friday and 10am to 12pm Saturday.

Cobden Community Fitness Centre

Community members now have new options to keep fit and active with the new Cobden Community Fitness Centre now officially open.

Made possible thanks to Sport and Recreation Victoria's (SRV) Community Sports Infrastructure Fund and the Victorian Premier's Pick My Project initiative, the new facility was developed as a result of SRV working in partnership with Cobden Health and Corangamite Shire Council. The Cobden Community Fitness Centre will provide public an accessible gymnasium, aquatic and fitness facility for the wider Cobden community.

The new gym features a dedicated equipment room that includes a wide range of both weight and cardio machines, a flexible training room with free weights and medicine balls as well as a large indoor-outdoor multipurpose training area

to cater for a wide range of fitness classes and private bookings.

The Aquatic centre is still providing the large range of programs to cater for all ages, from learn to swim, fitness classes, Physiotherapy and open swimming.

A large range of memberships are on offer showing that Cobdenhealth are willing to encourage all community members to get out there and get active.

**Lee Edge
Fitness Centre Supervisor**



DONATION FORM

Cobdenhealth is a not-for-profit organisation, committed to providing exceptional care to the residents and greater Cobden community. Your donation will assist us to fund the rejuvenation of the Cobdenhealth facility, which was originally built in 1957, with additions made as the organisation transitioned from a Bush Nursing Hospital to an Accredited Aged Care facility.

If you wish to donate anonymously please make your donation by cash or bank cheque and leave the 'Contact Information' section blank.

CONTACT INFORMATION

Full name

Company (if any)

Address

Address (cont.)

City

State / Post Code

DONATION AMOUNT

(Please note that donations exceeding \$2.00 are tax deductible)

\$ _____ .00

Frequency: Once only / Monthly

PAYMENT INFORMATION

☐ **Cheque enclosed** (payable to Cobdenhealth)

☐ **Cash enclosed**

☐ **Direct Debit** (one-off payment)

☐ **Direct Debit** (monthly donation)

*I/we authorise **Cobden Health** with user ID Number **345143** to arrange for funds to be debited from my/our account, held with the Financial Institution identified above.*

Financial Institution:

Account held in
the name(s) of:

BSB:

Account No.:

Signed:

Signed:

Do you require a receipt for your donation to Cobdenhealth?

Yes / No



cobdenhealth

I / We

- apply for membership to **Cobdenhealth** (Cobden District Health Services Inc.)
- agree to comply with the constitution of **Cobdenhealth** as approved by the **Cobdenhealth** Board of Management
- acknowledge as per **Cobdenhealth** rules, members 15 years or under are associate members only & therefore unable to vote

PERSONAL DETAILS	
Name	Date of Birth
1.	
2.	
3.	
4.	
Postal Address:	
Home Phone:	Mobile Phone:
Email Address:	
Preferred Contact Method	
<input type="checkbox"/> Email <input type="checkbox"/> Home Phone <input type="checkbox"/> Mobile Phone <input type="checkbox"/> Post	
MEMBERSHIP	
1 year	
Non - Pensioner	
Family	<input type="checkbox"/> \$50
Single	<input type="checkbox"/> \$25
15 & under	<input type="checkbox"/> \$20
Pensioner	
Family	<input type="checkbox"/> \$20
Single	<input type="checkbox"/> \$15
DONATION TO COBDENHEALTH APPEAL	\$ (tax deduction >\$2)
TOTAL PAYMENT	\$

PAYMENT METHODS	ELECTRONIC FUNDS TRANSFER	POST CHEQUE	PAY CASH
	NAME Cobdenhealth	Cobdenhealth	Cobdenhealth Administration Office
	BSB 633 000	5 Victoria Street	
	ACC 1359 66950	Cobden	
	REF SURNAME + INITIAL	VIC 3266	
	EMAIL THIS FORM TO admin@cobdenhealth.org.au	Receipt will be issued	Receipt will be issued

BENEFITS OF MEMBERSHIP

- Membership Voting Rights (15+) – have your say in **Cobdenhealth** happenings
- 10% off Fitness Centre fees on presentation of Membership Card
 - ◆ 10-session passes ◆ Annual passes

PLEASE NOTE: *In previous years, Cobdenhealth Memberships have included free, unlimited use of our Urgent Care Centre. Due to changes in funding, presentations to the UCC now come at no charge.*

Membership Cards will be posted upon application processing & payment

FUNDRAISING APPEAL – COBDENHEALTH REJUVINATION

We are aiming to revamp Cobdenhealth, inside & out, to give our residents & the Cobden Community a place to be proud of! We have a number of items on our 'to-do' list, including giving the residents new bedrooms, common areas and kitchenettes, alongside the total restoration & rejuvenation of the Cobdenhealth façade.

**Cobdenhealth will bring this project to fruition with a
fundraising target of \$100,000**

**Donations gratefully accepted
(\$2 plus are tax deductible)**

FEEDBACK ENSURES WE PROVIDE THE RIGHT SERVICES

Your feedback is important. Please consider the services that you currently use and the services you would like Cobdenhealth to provide.

What services would you like to access at Cobdenhealth?

We would love to hear your thoughts for, or about Cobdenhealth

Signed: **Date Paid:** ... / ... / ...

OFFICE USE ONLY (New applications only)

Application approved at Board of Management meeting: / /

Signed:

Cobdenhealth Helps You Manage At Home

When you choose Cobdenhealth to support with your Home Care Package, we work closely with you to arrange the services you need to stay well at home.

Your Cobdenhealth Case Manager will help to develop your Care Plan with you and your family, to support your ongoing specific needs and goals.

Your Case Manager will keep in regular contact to ensure that all your care needs are being met.



Home Care Support Available

24 Hour / 7 Days a Week

Home Care Packages

Cobdenhealth is an approved
provider of Home Care
Package Services assessed
by the Australian
Government's Australian
Aged Care Quality Agency

Providing our community with
quality care & health service
options

A 5 Victoria Street, Cobden, VIC 3266

P (03) 5595 3100

F (03) 5595 3162

E hcp@cobdenhealth.org.au

www.cobdenhealth.org.au

P (03) 5595 3100
www.cobdenhealth.org.au

Our Team

Cobdenhealth has a great team to work with you to help manage your budget and tailor your Home Care Package with services that support your goals and care needs.

What help is available?

A wide range of helpful services are available, including:

- Clinical Care
- District Nursing
- Continence Management
- Personal care
- Meal preparation
- Meals on Wheels
- Home Cleaning
- In-home Respite
- Laundry Services
- Gardening
- Social support and
- Transport

Am I entitled to a HCP?

Home Care Packages are designed for elderly or disabled community members who desire to remain living at home and need more support to do so.

How do I access a HCP?

1 Assessment

Call My Aged Care to arrange an appointment with the Aged Care Assessment Team (1800 200 422)

2

Outcome

You will be sent a letter confirming whether you are eligible to receive a Home Care Package.

3

Research

Check out HCP Providers and review costs. Call Cobdenhealth HCP team on (03) 5595 3164.

4

Assignment

My Aged Care will send a second letter when you are allocated a HCP. If you select Cobdenhealth HCP team, contact us (03) 5595 3164.

5

Negotiate & Develop

A Care Plan & Home Care Agreement will be tailored for you with your Case Manager.

6

Start receiving your services

Your Case Manager will help you manage your plan as your needs change.

How much will I pay?

Home Care Package fees are based on the level of care you need

Your Cobdenhealth Case Manager will explain and discuss all fees with you

You may be asked to pay a basic daily fee of no more than 17.5% of the single basic age pension depending on the number of services you require upon acceptance of the Home Care Package

An income-tested fee may be charged (determined by Centrelink) if your income is over a certain amount

The Home Care Estimator on www.myagedcare.gov.au can help you to estimate the costs you may have to pay.

Cobdenhealth appreciates feedback and comments about the facilities and services we provide.

All observations and feedback provides important information to guide us to continually improve on safety, resident comfort and service delivery to meet the needs of all our community stakeholders.

If you would prefer to discuss your feedback in person, please contact our Administration staff to make an appointment with the CEO.



Administration Office

Monday to Friday

9.00 am - 5.00 pm

P (03) 5595 3100

Accredited

Urgent Care Centre

24 Hour / 7 Days a Week



cobdenhealth
Health & Wellbeing for Life

Comments & Suggestions

Help us to ensure
Our Kind of Care
is always the best it can be –
your feedback is important
and benefits all our community.



5 Victoria Street, Cobden, VIC 3266

P (03) 5595 3100

F (03) 5595 3177

admin@cobdenhealth.org.au

P (03) 5595 3100

www.cobdenhealth.org.au

My feedback relates to a

This image shows a full page of a notebook or worksheet template. It features a series of evenly spaced vertical dashed lines running from top to bottom, creating columns for writing. The background is plain white, and there are no margins, headers, or footers visible.

[illegible]

Your suggestions for improvement

Please place completed form
in one of our suggestion Boxes
located in Heytesbury Lodge,
Lovely Banks
Urgent Care Centre or
Administration Office.

- ☐ Compliment
- ☐ Complaint

Please contact me about my feedback:

Name:

Telephone:.....

Email:.....

FITNESS CENTRE MEMBERSHIP APPLICATION	
DATE:	
MEMBERSHIP NUMBER	CONCESSION NUMBER / EXPIRY DATE

MEMBER DETAILS			
Mr Mrs Ms Miss Dr	Male / Female / Other	Date of Birth	/ /
First Name		Surname	
Address	NUMBER STREET		
	CITY	STATE	POST CODE
Home Phone:		Mobile:	
Email Address:			

EMERGENCY CONTACT			
First Name		Surname	
Home Ph:		Mobile:	

PARENT / GUARDIAN DETAILS (IF UNDER THE AGE OF 16 YEARS)			
Mr Mrs Ms Miss Dr	Male / Female / Other	Date of Birth	/ /
First Name		Surname	
Address	NUMBER STREET		
	CITY	STATE	POST CODE
Home Phone:		Mobile:	

MEMBERSHIP TYPE			
PLATINUM	<input type="checkbox"/> Annual Full <input type="checkbox"/> Annual Concession	<input type="checkbox"/> Monthly Full <input type="checkbox"/> Monthly Concession	
GOLD	<input type="checkbox"/> Annual Full <input type="checkbox"/> Annual Concession	<input type="checkbox"/> Monthly Full <input type="checkbox"/> Monthly Concession	
GYM ONLY	<input type="checkbox"/> Annual Full <input type="checkbox"/> Annual Concession	<input type="checkbox"/> Monthly Full <input type="checkbox"/> Monthly Concession	
AQUA	<input type="checkbox"/> Annual Full <input type="checkbox"/> Annual Concession	<input type="checkbox"/> Monthly Full <input type="checkbox"/> Monthly Concession	
POOL ONLY	<input type="checkbox"/> Annual Full <input type="checkbox"/> Annual Concession	<input type="checkbox"/> Monthly Full <input type="checkbox"/> Monthly Concession	
** If paying concession rate, please photocopy concession card for our records **			

PAYMENT METHOD			
<input type="checkbox"/> CASH	<input type="checkbox"/> BANK TRANSFER	<input type="checkbox"/> CHEQUE	<input type="checkbox"/> DIRECT DEBIT
Cobdenhealth Community Fitness Centre	NAME Cobdenhealth	Cobdenhealth	Please see Direct Debit Request
	BSB 633 000	5 Victoria Street	
	ACC 1433 61624	Cobden	
	REF SURNAME + INT	VIC 3266	

24 HOUR ACCESS CARD - AGREEMENT

MEMBER NAME:

DATE:

MEMBERSHIP NUMBER

24HR ACCESS CARD NUMBER

COBDENHEALTH 24-HOUR ACCESS CLIENT AGREEMENT

1. I have read and understood the "Terms and Conditions" and have agreed to all its rights and responsibilities of both my Membership and 24 hours access
2. **REFUSED ACCESS** Entry will be refused to the Centre if any person:
 - 2.1 is abusive or uses offensive language or whose behaviour is threatening, or
 - 2.2 is under the influence of drugs or alcohol
3. **GENERAL CONDITIONS OF ENTRY**
 - 3.1 No smoking is permitted in the centre or grounds
 - 3.2 No chewing gum is permitted in the centre
 - 3.3 Members must supply own sweat towels and are to be used at all times
 - 3.4 Weights are to be returned to their correct place after use
 - 3.5 Correct training attire and runners are to be worn in the Centre – no jeans, work clothes, boots, sandals, thongs, or clothing that is likely to cause offence to others are permitted
 - 3.6 No person under the age of 16 is allowed in the centre unless accompanied by a guardian or qualified instructor
 - 3.7 No food allowed in the gym
4. **SECURITY SURVEILLANCE** The Centre is under 24 hour video surveillance. Footage will be reviewed at all times and will be handed on to authorities if requested.
5. **NON – MEMBERS** At no stage are you permitted to give your access card to anyone else for access. Only the membership holder has to right to 24 access. If your card is used by any member of public other than yourself, you will be denied 24 hour access for 30 days on the first instance. If is repeated, 24 hour access and your membership will be automatically cancelled and is not refundable.
6. **LOST CARDS** You are responsible to report a "Lost or Stolen" access card to the centre manager. If you have misplaced your card please report to manager within 24 hours of noticing.
7. **LOST OR DAMAGED ACCESS CARDS** If a card is lost, destroyed or damaged and requires a replacement card, a replacement fee of \$30.00 will apply and can take 7 days for 24 hour access to be activated.
8. **DAMAGE TO THE CENTRE** Any member who wilfully or through their negligence damages the Centre or its property will responsible for any costs to repair or replace damaged item/s caused by this behaviour.
9. **DURESS ALARMS** These alarms have been installed for your and others safety and are to be activated in only emergency situations. Intentionally activating these alarms may incur costs to you the member for security or emergency services to attend.
10. **MOBILE PHONE** For after hours and weekend usage ALL users are to have a working mobile with them in case of emergency. An emergency phone list is on display inside the main entrance door.
11. **FIRST AID KIT** There is a first aid kit available for basic first aid requirements on the fridge in the hallway for our member's usage. You are to fill in the incident report form if you are requiring anything from the first aid kit. For further medical attention we recommend you use the 24hr emergency department at the main hospital, across the car park.

I HEREBY AGREE TO THE TERMS AS STATED IN BOTH THE 24 HOUR ACCESS & COMMUNITY FITNESS CENTRE SERVICE AGREEMENTS RESPECTIVELY.

MEMBER SIGNATURE:

DATE:

Cobden District Health Services Inc.

Reg No: A0011494E

DIRECT DEBIT REQUEST

Request to establish Debit Authority within the Direct Debit System

FINANCIAL INSITUATION **BANK** **IN** **LOCATION**

I/WE **CUSTOMER NAME/S GIVING DIRECT DEBIT REQUEST**

OF **CUSTOMER RESIDENTIAL ADDRESS**

CITY **STATE** **POST CODE**

Authorise **Cobdenhealth**, with user ID Number **345143** to arrange for funds to be debited from my/our account, held with the Financial Institution identified above, as described in the schedule below

PAYMENT DETAILS

This payment is for: **CUSTOMER NAME** / **PREMIUM/GOLD/GYM/AQUA/POOL**

Identified by Reference Information: **CH FITNESS CENTRE**

THE SCHEDULE – DIRECT DEBIT FROM BANK ACCOUNT

Account held in the name/s of:

BSB:	— — — — —	Account No.	— — — — —
-------------	------------------	--------------------	------------------

(Please check with your Financial Instituion to ensure the account nominated will facilitate direct debiting)

THE SCHEDULE – DIRECT DEBIT FROM CREDIT CARD

NAME ON CARD:

CARD NUMBER: **— — — — —** **EXP:** **— — / — —**

DIRECT DEBIT REQUEST AUTHORISATION

I/We have read and understood the “Service Agreement” overleaf and acknowledge and agree to it.
I/We request this arrangement remain in force in accordance with The Schedule described above and in compliance with the “Service Agreement”.

CUSTOMER/S SIGNATURE **DATE:**

CUSTOMER/S SIGNATURE **DATE:**

DIRECT DEBIT - SERVICE AGREEMENT

1. **Cobdenhealth** (the "Debit User") will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.
2. **Cobdenhealth** will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
3. The customer(s) may request **Cobdenhealth** to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made by phoning or written advice to **Cobdenhealth**. Customer(s) may change the:
 - Due Date of Payment
 - Payment Amount
 - Frequency of Payment
 Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.
4. In compliance with the Industry's Direct Debit Claims Process, **Cobdenhealth** will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. **Cobdenhealth** will endeavour to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their financial institution and complete a "Direct Debit System Claim Request" form to initiate the process.
5. **Cobdenhealth** advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.
6. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.
7. **Cobdenhealth** advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day **Cobdenhealth** will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their financial institution.
A closed business day is defined as any calendar day on which the customer(s) financial institution is not open for direct debit processing. That is
 - Weekends
 - Public Holiday – State
 - Public Holiday – National
8. Where an unpaid debit item is returned by the customer(s) financial institution, **Cobdenhealth** will, apply an Outward Dishonour Fee to the customer(s) account.
9. Customer(s) who wish to cancel this Direct Debit Request must notify **Cobdenhealth** in writing not less than 7 days before the next scheduled debit drawing. This request may be directed to **Cobdenhealth** or to a customer (s) financial institution.
10. **Cobdenhealth** requests the customer(s) to direct all enquires, disputes requests for payment changes or cancellation directly to them.
11. **Cobdenhealth** agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.

**COBDENHEALTH COMMUNITY FITNESS CENTRE CLIENT SERVICE AGREEMENT
(INFORMATION ONLY)**

1. **INTRODUCTION** This document outlines the rights and responsibilities that you have with regard to the use of this membership. Should you have queries regarding your membership you should in the first instance contact the Cobdenhealth Community Fitness Centre on 5595 3150.
2. **PARTIES TO CONTRACT** The "Centre" means "Cobdenhealth Community Fitness Centre", 11 Victoria Street, Cobden, Victoria, 3266, phone 03 5595 3150, the organisation providing the service for which the Customer is paying. The "Customer" means you; the person or party signing this contract. "Cobdenhealth" is the Managing Organisation. All communication relating to this contract is to be discussed with only the "Customer" and the "Managing Organisation".
3. **PAYMENTS** All payments for Membership are to be made in full at the "Centre" in the form of cash, eftpos or cheque, or by arrangement with staff for processing of a direct debit. All cheque payments are to be made out to "Cobdenhealth Fitness Centre".
Memberships are not refundable once payment is made.
4. **CONCESSION MEMBERSHIPS.** Concession discount is available upon presentation of an appropriate concession card or a full time student card. Full details of accepted concession cards can be obtained from the Centre. Holders of concession memberships are required to present current evidence of concession status within 5 working days if requested. Failure to provide updated concession information or to meet requirements will result in the membership automatically cancelled.
5. **CANCELLATION** The "Centre" may cancel this membership without refund if the "Managing Organisation" sees fit to do so. Cancellation will only occur if the "Customer" is displaying improper behaviour either towards staff, patrons or property. If the "Customer" wishes to cancel their membership, 30 days' notice is to be given by completion of a cancellation request form.
6. **INCREASE IN FEES AND CHARGE OF TERMS** The "Managing Organisation" may at any time increase the fees and charges to terms of the "Centre". In event that fees or terms are to change, we will give you notice of these changes before renewal of the "Customer's" membership. New fees will not be applied to the "Customers" membership until current membership expires and new fees will be applied to the next renewal of membership.
7. **ENTITLEMENT** Provision of services by the "Centre" may change and for the purposes of this Contract is based on "entitlement" to use and not on actual use. By signing this agreement, you are agreeing to be bound by the rules and conditions of the "Centre". The management at the Centre reserves the right to cancel the rights of any member not complying with the conditions of membership or rules of the Centre at any time.
8. **PRIVACY** Cobden District Health Services acknowledges and respects the privacy of individuals. The information that is being collected on this document is for the purposes of processing your membership or enrolment. Cobdenhealth, its authorised staff and contracted service providers such as financial institutions and government agencies covered by law, may be recipients of this information. You have the right to access and alter personal information protecting you in accordance with the Commonwealth Privacy Act (Amended 2001).
9. **LIABILITY** To the extent permitted by law, Cobdenhealth shall not be liable or responsible to you for any direct, indirect or consequential injury, loss or damage whatsoever and however arising. Cobdenhealth are not responsible for lost or stolen items or damage to property or vehicles. Acknowledging this risk, you agree to use the centre at your own risk.
10. **SUSPENSION FOR MEMBERS** Memberships may be suspended for a minimum of four weeks and a maximum of 12 weeks at a time by at the centre. This request must be logged a minimum of thirty days prior to the start date of suspension and the first proposed non/reduced payment date. All medical suspensions are free of charge upon presentation of a valid medical certificate that covers all requested dates of suspension.



cobdenhealth



Recognition of Service Awards

Congratulations to the staff who achieved a service milestone with Cobdenhealth. Your dedication and service is greatly appreciated by the Board of Management, Chief Executive, senior management, staff and our residents.

25 Years

Paula Regan (20 June 1992)
Marie Jones (19 September 1994)
Heather Van Leerdam (31 October 1994)

15 Years

Chris Gaut (3 March 2004)

10 Years

Daniele McVilly (12 January 2009)
Suzanne Spokes (9 October 2009)
Kerry Veenstra (20 October 2009)
Gayle Kinley (27 November 2009)
Romona Taylor (16 December 2009)

Cobdenhealth Life Members

It is our honour to acknowledge the contribution of the following community members who have significantly impacted on the mission and development of Cobdenhealth.

Cobdenhealth Life Service recognition has been conferred to:

Mr. George Wiltshire (1963)	Miss Beryl Pillar (1986)
Mrs. Mid Oates (1967)	Mrs. Ethyl Matheson (1994)
Mr. Jim Mounsey (1973)	Mrs. Betty Roberts (1994)
Mr. Dave Wedge (1973)	Dr J.W. Barrett (1995)
Mrs. Blanche Wedge (1979)	Mr. Duncan Morris (2003)
Mr. Bert Scouller (1979)	Mrs. Alma MacDonald (2009)
Mrs. Grace Mitchell (1981)	Dr F. James Reid (2009)
Mr. Cliff Biesse (1985)	Dr Janet Van Leerdam (2014)



A 5 Victoria Street, Cobden Victoria 3266

P (03) 5595 3100

F (03) 5595 3177

www.cobdenhealth.com.au