

# QUALITY ACCOUNT REPORT

Partnering with the Community 2016/17



MALDON HOSPITAL

Partnering with the Community

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## Director of Nursing Welcome

I am pleased to introduce the Maldon Hospital 2016-17 Quality Account Report. Safety continues to be the foundation of everything we do and the focus of every decision we make. In 2016-17 we set upon a journey to partner with the community and staff to become the best place to work and the best place to be treated and cared for – somewhere you would recommend to family and friends.

To support this journey the Board committed for three years to a program called 'Living Values' which aims to engage staff and clients through clear communication tools and accountability processes. Living Values is based on our core values, which were determined by staff and define what a high achieving health service looks like. At the centre of this work is the relationship with our patients, residents, families and the community.

This report provides a snapshot of our work throughout the 2016–17 year and describes how we continually strive to create a safer environment for our staff, patients and consumers. It highlights our service improvements, new programs and ways in which we are continuing to put our patients and consumers at the heart of everything we do. We invite you to learn more about these initiatives in the pages that follow.

All this work could not be achieved without the dedication of all volunteers including Board, committee members and the volunteers who support staff in the clinical and social areas. Volunteers are pivotal to the hospital's continued success and I am very grateful for the hours of work they continue to contribute.

I hope you enjoy reading about our health service and the work that has been achieved. I ask that you take the opportunity to provide us with feedback on this report as we seek to continually improve in response to your suggestions.

Warm regards,



**Katrina Sparrow**  
Director of Nursing



### Mission statement

Building community health and wellbeing

#### Vision

To be a thriving health service contributing to a happy and healthy community

### Values

**Integrity** – We strive for honesty, respect and compassion to reflect our sense of pride in our hospital.

**Safety** – Our aesthetic environment is secure and safe for both physical and emotional wellbeing. It is inclusive whilst being respectful of all people.

**Positivity** – Creating an environment that is supportive, joyous and welcoming.

**Professional** – We provide a high quality of care with qualified staff that are accountable for maintaining best practice in a confidential environment.

**Service Driven** – Our services are accessible and delivered in a timely, flexible and approachable manner to achieve common goals.

## 01 Clinical governance – doing our best for you

When we look after you, our goal is to ensure that you get the best care. And by 'best care', we mean care that is safe, reliable and effective. Accreditation is a process whereby external assessors

assess our compliance against stringent healthcare accreditation standards established by approved providers. These standards are an effective measure of safe, effective care and continuous

improvement. They are in place to ensure you are safe and receive the best possible care. Maldon Hospital was successfully accredited against the standards listed in the table below.

Key Performance Indicator	Target	2016-17 Actual
National Safety and Quality Health Services Standards	Full accreditation	Achieved
Commonwealth Aged Care Standards	Full accreditation	Achieved
Community Common Care Standards	Full accreditation	Achieved

### Staff credentialing

All contracts for new employees of Maldon Hospital are managed through the Human Resource Department of Castlemaine Health, which uses a process called 'credentialing' to ensure our health care professionals have the necessary

skills and qualifications to provide high standards of care.

Medical Practitioners and Nurses together with visiting Pharmacists, Physiotherapists, Podiatrists and several

other specialists, are registered with the Australian Health Practitioner Regulation Agency (AHPRA) to ensure professional standards are met. Police checks for staff and volunteers are compulsory prior to employment and then three yearly.

## 02 Organisational activity summary



Activity	2016-17	2015-16 Actual
<b>Acute – George Ray Wing</b>		
Occupancy per month	24%	37%
Urgent Care Presentations	80	100
<b>Residential Aged Care – Jessie Bowe Hostel &amp; Mountview Nursing Home</b>		
Occupancy per month - Hostel	99.6%	98.8%
Occupancy per month - Nursing Home	98.6%	97.4%
<b>Total occupancy per month</b>	<b>99.1%</b>	<b>98.1%</b>
<b>Community Health</b>		
District Nursing Contact Hours	1738	1577
Planned Activity Group Contact Hours	3983	3955
Active Volunteer numbers	46	47



### 03 Partnering to Close the Gap

Maldon Hospital has a strong commitment to delivering equality of access, participation and inclusion in our care. We recognise that people’s unique characteristics and cultural diversity is a fundamental part of a diverse, positive work environment and person-centred care.

Maldon Hospital is committed to working towards achieving Rainbow Tick Accreditation over 2017-18. Through this process, services can be formally accredited to show practices and service delivery that is inclusive for the Lesbian, Gay, Bisexual, Transsexual and Intersex (LGBTI) community in six key areas. These are:

- Organisational capability
- Workforce development
- Consumer participation
- A welcoming and accessible organisation
- Disclosure and documentation
- Culturally safe and acceptable services.

Eleven percent of Australians are of diverse sexual orientation, sex or gender identity. Maldon Hospital believes it is important for this marginalised community to have access to our services and for those services to be culturally sensitive to their needs.

Maldon Hospital works closely with local Aboriginal liaison officers to close the gap between the health outcomes of Aboriginal and Torres Strait Islander people and non-indigenous people. This partnership involves more information for Aboriginal and Torres Strait Islander people within the local community, together with staff education. We respect our client’s cultural backgrounds and language needs as part of their care.

#### Working together to reduce violence against women and children

Violence against women and children is unacceptable in any form, under any circumstances, and in any community in Victoria.

The Department of Health and Human Services (DHHS) has established an action plan to reduce violence against women and children through education, community engagement and early intervention.

Maldon Hospital is committed to implementing this plan and has developed:

- procedures, practices and education to help staff identify instances of family violence and sexual assault
- early referral, where possible, to help identify and target individuals who exhibit early signs of violent behaviour or of being subjected to violence
- a community education program to support the community to stand up to family violence
- staff and volunteer visual cues to signal that Maldon Hospital supports victims of family violence.

### 04 Detecting and managing patient risks

Maldon Hospital has a risk management framework appropriate to the size and scope of the facility’s services. The framework includes a Risk Management Policy, risk register and established controls for all identified risks. Identifying and managing risks to patient health and safety is a vital part of our care. Our staff are encouraged to report their concerns if they identify any circumstances with the potential to cause harm and those concerns are recorded on the Victorian Health Incident Monitoring database, which is used in every Victorian hospital.

#### Adverse events

Maldon Hospital uses incident data including the type, frequency and severity of clinical incidents to help prevent further occurrences. The database is used for examining the contributing factors and understanding the prevention strategies that were in place before the incident.

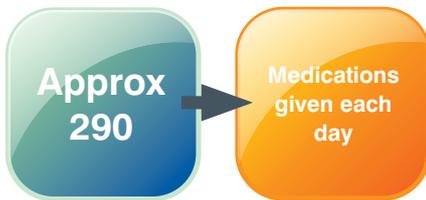
Because we take patient safety seriously, these risks or adverse events are communicated to all levels of management through formal meetings. Managers are responsible for taking action to prevent recurrences.

Through our risk management practices, we have introduced a range of initiatives to minimise risks and their impact. These include:

- improved induction process for new staff
- new air mattresses
- updated wound chart and treatment plans
- improved fluid balance chart for acute patients
- fire evacuation timing and practice scenarios.



## 05 Driven by information – ensuring your safety



Ensuring the safe use of medications is a high priority. A system of safety checks occurs prior to each person being administered medication to ensure the correct medication and dose is provided. Medication data is discussed at the

Clinical Governance Committee and actions are implemented if necessary.

During this year there have been no errors resulting in negative effects on client health.

### Monitoring medication incidents

At Maldon Hospital we know that the provision, prescription and administration of medicines can pose a high risk to patient safety. To improve the safe administration of medication, we act on information provided by staff and patients regarding medication matters.

### Nine or more medications in Aged Care

Area	2015-16	2016-17
State average (9 medications/1000 bed days)	4.4	4.5
Mountview Nursing Home (9 medications/1000 bed days)	1.6	1.6
Jessie Bowe Hostel (9 medications/1000 bed days)	3.8	3.3

### Falls monitoring and prevention



Over many years Maldon Hospital has been working to reduce the risk of client falls. On admission all clients are

assessed for their risk of falls and an individualised falls prevention plan is developed. Any fall that occurs is registered on the incident database and individually analysed to determine any action that should be taken to reduce the risk of that client falling again.

### Falls results for Aged Care

Area	2015-16	2016-17
State average (Falls/1000 bed days)	7.2	7.6
Mountview Nursing Home (Falls/1000 bed days)	5.9	8.5
Jessie Bowe Hostel (Falls/1000 bed days)	3.0	5.6

### Fractures from falls - Aged Care

Area	2015-16	2016-17
State average (Fall related fractures/1000 bed days)	0.2	0.1
Mountview Nursing Home (Fall related fractures/1000 bed days)	0.2	0.0
Jessie Bowe Hostel (Fall related fractures/1000 bed days)	0.2	0.0

### Pressure area management

Damage to the skin caused by unrelieved pressure is called a pressure area. An assessment is completed on admission of all clients to determine the degree of risk.

Someone who cannot move independently will be at high risk of developing a pressure ulcer. For these clients, an appropriate care plan will be developed to reduce the likelihood of occurrence and a sign is placed near the bed to remind staff to be vigilant. Prevention strategies may include the use of a pressure relieving mattress and/or cushion, frequent position changes and a review of nutritional status.

We have had no serious pressure injuries.

### Stage 1 Pressure injury results

Area	2015-16	2016-17
State average (Stage 1 pressure injury/1000 bed days)	0.4	0.3
Mountview Nursing Home (Stage 1 pressure injury/1000 bed days)	1.4	0.9
Jessie Bowe Hostel (Stage 1 pressure injury/1000 bed days)	0.7	0.2

### Stage 2 Pressure injury results

Area	2015-16	2016-17
State average (Stage 2 pressure injury/1000 bed days)	0.4	0.4
Mountview Nursing Home (Stage 2 pressure injury/1000 bed days)	0.5	0.4
Jessie Bowe Hostel (Stage 2 pressure injury/1000 bed days)	0.9	0.3

## 05 Driven by information – ensuring your safety (continued)

### Unplanned weight loss

All residents are weighed at least monthly. Any unexplained weight losses are examined and actions put in place to help build the weight up again. All clients have plans to assist with diet, which may include:

- assistance required
- special diets
- preferred foods
- aids to assist with nutrition.

Referrals are made to dietitians when appropriate. Initiatives in place include ice cream cones available during movie

sessions, flexibility to meet residents' tastes, and fruit bowls and snacks available on request.

### Unplanned weight loss

Area	Significant weight loss	Unplanned weight loss
State average (Per 1000 bed days)	0.8	0.8
Mountview Nursing Home (Per 1000 bed days)	0.6	0.6
Jessie Bowe Hostel (Per 1000 bed days)	0.5	0.3

### Restrictive practices

We aim for minimal use of mechanical and chemical restrictions on movement. If restrictive devices are used we meet and discuss with residents and families after trialling all other options to keep someone safe. Often restraint is requested and may include seat belts or mattresses to prevent falls.

### Restraint use

Area	2015-16	2016-17
State average (Restraint devices/1000 bed days)	0.6	0.4
Mountview Nursing Home (Restraint devices/1000 bed days)	5.0	1.1
Jessie Bowe Hostel (Restraint devices/1000 bed days)	0	0

### Advance Care Planning – Aged Care



## 06 Controlling infections



The aim of Infection control and prevention is to avert the transmission of infection. Our work practices to prevent infection control include:

- hand hygiene best practice
- use of protective barriers such as gloves, gowns, plastic aprons, masks,

eye shields or goggles, appropriate handling and disposal of sharps and other contaminated or clinical (infectious) waste, and use of aseptic techniques

- additional precautions for clients known, or suspected, to be infected.

At Maldon Hospital we know that thoroughly washing your hands is one of the most effective ways to reduce and prevent infections. Maldon Hospital discourages staff from wearing long sleeves and jewellery, and encourages short nails with no nail adornments to prevent the spread of infection. We closely monitor the rate of hand hygiene

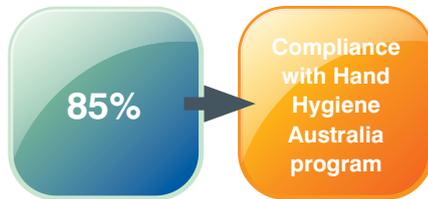
compliance and ensure each and every staff member is aware of the requirements for great hand hygiene.

Maldon Hospital is part of the National Hand Hygiene Initiative, which educates staff about the five moments for hand hygiene:

1. Before touching a patient
2. Before a procedure
3. After a procedure or body fluid exposure risk
4. After touching a patient
5. After touching a patient's surrounds.

## 06 Controlling Infections (continued)

### State benchmark



### Cleaning – State benchmark

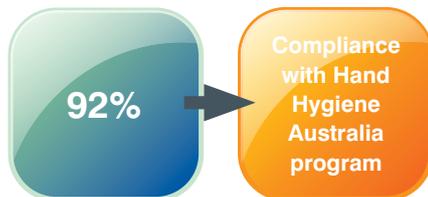


Maldon Hospital is compliant with the guidelines *Cleaning Standards for Victorian Health Facilities*. Cleaning audits are completed by a qualified auditor three times a year and reported to the DHHS. One of these audits must be conducted by an external auditor.

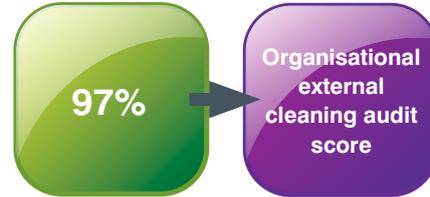
### 2016-17 External cleaning audit results

Department	Score (%)
Jessie Bowe	100
Mountview Nursing Home	96
George Ray Acute Ward	94
Day Centre	97

### Maldon Hospital

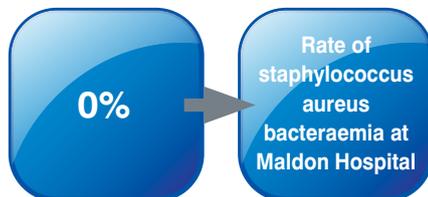


### Cleaning - Maldon Hospital



### Monitoring staphylococcus aureus bacteraemia

Actions taken during 2015-16 to prevent staphylococcus aureus bacteraemia have focused on ensuring that staff are competent in aseptic technique and intravenous cannulation procedures.



Cleaning risk type	Our score (100%)	Benchmark
High risk	94%	85%
Moderate risk	98%	85%

### Staff immunisation

Staff immunisation is important because health workers are at risk of some vaccine preventable diseases and are also at risk of spreading diseases to susceptible clients. Free vaccinations are provided to staff to reduce these risks.

% of staff immunised	2016-17	2015-16
% Influenza	80%	74%



## 07 Listening to the community

Maldon Hospital strongly believes in the importance of partnering with the community and actively inviting participation. Listening and responding to feedback is an opportunity for us to improve.

Maldon Hospital has a Community Engagement Plan approved by the Board that outlines the strategies to encourage community engagement.

### Monitoring satisfaction

Acute inpatient, resident satisfaction and community program surveys provide us with valuable feedback that we use to measure our performance and plan improvements. DHHS offers selected acute patients the opportunity

to participate in the Victorian Patient Satisfaction Monitor (VPSM), however because of our small size the results are not considered reliable.

Maldon Hospital collects its own data in relation to acute patients and these are a few of our results:

- Was your room clean during your stay? – 100%
- Was the building quiet enough for you to sleep? – 100%
- Were all the members of the nursing staff courteous? – 100%
- Were you given adequate notice of your proposed discharge from hospital? – 100%

- Were you given adequate instructions on how to take care of yourself after leaving hospital, and what to do in case of emergency? – 100%
- Were you given information and instructions regarding medications to be taken home? – 100%

### Bright Ideas

Bright Ideas is a feedback process in which staff, residents, patients, relatives and community members are encouraged to suggest new ideas to improve the hospital in some way. This is a highly successful process that has provided 10 new suggestions over 2016-17. Examples of improvements this year include:



## 07 Listening to the community (continued)

- signs to identify when nursing handover is occurring to reduce interruptions
- implementation of book for recording of Allied Health presentations and calendar appointments for improved ease of monitoring
- healthy snack alternatives for residents.

### Feedback management

Maldon Hospital welcomes and encourages feedback from our clients, carers and the community. Any issue identified through the feedback system provides us with an opportunity to review our services. Feedback forms are available in the front foyer and within the units.

The resident laundry was one area highlighted by consumers for

improvement. In response, we have worked closely with Castlemaine Health to reduce the use of chemicals while maintaining high infection control principles. We also used funds from a community donation to purchase a labelling machine for resident clothing to reduce the number of lost clothing items.

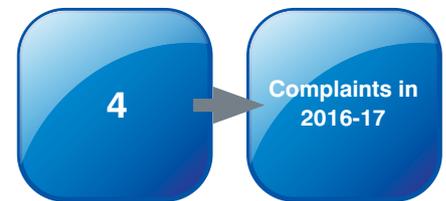
### Community Consultation Committee (CCC)

The CCC is made up of volunteers from our community and plays a role in many areas of the hospital review processes such as:

- reviewing consumer feedback
- information and quality
- Community Participation Framework
- patient satisfaction survey forms

- policies relating to volunteers and access to services.

A range of mechanisms are used to provide consumers and the community with information on quality activities and health service data, and the CCC are currently involved in developing an updated hospital website. A consumer representative sits on the Clinical Governance and Quality Committee which evaluates and monitors performance data.



## 08 Valuing our volunteers

Our community partners include the volunteers who work with us on the CCC and Clinical Governance and Quality Committee, and those who work directly with clients across a range of projects and sit on the Board. We have an induction process for all new volunteers. This includes partnering with Castlemaine Health for role training and one-on-one orientation at Maldon Hospital.

We celebrate our volunteers' contribution across the Shire on National Volunteer Week in May. Maldon Hospital also celebrates and thanks our volunteers in December on International Volunteer Day, where we host an afternoon tea that enables all volunteers and staff to socialise together.

This year the Maldon community acknowledged long-standing volunteer Elaine Noble with the Australia Day Award for Volunteering. Elaine works tirelessly with residents providing friendship, support and assistance with activities.

Robbie Stockfeld was also nominated for the State Aged Care awards for her contribution to Maldon Hospital. Robbie's passion for gardening sees her work with residents in the gardening club to create a beautiful natural environment. She's also a member of the Jessie Bowe Garden



working group. Robbie has a special interest in dementia and is completing her own studies.

### Jessie Bowe Garden

This year we were very fortunate to receive a grant from DHHS for over \$340,000 to build an outdoor undercover structure and garden outside the Jessie Bowe wing. A working group and architect has commenced this exciting project.

### Fundraising - Murray to Moyne

In April this year we were very privileged to have a group of athletic Maldon residents participate in the Murray to Moyne bike event for the first time. With the support of local businesses, their

friends and family, our team raised over \$11,700 for Maldon Hospital which far exceeded their original target.

The 520km ride commenced in Echuca and finished, via Hamilton, in Port Fairy. The energy and enthusiasm this group contributed for their fundraising events provided a wonderful opportunity for the community to get behind the bike team and Maldon Hospital. With the funds raised, Maldon Hospital purchased a new resuscitation manikin to assist with staff and community CPR training, a syringe device for palliative care and a clothing labelling machine.

## 09 People are our business

Person-centred care means putting patients and residents at the centre of everything we do. It is treating others as we would like to be treated in an environment we would like to be a part of. Person-centred care ensures residents and patients are listened to, respected and have the right to make decisions for themselves.

### New initiatives in residential care over 2016-17

- ipod project commenced – once completed, all residents living in Mountview will have an ipod and headphones with individual playlists to enjoy.
- Residents creating flower arrangements for special and social events including the Annual General Meeting.

- Residents' involvement in Kids as Catalyst Philanthropy Project supporting Maldon Primary School.
- Residents contributing to a Compliments Project with local artist, musician and Maldon Primary School.
- Neighborhood House playgroup visits.
- Chickens and chicken enclosure in Mountview garden.
- Resource cupboards built in central areas available to families and staff for initiating activities.

### Some highlights in 2016-17

- Residents hosted their 5th Biggest Afternoon Tea to raise money for cancer research, in conjunction with the Chewton CWA who provided the catering.

- Famous musician Peter Sullivan piano concerts.
- Local bands performing for residents and community three times a year.
- 1:1 harp therapy for people in their rooms.
- R.S.L representatives attending the Anzac Day and Remembrance Day services.
- An increase in Pet Therapy visits.
- Annual memorial service acknowledging the residents who have passed during the year, which provides an opportunity for fellow residents to formally acknowledge their passing.

## 10 Our staff

### Jacinta Onans

Jacinta has worked in aged care for 25 years and has developed deep and meaningful relationships with residents. She has completed training in palliation and bereavement, building a positive team culture, exercise programs for older people and Montessori.

Jacinta believes that all people have knowledge and skills to actively contribute to their community. Jacinta advocated for the 'activities program' to be renamed 'Health and Wellbeing'. She promoted that lifestyle programs should not just be about recreational activities but encompass emotional and physical health while creating an environment of personal growth and achievement. This was demonstrated by supporting a 91-year-old resident to learn the piano for the first time in her life.

She describes the program as: "striving to contribute to the emotional and physical health of its residents by creating an environment in which they can continue to experience a sense of purpose and meaning in their life". To achieve this goal the activities program aims to represent at the highest level, the ideals embodied in "person-centered care".

Jacinta takes pleasure in the love and friendship she receives from residents and their families. Recently her hard work and dedication was recognised by being selected as a finalist in the Victorian Aged Care Awards.

### Creating a positive workplace

We continue on our journey of creating a positive, supportive and enjoyable workplace. We commenced the 'Living Values Project', which aligns our values of Positivity, Service Driven, Safety, Professional and Integrity into agreed actions and expected behaviours. We have had training on creating a safe environment to communicate when we feel our values are not being met, as well as providing an opportunity to recognise and reward positive behaviours that match our values.

Staff also participated in the People Matters Survey, an employee opinion



survey run by Victoria Public Sector Commission. Our results guided work in preventing and recognising bullying, grievance procedures and communication.

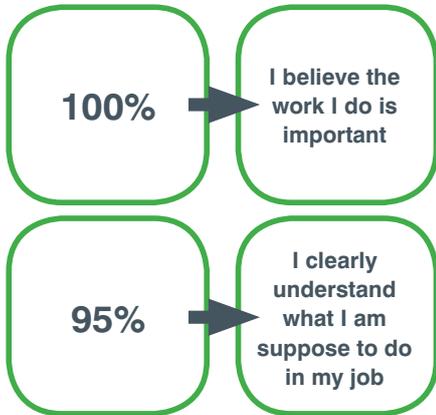
To support our workforce we also developed a staff calendar of events. We have at least two events a month including barbeques, flowers for national receptionist day, international chocolate day (favourite of many!), afternoon teas, superannuation speakers, and a managing stress and change education session.

In April 2017 we completed another People Matters Survey and had a response rate of 80% which is an increase on previous years.

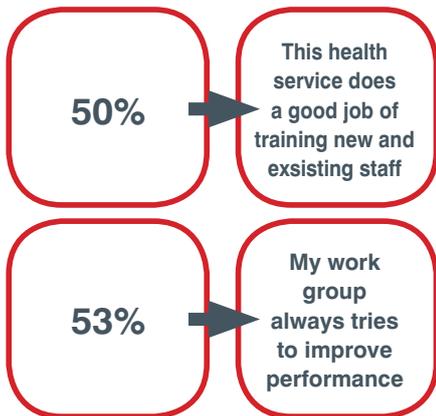


## 10 Our staff (continued)

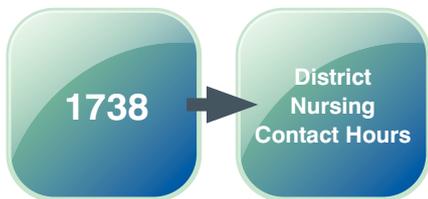
### High Performing Results



### Low Performing Results



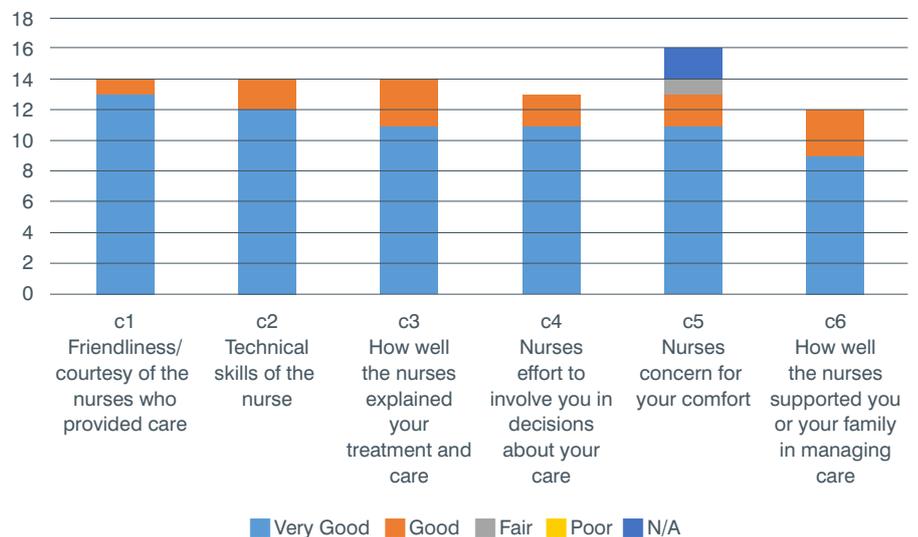
## 11 Community programs



The Maldon Hospital is proud to provide the Maldon community with a highly trained and experienced District Nursing team and a very popular and enthusiastic Social Support Program.

### District Nursing

The District Nursing service although small offers highly trained registered Nurses that provide an outstanding service to the community. All the staff are committed to ongoing education with each member having completed a high level of training in



## 11 Community programs (continued)

wound care. All staff have completed the WREN (Wound Resource Education Nurse) Program and three team members have gone on to be certified to attend to sharp wound debridement in the home. In the next twelve months the team will endeavour to implement wound debridement. We will be the first site in the Loddon Mallee to offer this treatment in the home.

### Social Support

The Social Support activities timetable has been transformed and the new team attended training held at Maldon Hospital. The program 'Active Ageing Australia's EMAA®' is a two-day competency based training course of demonstrations, practical sessions and assessments presented by physiotherapists.

EMAA® leaders are trained to conduct safe, effective exercise programs with a focus on core exercises for flexibility, strength and balance. The training also expands skills and knowledge about basic anatomy, joint replacement, arthritis, dementia, falls prevention, communicating with other health professionals and precautions relevant to exercise with older people.

### New program

In conjunction with the existing program we are now offering an outing group for Active adults which has generated a lot of interest and is regularly at capacity. This was developed following feedback from some program participants. Community members who have limited transport are visiting different local sites to enable them to stay engaged and active.

We have also worked in conjunction with Maldon Neighbourhood House and local fitness providers to develop a poster indicating the different types of fitness classes and the level of fitness required to attend. This guide will assist both current and new community members to participate in activity.



### Health Promotion

Maldon Walking Group continues as one of the many projects organised by Health Promotion Officer Liza Shaw. In 2016-17, there were 507 contacts over 85 sessions. This is a huge increase on numbers in 2013-14, which saw 151 contacts (335% increase) over 85 sessions (242% increase). The walking group is supported through regular outings so that participants can walk in outlying towns, or attend walking tours such as an Indigenous walking tour as part of National Reconciliation Week.

The Maldon Social Afternoon also continued to be held to mark the beginning of autumn, winter and spring. Performing bands and afternoon tea have on each occasion drawn a crowd of approximately 30 people who are both Maldon Hospital residents and members of the community.

Our Health Promotion Officer supervised a La Trobe Public Health student who completed a 140hr placement at Maldon Hospital. The project evaluated how the Maldon Community Lunch could be made more socially inclusive using the Rural Social Inclusion Framework. Outcomes include Committee of Management for the lunch, a more welcoming environment when people arrive for the lunch, a suggestion box and increased numbers attending.

Maldon Hospital holds bi-monthly Community Information Sessions after the Maldon Community Lunch, and over the last year topics have included Heat Health, Diabetes, and Finding Support When Ageing. They are usually attended by about 10 people.

The Maldon Hospital Day Activities Room has seen the introduction of several low cost exercise classes for the community. Weekly, these include a Pilates class (average attendance: 9), a children's yoga class (average attendance: 10), and a smaller adults yoga class (average attendance: 2).

Maldon Hospital partners with the local community through its Health Promotion Officer attending a number of local meetings. In 2016-17, regular meetings attended were for the Mount Alexander Family Violence Network, Mental Health Week planning committee, Mount Alexander Healthy Community Network,

Seniors Festival Planning Committee and the Age Friendly Steering Group. Health Promotion Officer has also further developed Maldon Hospital through promotion in local papers such as the Midland Express and the Tarrengower Times articles, as well as receiving small grants to fund Seniors Festival Events.



### Distribution and evaluation

The aim of this report is to provide information to our consumers that is relevant, easily understood and interesting. In planning for next year's report we invite you to provide feedback by contacting our Director of Nursing on (03) 54752000.





MALDON HOSPITAL

Partnering with the Community

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