

Annual Report

2017 / 2018



Indigo North
Health inc



Mission Statement

Vision

Indigo North Health will play a pivotal role in assisting communities and individuals in our catchment to achieve the best possible health outcomes

Mission Statement

To promote the health and well being of communities and individuals within our catchment

Key Strategic Priorities

1. Service Delivery to Individual Clients

That the health of the community is enhanced through the principles of equity, person centred care and community engagement

2. Partnership and Community Engagement

Indigo North Health will strengthen external relationships in order to better respond to community need

3. Learning, Best Practice and Research

Indigo North Health will promote a culture of learning and research

4. Governance

Indigo North Health will conduct all business in accordance with relevant best practice principles.

Front Page Photo Credits

Students Left: Charlotte Wakefield and Hayden O'Malley
Resident Right: June Steveton

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Board of Management



President

Mr Stephen McIntosh



Board Member

Mrs Jan Farrell



Vice President

Mrs Jo Slattery



Board Member

Roberta Horne



Treasurer

Mrs Irene Cracknell OAM



Board Member

Glenda Burke (Appointed Dec 2017)



Board Member

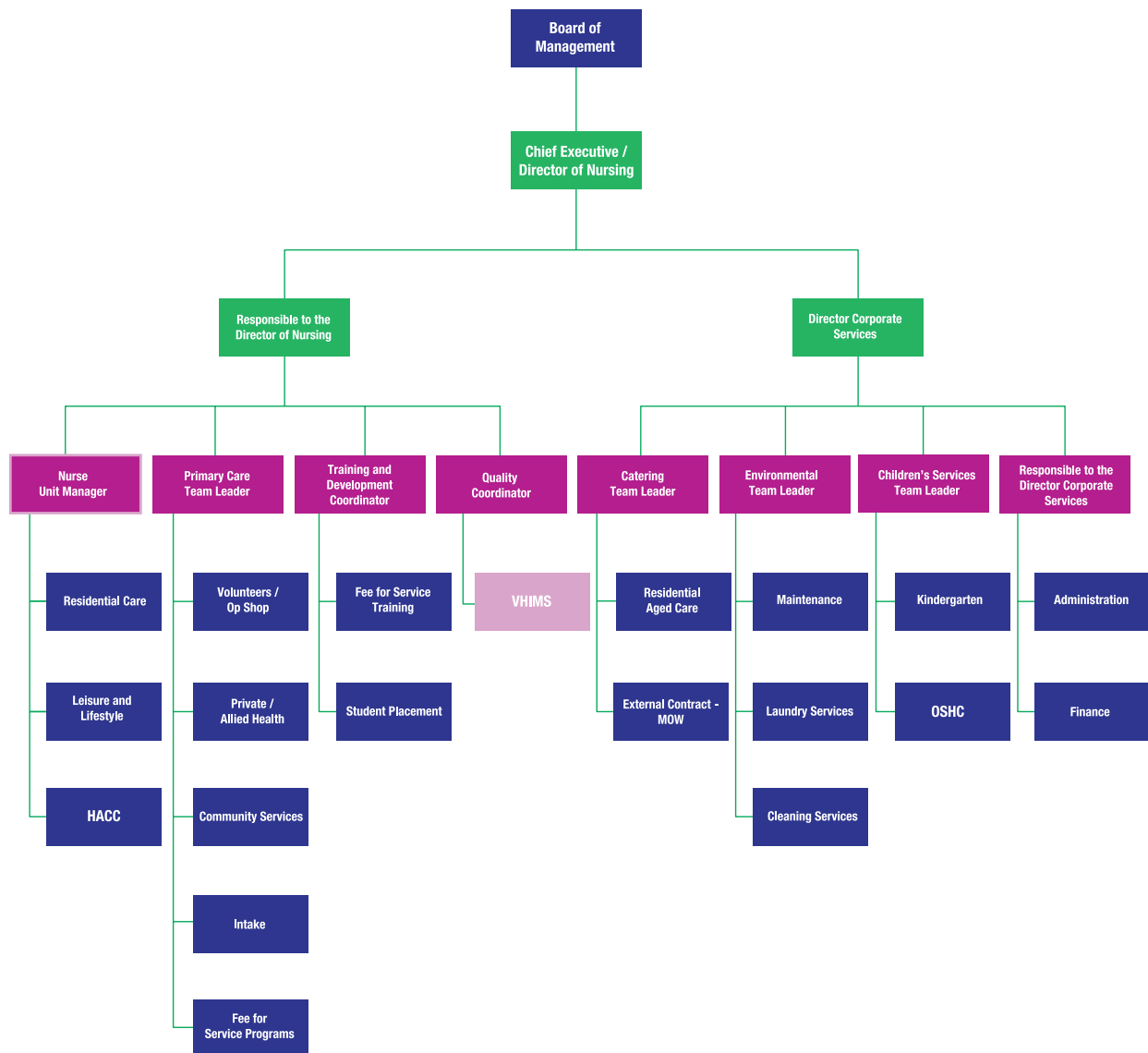
Mr Tony Jones



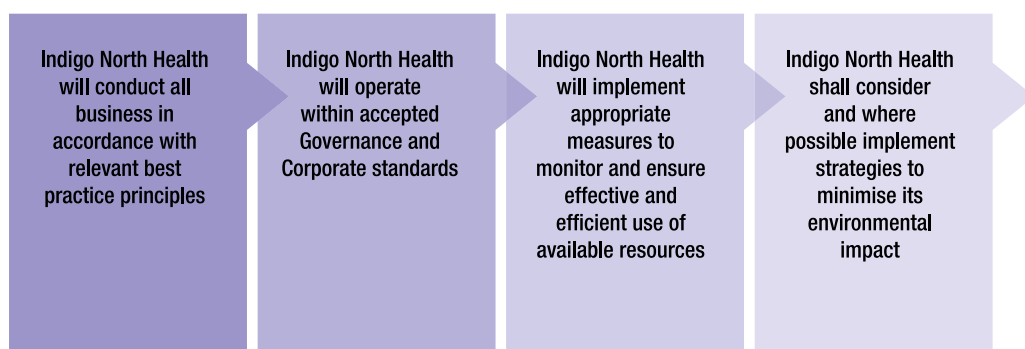
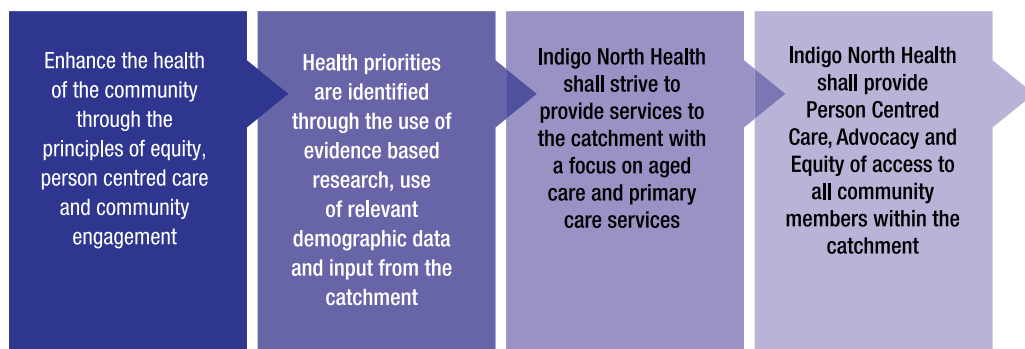
Board Member

Penny Bingham (Appointed Dec 2017)

Organisational Structure



Strategic Plan



Committee Structure



Board of Management / CEO's Report

Indigo North Health Incorporated provides a comprehensive range of aged and primary care services to the communities of Rutherglen, Chiltern, Wahgunyah, Barnawartha, and surrounding communities. The organisation continues in its pursuit of excellence in the delivery of comprehensive and inclusive services to its communities.

Indigo North Health has continued to maintain all required Accreditation Standards, in Aged Care, Primary Care, Kindergarten, Out of School Hours Care and Food Services, enabling the assurance of high quality services to residents, clients and customers of Indigo North Health.

The organisation has had another challenging year with the introduction of the Commonwealth Home Support Program, HACC PYP program, implementation of the National Disability Insurance Scheme. Our Primary Care Team successfully achieved its 3 year accreditation with ISO. The organisation was due to have the Aged Care Accreditation Audit, however due to our excellent record with regards to Aged Care Accreditation, we have received a 12 month extension, with our Aged Care Accreditation now due in October 2019. Our CEO also continues as Interim CEO at Darlingford Upper Goulburn Nursing Home in Eildon.

Indigo North Health's "Glenview" Residential Aged Care Unit, continues to provide excellence in clinical care, nutrition and leisure and lifestyle, in an ever increasingly difficult physical environment. The organisation prides itself in its ability to provide care to our residents and aiding them to achieve a meaningful and fulfilling life while residing at "Glenview". We are continually seeking opportunities to improve the physical environment in order to ensure our residents are provided with an environment they rightly deserve. This year the organisation has made two separate applications to the Victorian Government, Regional Health Infrastructure Fund to seek funding for refurbishment

to "Glenview" and the main Rutherglen building. The applications included the following projects: redevelopment of the kitchen, replacement of heating and cooling systems, replacement of all beds and furniture and the development of a sensory garden.

We were delighted to receive funding from the Victorian Government under the Regional Health Infrastructure Fund for a total of \$636,301.00 for the Kitchen Refurbishment Project and Heating and Cooling Project.

Overall the organisation maintains an outstanding average occupancy rate of 98.75%, and we currently maintain a waiting list of 20 potential residents.

The Primary Care program receives funding from the Victoria Government, Commonwealth Government's Primary Health Network.

This funding enables people of all ages, within the catchment to access a comprehensive range of Allied Health and Nursing Services. These services include the provision of Health Promotion, Physiotherapy, Occupational Therapy, Speech Therapy, Counselling, Strength Training, District Nursing, Planned Activity Groups and Care Coordination.

Indigo North Health continually seeks feedback from people within our catchment in order to ensure we have providing, the right services, in the right place at the right time.

The Indigo North Health Home Care program, managed by Julie Berry, continues to grow at a rapid rate, due to the excellent standard of service provision to all of the clients. Under this program we provide services to private clients, and contracted services such as Packaged Care providers, Post Acute Care programs, TAC, WorkSafe Victoria, and services to NDIS participants. This year Kim Mills has taken on the coordination and delivery of the Apply First Aid training program which is operated under the auspice of HealthCorp.

The organisation gratefully acknowledges the support of the Friends of Glenview Auxiliary who's fund raising efforts enable the organisation to purchase new items to improve the overall resident experience.

As a strong organisation, Indigo North Health is supported by a cohesive Board of Management, who all have diverse professional backgrounds, enabling clear and well structured governance processes for the organisation.

Finally, the organisation would like to acknowledge the significant contribution made by all of our dedicated volunteers, who support the programs operated by Indigo North Health. These programs include Community Transport, Men's Shed (Chiltern and Rutherglen) Residential Aged Care, Chiltern Op Shop and Planned Activity Groups.

The Board of Management wishes to acknowledge;

- The hard work of all of our staff in their desire to provide an excellent standard of care to all within our catchment.
- The support of representatives from the Victorian Government, Department of Health and Human Services.



Mr Stephen McIntosh
President of the Board of Management



Mr Shane Kirk
CEO/DON

Primary Care

It was with great pleasure that I accepted the role of Primary Care Manager early in 2018. It was at a time of substantial change in health care; changes in funding models, changes in health priorities and changes in focus. The ongoing role out of the National Disability Insurance Scheme, adjustments to Federal Government (Murray Primary Health Care Network) and State Government funding, have all had significant impacts. Despite this atmosphere our communities remain constant, vibrant, and deserving of ongoing community based health support. We remain committed to the ongoing advocacy of our communities. Our focus remains to provide the best possible community health service and do so in a creative way, following best practice principles and within the parameters of our resourcing. This is both our challenge and opportunity.

The Primary Care Team continues to provide a suit of allied health, district nursing and other health related services across our communities; with ongoing professionalism, commitment and passion. We continue to offer podiatry, physiotherapy, occupational therapy, counselling, nursing and group programs at our campuses at Chiltern and Rutherglen. We also provide dedicated services in home and in the community in response to individual and community needs.

There is a very high demand for all of our service as they run at full capacity. We are constantly looking for efficiencies, opportunities to collaborate with other service providers, as well as searching for other funding opportunities.

We continue to represent the organisation and the communities of Indigo North at the regional and state level and have representation on many key working parties and stake holder tables.

Our staff are dedicated to maintaining their skills through professional development and training; ensuring our workforce is across the current best practice principles and strategies. We also remain dedicated to forging relationships with traditional and non traditional bodies allowing opportunities to serve

our clients and communities in creative ways. These opportunities not only help guide our service delivery but allow us to network, learn from others and to showcase our achievements. Priority areas for 2018/2019 will include chronic disease management, palliative care and mental health.

We look forward to working more closely with our communities; supporting them to identify health priorities and playing our role in empowering them to better address these health needs. A high level of optimism and energy remains as we move forward in challenging times.

In a career in health approaching 30years, I have worked in a number of roles and for a number of organisations. I have also worked with some wonderful people. The Primary Care Team at INH is true to this experience. They have impressed me through their unwavering commitment to all clients, through their wisdom, skills, experience and enduring professionalism. I look forward to continuing to guide this team through the inevitable change and obstacles ahead; while staying true to our client centred focus, and as ongoing contributors and advocates for our community.

Marc Williams
Primary Care Manager

Health Promotion

As part of my role as Health Promotion Officer for Indigo North Health I work with all school aged children from Kindergarten to High School, mainly through implementing and supporting The Achievement Program.

Indigo North Health is committed to offering the Achievement Program to every school in our catchment. As part of the Upper Hume Primary Care Partnership, Indigo North Health is currently working on the Upper Hume Healthy Eating and Active Living Catchment Plan which focuses on Health Eating and Physical activity. Monthly Healthy Active Newsletters are produced to advertise all Indigo North Health activities and monthly health awareness messages. The newsletters are available in several locations around Rutherglen and Chiltern and have been distributed in Wahgunyah and Barnawartha. They are uploaded to our website.

Indigo North Health, Beechworth Health Services are again partnering with the Indigo Shire to bring Walk to School month to the Indigo Shire. Barnawartha

Primary school won a Colour run for being the school that walked the most in our Shire. Last year we launched a 100 ways to Move it in the Indigo Shire poster with an accompanying Facebook page that over the last 12 months has grown to a small community of people suggesting activities in our region and encourage families to be healthy and active all year round.

Aqua aerobics and Night Exercise sessions are provided seasonally through Indigo North Health. Weekly aqua sessions have been very popular in Rutherglen. Trails in Chiltern in 2016-17 were popular with sporting groups but low numbers all over prevented the program from running in 2017-18. We have had enquiries from other towns to run aqua which we are exploring. If possible this would include Chiltern, Yackandandah and Beechworth in future programs.

Jo Crooks
Health Promotion Officer



Apply First Aid Training

First Aid at Indigo North Health has had another busy year. Nine Provide First Aid and CPR courses have been conducted at Indigo North Health with classes close to capacity. A further seven courses were run off site for organisations and sporting clubs. Courses have been run at different times with flexibility to offer training during the week, weekends and if required in the evenings.

Due to the increased demand for courses and amount of training we have provided in the past year we welcomed Kim Mills a Registered Nurse who also works in Residential Aged Care as a first aid trainer late last year. This helped immensely taking the pressure off me as the sole trainer.

Feedback from students has been good and we must be doing something right as we seem to have students returning to renew their certificates at Indigo North Health.

In May, Kim took over the First Aid training at Indigo North Health, so I could step back and concentrate on my role as Homecare coordinator at Indigo North Health. I am certain the First Aid training will continue to grow with Kim at the helm.

Julie Berry
Coordinator

Personal Care/ Home Care

The Homecare service has continued to grow with the number of clients increasing every month.

Indigo North Health is now an accredited NDIS provider and this has brought along with it increased clients and a bigger workload for our small and dedicated group of care staff.

Partnerships with agencies such as Short Term Support, Upper Murray Family Care and Aged Care package providers Baptcare, La Trobe Community Health, Villa Maria Catholic Homes and Community Interlink continue to grow with regular referrals from these agencies.

Many changes are occurring within the area of homecare provision. Our homecare service has been busier than we ever have and the workload has been ever increasing resulting in the employment of another three personal care workers.

The homecare service at Indigo North Health prides itself on providing a dedicated and professional service and I believe that this is the reason that the service continues to grow.

A small number of dedicated and hardworking staff work for Personal Care and Home Care. Without their dedication the service would not be as successful as it is. So I personally would like to thank all staff. We are looking forward to further growth within the service in the coming twelve months.

Julie Berry
Coordinator

Environmental Services

Environmental Services staff are always busy and dedicated to their tasks but Annual Reports remind me of just how much is achieved each year. We are one of many departments striving to maintain a high standard of care to our beautiful residents who call Indigo North Health home and to the many community members of our catchment.

In July 2017, the Sensory Garden - (appealing to the senses with flowers, shrubs, herbs and other landscape features. A sensory garden is a garden environment that is designed with the purpose of stimulation the senses. This stimulation occurs courtesy of plants and the use of materials that engage one's senses of sight, smell, touch, taste and sound) - was completed by adding a backdrop to the water feature, chimes, and painted planter boxes filled with aromatic herbs, colourful and tactile plants. The mosaic table was placed central to all activities and is regularly used on a Tuesday when residents enjoy a barbeque lunch.

August 2017 - The "quiet room" was opened up to be part of the day room to give residents an area where they can play cards, chat with family and visitors and generally relax away from the busy day room. The addition of a massage chair takes pride of place in the "quiet room", thanks to a generous anonymous donation.

September 2017 - The CFA were invited to INH for training and walk through of building to become familiar with the new Fire Panel.

September 2017- Solar Panels were installed to large external areas of our building.

October 2017 - Preliminary talks began on the Kitchen refurbishment pending funding.

November 1, 2017 - A media release confirmed we had obtained funding for the kitchen. Nine News were quick to hear the outcome and were at INH early that morning to interview staff and to gain their response.

January 2018 -LED lighting was installed throughout the buildings.

March 2018 - Meetings with Engineers, Architects and Indigo Shire for the proposed Kitchen work.

April 2018 - Preliminary discussion and quotes from relevant tradesmen for the future development of Chiltern The Asbestos report and register was finalised for Rutherglen and Chiltern. Another bathroom in Residential Care was renovated.

May 2018 - Certification from Australian Essential Services for compliance.

June 2018 - Meet and greet for all contractors involved in the Kitchen refurbishment. An air curtain was installed at front reception to stop the cold air coming through in the winter and the hot air and flies in the summer.

Thanks to all staff, contractors, suppliers and everyone that helps to make Indigo North Health the great facility it is today

Chris Miller

Environmental Services Manager



Catering Department

Our interest and enjoyment of food should not end the moment we enter aged care.

Yet all too often, while it may be unintentional, this is what is occurring - in part because of the stringent regulations that govern the way food is prepared, served and consumed.

There is a growing movement for change in the industry, to streamline the regulations, and agreeing to new priorities that allow for greater personal choice and freedom in the way food is delivered in the aged care industry. It is our commitment at Indigo North Health to provide a facility that fosters a sense of community and a homely feeling. Food is a key way to deliver normality and quality of life in aged care, and it is important to help people hold onto their sense of culture and identity. If residents can help to prepare food, eat at a table, and feed themselves it helps them to retain some of the normal rhythms of their life.

Sharing meals offers many benefits including an opportunity for positive social interaction, conversation, triggering of memories and mirroring of eating habits – all of which naturally assist in improving food intake and reducing the risk of malnutrition.

The Catering Department has produced over 57,000 meals this year to our Residential Aged Care, Planned Activity Groups, Meals on Wheels and Centre Based Meals. Our meals are freshly prepared daily – onsite by our dedicated team of Cooks and kitchen assistants. We complement our food with

personable and professional service and operate within the confines of a registered Food Safe Health and Hygiene Plan. We recognize that special dietary requirements are an increasing part of today's catering service in the aged care sector which is individually addressed by our team.

Indigo North Health was fortunate enough this year to receive funding for refurbishing our existing kitchen. It will give us the opportunity to streamline the production of our ever increasing demands in a work safe environment. Work commenced in August and is expected to be completed by November 2018.

Tony Chubb
Catering Services Manager



Planned Activity Group

Our Planned Activity Groups have enjoyed another great year, we have visited nearly every corner of the North East, Riverina and the Upper Murray, and more importantly enjoyed each other's company.

Our four groups, Monday and Tuesday men's group, Chiltern mixed group and the Rutherglen ladies group consist of 50 clients, I still hope to start a men's group in Chiltern in the near future.

We are very fortunate to have Bernadette Parker come on board to assist me with the groups, Bill Gayfer and Mary Jackson do an exceptional job as our volunteers, without Bernadette, Bill and Mary it would be almost impossible to run these programs and I know the clients appreciate their input.

A lot of people are unaware how unique our Planned Activity Groups are, a majority of towns don't have access to a bus to take them on weekly excursions or have magnificent meals supplied to us by the ladies at the INH kitchen.

We also have a honorary member of P.A.G and that's Harry (Goes Boom) a pacer who is raced by the Rutherglen Star group and has become a favourite of all our PAG Groups, Harry is based at Mark Buckingham stables at Norong and we regularly call in and watch Harry work, or he comes up to the bus and puts his head in for a pat. So another enjoyable year had by all.

Peter Fursdon

Planned Activity Group Co-Ordinator

“Our groups are all about getting together savouring friendships, with lots of laughter.”



Staff Awards

Indigo North Health recognises the following staff members for their respective years of continuous service in Indigo North Health Incorporated.

10 Years Service

Cynthia (Louise) Kelly

Carol Anderson



Cynthia (Louise) Kelly



Carol Anderson

Staff Member Award Program

Indigo North Health's Staff Member Award Program involves all Staff Members and enables individual staff members to recognise their peers for outstanding contributions to the organisation

Outstanding Staff Member of the Year Award 2019 – 2018.

Jennene Doyle – Endorsed Enrolled Nurse



Jennene Doyle

Farewell to Christine Smith

Christine Smith retired after 36 years service as a Kitchen Assistant at Indigo North Health. Christine worked tirelessly to ensure all of the residents over the 36 years of her employment received the very best service possible. We wish her all the very best, and hope she enjoys her well deserved rest.



“Our people are what makes us at Indigo North Health stand out from the crowd.”

Human Resources

Labour Category	EFT Actuals	EFT Budget
Residential Aged Care	27.90	27.00
Leisure & Lifestyle / Planned Activity Group	3.19	2.80
CEO / Administration / Finance - Both campuses	4.34	4.40
Hotel Services	13.20	12.60
Primary Care / Regional Health / Home Care / District	8.20	8.50
Nursing	5.08	5.80
Children's Services		
Ancillary Support	0.80	0.80
Indigo North Health - TOTAL	62.71	61.90

Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2018, 108 staff members:

Full time.....	3
Part time.....	81
Casual	24
	<hr/>
	108

Snap shot of Staffing Costs:

Staffing costs (wages, superannuation, workcover, staff entitlements) amount to \$5,497,675. This represents 84.24% of our total expenses.

\$445,775 were paid to Superannuation Funds as employer's contribution in 2017/18.

Our WorkCover premium paid in 2017/18 amounted to \$86,954.

We would like to take this opportunity to thank our administration staff for their great work and support during the year. They are the first point of call for our organisation in Rutherglen and in Chiltern, and they are a pivotal part of all things happening at Indigo North Health. So thank you very much Tanya Backhouse, Karen Williams and Sarah Hince.

Residential Aged Care

Indigo North Health Care offers residential aged care for people who are unable to remain in their own homes or with loved ones due to their need for greater assistance with daily living or require 24 hour nursing care. Our home aims to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity.

We believe that ageing is a healthy and positive experience and with the support of our dedicated team of nursing staff our residents are encouraged to realise their full potential. We provided opportunities to interact with and contribute to their communities, and surrounded by stimulating environments where meaningful relationships based on trust and respect can flourish.

In 2015 Indigo North Health underwent its mandatory three year comprehensive accreditation and achieved compliance for all 44 standards as set by the

Australian Aged Care Quality. We have had 5 unannounced visits since 2015 from Australian Age Care Quality Agency and have been compliant with all standard audits they have conducted. As a result of our past Accreditation performance with age care standards we have been granted certificate of accreditation until November 2019.

Compliance is achieved by ensuring that an innovative and reliable continuous improvement program is maintained across the organisation. This program enables us to continually review our services and practices and look for opportunities.

The dedicated fundraising efforts of the Friends of Glenview Auxiliary have enabled us to purchase and update our equipment to ensure safety and comfort is maintained for all residents and staff.

We have welcomed 12 new nursing staff over the last 12 months but also farewelled staff after many years of dedicated service to Glenview.



We also celebrated a milestone our first centennial Emily Bould. Emily celebrated her special day with family, friends, residents and staff at the facility.

INH is committed to ensuring that good governance and innovation remains at the forefront of our every day thinking.

Our gratitude and appreciation goes to our staff for their dedication and commitment to INH and our residents. To our volunteers, a huge thank you for the generosity of their time and effort in supporting our residents and staff. Finally our sincere appreciation to the INH Management team and to the Board of Directors for their guidance, and in driving our core business the provision of aged care services.

Kerry Foyne
Nurse Unit Manager
Residential Aged Care



Leisure and Lifestyle

Over the last twelve months the Leisure and Lifestyle Team have remained focused on our primary goal to facilitate the process of empowerment and enable our residents to make choices and decisions that maximise their participation in quality life experiences that suit their individual needs and wants.

This has been achieved through the facilitation, co-ordination and planning of Leisure and Lifestyle programs that are designed to support, challenge and enhance the psychological, social, emotional, spiritual, cognitive and physical well being of the residents.

We as the Leisure and Lifestyle Team recognise that quality of life experiences are the essential right and need of all individuals and promote positive experiences that contribute towards enhancing a quality life outcome. We endeavour to deliver this through a 'Person-centred and 'Holistic' approach. In developing our programs we have remained active in providing high quality, interesting, and diverse programs which focus on enhanced quality of life, allowing residents to maintain aspects of their former life.

We have continually strived to work as a united team with all staff across all areas of our organisation. All staff can and do make a difference in enriching the

lives of our residents through their everyday care and interaction.

We once again are extremely proud of our encouragement towards our residents maintaining a connection with the wider community. A connection enabling them to feel like valuable members of society, regain a sense of self worth, and decrease social isolation. We have achieved this through a close connection with the Chiltern Men's Shed, the Rutherglen RSL Sub Branch, Rutherglen Senior Citizens, Rutherglen Kindergarten, and local school groups amongst others.

We have endeavoured to offer activities to promote residents sensory abilities. Activities for movement (water exercise, Arm-chair exercise, Tai Chi and walking groups), visual and auditory experiences, movie screening, music programs, programs that promote reminiscence and opportunities to experience different textures and tastes, sensory, cooking and creative art expression programs.

We continue to delight in working in partnership with our Allied Health Assistants and Nurses Maureen Hennessy and Mary Kelly to further cater for the needs of our residents. We also remain closely affiliated with our wonderful catering department which are often a key ingredient in the success of our many theme days and special events.

We remain in debt to our wonderful volunteers and express sincere gratitude for their commitment, dedication, and compassion shown to our residents and their loved one. We value their tireless work. We acknowledge also each and every staff member for the dedication and commitment they bring to enriching resident quality of life. We look forward to continuing our dedication to providing creative positive life experiences to our residents and thank you the residents and your loved ones with trusting us with your care.

Jo Waring, Belinda Suffern and Bernadette Parker
The Leisure and Lifestyle Team





Children's Services

Rutherglen Kindergarten

We have had another great year at Rutherglen Kindergarten!

At Rutherglen Kindergarten we offer educational programs to children through our 3 year old Activity Group and our funded Kinder Group.

The 3 year old Activity Group will be full by the start of term 4 (22 children) which is great to see. We have had children start in the group throughout the year as children can start once they are 3 if there are spaces available.

The Kinder Program is also running full with 33 children which is fantastic!

The 3yr old Activity Group provides a structured program that suits the learning needs of the children. The group has enjoyed a variety of fun learning experiences including a dress-up day for book week and a trip to the library. They also had a 'Crazy hair day' and participated in some fun games such as Musical statues and Musical chairs. This year the children are taking turns at taking home the special bag which they bring back to Kinder with a book of their choice to be read to the group, they have loved doing this! Throughout the year the group focuses on different areas of learning and different skills, a variety of activities are provided to allow for all levels of learning.

This year's Kinder group loves dressing up so we have had several fun days already where everyone gets dressed up and has fun, we have had a 'Pyjama day', 'Dress-up as whatever you like day' and a 'Silly dress-up day' which provided some out of the box outfits! In term 3 we had a games day where children participated in a sack race an obstacle course challenge and a speed game (had to grab an item quickly when it was called), this brought out the competitiveness in us however it also brought out



great sportsmanship. At the end of the games the winners were presented with certificates. Coming up in term 4 we have our big excursion to Wangaratta Traffic School and Apex park which we are really looking forward too. Throughout the year the Kinder group engages in 3 small group activities or half group activities, we find this works very well with this group as we can hold their focus for longer and work more one on one on children's individual learning needs for e.g. we split into 3 groups to focus on long and short, patterns and heavy and light. We change how we run the program to suit the learning needs of the group, this group loves to help choose what they like to play with in the program and loves responsibility which is why our list of jobs have grown!

The fundraising committee has been extremely busy organising fundraisers and events for families and the community to take part in to raise money for the Kinder. This year the committee purchased some wonderful resources for the Kinder replacing well-loved items and also allowing for the purchases of new equipment. The committee has been organising some works for our yards such as artwork for the concrete and on the fences and ramp (with community involvement), they are also working on transforming areas of the yard into spaces that we can better utilise, they do some wonderful work in

collaboration with the educators, families, INH and the community.

Throughout the year both groups have loved having special friend's days when family members are invited to spend part of the day with us. We put on a mini concert/engage in activities together/have stories etc. and we often have an afternoon tea that we make ourselves, we always make sure we make enough for us too! These days have been very successful and the children light up when their special people join us at Kinder.

We have been lucky to have students participate in both groups throughout the year as the children love having students and getting them involved in our activities.

We have had several visits from the residents at INH where we have had free play together and played some group games like 'Pass the beanbag' which was a lot of fun.

We are lucky to go to 2 school performances this year at the Hall (the schools send us an invitation and save us seats which is wonderful as the children really enjoy it).

At the very end of the year the 3 year old Activity Group and Kinder Group will come together to put on their Christmas concert, this event is always something special and we can't wait! Each group sings their own songs then we join together to sing as well.

Joanne Barron
Director/4yr old Teacher
Rutherglen Kindergarten



Rutherglen and Wahgunyah Outside School Hours Care

Twelve months has run past us I am sure. We have had a full year of excitement and drama.

Wahgunyah started the year off with lots of fun mess as Sue had the children experimenting with household kitchen foods that in turn the children were also trying at home. We had a few budding Chefs as well. The children also enjoyed imaginative play, I am unsure as to how many sick horses we had but our fantastic vet teams drove their ambulance to the rescue. Sue has learnt so much about how computer AFL works that the children and her began designing their own game. Term 3 saw Leesa and Janine running the program under Sue's direction while Sue was based back in Rutherglen. Jaimen will now be taking the lead with Sue's assistance during term 4.

Rutherglen has been busy with so many activities that included Science, Art and craft, cooking, new games, mindset activities and Performance play. Our service came second in exhibits in the 2017 Rutherglen Show. Our children came away with so many prizes. They begin working on their projects in term 3 and vacation care and to see the delight on their faces and in their voices when they have finished in time for the Show is magical. This year we have joined with Family Day Care to have an exhibit. During vacation care the 2 services came together to work on a joint project, it was fantastic the way they all worked on our display. We are winners already as far as we are concerned.

Our kindy kids are loving their relaxed afternoons with us and they have adapted to the routine so fast that we don't have to give them direction as to what needs to be done in our room when they arrive, they all do it with ease and any new children for the day are buddied up and soon grasp it. 2018 will see us say farewell to our graduates of grade 6, they have been with us for 7 years. The respect we have had with each other over the years has been fantastic.

2018 saw a huge change with computer software packages because of the Government changes. It was not easy but we now believe we have nearly ironed out all of the creases.

This year we also must Congratulate Sue Harris on being nominated by the Wahgunyah and Rutherglen families in the Australian Early Education and Care Awards. Sue became the 2018 State Winner as Director of the Year. Her hard work and relationship she has with her staff and families has shown how lucky we are to have her. Sue went to Sydney to receive her Award and very proudly represented INH and the OSHC programs.

We are now looking forward to another 12 months of educating the children in a fun, exciting way that will engage all children at their abilities to enjoy their time with us.

Susan Harris
Lead Educator



Quality Report 2018

INH Inc is committed to Continuous Quality Improvement of all services provided across the organisation. This requires a constant commitment and energy for improving outcomes for consumers, engaging with families and community, maintaining collaborative partnerships with other service providers and providing up-to-date best practice across all services.

In this last year INH has gained ISO (International Organisation for Standardisation) accreditation - a rigorous external assessment process ensuring our quality management systems “meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements”.

We have also gained accreditation for Commonwealth Home Support Program (CHSP) and are in the process of preparing for accreditation against the NDIS standards.

These accreditations all provide confidence to our consumers, their families, our community and of course our funding bodies, that Indigo North Health Inc. are providing quality services that meet the demands for assisting individuals and communities to achieve their best possible health outcomes.

Next year will see INH undergoing assessment for accreditation under the newly released Aged Care Standards. With their enhanced focus on consumer and family engagement, evidence-based practice and consumer outcomes, INH staff will be undertaking several projects between now and July 2019 to further embed consumer input, greater transparency and best practice.

INH's Quality and Safety Council continues to provide senior management and department heads with a structure for the checks and balances necessary for compliance with regulations and registration, document control, evaluations, funding applications, project reviews and continuous quality improvement initiatives. The council receives reports and data from committees and departments across the organisation, and in turn reports to the Board.

Quality staff work with INH's Safe Practice Committee, made up of trained staff and management representatives, to ensure a safe living and working environment for consumers, staff and visitors.

INH's monthly reporting on the Victorian Health Incident Management System (VHIMS) provides a vehicle for reporting and tracking incidents that have occurred across the organisation. In the year from 1st September 2017 to 1st September 2018 we see significant decreases in Critical Incidents and Falls – 40% decrease in each, and a huge reduction in staff incidents -90% decrease. Pleasing results.

INH's Complaints and Feedback system provides very valuable feedback from consumers, family members and the community, on what we are doing well and also how we need to improve our systems. Feedback forms are located throughout the organisation. Please let us know what you think of the work we do. This information is taken seriously, guides our quality improvement systems and certainly informs our practice.

Karen Dods
Quality Coordinator

Volunteers

Many thanks must once again be given to our fantastic volunteers who brighten the lives of our residents, provide services to our communities and so freely give their time for the benefit of others. Regardless of the amount of time or the capacity in which our volunteers contribute, all are enormously appreciated and an integral part of Indigo North Health.

We continue to be very fortunate to have volunteers with many different talents and we are also now able to welcome our four legged friend, Jack the beagle, who is our new Monday visitor to the residents of Glenview. The residents very much enjoy his visits and Jack very much enjoys the pats!

All of our programs are enthusiastically supported by our volunteers and we give thanks to members of both Chiltern and Rutherglen Men's Shed, Val and Sharon our Tai Chi instructors, our Chiltern Op Shop volunteers, all of the drivers who safely transport

community members to and from appointments, the volunteers who assist Peter with Planned Activity Group (PAG), all of those who spend time with our residents, our fundraising team in Friends of Glenview and the Board of Management. We are very fortunate as an organisation to have so many people involved in assisting us provide the best possible service.

It has been a very exciting time in the role of Volunteer Coordinator recently with the introduction of two new programs which have been developed after community consultation with Indigo Shire Council and their Indigo Ageing Well initiative. Our new programs, Indigo Calling and Indigo Community Connectors, were developed with the support of an Age Friendly Victoria grant from State Government Department of Health and Human Services. The programs are delivered in partnership by Indigo North Health, Beechworth Health Service, Yackandandah Health and Indigo Shire Council.



Indigo Connectors involves one or two community members from each town of our catchment area nominating themselves to be a “go to” person where people can contact them to find out information about services and activities in their community.

Indigo Calling is a program where volunteers are matched with someone in either their own community or another, who has identified that they may appreciate a weekly phone call to enable them to stay connected to the community and to minimize the risk of social isolation. We are still in the early stages of rolling out these programs, however there has been a very positive response from both health care professionals and community members, and we very much look forward to watching them progress and in turn recruiting some new volunteers to Indigo North Health.

Maree Murphy
Volunteer Coordinator

“We are very fortunate to have many volunteers with many different talents.”



Training and Development

The role and function of this position is to coordinate the training and development programs in order to increase staff knowledge and skills for their role and to achieve improved outcomes for Indigo North Health (INH) Inc. This Board supported function of the Training and Development Coordinator is through a 24 hour per fortnight role.

Encompassed within the role is the acceptance and coordination of student placements from Registered Training Organisations or other tertiary institutions (universities). The mechanism is through Placeright, a Department of Health and Human Services supported platform in which training organisations and placement providers (like INH) accept partnerships and requests for placements of students.

INH partnerships with the following organisations, were for students through 2017-18:

- Wodonga Institute of TAFE – Diploma of Nursing students
- LaTrobe University – Bachelor of Nursing students, and Occupational Therapy students (shared placement with Beechworth Health Service)

The above organisations provide a small remuneration for INH hosting their students.

The following organisations do not have the financial arrangement for students on placement at INH, and in the spirit of being effective citizens in the business world, we have accepted students from the following organisation:

- Wodonga Institute of TAFE – Certificate III in Individual Support.

Hosting hours for District Nursing and Community Care, as well as Residential Aged Care are below:

Community

Registered Nurse in training – 225 hours

Enrolled Nurse in training – 217.5 hours

Occupational Therapist in training – 128 hours (partnering with Beechworth Health Service)

Residential care

Registered Nurse in training – 640 hours

Enrolled Nurse in training – 3048 hours

School students wishing to gain workplace experience have been hosted through our Leisure and Lifestyle staff.

Mandatory education and training

In-house, there are legislative and organisational responsibilities that need to be discharged by INH, which are the focus of the annual mandatory face-to-face and e-learning topics. Topics for this past year include:

- Accreditation and Quality Improvement – Plan-Do-Check-Improve cycle
- Bullying and harassment for workers
- Code of Conduct
- Customers – internal and external – feedback as an opportunity to improve
- Documentation
- Elder respect – awareness and mandatory reporting of elder abuse
- Fire safety and awareness (an external provider delivers this annual two hour session)
- Hand hygiene – infection control and preventing and controlling infections in healthcare
- Health Records Act
- Legislation requirements and updates
- Manual handling
- Medication management for direct care staff

- Person centred care
- Risk management and matrix
- Strategic Plan – Operational Plan
- Work Health and Safety
- Working safely with hazardous chemicals
- Workplace respect – zero tolerance to bullying and harassment.

As at the end of June 2018 we had a 69% completion rate (down from last year of 80% completion rate), which was a result of the impacts of staffing needs across service and support areas.

Fire Warden or After-Hours Emergency Coordinator

Fire Warden or After-Hours Emergency Coordinator education and training is undertaken over a two hour period and provides insights for nominated staff to 'take charge' of the facility in the event there is a need. We provide this at the end of the calendar year, timing this to heighten awareness in the higher bush-fire season. Sessions are provided at least annually, which is staff turnover related.

Orientation for new staff

Orientation for new staff takes place when we have a critical mass to attend. The three hours session was provided to seven new staff, with future sessions being arranged.

Other education and training staff have participated in this year:

The listings below highlight the diversity in education and training that are used to support all areas of INH service provision. Other education may have been attended by staff – the ones below are the 'known' sessions.

Internally

- Aged Care Complaints Commission session on process and role
- Aged Care Quality Agency overview and role
- Care of the dying
- Communication and self-care
- Compression wrapping
- Diabetic medication
- Medication Management for Personal Care Assistants
- Palliative care and non-pharmacological supports

Special thanks are extended to Terry Chubb of INFORM Business and Economic Development in delivering to INH staff on-site, the Certificate IV Leadership and Management, and the Advanced Diploma in Leadership and Management.

Externally

- Basic massage
- Cultural competency in Aboriginal Health
- The importance of documenting nursing care within aged care

Congratulations to:

Jennene Doyle for completing her Certificate IV in Dementia Care, and

Maree Murphy for completing her Certificate IV in Volunteer Program Coordination.

Sally Rashbrooke (Miss)

Training and Development Coordinator

Please support Indigo North Health

Notwithstanding the amount of Government subsidy received during the year, Indigo North Health is still dependent upon the financial support of the public to enable us to continue to develop its services.

Indigo North Health has a continuing need for facilities and equipment of the highest modern standards, to serve the needs of the communities that we serve.

To ensure this high standard of care can continue, we seek your financial support to purchase new and improved equipment, and to assist in the improvement of facilities.

You can assist by:

- **A donation towards a special item**
- **Remembering Indigo North Health in your will**
- **Assisting as a volunteer.**

Your help is much needed and will be appreciated

The Chief Executive Officer
Indigo North Health
168 High Street
RUTHERGLEN VICTORIA 3685

I am pleased to donate the some of:

\$

which should be used towards the purchase of:

*

*

For the _____

site of Indigo North Health

**(insert equipment or area preferred or alternatively write, "Equipment for general use").*

Name _____

Address _____

Phone _____

Email _____

Signature

For payments directly into Indigo North Health's account, the NAB bank account details are:

BSB: 083 820 Account No: 03 966 3792

Please identify the payment as a donation and the donor's name for receipting and identification purposes.

Contact Indigo North Health if you require assistance with making a donation or payment method. Please state if you wish to remain anonymous as donors will be recognised in the Annual Report.

All Donations are Tax Deductable



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