

# Annual Report

2016 / 2017



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 Credit

Mr Ken Renshaw (resident) with  
Great Granddaughter Holly O'Donohue

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# Board of Management



**President**  
Mr Stephen McIntosh



**Board Member**  
Mrs Jan Farrell



**Vice President**  
Mrs Jo Slattery



**Board Member**  
Jenny Sleep (Resigned November 2016)



**Treasurer**  
Mrs Irene Cracknell OAM



**Board Member**  
Roberta Horne (Appointed December 2016)



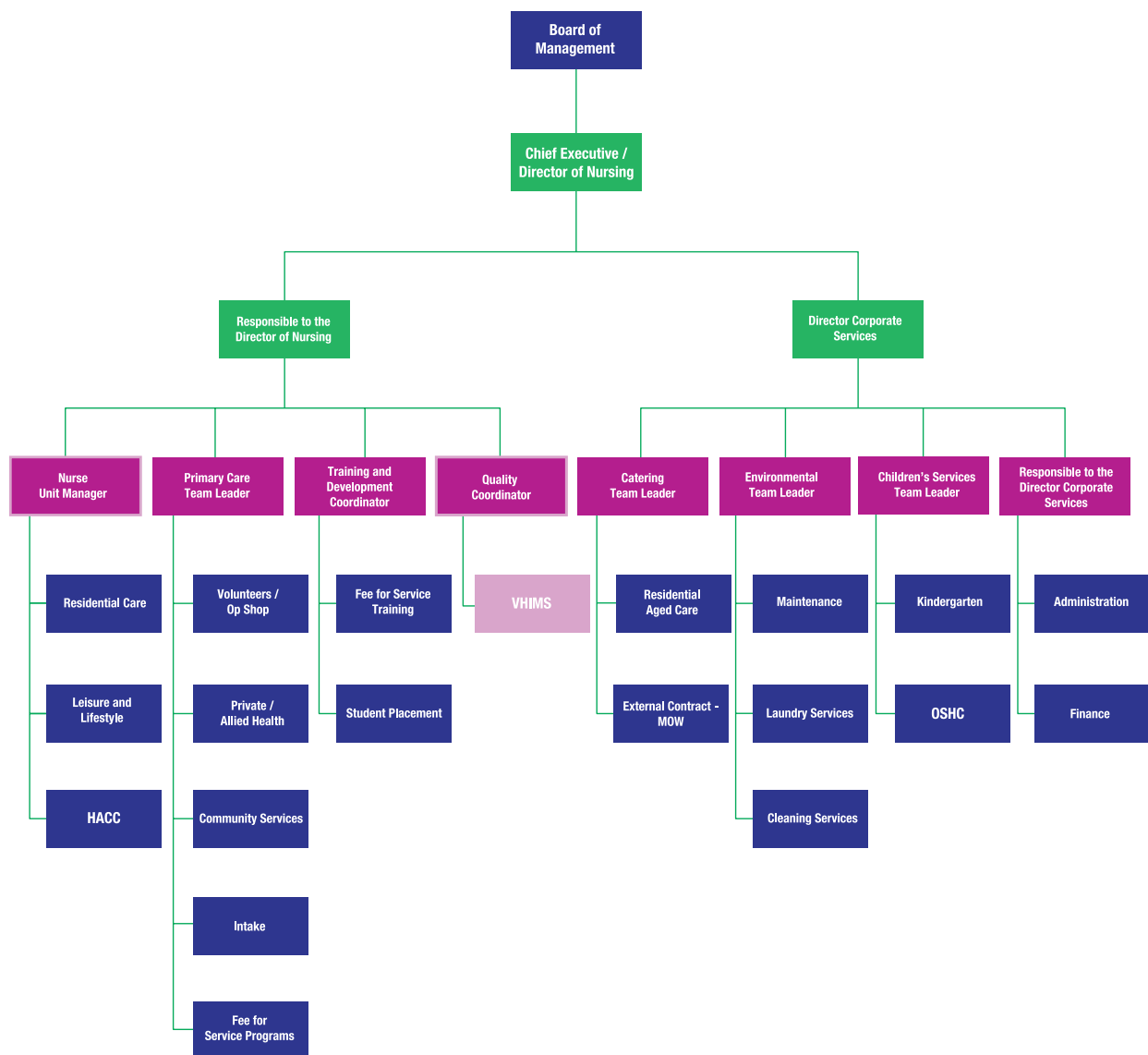
**Board Member**  
Mr Tony Jones

**Board Member**  
Dianna Rice (Resigned October 2016)



**Board Member**  
Mr Colin Glanville

# 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 a challenging year with the introduction of the Commonwealth Home Support Program, HACC PYP program, planning for the implementation of the National Disability Insurance Scheme, the commencement of Service Planning for the organisation. Our Primary Care Team successfully achieved its 3 year accreditation with QIP and planning has commenced for the Aged Care Accreditation next year. 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 four 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.

Overall the organisation maintains an outstanding average occupancy rate of 98.75%, and we currently maintain a waiting list of 10 potential residents.

The Leisure and Lifestyle program has excelled in providing a plethora of meaningful activities, lead by the leisure and lifestyle staff members, Jo Waring, Bernadette Parker and Belinda Suffern and assisted by a number of volunteers, with particular acknowledgment to Janice Davies, who volunteers for 24 hours every week, and Peter Riddell who also volunteers at least 16 hours per week. If you are connected to us via Facebook, you can receive bi weekly updates of all the stimulating and meaningful activities and outings that many of the residents participate in. In this Annual Report, we have again included a number of the items that were posted to Facebook throughout the year.

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. In addition, Julie also manages the Apply First Aid training program which is operated under the auspice of HealthCorp. Julie ably provided nationally accredited Apply First Aid training to 330 participants.

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. Significantly, the work undertaken on the balcony, incorporating the mosaic's made by the residents, has made a significant change to the overall

appearance and functionality of the balcony.

As a strong organisation, Indigo North Health is supported by a cohesive nine member 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 100 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.



Mr Stephen McIntosh  
**President of the Board of Management**



Mr Shane Kirk  
**CEO/DON**

# Primary Care

**With the introduction of the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC), we have seen the great changes in our healthcare system.**

The NDIS will roll out in the Hume region from October 2017, with people younger than 65 years and meeting the criteria with a permanent disability, being given more control over their life choices, services and funds.

Aged Care packages continue to roll out from the Commonwealth Government for people over 65 years old. My Aged Care is the main entry point to the aged care system in Australia. My Aged Care aims to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access services.

The Murray Primary Health Care Network (MPHN) provides funding for our physiotherapy, Occupational Therapy, Podiatry and Allied Health Assistant programs. A joint submission with the Primary Care Partnership, Beechworth Health Service and Albury Wodonga Health was submitted to target the rising burden of chronic diseases such as Cardiac vascular disease (CVD) and chronic obstructive pulmonary disease (COPD). The results of this submission are due mid October.

Our services in Primary Care continue to work at full capacity with an ever increasing role in assisting consumers to navigate the changes in healthcare funding, advocate on their behalf to funding bodies and assist consumers in coordinating their healthcare team to ensure positive outcomes for their health.

**Indigo North Health continues to participate in strategic programs throughout the Hume Region:**

- The Steering Committee for Chronic Disease Management.
- The Wound Care benchmarking project in Hume Region
- The steering committee for development of a

sustainable model for delivery of District Nursing Service from 2019

- Supporting educational Services in Indigo Shire to achieve their award in The Achievement Program: an initiative of the Victorian Government's vision for a Victoria free of the avoidable burden of disease

Our Home and Community Care (HACC) services of Planned Activity Groups, Our Volunteer Support and District Nursing Services continue to work with the funding changes which were introduced in 2016. Parts of this program have had their funding extended until June 2020.

Our State Government funding for Speech Pathology, Counselling, Intake and Service Coordination, Community Nursing and Chronic Disease Coordination continues until 2018.

In September, 2016, Indigo North Health and Primary Care completed its 3 year accreditation cycle. We achieved outstanding results. I would like to provide some excerpts from the report which highlighted the fantastic services and staff we have at INH:

## **Building quality organisations**

The INH Board and management have a great diversity and depth of skills, knowledge and expertise that has enabled the organisation to work towards its mission and vision with a strong sense of purpose.

## **Providing quality services and programs**

INH's work with individual clients and families is impressive. All service delivery and program development is aligned with the organisational vision for local people to enjoy wellbeing and make lifestyle choices that lead to better health outcomes.

## **Sustaining quality external relationships**

Stakeholders confirmed strong working relationships at interview and INH continues to build upon its capacity and the community it works with to implement new and relevant services and support staff to continually develop and grow.

And finally:

“The dedication and enthusiasm demonstrated by staff, management and Board was inspirational and commented on by both clients and stakeholders.”

We were sad to see Pam Tobias, District Nurse of 29 years, retire this year. We thank her for her dedication and commitment to her profession, INH and our communities. We wish her all the best with the next phase of her life.

It is with regret that this will be my last annual report as Team Leader. I have enjoyed the last 13 years at INH and greatly value the friendships and professionalism from all of the staff and management. It has been a privilege to work with the wonderful, committed community members of Wahgunyah, Rutherglen, Chiltern and Barnawartha.

Anna Hession  
**Primary Care Team Leader**



## Apply First Aid Training

First Aid at Indigo North Health has had a busy year. Fifteen Provide First Aid and CPR courses have been conducted at Indigo North Health with classes close to capacity. A further ten courses were run off site for organisations and sporting clubs. We have seen 330 people throughout the year in these courses. Course have been run at different times with flexibility to offer training during the week, weekends and if required in the evenings.

Earlier in the year we were able to purchase a laptop and projector specifically for First Aid, this has taken some of the stress away for me as a trainer. Wondering if the technology side of the training is going to work in different venues can cause some

stress the new equipment has eliminated this problem. The new equipment also provides a more professional presentation which we at Indigo North Health strive to achieve.

Due to the increased demand for courses and amount of training we have provided in the past year will be looking at training another person to assist me with First Aid Training. We are again looking at a busy time in the next twelve months.

Julie Berry  
**Coordinator**

## Personal Care/ Home Care

The Homecare service has seen an extremely busy year with the number of clients increasing every month. Recent partnerships with TAC and Work safe have ensured that our service continues to grow.

Indigo North health also has partnerships with agencies such as Post Acute Care, Upper Murray Family Care and Aged care package providers such as Baptcare, La Trobe Community Health , Villa Maria Catholic homes and Community Interlink.

Indigo north Health offers Personal care, Homecare and Respite services which can help the individual with activities required for daily living, which would normally be undertaken by the individual, but are unable to due to illness, disability or frailty. We are a small personalised service that offer clients a high quality and professional service to achieve their goals and meet their needs.

A small number of dedicated and hardworking staff enables Indigo North health to offer this professional and personalised service .Without their dedication the service would not be as successful as it is. So I personally thank the staff that work within the service. A special thank you must however go to Paul Bowman who works with the highest level of professionalism and dedication.

We are looking forward to further growth within the service in the coming twelve months.

Julie Berry  
**Coordinator**





# Environmental Services

**First and foremost, thank you to the terrific Environmental staff that I have the pleasure in calling “my team”. They are some of the hardest working people I know.**

It only seems like yesterday that I completed my last annual report but when you look at the achievements of not only the Environmental staff but all of Indigo North Health staff, volunteers and auxiliaries you begin to realise where that time has gone.

In July 2016 Indigo North Health purchased a new shower bed for the comfort of residents unable to stand or use a shower chair and has allowed the Cleaning staff to maintain infection control standards.

The reception desk at Rutherglen was completed with the addition of the Indigo North Health logo.

The Residents and Planned Activity Groups were relieved and excited that we were able to purchase a “new” second-hand bus for outings and even better – it has seat belts!!

Finally, the first stages of the Sensory Garden began with the addition of a water feature on the balcony kindly donated by Mrs Chambers.

Surround sound was installed to the lounge room for the residents to sit back, relax and enjoy their favourite movie.

One of our most needed items was acquired in August 2016 – a new Fire Panel – which includes a PA system that sounds through the entire building informing all residents and staff of emergencies and events. The new system has eliminated a lot of our false alarm call- outs to the Fire Brigade.

In September 2016, the passages and bathrooms in Garden View were painted and in March this year, a complete refurbishment of the main bathroom in that area was undertaken.

Two Pan Flushers were purchased in December 2016, replacing two machines that had been there for many years.

Some clever thinking people decided to break into the Kindergarten in December 2016 and were successful in causing minor damage.

February 2017 – time for 3 new vehicles 1 for the CEO, 1 for HACC and 1 Staff car.

Maintenance and Garden staff travelled to Stanley to purchase mature trees for the Sensory Garden. These take pride of place in the half wine barrels that have been kindly donated by local business houses.

A glass door leading into the Leisure & Lifestyle Activity room was installed for privacy and comfort of Residents, Strength Training participants and Education sessions.

Something that luckily doesn't happen often - in April this year, a mobility scooter crashed into and broke the glass panel at the front entrance to the Medical Centre, thankfully no one was injured.

Another addition to the Sensory Garden in May this year was the beautiful mosaic table, designed by Pam Fredericks and completed by the Friends of Glenview Auxiliary and Residents. Thanks to so many people but special mention to our Gardener and Maintenance staff for all their efforts with the set up.

You may have noticed the parking signs for Indigo North Health staff placed in the rear car park. These have been installed for ease of accessibility for staff returning vehicles to the facility.

Stay tuned for developments in the front garden area of the Rutherglen site.

Continuous Improvement is such a vital part of Indigo North Health and we are certainly maintaining the standard thanks to the Laundry, Cleaning, Maintenance, Gardening staff and our many Contractors and Suppliers for their dedication to our facilities at Rutherglen and Chiltern.

Christine Miller

**Environmental Services Manager**



# Catering Services

**The Catering department defines its success in terms of the impact it has achieved in the lives of the people we serve.**

The catering staff are responsible for each meal served to our residents and clients daily, and we play an important role in providing nutritional, tasty and culturally appropriate meals with the freshest ingredients. All of our food services and meal selections are prepared in consultation with the people we care for and are regularly reviewed by residents, clients and by a dietician.

Our operating systems and processes have been developed through years of experience to ensure all aspects of our food service meet stringent aged care industry accreditation standards.

This year we have produced over 55,000 meals . 46,000 meals to our Residential Aged care and over 5000 meals to Meals on Wheels and Centre Based meals, as well as 1500 meals to Planned Activity groups. We have received many wonderful compliments from within the local community about our meals, especially the planned activity groups who enjoy a variety of slow cooked meals and home baked desserts.

We particularly wish to recognize the important relationship that we share with the Leisure and Lifestyle team. We work together to ensure that the resident's days are filled with enjoyable activities that are complimented with good wholesome food that enhances the theme of the day. Some of the most memorable ones this year has been our Rock N Roll day. Everyone enjoyed homemade Hamburgers with the lot, which we served in brown paper bags and was washed down with Spider drinks. A GREAT DAY ENJOYED BY ALL.

Another wonderful day was when the Kentucky animal farm visited Indigo North Health, and the children from the Wahgunyah Primary School were also invited to attend, and enjoy a the day with the residents as well. It was topped off with a BBQ out on the balcony, which everyone loved.

We are very lucky to have a wonderful Volunteer Peter Riddell who comes in every Tuesday to cook up a storm on the BBQ. The residents love to be outside, either helping or just watching Peter, sometimes with a beer in hand. I mean what's a BBQ without a beer!

The Catering department acknowledges the importance of the "familiar " in the lives of our residents. That is why we are passionate about providing home cooked meals. The traditional roasts on a Sunday . Out cooking a BBQ, enjoying a beer in summer with family and friends, and the home filled with the laughter of children, helping Nan to bake in the kitchen. Our local school and kindergarten children are always encouraged to visit and participate in cooking with the residents.

Tony Chubb  
**Catering Services Manager**

*"We play an important role in providing nutritional, tasty and culturally appropriate meals."*



A pleasant day for everyone

## Residential Aged Care

**Indigo North Health residential age care provides a supportive and loving home environment to people who no longer are able to live independently in their own homes and require 24 hour nursing care.**

Here at Indigo North Health we believe in delivering holistic care which incorporates the treatment of mind body and spirit. This can only be achieved with the support of our dedicated team of nursing staff who support and encourage our resident to realise their full potential. We provided safe and secure environment where meaningful relationships based on trust and respect can flourish.

Over the past twelve months we have seen many changes to aged care and the way we deliver care to our residents. Under some very challenging circumstances we continue to provide high quality care. This 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.

With the support of the Board and the senior management we will continue to drive INH forward and meet the challenges of the future, underpinned by our Vision, Mission and values.

It will also enable us to ensure INH continues to remain responsive to the changing needs of older people and also remain at the forefront of the aged care sector. Our objectives over the next twelve months are to continue to reaffirm our status as a Centre of Excellence, particularly in the areas of Holistic care and Palliative Care.

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

“We believe in delivering  
holistic care which  
incorporates the treatment  
of mind, body and spirit.”





We have also re vamped our balcony area just in time for summer. The design embraces all the senses and has been a team effort with input from every department and consultation with family members and our wider community.

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. We also acknowledge the wonderful contribution of the Friends of Glenview, who allow our facility to purchase items that directly benefit the residents. 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 Manger**



# Leisure and Lifestyle

**Over the course of the past twelve months the Leisure and Lifestyle Team has remained focussed on our primary goal to facilitate the process of empowerment to enable residents to make choices and decisions which maximise their Lifestyle and Leisure experiences to meet their individual needs and wants.**

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

In unity with Nursing, Environmental, and Catering staff and volunteers we continue to provide a sensitive, patient, caring environment to support residents lifestyle.

A homelike environment, which offers positive opportunities to exercise choice and control over their lives. An environment which encourages participation in pleasurable experiences and which enables continued active involvement with family, friends and the local communities. In order to

support the transition to 'Glenview' and make it much easier.

In running our activities programs we strive to create and provide the best quality of life for our residents. Programs are designed to promote dignity, self-esteem, a sense of purpose, a connection with aspects of former life, promotion and support of friendships and plenty of opportunities for fun and laughter.

Programs seek to provide an opportunity for residents to be involved in everyday activities connected to aspects of their former lives such as gardening, cooking, music, walks, gentle exercise, swimming, word games, discussions and reminiscing.

Seasonal and calendar events. Parties, celebrations and themes which provide context for preparation activities and fun. Outings both small and large to cafes, restaurants, clubs, parks and gardens, occur regularly and remain popular and for many residents a highlight of their week.

We continue to offer programs in an aim to maximise residents sensory abilities. Opportunities for movement, a variety of visual and auditory experiences, the chance to feel different textures, to touch and be touched by others.

We again remain extremely proud of our encouragement towards our residents maintaining their role as teachers and mentors, and feeling valued members of the wider community through a close connection with local groups and organisations including, Chiltern Men's Shed program, 'Bridging the Gap' - Rutherglen High School, 'Oldies and Young ones' - Rutherglen Outside School Hours Care, 'Buds and Blooms' - Rutherglen Kindergarten, Rutherglen Senior Citizens, Wahgunyah Primary, Rutherglen Primary and St Mary's Primary.





Of course opportunities to promote and enhance quality of life for our residents cannot be realized without the continued support from our wonderful residents, families, volunteers, and staff working together.

We express sincere gratitude to each of our volunteers and staff for their tireless work, commitment, compassion and dedication. We are honoured and privileged to be associated with each and every one of you and we look forward to our continued work together as a team, as we journey forward on our continued path of providing creative, positive, quality of life experiences of all in our care.

Jo Waring, Belinda Suffern, Bernadette Parker-in conjunction with families, volunteers and staff.



# Albury Entertainment Group

*Our residents always enjoy a visit from the Albury Entertainers.*

May 2017  
Indigo North Health

## Rutherglen and Chiltern Administration - Reception

In April 2017, our administration team said good bye to Glenda Darling, who retired. Glenda worked for 10 years with us, and we would like to thank her for all her work and her amazing dedication.

Tanya Backhouse started in September 2016 and then replaced Glenda in her position. Tanya has many years of experience in administration, reception and customer service. We warmly welcome her into our team.

The two other dedicated members of our administration team are Sarah Hince and Karen Williams.

Both our receptions in Chiltern and Rutherglen are open Monday to Friday, as follows:

### **Chiltern**

8.30am to 5pm (lunch break 12.15pm to 1pm).

### **Rutherglen**

8.30am to 5pm (lunch break 1pm to 1.45pm).

We have received many compliments re the refurbishment of the Rutherglen reception, with its new counter and a new front door.

A huge thank you to Sarah, Tanya and Karen for their dedication, their hard work and their professionalism!

Anne-Marie Ellis

**Director of Corporate Services**



Karen Williams



From left: Tanya Backhouse and Sarah Hince



# Staff Awards

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

## 25 Years Service

Glenda Johnstone

## 15 Years Service

Michelle McLean

Peter Fursdon

## 10 Years Service

Chloe Tilson

Diana Seymour

Sarah Hince

Maree Smith

Lee Carr

Karen Williams

## 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 2016 – 2017.

Chris Miller - Environmental/  
Maintenance Manager

Maureen Hennessy - Enrolled Nurse

Tanya Tasker - Cook

“Our people are what makes us stand out from the crowd.”

# Human Resources

Labour Category	EFT Actuals	EFT Budget
Nursing	29.63	29.90
Leisure & Lifestyle / Planned Activity Group	3.12	2.60
CEO / Administration / Finance - Both campuses	4.48	4.40
Hotel Services	13.49	12.50
Primary Care / Regional Health	5.45	4.70
Children's Services	4.65	6.20
Ancillary Support	0.78	0.80
<b>Indigo North Health - TOTAL</b>	<b>61.70</b>	<b>61.10</b>

## Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2017, 108 staff members:

Full time .....	4
Part time .....	83
Casual .....	17
Temporary contract .....	4

108

## Snap shot of Staffing Costs:

Staffing costs (wages, superannuation, workcover, staff entitlements) amount to \$5,235,034. This represents 84.07% of our total expenses.

\$419,225 were paid to Superannuation Funds as employer's contribution in 2016/17.

## Planned Activity Group

Our Planned Activity Group is going leaps and bounds, We currently have 50 clients, which are the Wahgunyah Men's group on Monday, the Rutherglen Men's group on Tuesday, The Chiltern Mixed group meet on a Wednesday ,and the Rutherglen Ladies meet on a Friday.

Both men's groups are on the bus weekly, touring this great area of ours, we take a packed lunch or buy our lunch at various watering holes, we venture to all parts of the compass, the mixed group at Chiltern are at home at INH at Chiltern every second week where we provide Podiatry, Physiotherapy and other services. They have activities of their choice and have lunch provided by the kitchen at INH Rutherglen. The other Wednesday we take off for day trips around the North East and stop for lunch at a hotel or bakery.

Rutherglen ladies is similar to Chiltern where we meet at the Seniors Citizen rooms for activities and lunch on a Friday and then the following Friday we head of on a mystery bus trip and have lunch at our destination.

The best part of this job is hearing the laughter, the banter, reminiscing and savouring the friendships that have been made on our outings or when we are at home.

The Catering Staff at INH provide us with magnificent lunches and the clients cannot speak highly enough of the delicacies provided.

I am very fortunate to have a great network of Volunteers for our four groups, they have high regard for the clients and are exceptional in the care for the clients, I would like to make particular mention of one of the volunteers , Mary Jackson . Mary who is from Chiltern, turns Eighty in December and is a great asset to me and the clients think very highly of her.

Peter Fursdon

**Planned Activity Group Co-Ordinator**



# Volunteers

**I am very excited to announce that we now have 100 active volunteers who offer their time, care and patience in a range of different service areas. We are very fortunate to have people with a variety of skills, experiences and knowledge and who are willing to share these with our residents and members of the community. Our volunteers enable programs to continue to run effectively, clients to reach appointments and in helping people become involved or remain active in the community.**

I have almost completed Certificate IV in Coordination of Volunteer Programs and am very much looking forward to using some of my new found knowledge to introduce some different volunteering opportunities with Indigo North Health that may encourage more people to join our very rewarding and worthwhile program.

Residential Aged Care – The enormous contribution our volunteers make whilst spending time with our residents is immeasurable. These wonderful people ensure that residents have fun, relaxation, music, quizzes, someone to talk to, crafts, fishing, laughs and many worthwhile experiences and outings. Our volunteers embrace whatever activities are going on in Glenview and obviously love to be involved. The Friends of Glenview team are very generous with their fundraising efforts, which in turn benefits the residents and their environment and they have enjoyed being included in some great projects. The organisation and residents of Glenview are very fortunate to have such a dedicated group of volunteers.

## **Planned Activity Group (PAG)**

Our friendly Leisure & Lifestyle Officer, Peter Fursdon is well supported by very capable and enthusiastic volunteers as he plans great experiences and outings for members of the PAG groups in Wahgunyah, Rutherglen and Chiltern. The volunteers and members have lots of laughs and really have a fantastic time.

## **Community Transport**

This year has again been very busy with members of the community utilizing both the Chiltern and Rutherglen cars to access their appointments. This service would not be able to continue if not for the support of our volunteer drivers. The community transport volunteering positions are ideal for many people due to the flexibility of the role whereby the volunteer allocates times when they may or may not be available. Clients are always very appreciative of the time given by our volunteers and many have made new friendships.

## **Chiltern Op Shop**

Well this is another service area that is well and truly coming along in leaps and bounds! We have seven very dedicated volunteers at our Op Shop with each bringing their own ideas and skills. The shop looks fabulous and the volunteers have a real sense of pride in their work. Thanks to Facebook, we have been able to promote the shop, any sales we have going, National Op Shop Week and just introducing the public to our shop and volunteers. You can now also find us on the map of the “I love to Op Shop” page which goes out to thousands of viewers. Come on in and have a look!

## **Tai Chi**

Val and Sharon have been very busy catering for the ever increasing number of people who are enjoying the benefits of Tai Chi. The classes are in Chiltern every Wednesday morning and evening, and the ladies have been volunteering their time to teach this craft for many years. You will also see Val and Sharon with our residents doing some seated Tai Chi and from what I hear it has been very enjoyable for both parties.

## **Men's Sheds**

Chiltern Men's Shed has been very busy of late as shown in The Border Mail a little while ago. They mentored the VCAL group of students from Belvoir School and helped them learn some woodworking skills which I know the boys really loved as they had

to show me their masterpieces every time I walked past the shed! They have also been helping the Grade 6 students from Chiltern Primary School in making a toolbox – another very successful program which was enjoyed by all. Very soon our male residents will be coming over for their Monday night get together at the shed to enjoy some friendly banter, learn some new skills and to share a BBQ dinner. This is something members of the shed and residents really look forward to and enjoy.

Rutherglen Men's Shed has been carrying out some fantastic projects for many community groups which kept them very busy. These include building and repairing seating at various locations including Lake King, projects for Rutherglen Kinder, Garden Club, Golf Club and Senior Citizens and a wonderful project for our residents of Glenview which involved constructing a metal base for their mosaic project on the balcony. The Men's Shed have applied for state funding to assist with building a much needed larger facility in the Rutherglen Park below the kindergarten. We wish this valuable community group every success with obtaining funds as it would benefit not only the members of the shed but also many other people in Rutherglen and surrounds.

#### **Board of Management**

Thank you also to the members of our board. These are voluntary positions and are a very important part of our organisation. These volunteers are the decision makers and integral contributors to the welfare and success of Indigo North Health.

Maree Murphy  
**Volunteer Coordinator**

“We now have 100 active volunteers who offer their time, care and patience in a range of different service areas.”





# Children's Services

## Rutherglen Outside School Hours Care

We have had many exciting adventures over the past few months and many more to come. The opening of Our Sensory Room and our 21st Birthday Celebrations were part of our family celebrations. Our Service making it into the top 5 in the State of Victoria out of 1750 nominees for the best Childcare centre in 2017. Also Sue making it in to the top 4 in the State of Victoria for the best Director of a childcare centre.

Our discovery of bones in the yard after digging to China had us investigating where dinosaurs came from, what they ate and when they were here. We then completed this study with a trip to the Melbourne Museum. So much fun. All of the children proudly wore their "turtle" vests which made it a lot easier to see them in a busy museum. The children discovered more interesting history about dinosaurs and other extinct animals.

Our trip to Echuca was on the best weather day, it had rained for 5 days beforehand and 2 days after, but on our day the sun was out and perfect. All staff went home exhausted after taking each child out in the peddle-boats for a peddle around the dam. The children went home tired after completing mini golf, 10 pin bowling, rock wall climbing, and peddle boats.

Our Rutherglen Show entries won a number of prizes in 2016, the children have enthusiastically began on their entries for this year. So many children have been learning how to sew without pricking themselves or attaching their uniforms to their articles.

Our outdoor sports activities have had the children competing against our Staff in taps. Jo is our star staff member. Indoor sports have included table foosball, pool and table hockey. We have used Brain gym in the mornings and have begun yoga for kids in the last few weeks.

Science has been a messy time for all. So many flops before success in making slime & goop. We now have glow in the dark slime which was not easy to make. Catapults' and planes were an interesting combination, along with flying animals. I can now say I really have seen a pink elephant fly. Lego creations,

box art and animal stones have also been part of our learning activities.

Sue, Jo, Fiona and Janine try to accommodate every child's different learning by involving the children and families in discovering something new and taking each child 1 step out of their comfort zone. This also includes staff needing to go out of their comfort zone as well for the children to be able to experience something new.

Susan Harris  
**Lead Educator**





# Rutherglen Kindergarten

## Rutherglen Kindergarten

This year we have welcomed Michelle Waite to our Kinder team who has taken over for Jo Shaw as Kindergarten Office Administrator.

At Rutherglen Kindergarten we offer educational programs to both 3 and 4 year olds.

This year our 3 year old group has 18 children with 2 educators, the number has grown throughout the year as children can start in the 3 year old group when they turn 3 if there are spaces. We can have 22 children max in the 3 year old group.

The 3 year olds loved having a visit from Leanne from Noodlybark puppets this year, she put on a wonderful show for us! Our educators Bec & Lou have been challenging the children and working with them to further extend on their current knowledge and skills, they are a lovely group with lots of personality.

We have 31 children in the 4 year old group this year with 3 educators. We can have 33 children max in the 4 year old group.

The 4 year olds have enjoyed learning about their bodies and what we can do to keep them healthy. They have enjoyed watching educational clips, having open discussions and cooking items that involve healthy food choices e.g. vegetable soup and veggie pizza. They love being active participants in their learning. We have also been focussing on many gross and fine motor skills with the children as they excel in that area and love to be challenged physically.

At the very start of the year a disabled ramp was put in the front yard of the Kinder making it more accessible for all. As a result some of our yard space was taken away. The committee and Kinder staff have been focussing on restoring the front yard and making it more attractive and play friendly for the children, we are very excited with the works that are currently underway and cannot wait for the children to be able to enjoy it! The committee have worked hard to fundraise and to purchase items for the Kinder. The committee is constantly thinking of ways

to fundraise for the Kinder and to get the families more involved with Kinder events. This year we introduced Open Play Dates at the Kinder which occurred at the end of the session. Families are encouraged to stay a bit longer after Kinder to meet with other families and committee members while their children have a play. This gives families a chance to meet and get to know other families in a familiar and comfortable environment.

Throughout the year we hold many Special Friends Days to celebrate mums, dads, grandparents and anyone who is special to the child. These days have been great successes with the turnout being amazing! The children love having their special friend come in and join them for a story and/or a song. We have changed how we run the Special Friends Day to get the Special Friends more actively involved and we have had a very positive response.

The Kinder year has flown by and we have had another incredible year! We have achieved many things this year and cannot wait to achieve more next year.

Joanne Barron  
**Director/4yr old Teacher**  
Rutherglen Kindergarten



# Training and Development

**Our Staff Members were facilitated to attend a variety of education, designed to enable staff to refresh and enhance their existing skill base.**

Our Staff Members also complete a mix of face to face mandatory training and online learning on an

annual basis, covering topics such as Fire Training, Infection Control, Hand Hygiene, Medication Management, Office Ergonomics, Work Health and Safety.

## Staff Member Education and Training

Topic	Number Attended
Wound Care	5
Palliative Care	22
Nutrition	2
Documentation	12
Diversity - Cultural and Spiritual	7
Dementia	10
Social Media Training	1
Goal Directed Planning	5
Clinical Care	4
Aqua Leaders Training	2
Understanding Accreditation	2
Comprehensive Assessment of the Older Person	9
Cert IV Coordination of Volunteer Programs	1
Advanced Diploma of Management	6
Diploma of Management	4
Orientation (new Staff Members)	10
Mandatory Training	89

This year we hosted students on placement, in order for them to develop their clinical skills which are underpinned by the theoretical learning. We partnered with a number of tertiary institutions including:

- Wodonga TAFE
- Charles Sturt University
- La Trobe university
- Riverina TAFE

Students on Clinical Placement	Number Attended
Diploma of Nursing (Residential Care)	28
Diploma of Nursing (Community Health)	5
Certificate III Individual Support	6
Certificate IV Allied Health Assistance	2
Bachelor of Physiotherapy	2
Bachelor of Occupational Therapy	3
Bachelor of Nursing (Residential Care)	4
Bachelor of Nursing (Community Health)	2

Sally Rashbrooke  
**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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