

Annual Report 2020/2021



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

Brendan Thompson: 4 Elements Blacksmithing
Resident: Desmond Boyle (deceased)

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Board of Management

President

Mrs Jo Slattery

Vice President

Mr Steve McIntosh

Treasurer

Ms Kristy Davies

Board Members

Mr Tony Jones

Mrs Jan Farrell

Mrs Erica Anderson

Mrs Glenda Burke

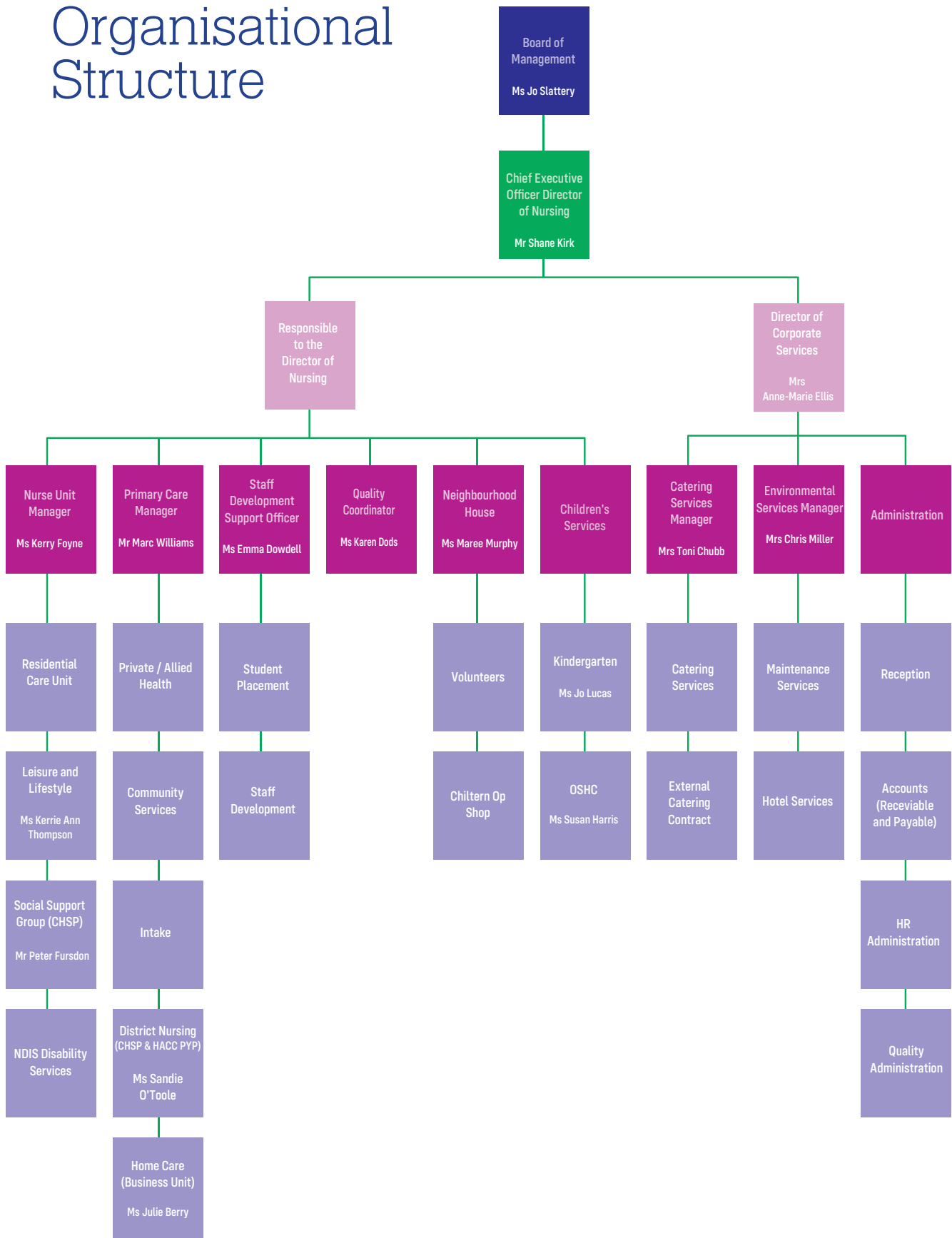
Mr Anthony Murnane

Ms Roberta Horne
(Resigned June 2021)



Photo credit:
Brendan Thompson

Organisational Structure



Strategic Plan



Committee Structure



Board of Management / CEO's Report

Indigo North Health Incorporated has continued to provide 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 inclusive services to its communities.

As with other healthcare organisations, Indigo North Health continued with another extremely challenging year.

With support from the Commonwealth government, Pricewaterhouse Cooper produced a business improvement document which has given the Board strategies to implement, in order to cement the future of Indigo North Health. The organisation participated in the Commonwealth Government's Business Improvement Fund (BIF). Indigo North Health was successful in its bid to receive funding under the BIF, and as such, contracted consultants The Cube Group. The consultants developed strategies with the Board and management team in keeping with the BIF application. The strategies that have been implemented/ commenced thus far include a deliberate strategy to increase the ACFI (Aged Care Funding Instrument) funding, to implement Home Care Packages, to expand bed capacity and to investigate the development of partnerships within the region.

The Board was thrilled to welcome the announcement by the Victorian Government, that funding of \$57.11 million would be allocated to Indigo North Health to construct a new 50 bed Residential Aged Care facility and Community Health precinct located on the land owned by Indigo North Health, located within Main Street, Nott Street and Hunter Street, Rutherglen. This followed a significant amount of work undertaken by the Board and management team in conjunction with the Victorian Department of Health.

With the release of the Royal Commission into Aged Care, Indigo North Health has embarked on a journey

to ensure that the organisation implements the recommendations of the Royal Commission and the directions of the Commonwealth Government. Indigo North Health continues to report to the Commonwealth the required Key Performance Indicators, has employed an Infection Prevention Control Lead and is developing processes to meet all the impending reporting requirements. This, combined with ensuring the COVID Safe measures implemented through the Victorian and Commonwealth Governments were adhered to, to ensure the safety of residents, clients, volunteers and staff members.

We would like to thank everyone for their understanding during these difficult and challenging times. We acknowledge the continual changes to visiting the residential aged care facility and to accessing our services has disrupted the "norm". The measures undertaken ensured that Indigo North Health facilities and programs remained COVID free, and that the most vulnerable were protected.

We are very proud of how the staff of Indigo North Health, have maintained all services to the community, have changed their methods of work to enable clients and residents to continue to receive services during the most challenging pandemic of our time. The impact of COVID -19 has seen a fundamental shift in how we deliver services, the development of strict infection control processes and with a plethora of information from multiple sources, how all staff have continued to adapt through this once in a lifetime event.

The organisation gratefully acknowledges the support of the Friends of Glenview Auxiliary whose fund raising efforts enable the organisation to purchase new items to improve the overall resident experience. In particular, the Board of Management acknowledges the significant work undertaken by Frances Walsh and Julie Simpson, who have been the drives of the Auxiliary and without their efforts; the Auxiliary would not have made such significant achievements.

We would also like to thank an anonymous donor, who donated \$100,000 for the purchase of a new bus for the Social Support Group. While we would welcome the opportunity to thank this person publicly, the organisation is very grateful for such a kind donation to the Social Support Group to enable the group to continue to provide meaningful engagement to the wider communities of Rutherglen, Chiltern, Wahgunyah and surrounds.

As a strong organisation, Indigo North Health is supported by a cohesive eight member Board of Management, who have diverse professional backgrounds, enabling clear and well structured governance processes for the organisation. Indigo North Health will have another challenging year ahead; however, the organisation will continue to strive for excellence in the provision of Primary Care and Residential Aged Care.

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. While our volunteers have not been able to work with us during COVID – 19, we remain hopeful that we will be able to welcome everyone back as soon as possible.

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Ms Jo Slattery
President of the Board of Management

Mr Shane Kirk
CEO/DON



Residential Aged Care

Transition from the familiar to the unknown is a great challenge. Glenview Aged Care facility is here to provide support for residents and families on this journey. Residents and families have 24/7 access to our highly trained and qualified staff to ensure the level of support you receive caters to the residents changing needs over time. Our aim is to promote independence, dignity and autonomy and show that aging can be a positive experience.

Over the last 12 months the Glenview team has worked hard to ensure our residents and families have stayed connected and positive with the ongoing restrictions due to the pandemic.

Nursing staff have worked above and beyond this year supporting the team and maintain a safe work environment and we are grateful for their continued commitment to providing excellent care in these unprecedented times.

As our facility has been in lockdown for the majority of the 12 months and our residents have not been able to have loved ones visit, facetime has been an integral part of our day to day lives. The residents have embraced this technology and have been able to connect with loved ones in the local community and around the world. These virtual visits have been a great comfort to our residents and families.

In May this year Indigo North Health secured funding for a new facility to be built in Rutherglen. The announcement was met with great excitement from staff and residents and also our local community. As the current facility was established in the 1930's we are well overdue for a brand new building that meets current standards and expectations of residents, families and the wider community.

In March we participated in the new NDIS accreditation process. The NDIS commission assesses the suitability of NDIS providers and there key personal to deliver NDIS supports and services. Indigo North Health was assessed against 9 of the 11 practice standards and was deemed competent to deliver support and services to all NDIS participants.

Nursing and Leisure and Lifestyle team has done an excellent job keeping our residents entertained over the past 12 months. They have ensured our residents have remained active and cognitively stimulated while in lockdown. Theme day photo shots are a favorite of the residents and all are excited to participate in the fun of the day.

After the unprecedented year that everyone has had my sincere gratitude and appreciation goes to all the staff and management at Indigo North Health for their dedication professionalism and commitment to providing excellent care and support to our residents and families

Kerry Foyne
**Nurse Unit Manager
Residential Aged Care**





Primary Care

In last year's report we reflected on the emerging challenges of COVID 19, not only on our capacity to deliver high standard health services, but also on us as individuals, in our professional and personal lives. It has been a challenging year, at times frustrating and tiring. Who could have anticipated the enduring impacts that COVID 19 would have on all our lives. Certainly, a once in a life-time event!

Despite these challenges, Community Health Services at Indigo North Health have continued to be provided at our sites in Rutherglen and Chiltern, as well and within the homes of our clients in the community. Our robust policies and procedures have held up well and allowed our services to continue. The extra hygiene efforts, personal protective equipment and social distancing measures have been vital. For those client's who have been asked repeatedly about their movements, whether they have had cold or flu symptoms, had been with anyone with COVID or had a temperature, we thank you! Our combined efforts and cooperation has contributed to keeping our staff, other clients and our local community relatively free of the virus. All of our Community Health staff are now fully vaccinated and will continue to follow high standard infection control measures. This will ensure the best platform for the safety and protection of all staff and clients.

Community Health at Indigo North Health offer a suite of allied health services including, Occupational Therapy, Physiotherapy, Podiatry and Counselling. We offer a range of individual and group based interventions. These are further complimented by district nursing, home care and health promotion activities. Once again, we exceed our clinical targets for the year. We continue to provide 4000 to 5000 individual contacts annually; an outstanding effort for a relatively small service. We have continued to offer these services flexibly and creatively; in house, home visits, over the phone and online.

COVID 19 has had a significant impact on our capacity to offer our regular group programs. We are acutely aware of the importance of these groups, and the disappointment attached to not being able to attend for some. We remain committed to our group

program and our plans are to continue with an expanded program. Thank you to all for your patience and understanding throughout the year.

Our team has remained relatively stable, a testament to the team's dedication, professionalism and to our positive team culture. Everyone has worked tirelessly this year and are certainly deserving of a good break. I have nothing but admiration and gratitude for everyone in our team, all of whom have performed above and beyond all expectations.

In November of 2020, we sadly acknowledge that sudden passing of our Health Promotion Officer, Joanne Crooks. Jo was a much loved team member and her work within the community has been dually recognised.

There is nothing but optimism as we consider the year ahead. We will need to find our way in the 'COVID Normal' world, all the while continuing to provide an exceptional standard of health care locally. We will continue to explore ways of offering dynamic services that responds to community needs, that meets our own high and the community's expectations.

Marc Williams
Primary Care Manager



Social Support Group

Once again we have had a very different and difficult 12 months with the Covid-19 virus, with the lockdowns, border permits, vaccinations, the Social Support Group clients have all endured difficult and stress full times, but when we were able to return whether it was for a week or two the clients always appreciated that they were able to get out and once again enjoy the company of their friends and the scenic outings.

The main thing that concerned us was the mental state that the clients were in with lock down, we ensured that we kept in contact with all the clients and gave reassurance that we were there for them.

We were very fortunate through the generous donation of an anonymous client of purchasing a new bus, this person appreciates what Indigo North Health does for the community in Rutherglen, Chiltern, Barnawartha and Wahgunyah.

With the great help of Bernadette Parker and our wonderful friend and volunteer Mary Jackson we have been doing what we enjoy and that is looking after our friends from the community.

Peter Fursdon
Social Support Group

Volunteers

Many thanks to our volunteers who have once again been wonderful in these crazy times called 2021. Sadly our volunteer services have been reduced, particularly in Residential Aged Care due to restrictions, but everyone is excited to resume their roles once allowed. Thanks to our Board members and Friends of Glenview who continue to support our residents, staff and community.

Both Chiltern and Rutherglen Men's Sheds have been stopping and starting as has Tai Chi and the Chiltern Op Shop, but it appears that they are all much more prepared for impending lock downs and make the most of the time they have open. We applaud them all for being so diligent with their Covid safety measures.

Transport has continued to carry on and, as part of a Department of Health Covid Vaccination Community Engagement grant, we are now able to offer free transport for members of the community to access their Covid immunisation. This has been well received.

We look forward to continuing to grow our volunteer base and support all of those who already give their time, patience and care to our community.

Maree Murphy
Volunteer Coordinator



Human Resources

Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2021, 120 staff members:

Full time	5
Part time	87
Casual	28
	<hr/>
	120

This represents an average EFT (equivalent full time position) of 65.27.

Snap shot of Staffing Costs:

Employee Expenses (wages, superannuation, workcover, staff entitlements) amount to \$6,212,231.

This represents 81.14% of our total expenses.

Our WorkCover premium is for 2020/21 \$119,980, and we paid \$523,623 in superannuation payments.

Anne-Marie Ellis
Director of Corporate Services



Administration / Reception

Rutherglen & Chiltern

Our administration team at Rutherglen and Chiltern is composed of the following staff members:

- Tanya Backhouse, who is also administration officer at Rutherglen Kindergarten
- Liz Curran
- Cate Baker
- Karen Williams
- Gwen Harris.

Indigo North Health Inc. is very fortunate to have such dedicated and hard-working employees.

I would like to thank them for their professionalism, their very serious hard work and also their helping presence behind the reception counters... and for their smiles!

Anne-Marie Ellis
Director Corporate Services





Staff Service Awards

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

10 Years

Maree Murphy
Brendan Nicholls

15 Years

Anne-Marie Ellis
Anna Hession

30 Years

Sandie O'Toole

Catering Services

As always, we strive for excellence in the meals we provide together with the personable service to ensure the dining experience for our Residents is enjoyable.

All our meals are cooked on site by our dedicated Chefs, Cooks and food service team. They deliver nutritionally balanced, delicious meals and snacks to meet individual food and cultural preferences, and also cater for allergies, texture modified foods and special dietary requirements.

In Nov 2018, the Victorian Government committed to ensuring that food available in our public hospitals and public aged care facilities is healthy, of high quality, and where possible, locally sourced, supporting Victorian farmers and producers. In addition, that all Victorian public hospitals and public residential aged care facilities will be required to follow new health and quality food standards, following a comprehensive audit. Indigo North Health was chosen as a Case study which was shown in the Report.

Case Study: Indigo North Health – Glenview Nursing Home

Catering Manager, Toni, provides great leadership in ensuring a high quality food service and meal experience for the residents at Glenview Nursing Home. Actions they have implemented include:

- Where appropriate, residents are served by staff “bistro style” from the bain-maries in the dining room or are encouraged to serve themselves from the centre of the table (for example, salad bowls)
- Texture modified meals are presented attractively and as close to their original form, using hand piped shapes.
- The dining room provides communal tables with tablecloths and nice table settings. Cloth napkins, china crockery and non-plastic cutlery are used.
- Residents help with meal preparation for Tuesday BBQs and are involved in setting tables as they desire.

- There are special food events to provide food variety and interest. For example, a Christmas in July lunch.
- Residents can do their own basic food preparation such as make toast, or make themselves or their visitors a cuppa in the kitchenette.

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.

I would like to thank, not only all the amazing staff in the Catering team, but everyone at INH who, under very difficult circumstances this year, have continuously provided a fantastic and caring service to our residents and the community as a whole. Your dedication and commitment is truly valued.

Tony Chubb
Catering Services Manager



Home Care Program

We have had another busy and somewhat challenging year in our Homecare service.

With the continuation of Covid this has brought its own challenges for both clients and staff. Continual lockdowns and border changes challenged us all. However throughout this the service remained operational supporting our valued clients with often our healthcare workers the only person they might see during the day .

The service continues to grow with minimal staff turnover. Strong 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 ensure constant referrals and a recent NDIS accreditation was gained to support our NDIS clients.

Exciting and even busier times loom as Indigo North Health have been approved to provide Home Care Packages. A Home Care Package assists older people to remain independent in their own home whilst maintaining their participation within their local community. In the coming months we will begin to take on new clients and assist clients with coordination of their Home Care Package.

We look forward to the challenges that lay ahead in the next year. Thanks must be extended to the small but dedicated team of Home Care staff that has been adaptable and supportive of not only each other but their clients in what I must say has been an extremely challenging twelve months.

Julie Berry
Home Care Coordinator



Chiltern Neighbourhood House



The Chiltern Neighbourhood House, along with everyone else, has had a few ebbs and flows in the current climate, but when all is well, we are having some great successes.

Our regular groups of Yak& Yarn, Mahjong, Art Group, Tai Chi, Book Club and Chiltern Spinners continue to get good support with numbers generally ranging between 4 and 12 participants. We have also created a small Art Gallery in the hallway to showcase what our clever people do and all their works are for sale at great prices. Groups are particularly important at the moment as people crave social interaction. Our yoga and Pilates classes are popular, and we have also held a few weekend special interest groups that have been full to capacity with more ideas to come. We organize and provide a venue for First Aid and Responsible Service of Alcohol courses which are always well attended.

We have been using the rotunda at the front of the building as a produce and book exchange (COVID safe measures apply). Community members have been dropping off and picking up produce and plants and our little library is frequently visited.

Social media has been very important in the promotion of all programs and we find that we often have people from surrounding areas learn of what we are doing by reading the Facebook posts. A new brochure outlining programs and activities will shortly be delivered to all 650 letterboxes in Chiltern as well as a delivery to Barnawartha Post Office.

We previously had been running monthly Saturday Soirees which is a luncheon for which people pay \$5 for their meal and good company. This is part of Reduction of Gambling/reducing isolation grant monies, but unfortunately is on hold at the moment due to Covid restrictions. We usually have between 12 and 20 attendees. Some funds have been used for the purchase of new crockery, utensils, a coffee machine and we are also getting some outdoor furniture so that we can sit outside in the nicer weather.

Food Share is well utilized with a few regulars coming in as well as district nursing and home care staff often taking a few items for clients. Fruit boxes are regularly made up and taken to both Chiltern primary schools for children who may not have access to fresh fruit. We have started a program where 2 or 3 volunteers, at the end of the week, get creative with left over produce and make small meals & soups to be frozen for anyone to take free of charge. This reduces waste, engages volunteers and offers the opportunity for clients to have homemade meals. We look to incorporating ingredients from the Community Garden into this too.

We are now authorized outreach providers for the Victorian State Government's Power Saving Bonus. In this capacity, we assist people with lodging a claim for \$250 and in return we receive \$10 per application as well as the initial \$400 start up funds. This has been very popular and the plan is to have one day per week in Rutherglen to reach members of the community who may not have access to transport. This initiative runs until late January 2022.

Our Op Shop is absolutely firing! They are open 7 days a week and it is a terrific bunch of volunteers who love what they are doing and are keeping the shop looking fun and inviting. Sales are going very well and they have even entered into the world of some online sales.

Cont. ►



As part of the Indigo Dementia Alliance, we are very happy to be working with Indigo Shire Council Ageing Well Officer Kate O'Toole in starting up a Dementia Carers Support Group and a Memory Café at the Neighbourhood House. Kate received grant monies to purchase some comfortable, dementia friendly furniture so that we can offer a welcoming space for carers and the person they are supporting as well as some dementia nursing assistance and resources as well as a lovely area in the Community Garden with sensory gardens, raised garden beds and a nice sitting area. This is a much needed service and we are thrilled to be a part of it.

We are in discussions at the moment with Ambulance Victoria who are looking at the whole old doctor surgery section of the building to use as a base for office, lounge, kitchen, bathroom and medication space. They would have parking in the ambulance bay and direct access into the building so quite separate. They would complete the appropriate modifications and would be paying rent. This also presents a great opportunity for the paramedics, our health services and the Neighbourhood House to work together with individual and community needs in mind.

We hope to continue on and be able to offer the community and surrounds a great range of social and education interactions and experiences and to give people the opportunity to feel involved, appreciated and an important part of something good.

Maree Murphy
Chiltern Neighbourhood House Coordinator

Environmental / Maintenance Services

Covid, earthquakes, can it get any better....yes it can, a New Facility coming soon and in the meantime a new sensory garden should be completed in October.

2020-2021 has been another hard year but staff ensures all residents are safe and are provided with quality care and services. The Environmental Services team strives to achieve this by having all of the residents cleaning; laundry and maintenance needs attended to.

The gardens are giving residents somewhere to enjoy both visually and aesthetically during these difficult times.

More than ever, best cleaning practices are maintained by the Environmental Services Assistants by frequent and proper hand washing and using personal protective equipment, facility sanitisation, cleaning frequently touched surfaces and objects and adhering to Aged Care Accreditation Standards

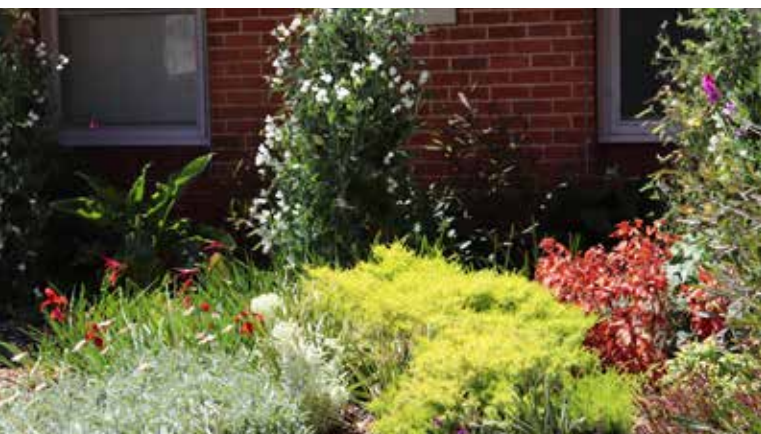
Maintaining the state and condition of residents clothing speak highly of the care given to them as it is portrays their individuality.

Maintenance staff resolve issues across all areas of INH – Rutherglen site - Residential Aged Care, Community Health, the Kindergarten, St Marys Village and Neighbourhood House in Chiltern. The gardener also services these sites

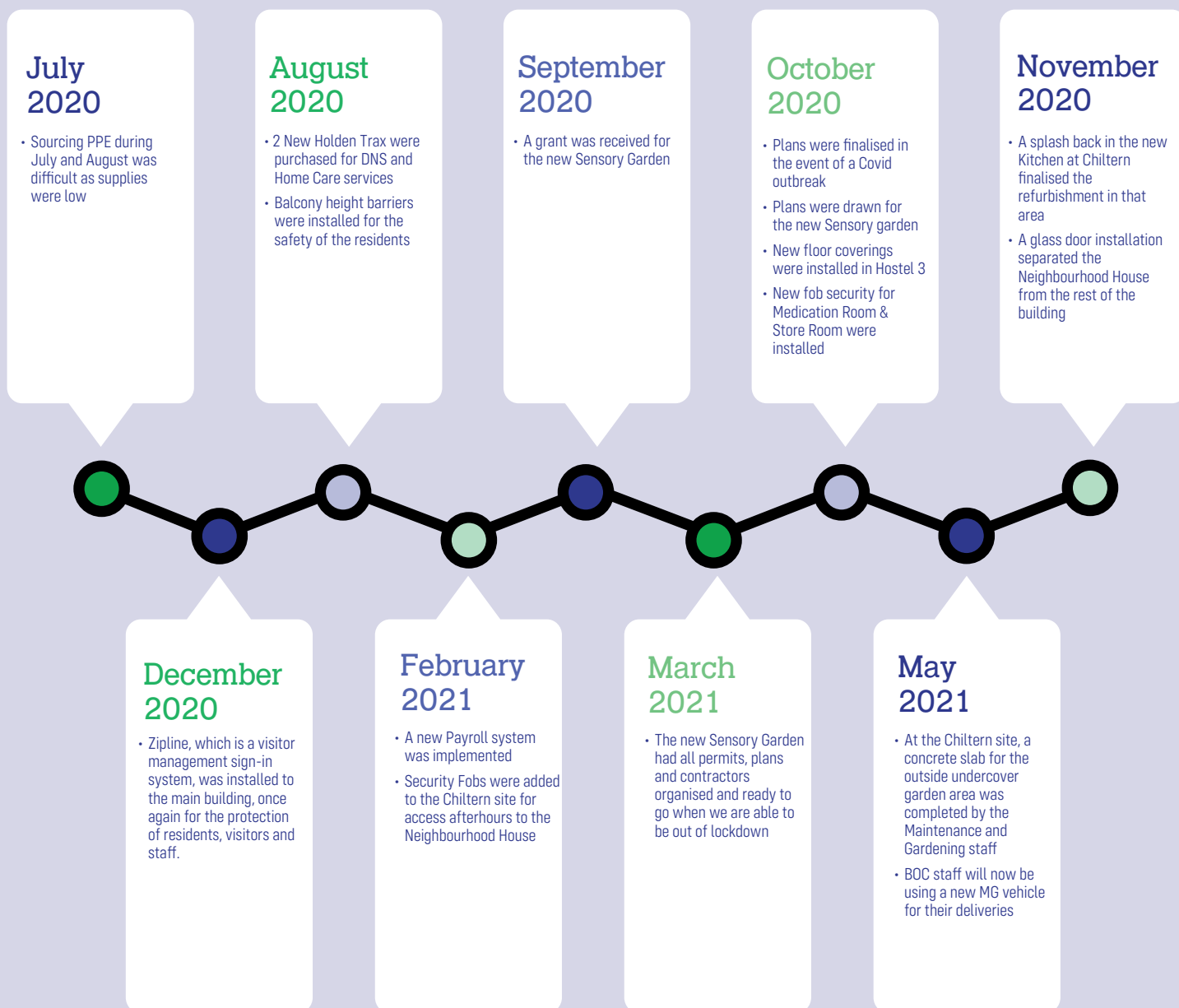
Things have been a little quiet this year but here are some of the events that have transpired so far.

Once again thank you all staff at Indigo North Health, it's an absolute pleasure to be part of the team.

Chris Miller
Environmental Services Manager



Environmental / Maintenance Services Timeline



Children's Services

Rutherglen Kindergarten

This year has been full of new adventures, COVID restrictions new learning opportunities and change.

This year we implemented 15 hours of funded 3 year old Kindergarten, we are very lucky to be able to offer this as most Kindergartens will not be able to offer this until 2029. We merged our 3 and 4 year old funded Kinder children together to make 2 mixed age funded groups: The Green group and the Red group. The Green group has 22 children, Crystal Hearn is the Kinder teacher and Bec Jones/Erin White are the educators. The Red group has 29 children, Jo Lucas is the Kinder teacher and Irene Moloney and Sandra Lowe/Caroline Barber are the educators.

We farewelled 2 very loved educators at the end of last year (Mandy Kay and Maureen O'Donoghue) and welcomed Crystal into our team and we welcomed Irene and Caroline who have both had roles at the Kinder into ongoing educator roles.

We started the year with a bang by giving our front yard a makeover, the children were very excited as the works all went ahead while they were going to Kinder so they were very excited to be able to watch the yard transform and watch the landscapers at work and ask them questions of course about what they were doing and why.

School Readiness Funding (SRF) was introduced this year to our Kinder. SRF is where we receive an allocated amount of money based on the communities and families we serve. We used this money to implement programs etc. to help meet the needs of the community that were identified when developing our School Readiness plan. We were able to implement a Book Gifting Program where children received a book each term to keep and activities to go along with it, we were able to employ an additional educator to work in both groups for term 1 to help everyone settle into the many changes that were happening at the Kinder and to support the children and educators, we implemented the Early Years Resilience Program and were able to get coaching for

all educators to help improve and reflect on their practice. We were also lucky to have access to a Speech therapist and Occupational therapist who offered educators training sessions, resources and advice on the children we service.

Due to funding received and monies from the committee we have been able to purchase well needed resources for the Kinder which support us in the delivery of our program.

COVID has impacted on us greatly as at home learning has had to occur along with incursions, excursions and school visits we had planned having to be postponed and then cancelled. Despite the bumps throughout the year the children have been involved in some wonderful learning experiences and we have enjoyed every minute we have been able to be at Kinder together.

Cont. ►



Children's Services cont.

The Green group have been enjoying getting to know Crystal's bear Benji who has been taking turns going home with the children. They love bringing him back and sharing their Benji diary with their friends to show them what they got up to, they have been learning about letters and the sounds they make through fun games, play and the interactive board. They enjoy hearing about Paddington bear's adventures around the world and receiving postcards from Paddington and learning about the places he visits.

The Red group have loved doing show and tell and sharing a toy and a photo with their peers. They learnt about what it means to be a super friend and how we can be nice and support each other, they enjoy receiving a super friend award when their words, kindness, actions are noticed. The children are learning about seeds and plants and are growing their own grass in a cup on the windowsill.

Each group engages in a variety of learning experiences tailored to meet the needs of the group. On Thursdays the children are all at Kinder on the same day and love crossing paths when we have special days such as dress-up days so they can see each other and show the other group their outfit.

We love our dress-up days and look forward to having a Halloween dress-up day in October/early November. In September we had a footy day which we loved, we wore our favourite footy team colours, kicked the footy and ate footy food (party pies and sausage rolls)!

We have had a great Kinder year despite the challenges and we will be sad to see our children leave for their new adventure at school however we will be happy to have those returning to see them grow even more.

Joanne Lucas
Director
Rutherglen Kindergarten

Rutherglen Outside School Hours Care

2020 / 2021 a year we will not forget in a hurry. We have been in and out of lockdown so much that the children recognize us with mask on more than mask off.

We have some fantastic children that at 3 and 4 years old they have been completing 500 piece jigsaws with ease so our challenge with them for the second part of the year will be 1000 piece jigsaws. We discuss the shapes, colours, size and the story that is being told. Jigsaw puzzles seem to have a magnet that attracts everyone including parents. We have also discovered how calming the table is, which assists with those special moments. Getting to know our children's interests and dislikes when we sit around completing jigsaws assists us with our program planning.



Our Primary school children have been into skipping for jump rope for heart. We have seen so much improvement with how many skips they can do before stepping on the rope. So many rhyming jumps I am sure we all go home and dream of Teddy Bears jumping.

Both groups Kindy and Primary have worked together in our Science, Technology, Engineering, and Math activities. They worked in teams to make a box robot. Surprisingly they did a fantastic job, their engineering skills shown through with lots of moving parts. Some children used their Math expertise to measure and cut correctly, so many times I heard "measure twice cut

once"; this shows us they do listen. Our crystal growing was mind blowing. We watched with eager eyes as the crystals began to form. We were disappointed with how small they were compared to the pictures. The children discussed what could be wrong and the most votes were for the room was too cold and maybe we should try in November again and compare the results.

We ventured to Mulwala Fun Park and the new playground on the foreshore, where we not only enjoyed our day but we also discussed the Engineering designs. The funny driving of some children and one particular staff member had us all considering our safety when they do get drivers licences. Very pleased that we have no one way main streets (not the Lanes) in Rutherglen or we may consider not being in a car with one staff member. BBQ was cooked by another staff member for everyone to enjoy, still a secret as to whether the onions went on top or the bottom.

Bingo online via ZOOM competing against other OSHC Centres all over Australia engaged our children for over an hour playing 5 fun games of BINGO with some trivia questions in between. All of the children had so much fun, the laughter, the prizes; we have rebooked for next Vacation Care. Unfortunately for our Centre we did not win the big \$25 cash prizes but we all had so much fun it did not matter.

Getting lost at Dinosaur Park was scary, finding our way through the bamboo before the Dinosaurs could find us was an adventure, though the Bunyip found us and his big scary red eyes followed us around until we found the very loud music instruments to scare him away. There is so much to do in this park that we do visit it every Vacation Care. We bring going on a Dino hunt to life.

Our 3 year olds are becoming professionals at cracking an egg with no shell going into the mixture. Our bigger children are professional taste testers. Lots of MATH skills used and life skills being learnt from an early age.

We made snow on some of our cold days, the sensory feelings, discussions on how it is made, and the math and reading skills required for measuring the ingredients to make snow were all great talking starters.

We celebrated 25 years of OSHC service to our local area with cake and games in April.

Thank you for your time.

Susan Harris
Lead Educator
Rutherglen OSHC



Leisure and Lifestyle

In the last twelve months we have all experienced challenges with the Covid-19 restrictions and lockdowns.

Throughout this time the Leisure and Lifestyle team have worked tirelessly to keep everyone mentally and physically active by providing a range of activities based on the domains of human experience – physical, cognitive, social, emotional, sensory, spiritual and community. In addition to these domains, we also incorporate Kitwood's Model of Needs which includes six elements essential for caring and supporting those with dementia. The six elements include comfort, engagement, love, identity, occupation, inclusion and attachment. A weekly schedule for 1:1 resident time was introduced with success. Each week the L&L team spent quality one to one time with residents tailored to their individual needs and wants. The team provided quality person centered care by way of playing board games, cards, reminisced, took walks, provided pampering, manicures, pet therapy, music therapy and much more.

In September 2020 Kerrie Thompson took over the role as Leisure and Lifestyle coordinator from Penny Bingham. Penny continues to provide her valuable support to both residents and the Leisure and Lifestyle team by chairing the resident meetings, being a member of the Friends of Auxiliary and managing the Aged Care Integration Program with the

Kindergarten. Unfortunately due to the Covid-19 restrictions, the Aged Care Integration Program was unable to be completed this year; however we look forward to beginning the program next year.

Glenview welcomed Yvonne Park as part of the Leisure and Lifestyle team in May 2021. Yvonne had volunteered and continues to volunteer for Leisure and Lifestyle by providing pet therapy with "Sammy" the Border collie on a fortnightly basis and running the cooking program with residents at INH Chiltern Neighbourhood House and at times within the facility.

The L&L team would like to also mention a special thank-you to both Janice Davis and Joan Bowdren who volunteer on a weekly basis (when we are permitted to have visitors during those brief moments when the restrictions ease) and to Bill Kelly for volunteering his time as a bus driver for our swimming program and scenic tours.

Highlights

Throughout the year we were grateful to receive donations from Corowa Old Time Dance Group which assisted the set up of the new games room in the facility. These much needed funds helped to purchase a retro record, cd, tape and radio player, a pool table with accessories and a table tennis top. Lockdowns became less overwhelming for residents after the incorporation of the games room. We were also grateful to Mr Kercheval who donated his record collection for residents to enjoy. The record player is used frequently for music therapy, sing along and general music whilst playing games.



Whilst lockdowns and restrictions were difficult, we kept families connected by providing daily video calls. This was made easier when our application for a Telecommunications Grant was approved and two new Ipad Pros were purchased with the funds allowing more than one call to residents at a time. The remaining funds were used to purchase the new Tovertafel 2 interactive games unit with help from a kind donation from the Rutherglen Lions Club. The games unit provides positive interactive and purposeful play with those with living with dementia. It can be used as part of quality 1:1 time or as a group.

Theme days were a much needed and welcomed distraction during lockdowns, popular with both residents and staff. Christmas in July, Hawaiian Luau Day and Mexican Day not only brought in colour to the facility but provided engaging activities and promoted fun and laughter. In addition we share the fun and shenanigans by posting photos on our Indigo North Health Facebook to promote positive engagement amongst our local community, receiving many positive comments which were in turn shared with residents.

In closing, I acknowledge Belinda Suffern, Eva Pettersson and Yvonne Park for your continued enthusiasm, commitment, creativity and support within the L&L team to continue to ensure the emotional and physical well being of each and every resident is met.

Kerrie Thompson
Leisure and Lifestyle Coordinator

“
*If you do what
you love, you'll
never work a
day in your life*
”
Marc Anthony



Training and Staff Development

The year 2020 saw us out with one student completing placement and very little training happening at INH due to COVID. With the New Year came some good news and we were able to have student's commencement placement with us once again. This became possible as the government now has the students listed as essential workers to be able to complete their placements.

Mandatory training has gone ahead this year but too has come with its challenges. Currently our face to face sessions are going ahead, although our fire training is happening via zoom sessions.

Students

Our students began back with us on the 07.12.2020 and we have had a collective of 33 students between then and the end of June. Our students have joined us at District Nursing, Home and community care and within the Residential Aged care Facility.

Between all 3 areas our students have come to us with a range of different experiences and different levels of qualifications. We have had students completing Certificate III in community services, Certificate IV in aged care, Diploma of Nursing and also Bachelor of nursing.

Our students come to us from local areas as well as the Australian Defence Force and also from Melbourne RMIT.

Students have been given the opportunity to also participate with other areas in our facility during their time here. Many of our students have been actively involved with helping out Leisure and life style team with activities and have also been able to head out on bus trips and outings. They have been able to attend cooking sessions in Chiltern and also assisted take residents to the local art show. Students have also been able to go to the swimming sessions with allied health and get in the water to assist residents.

Just like staff students are now required to complete their COVID-19 vaccines and we can no longer accept students who have not had them. The rules are forever changing and I receive constant updates from the government around regulations for students. During our lockdown periods we are allowed to have students here with us and they must comply by all the same rules as staff.

Most of our students here at INH have been able to complete their placement and finish as independent students. They have been able to take on their own small work load by the end of their placement and are confident when they leave us here.

Feedback from the students indicates that they enjoy their placements here at INH and achieve the goals they set for themselves during their time here. 2 of our students have returned to INH as staff members.

Staff Training

Staff training seen most of our staff completing face to face training in the early months of 2021. For these sessions we were able to have the fire training on site as many of the Covid restrictions were eased, however these were completed in small groups.

Our current staff training consists of 8 hours of face to face and approximately 15 online modules to be completed in a 12 month period.

Emma Dowdell

Staff Development Support Officer

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:

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- **Remembering Indigo North Health in your will**
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The Chief Executive Officer
Indigo North Health
168 High Street
RUTHERGLEN VICTORIA 3685

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