

Annual Report

2015 / 2016



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.

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Board of Management



President
Mr Stephen McIntosh



Board Member
Mrs Jan Farrell



Vice President
Mrs Jo Slattery



Board Member
Mrs Helen Doig (resigned - May 2016)



Treasurer
Mrs Irene Cracknell OAM



Board Member
Mr Jim O'Toole (resigned - March 2016)



Board Member
Mr Tony Jones



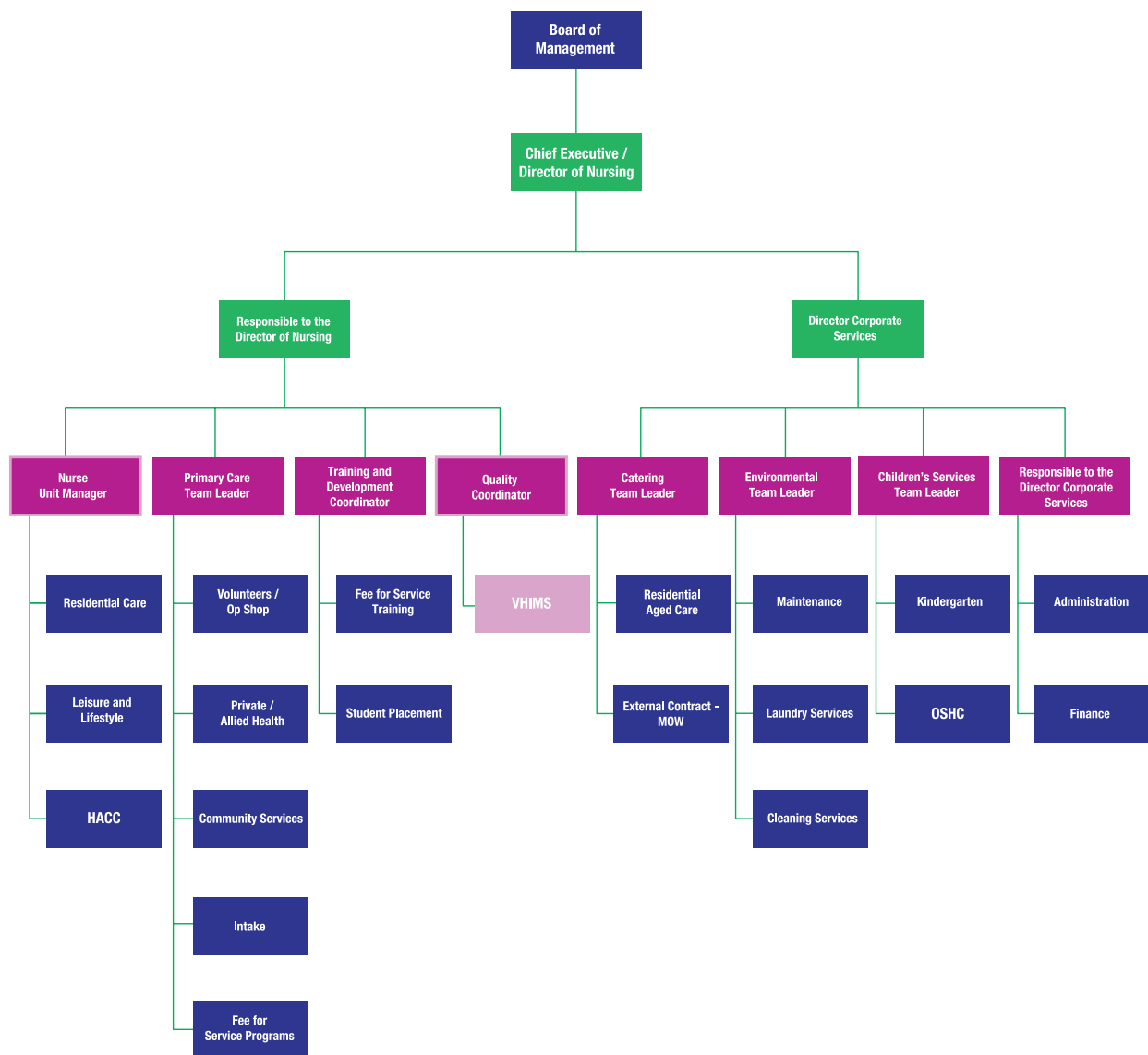
Board Member
Jenny Sleep (appointed - December 2015)



Board Member
Mr Colin Glanville

Board Member
Dianna Rice (appointed - December 2016)

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.

Of particular note this year is our success in the Out of School Hours Care Program, where we received the Victorian/Tasmanian State Winner Early Childhood Service of the Year 2016 from the Australian Family Early Education and Care Awards. Congratulations to Sue Harris, Lead Educator of the Indigo North Health Out of School Hours Care Program.

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.

Overall the organisation maintains an outstanding average occupancy rate of 99.16%, and we currently maintain a waiting list of 16 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 and

Belinda Suffern and assisted by a number of staff members, including Mary Kelly, Maureen Hennessy, Carol Anderson. 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 included a number of the items that were posted to Facebook throughout the year.

The organisation acknowledges the receipt of funding from the Victorian Government to ensure the Residential Aged Care Unit has the latest diagnostic equipment, and manual handling equipment to ensure we provide only the highest standards of care to the residents of "Glenview".

The Primary Care program receives funding from the Victoria Government, Commonwealth Government and the Murray 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 total the Home care program provided 1,793 hours of service.

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 237 participants through 22 courses.

The organisation gratefully acknowledges the support of the Friends of Glenview Auxiliary who's fund raising efforts enable the organisation to purchase new items including a trailer for resident outings and art supplies. The major focus of the Auxiliary is fund raising for the Sensory Garden, which we plan to commence by December 2016.

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 of the 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

2015/2016 has seen some of the greatest changes in our healthcare system. With these changes, also bring s challenges to continue to provide a high quality service to our community, within competitive funding models.

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.

Our Primary Care survey completed in the 2015/2016 financial year indicated a very high level of satisfaction in all of the services areas.

Some comments from consumers included:

- “Very inclusive service. Friendly and efficient staff. I am completely happy with the services provided.”
- “I am totally satisfied with the treatment given to me by the District Nurses. All are very competent and cheerful.”
- “Respectful, friendly staff who aid and assist in quality of life.”

Our service also participated in the Victorian State Government Service Coordination Survey. Our results indicated a higher than State average and Hume region average to ensure that:

- people access the services they need, no matter what service they go to first
- providers exchange the right information so consumers receive good care from the right providers at the right time
- people have their health and social needs identified early, preventing deterioration in 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
- Trialling a new model of provision of support services to carers of people living with dementia based on the ‘cafe Style’ support model.
- Supporting educational services in Indigo Shire to complete training with the Dove Foundation for body esteem.

The Murray Primary Health Care Network (MPHN) provides funding for our physiotherapy, Occupational Therapy, Podiatry and Allied Health Assistant programs. This is Commonwealth funding, governed by a Board of Management which sits in Bendigo. The transition to a ‘commissioning model’ will occur in the new financial year in 2017 and will see Indigo North Health advocate on behalf of its communities to ensure that we have a high quality service which meets the communities and individuals’ needs: PHN ensuring that they will fund “the right care, at the right time, in the right place”.

Our Home and Community Care (HACC) services of Planned Activity Groups, Our Volunteer Support and District Nursing Services have also undergone a significant funding change. From August 2016, the HACC program will split its funding arrangement. For consumers over 65 years of age, the Commonwealth will fund these services. For consumers under 65 years of age, The Victorian State Government will fund the services. The future will transition existing HACC clients to Aged Care Packages, managed through the National My Aged Care portal and clients under 65 years of age with a significant disability to the National Disability Insurance Scheme (NDIS).

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 will complete its accreditation cycle. This process ensures that our organisation is recognised as an Accredited Service and provides assurance to consumers and our partners that our service is of high quality.

Indigo North Health values input from our consumers and partners to ensure we are providing a relevant, high quality and sustainable service to our communities.

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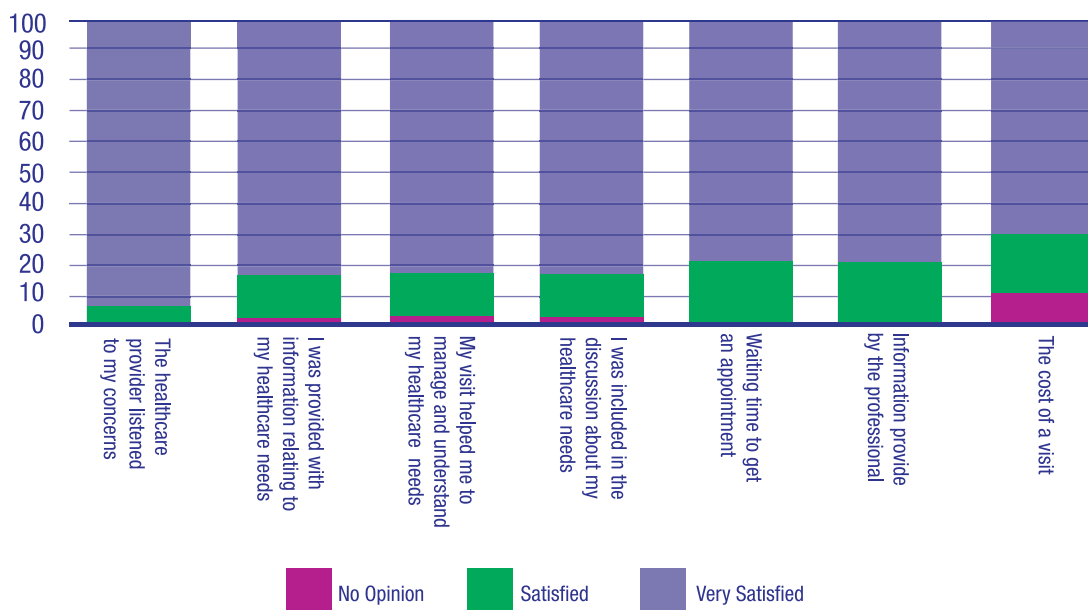
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Anna Hession

Primary Care Team Leader

Primary Care Survey 2016



Apply First Aid Training

This year has seen a steady increase in participants in Provide First Aid courses run at Indigo North Health.

Twenty two Provide First Aid and CPR courses have been conducted with 237 participants. Most courses were run at the Indigo North Health campus in Rutherglen but we have also conducted some off campus work.

Recent changes within the training packages has seen the *Asthma and Anaphylaxis* course incorporated into a child care specific First Aid Course called *Provide an Emergency First Aid Response* in an Education and Care Setting. Indigo

North Health is accredited and able to conduct this particular course so in future we will see a decline in numbers for Asthma and Anaphylaxis specific courses and more participants in *Provide an Emergency First Aid Response* in an Education and Care Setting.

Recent *Provide First Aid* courses have all been booked out and we have had enquires regarding more training off campus so we are looking forward to a busy time in the next twelve months.

Julie Berry
Coordinator

Personal Care/ Home Care

It has been a busy year in our Personal care / Homecare service. Indigo North Health provides 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.

Funding for these services is provided from Post Acute Care, Aged care packages and other local service providers for example Upper Murray Family Care.

Most recently Indigo North Health has been accredited with TAC to provide services for them.

Over the last twelve months Indigo North Health has provided ongoing services in:

Home Care , Personal care and Home Respite.

A small dedicated group of Personal carers are employed within the service and their dedication and attention to detail ensures that the service maintains high standards and for this I personally thank

Paul Bowman, Belinda Gladstone, Christine Hanlon and Bernadette Parker, Sarina Beer and Kim Barron

Julie Berry
Coordinator

Environmental Services

It's amazing to think that still to this day we are maintaining and cleaning some of the original Rutherglen Bush Nursing Hospital that was opened on August 17, 1938 at a cost of £3,697. A public appeal was made for £500 to meet the cost of equipping and furnishing the hospital. What was once the Nursery and Labour ward is now our staff room, the Boardroom was the Operating Theatre, the Nurses Dining room is where the Meeting room now is, the Photo copy room was the Sister's room, the Laundry and Kitchen have not changed in position and the rear of the building where the Training & Development office, Hairdresser, Strength Training and Library is where the Nurses residential quarters were.

Garden View housed 6 Wards and a Sunroom with provision made for additional beds in the wards Chiltern Bush Nursing Hospital commenced their health services on October 4, 1959 with 6 beds, an operating theatre and nursery. The hospital was fitted out with air conditioning; oil powered heating, telephones, and radios and was considered quite modern for the times.

Bed numbers increased over the years and the hospital became the Chiltern and District Health Service, however in 2006 all bed-based services were closed and some community based services remained until the amalgamation with Rutherglen.

Indigo North Health continues with these services and the Environmental Services team clean and maintain the building and gardens of which hasn't changed in structure since 1959.

Some interesting developments have occurred throughout the years such as in:

1948 - Rutherglen Bush Nursing Hospital became Rutherglen District Hospital

1980 - Planning and refurbishing of the south wing of the hospital was commenced in the former nursing staff residential quarters to make way for a Day Care Centre which was jointly operated with staff from the Ovens and Murray Hospital for the Aged. Our first



Rutherglen Bush Nursing Hospital and foundation stone ceremony - 1938



Chiltern Bush Nursing Hospital opening - 1959

ride on mower was purchased in 1980 and this machine is still used at the Chiltern campus

1981 - Rutherglen Council began road works in Church and William Streets to improve access and egress to the Hospital which allowed proper entry to the rear of the building

1981 - Glenview Community Care was established

1984 - Pan room upgrade and installation of a bed pan sanitiser which had never been upgraded since 1939. The pan sanitiser is still in use today, although does undergo an amount of maintenance

1985 - 6 hospital beds are set aside for nursing home type patients which account for the majority of inpatient days recorded in the hospital at that time and for family relief beds which is respite.

After 5 years of planning finally in 1987, the Health Department, through the minister, announced the approval and funding for a role change to the Rutherglen District Hospital which consisted of

1. All the acute care for Rutherglen district will be taken up by the Corowa Hospital

2. A free standing 23 bed nursing home to be built on Rutherglen Hospital grounds

3. The existing Hospital to be refurbished for Community Health

1988 – The property of 172 High Street was purchased at a price of \$70,500 for future development of our Community Health and Medical facility

1991 – A third boiler was purchased as the two existing boilers that were installed in 1983-1984 using gas instead of oil, had insufficient capacity to handle the heating requirements of the nursing home. The piped water system used for heating the wards throughout the hospital still heats Garden View and Administration areas.

To save money, Wangaratta District Base Hospital Maintenance Department were utilised by the

hospital for installation and general facility upgrades to the pan room and service room facilities without using outside contractors – at Indigo North Health we contract fully qualified Electricians, Plumbers, Painters, Air-conditioning and Refrigeration mechanics, Pest Control, Fire and Gas maintenance contractors.

1992 – OHS and Quality Assurance Committees were set up

1992 – Friends Of Glenview formed

1993 – July 1 Glenview Community Care regained total autonomy from Wangaratta District Base Hospital to be responsible for their management

2002 – Works start on the 10 bed Hostel and were completed in 2004

2005 - One stop shop – Community Health and Medical services co-located in one building

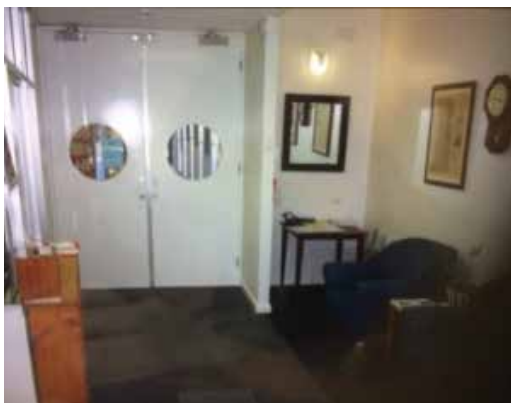
2008 –Indigo North Health Inc was formed which was an amalgamation of Chiltern & District Health Service and Glenview Community Care.

During this time we also purchased 6 Independent Living units known as St Mary's Community Village Inc. Environmental Services maintain the building and grounds of this site also.

Indigo North Health has come so far since 1938, obviously accomplished by a team effort and with the dedicated staff that is employed in all areas of our facility will continue to grow and strive for excellence for many years to come.

Christine Miller
Environmental Services Manager

The front reception was updated in 1988



...and once again in 2016



Catering Services

Our trained and experienced catering staff at Indigo North Health prepare nutritionally balanced home-style meals for our residents, and are proud to make positive contributions to their health and wellbeing.

We understand the value of companionship and the social importance of meal times for our residents, and we never forget that we are invited guests in their homes, providing a level of support and fellowship to ensure that their dining experience is a pleasurable one. There are a number of particular challenges in providing fresh, quality and nutritious food to people in aged care. In particular, encouraging people with dementia to eat well and regularly can be difficult.

That is why great food can be hugely powerful for people with dementia and with other high-care needs. Not only is good and appealing food important for our residents and patients' nutrition, it's also a potential source of pleasure.

The catering department has a close affiliation with our Leisure and Lifestyle team, and provide meals and snacks that compliment the theme of the day. We also provide meals for our residents when going on bus outings and bird watching.

A number of special events this year have included a fantastic day when the animal farm visited our site, followed by a BBQ enjoyed by the residents and our

children from the kindergarten. Our high tea for Daffodil day was also enjoyed by family and friends along with the residents.

This year the kitchen at Indigo North Health has provided over 46,000 meals for our Residential Aged Care facility. We have also provided 5000 meals for Meals on Wheels, 1,350 meals for Planned Activity Groups in Rutherglen and Chiltern, and 470 Centre Based meals. In addition we have also provided over 2,500 meals for staff and internal functions. The kitchen has also catered for the walk to school program and St Joseph's P&F ball.

We continue to maintain our commitment to high quality management through our accredited Food Safety Program, policies and procedures.

Tony Chubb
Catering Services Manager

“Great food can be hugely powerful for people with dementia and with other high-care needs.”



A wonderful cooked breakfast was enjoyed by all at the park

Rutherglen and Chiltern Administration - Reception

Three Administration Officers job share the administration/reception of both our campuses Rutherglen and Chiltern, which are open Monday to Friday, 8.30am to 5pm.

Glenda Darling, Sarah Hince and Karen Williams are the first point of contact, either in person or on the phone, with our organisation, and apart from reception work they also cover all our administrative tasks.

They handle our residential aged care administration, follow our Accounts payable and Accounts receivable, receive monies, answer the phone, help clients, welcome visitors, give help and support all our departments and to their managers, they do the banking, post the mail, follow up with huge amounts of messages, and - not least -always have a smile and are ready to help.

They do the administrative work for new staff, they keep our residents' files up to date, they do photocopying, filing, typing, they know where everything is and where everyone is, and they still welcome everyone with a smile!

Glenda, Sarah and Karen are way more than the person at the reception. If we were to add all the tasks they perform, the list would just go on and on.

Indigo North Health would not function without them. Again they are the first point of contact, but also the backbone of our organisation.

So a big thank you to them for all their hard work!

Anne-Marie Ellis
Director of Corporate Services



Tanya Backhouse at our reception desk.



Glenda Darling



Sarah Hince



Karen Williams

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

Sandie O'Toole

Mary Kelly

20 Years Service

Jenny Flannery

15 Years Service

Mary Baker

10 Years Service

Anna Hession

Anne Marie Ellis

Sharon Nikolic

Shirlene Dickins

Chris Hanlon

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 2015 – 2016.

Wendy Grantham - Endorsed Enrolled Nurse / ACFI Coordinator

Certificate of Commendation

Glenda Darling - Administration Officer

Jo Crooks - Health Promotion Officer

Brendan Nicholls - Horticulture / Parks and Gardens

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

Human Resources

Labour Category	EFT Actuals	EFT Budget
Nursing	29.37	29.9
Leisure & Lifestyle / Planned Activity Group	2.49	2.6
CEO / Administration / Finance - Both campuses	4.42	4.4
Hotel Services	12.55	12.5
Primary Care / Regional Health	4.67	4.7
Children's Services	5.13	6.2
Ancillary Support	0.3	0.8
Indigo North Health - TOTAL	58.93	61.1

Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2016, 109 staff members:

Full time	4
Part time	83
Casual	21
Temporary contract	1
	109

Out of 109 staff members, 9 work in management, 34 in corporate services, 13 in children's services.

Snap shot of the Wages and Superannuation paid:

In 2015/16, wages amounted to \$4,876,972, representing 76.82% of our total expenses; or 83.70% if we include employer contributions to Superannuation Funds and other separate costs.

\$400,864 were paid to superannuation Funds as employer's contribution.

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 there mandatory three year comprehensive accreditation and achieved compliance for all 44 standards as set by the Australian Aged Care Quality.

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 focus on our services was further strengthened through the development of a new strategic plan in 2015-2017.

The document presents a collaborative effort between staff and the Board to identify opportunities and challenges we face in the changed aged care environment and beyond. The new strategic blueprint provides the Board and the Senior Management team with a working document that we can use to 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.

Significant grants and 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, in particular a columnless floor bed which will replace all our beds in the future. A surround sound system and projector has been installed in the RAC for our residents viewing pleasure.



The delight on the children's faces after making their own lamingtons and the enjoyment of our resident's showing them how it is done

Endorsed Enrolled Nurse Wendy Grantham has now completed her fellowship with the Dementia training studies centre and has implemented positive changes to the admissions and care planning process for our Dementia residents. Enrolled Nurse and Allied health assistant Mary Kelly received funding to participate in the healthy ageing program. The aim is to try and re-establishes positive connections for people in our community through sitting down and sharing a meal together. Our residents also participated in the program and found it very beneficial in maintaining their connection with the wider community.

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. We also acknowledge the wonderful contribution of the Friends of Glenview Auxillary, 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.



Puzzles are great for stretching the mind.



A Winter morning in Residential Aged Care.



Hand knitted poppies, that our residents so lovingly made.



Our local school children enjoying bird watching with our residents.

Leisure and Lifestyle

Over the past twelve months the Leisure and Lifestyle Team in conjunction with our dedicated team of staff and volunteers have strived to stay true to our vision. A vision of adopting and promoting Lifestyle programs enabling enhanced quality of life and self worth to our residents. Achieved through individual and holistic approaches to connecting with the life needs of each and every resident.

We have remained united in our team focus of providing a caring, homelike (both in appearance and atmosphere) environment, which offers positive opportunities for our residents to exercise choice and control over their lives. This has been carried out while remaining focused on residents rights, values and beliefs in order to meet physical, mental, spiritual, cultural and social needs. This approach encourages participation in pleasurable experiences and enables continued active involvement with family, friends and the wider community. Aiming to make the transition to Indigo North Health much easier.

We have grown and progressed in many aspects of the Lifestyle programs offered. We have evaluated our former programs in consultation with residents and staff and kept the majority offered. We have also introduced new programs to continue to cater for residents needs and offer variety and boarder opportunities. We remain extremely proud of our encouragement towards residents maintaining a close connection with the wider community. Through strong connections with local groups and organisations such as Rutherglen and Chiltern Men's Shed's, Rutherglen RSL Sub Branch, Rutherglen Senior Citizens, local schools and the local Kindergarten we are supported to achieve an activities program conducive to our residents sense of self worth. Our Men's shed programs, bus outings, 'Bridging the gap program with Rutherglen High, 'Oldies and young ones' program with after

school care children and 'Buds and Blooms' program with Rutherglen Kinder are just a few examples of programs with allow residents to feel valued members of the wider community , regain a sense of self purpose in life, enhance self esteem and decrease social isolation. We have also endeavoured to provide activities offering the chance for residents to use their sensory abilities. Activities for movement (exercises, walking and swimming groups), a variety of visual and auditory experiences, movie screenings, talking books and residents individual musical preferences for listening on ipods, programs that promote reminiscence , connection with aspects of their former life and opportunities to feel different textures and experience different tastes with our sensory programs , creative art expressions and cooking programs.



Oldies and the young ones.

We have also introduced new programs to continue to cater for residents needs and offer variety and boarder opportunities . We have been delighted to work in partnership with Nurse and Allied Health Assistant Mary Kelly to continue our 'Bird Watching program' . A program that continues to promote residents connection to nature and maintain aspects of their life. Mary has also introduced a swimming program to residents to aid mobility, with residents delighting in the freedom of movement being in the water offers as well as forming friendships with volunteers.

We take this opportunity to express our sincere gratitude to our volunteers for their commitment, dedication and compassion to our residents and their loved ones. We value their tireless work over the past twelve months. We also acknowledge and thank each and every staff member for their commitment to enhancing resident quality of life through their every day care and interaction and we continue to work together as a team to promote enhanced quality of life and positive life experiences for our residents. We look forward to continuing to strive to provide creative positive life experiences for our residents.

Jo Waring and Belinda Suffern
The Leisure and Lifestyle Team



Out in the sunshine after all the rain.



Lamington workshop...yum!



Men's Shed visit.

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 off 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,

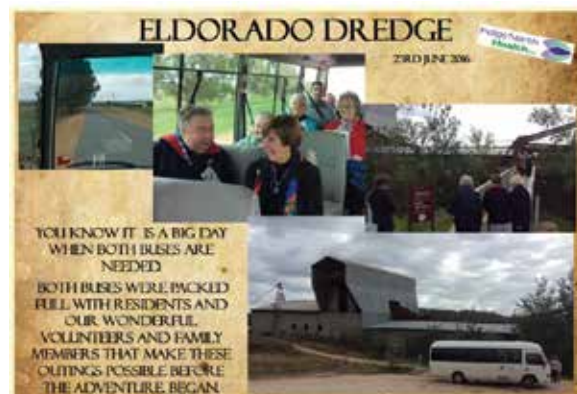
I would like to make particular mention of one of the volunteers, Mary Jackson. Mary who is from Chiltern, turns Eighty in December and is a great asset to me and the clients think very highly of her.

Peter Fursdon

Planned Activity Group Co-Ordinator



On the bus again for lunch!



Big day out with two buses packed with residents, volunteers and family members.

Volunteers

We are very fortunate to have 80 volunteers at this time who offer their time and care in a variety of ways. Each volunteer brings with them their own special skills, knowledge and personality that help our programs run effectively and to the benefit of residents, clients and members of the community.

Residential Aged Care – Glenview has been a very busy place of late with many opportunities for volunteers to engage in a variety of activities and outings with the residents. These include swimming group, bird watching, concerts, picnics, kinder visits and many more. These times are very important for our residents and we are grateful to have so many volunteers willing to come along and lend a hand whilst having a great time.

Planned Activity Group (PAG) – Leisure & Lifestyle Officer Peter Fursdon provides fabulous programs for members of the PAG groups in Chiltern, Rutherglen and Wahgunyah and relies on the assistance of volunteers to help these days run smoothly. It is a great opportunity for everyone to catch up for a chat and find out the latest news and our volunteers are always happy to join in.

Tai Chi – This popular activity continues to run every Wednesday morning & evening in Chiltern and attendees continue to be on the rise. Val and Sharon are about to attend their Move Muscle Bone & Joint Health (previously Arthritis Victoria) leader update to keep abreast of any changes. These lovely ladies have offered their skill and expertise for many years now and it is great to see such support.

Community Transport – Rutherglen and Chiltern vehicles are still kept very busy with cars sometimes going out 3 times a day! Thanks to the flexibility and dedication of our drivers, clients and community members are able to safely arrive at their appointments on time. Community Transport is an invaluable service that we are able to provide and we welcome anyone who may be interested in joining our driving volunteers.

Men's Shed – CONGRATULATIONS! The Rutherglen Mens Shed recently was awarded as a Finalist in Environmental Sustainability by the Victorian Tidy Towns. Well done Ted, Ken & team. Both Chiltern and Rutherglen Mens Sheds continue to tick along nicely with assorted projects with community groups, schools etc. Our residents at Glenview enjoy their Monday evenings at the Chiltern shed learning new skills and having dinner together. Many thanks to our volunteers who help out on these evenings - from what I hear it is quite the social time!

Chiltern Op Shop – The Op Shop is proving very popular with both visitors and locals alike and volunteers are making some great days of sales. St Josephs in Chiltern recently had an Op Shop Formal ball so that kept the shop very busy indeed! It is great to see people trickling in and out all day and all feedback has been very positive. Thanks to our 8 volunteers who make the shop such a nice, friendly environment for our customers.

Maree Murphy
Volunteer Coordinator

Children's Services

Child Safe Standards

The Victorian Government has introduced child safe standards to improve the way organisations that provide services for children prevent and respond to child abuse that may occur within their organisation.

The standards are compulsory for all organisations providing services to children, and aim to drive cultural change in organisations so that protecting children from abuse is embedded in the everyday thinking and practice of leaders, staff and volunteers.

Indigo North Health is taking all the necessary steps to meet these standards. Policies and procedures are already in place at our two services, Rutherglen Kindergarten and OSHC Outside of School Hours Care, and work is being done on an organisation level.

Rutherglen Outside School Hours Care

We offer a child focused program that provides children with a warm, friendly, safe caring and enjoyable environment. We have tailored the programs and spaces to ensure that we are able to cater to the different age groups (4 years old to 14 years old) and needs of the incredibly diverse group of children that attend the centre every day. We strive to create a learning environment deliberately designed to allow exploration and discovery so that children may enhance basic life skills while promoting their right to grow with a confident self image.

Children are encouraged and coached in how to utilise a number of structures that allow them to plan and organise experiences of their choosing either independently or in groups. The art and craft program compliments the other program areas by providing children with alternative resources they may otherwise have not had access to, in order to interpret and translate their ideas in creative ways. The program is written by the children for each other and is initiated each day with the shared understanding that others have freedom of choice either to participate or to initiate their own creative experience.

We have 65 registered families that come from Rutherglen, Wodonga, Melbourne, Wangaratta, Chiltern, Barnawartha, Wahgunyah, Corowa,

Yarrawonga, Springhurst, & Indigo Valley. On average we have 28 children a day and we are able to cater for 35 at any one time.

We open at 7am for our Healthy Breakfast program where the children assist with the cooking and then enjoy the brain gym activities before going off to School or Kindy. Our next session starts at 2pm with our Kindy children joining us for a fun educational session and they share in the preparations for when the Primary school children join us, they enjoy assisting with cutting up the fruit and setting the tables. We start our year off with Vacation Care starting from the 2nd week in January and we continue to offer a fantastic educational fun program right throughout the year until December 24th. Closing only on Public Holidays.

The children during the holidays also have the opportunity to visit some exciting new places in the North East; we have visited Echuca, discovered new and interesting places in Albury and Wodonga. This year so far we have made a snowman, speed boat, sun catchers, mandalas and had lots of exciting science activities that even our Tuesday Oldies were involved with.

Our service and staff has been nominated for many Educational awards. 2016 was our year for winning the State Title in the Australian Family Child Care Awards. Our trophy is proudly on display in our room for all to see. The children are very proud to tell everyone that it is their trophy as I keep on telling them that without them and the families we would not be the best in the State.

Susan Harris
Lead Educator



Road Safety with Sue Harris



Bubble blowing fun

Rutherglen Kindergarten

Rutherglen Kindergarten

At Rutherglen Kindergarten we offer a 3yr old program and a 4 year old funded program. The number of programs we offer depends on the number of children we have.

This year we have one 4yr old group of 33 children. It sounds huge, and we often get reactions like "Wow, how do you do it!? Can it be done?! We are very lucky to have dedicated educators that are always working together putting the needs of the children first. We have 2 rooms that we utilise so the children can have more play spaces and we have the opportunity to group the children and give them the chance to play in a different space away from their close peers to help get them out of their comfort zone and to interact with others. We can split the children into 3 groups where one educator can work closely with 11 children on an activity. We have a big yard where the children can spread out and have plenty of space to engage in play.

Our 3yr old group consists of 22 children and has been very busy as well! They have enjoyed celebrating Book Week with a dress-up day and a visit to the library. They love their Show & Tell; they need to find specific items to bring to share e.g. something long and something short. The educators challenge the children and provide many wonderful learning experiences in a structured (and flexible) learning environment where visuals are used to help support learning. The 3yr old program gets the children in a routine and helps prepare them for the transition to the 4yr old program.

We provide many stimulating, challenging and fun learning experiences for the children. We provide an environment in which the children can be themselves and develop the skills they will need throughout life and to prepare them for school.

This year our focus has been linking in more with the community. We are very lucky to have formed a good relationship with Indigo North Health (INH), we have had several visits from the residents who join the

Kinder's in their free play. We have made lamingtons with the residents and enjoyed a visit from the mobile farm with them. Chris from the library has visited us at the Kinder and we have visited her in the library which we thoroughly enjoyed as we got to walk there from Kinder. Chris reads us great stories and prepares a craft activity for us to complete based on one of the books.

This year we have been very busy organising our incursions and excursions for the year. We were very lucky to have reptile encounters visit us which was great as it gave us the chance to find out more about reptiles and to conquer our fears. We had the opportunity to hold or touch the reptiles. We had David the Music Man in who shared his many instruments with us, we watched and participated in a brilliant puppet show with handmade puppets and we were very lucky to have Koori educators in to visit us and to teach us about aboriginal culture. We participated in different activities: learning about artefacts, making Johnny cakes, and doing some aboriginal artwork. We are off to Wangaratta Traffic School at the end of the year for our big excursion for the year! We enjoy taking part in different experiences in and outside the Kinder.

At Kinder we are very busy, we try to link our excursions/incursions in with our teachings at the Kinder to make sure that the children are getting the most out of the experience that they can. We have had an amazing year which has completely flown by!

Joanne Barron
Director/4yr old Teacher
Rutherglen Kindergarten



Training and Development

Aligned with the Strategic Objective of Indigo North Health in promoting a culture of learning, best practice and research the information provided below and overleaf clearly demonstrates the evidence of progress to date. The Training and Development function continues to support staff education and training needs through coordination, over 24 hours per fortnight.

The meeting of annual legislative and regulatory requirements is the prime focus, and is achieved through:

- new staff orientation (fourteen in the last year)
- annual mandatory education and training general (95 staff have participated) that includes fire safety and emergency responses, legislative updates, risk management, workplace respect, communication styles, diversity, infection control and hand hygiene
- annual mandatory education and training workplace respect (78 staff have attended)
- staff accessing e-learning as well as Aged Care Channel educational DVDs.

Government funding has supported the following education and training:

- Two Certificate IV Leisure and Health funded places under the Aged Care Workforce Vocational Education and Training. One of these was Belinda Suffern who was formally recognised as the recipient of the Wodonga TAFE Award for Excellence Leisure and Health.
- Comprehensive Health Assessment of the Older Person was experienced and enjoyed by eleven staff members
- LGBTI (Lesbian Gay Bisexual Transgender and Intersex) in Aged Care was attended by nine staff members.

A Dementia Training Study Centre Fellowship Program was offered to Wendy Grantham, whose

passion and commitment to finding alternatives to medication for behaviours that are exhibited, and to use the Dementia Dynamics Toolkit that focuses on :

- describing the behaviour of concern,
- analysing and identifying patterns, triggers and resident needs
- SMART plan (simple, measurable, achievable, relevant and timely)
- Engaging all people (resident, family, carers and staff), maintaining consistency and communicating with ALL relevant people
- Reviewing – to identify if a difference for the resident has been experienced, the plan was followed and effective, and what needs to be measured for next time?

Three of our staff members have added to their qualifications through the completion of the Certificate IV in Allied Health Assistance through Wodonga TAFE. They are Mary Kelly, Maureen Hennessy and Glenda Johnstone. Their roles support residents and clients and are guided by Allied Health Professionals – Podiatrist, Occupational and Physio Therapists.

Toni Chubb, the Catering Team Leader was offered the opportunity to participate in the Maggie Beer Foundation “Creating an Appetite for Life” Workshop in the Barossa Valley. The outcome of that experience has seen the residents enjoying the changes that Toni has introduced through food presentation.

Other education and training that staff attended include the following (as examples of internally and externally offered):

- Allied Health Hume Region Conference for Allied Health and Assistance staff (three staff)
- Aqua Leader Training (two staff)
- Better questions are the answer (two staff)
- Communication (eleven staff)
- Community engagement (one staff)
- Continence (twenty three staff)
- Dementia and dementia related (forty three staff) with Alzheimer's Australia providing a funded session for thirteen staff from all care service areas)
- Dementia and recreation conference (two staff)
- Diabetes (two staff)
- Health promotion (one staff)
- Palliative and end of life care (thirty staff)
- Woundcare (three staff)

Volunteers

These important people engage with our clients, residents and staff in supporting activities, transport and the Chiltern Op Shop. They are provided with internal and external educational and training support through the following (twenty three volunteers attended):

- Accreditation
- Behaviours of concern
- Diversity
- Emergency responses
- Feedback
- Hazards and incidents
- Human rights
- Infection control
- Manual handling
- Safe food handling
- Workplace respect

Out of Hours School Care (OHSC) staff attended:

- Supporting children, play, leisure and learning
- Stress and trauma in young children
- OHSC Conference in Melbourne attended by three staff

Kindergarten staff attended:

- Goslings – A Mother Goose experience
- Stress Release for Children

Learning and Best Practice

In keeping with our commitment to being a learning and best practice organisation, we host students on placement, for them to gain the practical insight based upon their theoretical learnings. We have partnered with education and training organisations including:

- Australian Catholic University (ACU)
- Charles Sturt University (CSU)
- Goulbourn Ovens Technical and Further Education (GOTAFE)
- LaTrobe University (LTU)
- Wodonga Institute of Technical and Further Education (WIOT)

Students on Placement include the following disciplines:

- Diploma of Nursing
- Registered Nursing
- Allied Health Assistance
- Occupational Therapist (partnering with Beechworth Health Service)
- Community Nursing and Home Care

This past year we were privileged to have a Masters in Social Work student with us, in reviewing what community means for residents. Her insights and support for community and community related projects added value to many staff and residents – thank you Jenny Ryder for your support.

We also meet the needs of those undertaking Certificate III levels of study, and support those students in their placement hours. School students wishing to gain workplace experience have been hosted through our Leisure and Lifestyle staff.

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

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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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