

Annual Report

2022/2023



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.

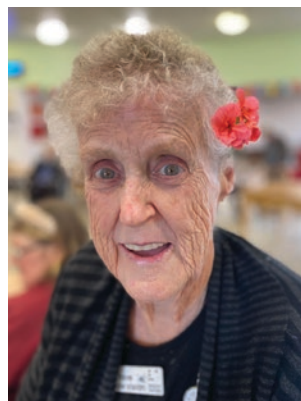
Front Page Photo Credit

Thomas (resident) and Maureen Grantham

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Board of Management

President

Mrs Jo Slattery

Vice President

Mrs Erica Anderson

Treasurer

Ms Kristy Davies



Board Members

Mr Tony Jones

Mr Steve McIntosh

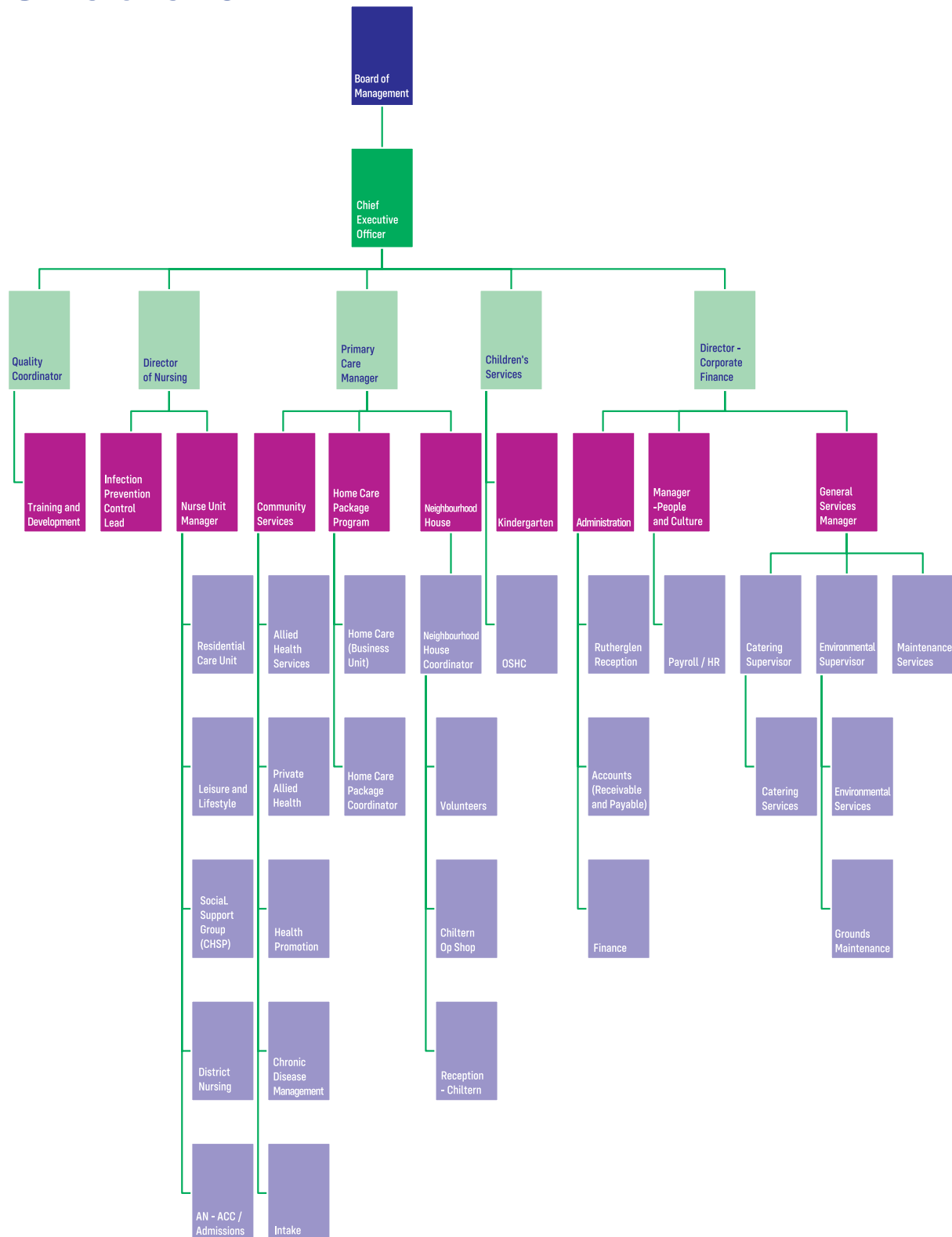
Mr Trevor Marshall

Mrs Penny Bingham

Mr Paul Shelley

Ms Kim Mills

Organisational Structure



Strategic Plan

Our Vision:

Assisting individuals and communities to achieve the best possible health outcomes.

We will deliver fair, equitable and person-centred care that responds to the health needs of the community through listening and empowering individuals and their carers to be involved in their own care.

- Develop new programs based on evidence and engagement, including home-based care, social support and short-term restorative care
- Expand the delivery of Neighbourhood House services to Rutherglen
- Reassess the delivery of early childhood services
- Develop options for how the current site can support services following the transition to the new greenfield development
- Help the community be more empowered about their own health care
- Improve awareness of all services delivered by Indigo North Health

We will build and maintain partnerships to deliver services that respond to the health and wellbeing needs of our communities.

- Maintain positive relationships with all levels of government including regulators, funders and service delivery partners
- Continue to work collaboratively with peer health care providers, both public and private
- Foster and grow innovative partnerships with key stakeholders and individuals to further enable INH to respond to the health and wellbeing needs of its communities
- Develop partnerships to enable INH to become a referral centre for specific types of care e.g. dementia care
- Establish service agreements to broker the delivery of specialist services e.g. mental health, diabetes education to address community needs

Our Mission:

Deliver a range of services that improve the health and wellbeing of individuals and families in our communities.

We will support our team and community by promoting a culture of learning and development.

- Develop workforce strategy
- Identify key roles and skillsets required to meet current and future workforce needs to respond to community health needs
- Develop partnerships to train, share and attract a skilled workforce
- Explore partnerships with Registered Training Organisations to build and maintain a skilled workforce
- Develop infrastructure to support training and development of the workforce and provide a community learning space
- Engage with schools and training institutions to offer opportunities for work-based placements and teaching opportunities for current staff

We will be a sustainable, compliant and well-governed service provider through the adoption of contemporary business practices.

- Continue to comply with all accreditation, safety, quality and governance requirements
- Maintain awareness of regulatory and funding reforms
- Adopt environmentally sustainable practices to minimise the organisation's impact on the environment
- Adopt contemporary best practice and explore opportunities to trial new and emerging technologies to support both health care and business operations
- Investigate the implementation of My Health Record

Committee Structure



Board of Management / CEO's Report

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 with significant changes in Governance standards; however, the organisation will continue to strive for excellence in the provision of Children's Services, Primary Care and Residential Aged Care.

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.

While we have experienced another challenging year, we have also achieved some significant milestones, against our Strategic Plan.

This year we;

- Commenced as a provider of Home Care Packages, providing essential home based services to eligible elders in and around our community,
- Finalised the building program of the new, state of the art, \$57.11 million Residential Aged Care and Primary Care precinct funded by the Victorian Government and developed in partnership with the Victorian Health Building Authority and architects Clarke Hopkins Clarke
- Implemented new payroll and finance systems to better suit our growing organisation

- Implemented new clinical management systems, including electronic medication charts in the Residential Care Unit
- Achieved full accreditation with the Australian Aged Care Quality Commission
- Continued to implement the recommendations from the Aged Care Royal Commission

Of course 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 have remained a priority for the Board and Management Team. Indigo North Health continues with appropriate and mandated COVID strategies that will ensure we continue to keep our communities safe. 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'.

We extend our sincere gratitude to the staff of Indigo North Health, who 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 Board of Management have been developing strategies to identify key strategic partners, in an effort to ensure the ongoing provision of a comprehensive range of services to everyone within our catchment. The Board have identified that it is through the development of strategic partnerships that Indigo North Health will continue to be the principal provider of health and aged care services in the region and it will enable the identification and development of additional services to better meet the needs of our communities. This important work will continue over the coming year with positive outcomes to be achieved for the organisation.

Ms Jo Slattery
President of the Board of Management

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

Mr Shane Kirk
CEO/DON



Residential Aged Care

COVID 19 continued to be present. Staff are accustomed to daily RAT tests and we have remained vigilant in caring for our residents. We have had two small outbreaks that have been contained due to the excellent work of our staff, understanding of our resident's families and the patience of our residents. As we move forward, COVID remains a concern but by ensuring our residents are vaccinated and we have anti-viral medications on hand we are confident of our continued good management of this illness. We also welcome back our regular resident outings post COVID to the Corowa RSL and Men's Shed. All of our residents are over whelmed with happiness to be returning to these outings as they enjoy them, and spend extra quality time with family and friends doing the things they enjoy most.

We opened our new balcony garden toward the end of the year. The residents have enjoyed tending the raised garden beds - growing and picking the vegetables and delivering them to the kitchen. This is a lovely outdoor space that captures the sun and there are always residents and families sitting near the garden and water feature enjoying a quiet chat.

We had our Accreditation visit in February 2023. A group of assessors from the Aged Care Quality and Safety Commission spent two and a half days with us, reviewing all of our processes and speaking with residents and families. We were found to be compliant with all 8 Standards and achieved three years accreditation. This is a huge credit to all of our staff and management teams because without them we wouldn't exist. The hard work that we all put into this facility enables us to maintain our positive reputation and ensure our residents and individual needs are met in line with adhering to these standards. This promotes a positive, safe and quality working environment that we can all enjoy.

We also welcomed some new members to our management team who have been remarkable assets but also said goodbye to some long term staff members who shipped off to enjoy a well deserved retirement.

We welcomed Tamara Ferguson as the NUM, to the management team, who has been working with us on the floor for the past 7 years then allowing Annette Nuck to take on the role of the new Quality Coordinator/NUM DNS services.

We have welcomed a number of new residents and their families to our service over the last year. Sadly, we have also farewelled some long term residents.

We have received very positive feedback from these new residents and families and about the care they have received from our nursing staff here. They have also provided feedback in to the lovely environment we provide for the residents to enjoy their life here and allow them to participate in so many different activities all catered to individual likes. They have been impressed with our variety of menus offered, the wonderful gardens we have available for their loved ones to spend time in the sun, the cleanliness and openness of the space and at how personalized the activities have been which provides great feedback and positivity for our hardworking leisure and lifestyle team, our catering staff and environmental staff. All their hard work does not go unnoticed and we cannot thank them enough.

Staff challenges continue and copious amounts of time are spent reviewing the roster and recruiting but we are thankful to our staff who help out by doing extra shifts and pulling together. Karen Hancock, who worked with us for many years retired in January and also Louise Kelly who retired in May after working with us for many years.

We have also introduced several new staff members to our team inclusive of registered nurses, enrolled nurses and health care workers. We look forward to the future positively and welcome them all to our team with great appreciation. We continue to develop strategies to cover staff shortage to ensure our residents care needs are met as always with the best patient-centred care, whether it be utilising flexi shifts or nursing agencies. Staff shortage in nursing remains evident wherever you go but its important we strive and aim to continuously improve our strategies and recruitment to gain team members and reduce shortages.

We have introduced several external and internal online courses that are offered covering specialised areas such as Dementia Specific Care, Palliative Care, Wound Care and the use of Psychotropic Medications. All of these courses have been very successful and appreciated by staff. The focus and outcomes of these courses promote the importance of continuing education and updating our skill sets to maintain the best quality patient-centred care required by our residents.

We introduced Nurse Practitioner Deanne Burgess from North East Health, Wangaratta, who provides a Residential In Reach Service providing acute care to patients in residential facilities. These services allow prompt action to address acutely unwell residents with things such as emergency medication, emergency orders and follow ups which is a great service to have access too.

This year has been challenging and full of change within Glenview, but as we move forward into the new year we look forward to the continuing development of our new facility and its completion. We also continue to develop and monitor changes hopefully producing many positive outcomes. We continue to strategise to create a unit where family and friends are comfortable and feel as though its much like their home and can enjoy various services to cater to their individual care needs and enjoy their time within the unit.

Tamara Ferguson
Nurse Unit Manager



Chiltern Neighbourhood House



The Chiltern Neighbourhood House has had another fantastic year with lots of new developments happening, great community connections and positive feedback from participants and groups.

One of our most exciting developments is our Dementia Friendly and Sensory Garden. This was made possible by a successful grant application through Universal Design Funding (Department of Families, Fairness & Housing).

With this funding, we have been able to have the garden space between the building and the Men's shed to be totally landscaped with beautiful native and textured plants, winding concrete paths, fencing and secure gates, curved bench seats, raised garden beds, a floral mural on the old concrete water tank and a pizza oven and new BBQ. We look forward to this space being used by not only our groups, but also other communities and visitors.



We recently held Dementia Awareness sessions for Emergency Services which was well attended and had very positive reports. We are soon to be holding similar session for community, carers and family. These fit well with our Memory Café which is held every fortnightly Thursday.

Chiltern Neighbourhood House was invited to be a part of the Connecting Community Upper Hume Pilot program. This looks at ways to reduce social isolation and loneliness, and we were allocated funds to help us implement our ideas of how we can tackle this very prevalent problem in Chiltern and surrounding communities. Our Chin Wag Café has been a fabulous success and is held every Thursday at the Chiltern Bakery with up to 20 people attending, some of them having lived here for a long time but not knowing anyone. Through these gatherings, there have been other connections been made, with people learning about different services, groups and activities available locally and then having the confidence to join in.

We have a very passionate volunteer who helps facilitate these groups and we are very proud of these outcomes and look forward to the program continuing.

Food Share continues to be utilized regularly and although we try to keep our stocks full, we really need more donations. Families and individuals are accessing our fridge, freezer and pantry as needed, but it is an ongoing crisis. We try to assist people with privacy and dignity.

Line Dancing, Self Defence, Patchwork, Book Club, Mahjong, Yak & Yarn, Power Saving Bonus assistance, Chainsaw Maintenance, Spinning Group & Tai Chi are just some of the programs that we have had on offer, and we have many ideas for other interest groups, so we look forward to building on our offerings for our community and providing a safe and friendly environment for them to learn, create or just visit.

Maree Murphy
Chiltern Neighbourhood House Coordinator

Home Care Program

Growth remains steady within our Homecare services despite the loss of some long term and regular clients who we have supported for considerable time entering into residential care.

Affirmation comes with this transition knowing we have both extended and enhanced the clients choice of ageing with dignity and value in their own home.

Personal Care, Home Care (Domestic Assistance), Respite and transport continue to be the majority of service time. A noted increase for Community Access and it is most accordingly expected as COVID isolation is becoming less prevalent within our general population, reinstating the clients need for a sense of inclusion within their own community.

Home Care Package increases ensure continued demand for services, notwithstanding the ongoing requests from our usual consumers: Short Term Support, NDIS, TAC and other outside agencies.

As a part of our continuous improvement cycle we are extremely pleased with the results from our client feedback survey. The quantity and the quality of surveys returned indicate we are still maintaining an extremely high standard of service to all clients and ensures that our reputation within this field is one that is admired greatly within and outside our catchment area. Our choice in staff members has reflected beautifully in these results and the noted absence of any staff turn over which appears against the current trend within the general national employment area.

We continue to look forward to providing support within our community and to all of its valued members ensuring that no one gets left out or behind.

Julie Berry
Home Care Coordinator



District Nursing

It has been a challenging 12 months, with Covid having an ongoing influence on our practice.

We farewelled Paula from our team in September and we welcomed Jaimie in October and Sue in April, joining Keegan and Julie.

The Indigo North Health District Nursing Service provides nursing care in client's homes.

This includes:

- Wound management
- Medication monitoring, management and education
- Diabetes education, support and management
- Stoma and catheter care
- General health monitoring and education
- Health assessments, service advice and referrals
- Showering/hygiene assessments
- Advance Care Planning
- Advice and assistance with referrals to other services
- Palliative care support
- Hospital in the Home
- Short term support

In the year from July 1st 2022 – June 30th 2023, our District Nursing team made 1729 home visits, with an average of 29 active clients on our lists each month.

We provided care to clients on weekends and public holidays as needed and have supported Hospital in the Home, Short Term Support and Palliative Care Services from Albury Wodonga Health and North East Health Wangaratta. The District Nurses also support the INH Home Care Package service by completing nursing assessments for clients and providing nursing input for complex health issues.

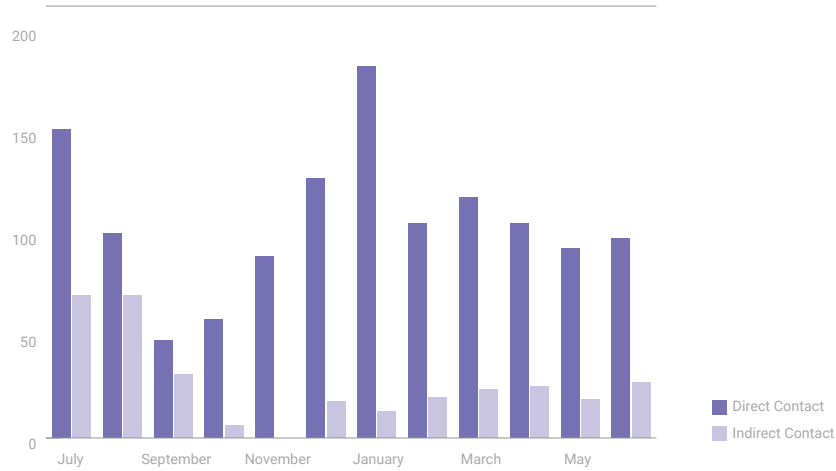
52% of our home visits in the last year were for wound care. All members of the District Nursing team will be attending wound education in the coming year to ensure that we continue to deliver best wound management practices. Staff have also received education from Hospital in the Home on the management of PICC lines and Baxter Infusions.

The District Nursing team look forward to another year of growth in the service and providing nursing to the community of Rutherglen and surrounding towns.

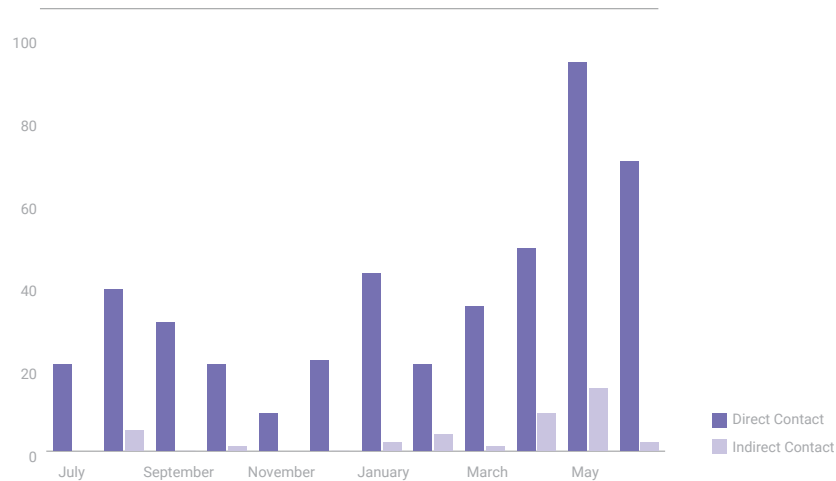
Annette Nuck
NUM – District Nursing



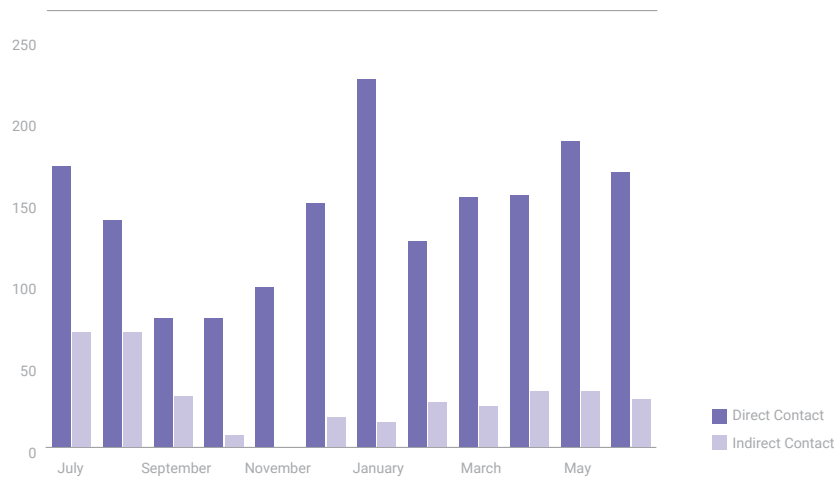
DNS Contacts RN July 1st 2022 - June 30th 2023



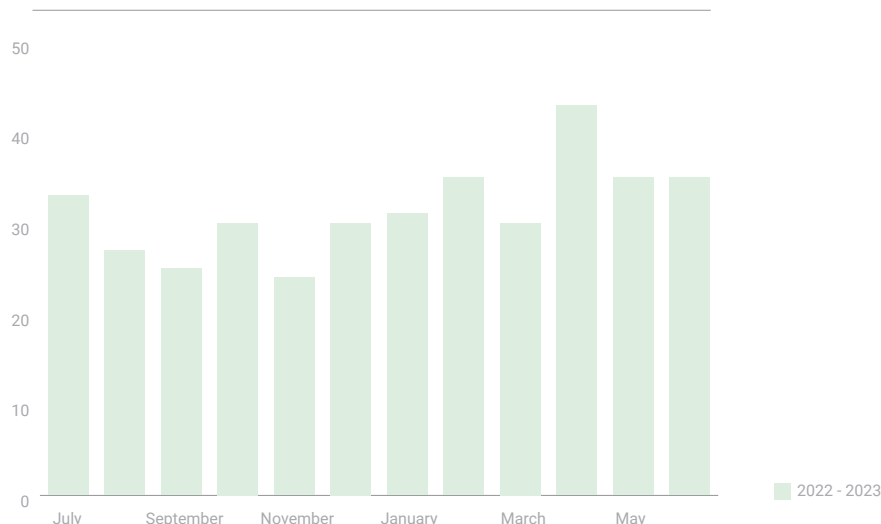
DNS Contacts EEN July 1st 2022 – June 30th 2023



DNS Contacts – RN and EEN July 1st 2022 – June 30th 2023



DNS – Number of Clients / Month July 1st 2022 – June 30th 2023



Services Provided July 1st 2022 – June 30th 2023



The District Nursing Service made 1729 home visits in the period from July 1st 2022 – June 30th 2023. The average number of clients on each month is 29.

52% of home visits were for wound management. 30% of wounds were being treated for over 3 months. 4 clients had a wound treated for all of the 12 months.

A new wound management chart was introduced to the service in August 2023. Ongoing review of wound management will occur at the scheduled fortnightly staff meetings with a case study discussed at each meeting.

The data is basic – reflecting on the number of visits and activities. I have not reviewed times spent for visits as the software program we use is not an accurate portrayal of time required for activities.

The software program Unity is used to allocate workloads. Time allocated for tasks within the visit are rounded up and are different for different days and clients. An example is the Covid assessment requirements vary from 7 minutes to 30 minutes.

In the next year, I will explore ways of obtaining a true picture of time required to provide the individual services.

Director of Nursing

Glenview provides 24/7 support and guidance to residents and their families as they transition into residential aged care. Our nursing team's unwavering commitment to resident care and excellence ensures the level of support received caters to the residents changing needs over time. Our primary goal for residents and families is to show aging can be a positive experience by encouraging independence, showing dignity and promoting individual's autonomy.

The Nursing Department at Glenview consists of 48 dedicated nursing professionals. Our primary goals included delivering safe and compassionate resident- care, fostering professional growth and maintaining high standards of practice. In February 2023 Aged Care Quality and Safety Commission conducted our onsite accreditation with full compliance across all eight standards. This outcome is direct evidences that all departments in Glenview are committed to the delivery of quality care with a resident focus.

Over the past 12 months we have supported two members of our nursing team to complete their Enrolled Nurse qualification. As a health care provider our aim is to enhance the skills and knowledge of our nursing staff to ensure best practice and improved outcomes for our residents. In January 2023 we appointed a new Nurse Unit Manager and Quality coordinator. They bring extensive knowledge and a fresh perspective in how we can deliver quality care and continuously improve our service. Glenview has also this year changed our documentation platform and commenced electronic medication management. Using electronic medication systems has streamlines our medication administration. Nursing shortages posed challenges, but through creative recruitment we have been able to employ six registered staff PPT. Our goal is to maintain optimal staffing levels and minimize the impact on resident care.

I extend my heartfelt gratitude to every member of our nursing team for their tireless effort and unwavering commitment to our residents and their families.

Your compassion and expertise make a profound difference in the lives of those we care for. We look for to another year of growth and continued focus on providing the best possible care to our residents.

Kerry Foyne
Director of Nursing



Primary Care

Indigo North Health continues to offer a range of community based services, including allied health and clinical support services.

Through our Rutherglen and Chiltern campuses; we provided over 4,500 hours of community based occupational therapy, physiotherapy, counselling, chronic and complex care coordination, intake, as well as allied health assistant activities. Our podiatrist provided almost 1000 sessions over the 12 month period. These Community Health Services were further complimented by district nursing, home/personal care and health promotion activities. The Chiltern Neighbourhood House too, provides both a terrific venue to gather, as well as a broad offering of activities to promote social connections, physical activity and mental stimulation. An exceptional outcome, for our small, professional, dedicated team. We see ourselves as one integrated team.

The lasting impacts of COVID presented in many ways. We know that many found it difficult to take care of their own health, didn't attend regular appointments and socially isolated from family and friends. We felt it important to play our role in addressing this; encouraging people to reengage, attend to their health needs and get involved in the community. As a response, Community Health have focussed on expanding our group programs and engaging with our isolated, vulnerable and disengaged community members.

One such example is 'Secret Men's Business', a monthly group designed to encourage social connections and a sense of adventure for isolated men. It has proven both popular and successful; with great outcomes for those involved.

'Strength Training' continues to be popular. New physiotherapy groups such as 'Back to your Best', 'Falls and Balance Group' and 'Park Walk' are some examples of our commitment to rehabilitation, prevention and social connectedness.

We have continued to offer all our services flexibly and creatively; on campus, in people's homes, through telehealth and in the community (wherever our clients choose to live).

After a period of significant change, we have enjoyed relative stability. Our more recent team members have brought enthusiasm, new ideas and energy. This has permeated through our services and is reflected in the dynamic nature of all activities.

We start the next 12 months with excitement. We look forward to seeing the progression of our new facility and continuing to evolve our group based programs, social connection strategies and health promotion activities; all while delivering our traditional services. We continue to do so reflecting the needs, expectations and values of our community.

Marc Williams
Primary Care Manager



Health Promotion

The Health Promotion Officer role at Indigo North Health is funded through the Department of Health, Community Health Promotion program. The focus areas for this program include increasing healthy eating and active living in the community. In my role I work closely with the community health team, other health services in our shire, schools, early years services, sports and recreation facilities and local government.

It has been another busy year working with the local community on health prevention and promotion activities. We were again successful in obtaining a grant from council which allowed us to continue to run Zumba in Chiltern at a subsidised cost. It has been so popular with the community that it is now self sustaining and continues to attract great numbers each week, it is wonderful to see so many people getting active and having fun at the same time. Indigo Shire and Belgravia Leisure Company have taken over the coordination of the very popular aqua aerobics program at Rutherglen pool. This is a great sustainable outcome for the program which was initially set up by Indigo North Health and hopefully its popularity will continue to grow this season.

In response to a community action workshop held to address healthy eating and active living for children and young people in Indigo Shire a number of community priorities were identified. A successful grant obtained will fund four guided park walks in Rutherglen, Chiltern, Beechworth and Yackandandah in the next 6 months. The purpose of these days is to encourage the community to explore our amazing local walking tracks and connect with nature.

Vic Kids Eat Well (VKEW) is an exciting new initiative that is focussed on boosting healthy food and drink in the places where children spend their time. Indigo North Health Outside School Hours Care has recently joined the movement and already have some great achievements to celebrate. We have also recently engaged with all the pools in Indigo Shire and will be supporting them with VKEW and reviewing healthy options in the pool canteens.

We have been providing regular health and wellbeing information and support to early years services and schools in our catchment. In a recent survey to these settings, 85% of respondents indicated they would like continued health promotion support. They also identified they would like information provided on mental health, student resilience, healthy eating, sustainable and natural environments.

Indigo North Health has recently established a Health and Wellbeing Committee. The purpose of the committee is to ensure that all staff are provided with relevant information and resources to support their overall health and wellbeing. The committee will work together to give staff the opportunity to participate in events, programs and activities which promote a healthy, happy and safe work place. I am looking forward to another year facilitating community led initiatives that create a well connected, happy and healthy community.

Zoë Gephart
Health Promotion Officer



Leisure and Lifestyle

One of the many highlights of this year was the return of the monthly outings to Corowa RSL Rhythm and Brews event (previously known as Morning Melodies); where residents, family members and friends come together for lunch, enjoy live music and some dancing. With the further easing of Covid-19 restrictions, we have more recently seen live music and entertainment return to Glenview. We welcome our newest volunteer Basia Olejniczak and the return of Chiltern Singers.

The weekly carpet bowls activity is one of the many popular activities attended by residents throughout the year. From the beginner players to previous bowling champion players, the competition provides not only socialization but a fun way to keep active. We would like to thank our wonderful volunteer Wendy McMahon, who assists us each week to support players in addition to supporting the L&L team on outings.

Our vegetable garden has provided our kitchen with fresh home grown produce throughout the year. Residents taking delight in planting, tending the garden and harvesting the produce. We would like to extend our sincere gratitude to our volunteer Maggie "Pearl" Lawson who not only assists us on a weekly basis, but also raises funds for the Leisure and Lifestyle programs.

Glenview would like to extend their sincere gratitude to the following volunteers who have supported us throughout the year in many facets, Glenda Simmonds, Penny Bingham, Janice Davis, Wendy McMahon, Peter Lister, Bill Kelly. In addition, a special thanks to Dan, Jan, Alex and Doc who host us at the Chiltern Men's Shed.

This year we said sad farewells to our long term volunteer Janice Davis who has given us so much support throughout all of the years volunteering at Glenview. Thank-you Janice, we wish you all the very best!

The Leisure and Lifestyle team, in conjunction with Rutherglen Kindergarten, are excited to announce the long awaited Intergenerational Program which shall begin in July 2023. Children from the kinder will visit Glenview to participate in a range of activities with residents, providing numerous benefits of which include social connectivity, feeling an increased sense of purpose, learning opportunities, increased energy and overall well being.

Finally, I would like to thank the continued contributions of the Leisure and Lifestyle team Belinda Suffern, Eva Pettersson and Yvonne Park.

Kerrie Thompson
Leisure and Lifestyle Coordinator





Children's Services

Rutherglen Kindergarten

At the Kinder this year we continue to run 2 funded mixed age groups. This year we had a community vote to rename our groups. The red group is now known as the Possums and the green group is now known as the Koalas. Crystal and Irene teach the Koala group and have 22 children and Jo, Bec, Sandra and Erin teach the Possum group and have 31 children. We are very fortunate to offer 15 hours of funded Kinder to both 3 and 4/5yr old children.

This year both groups have introduced a puppet friend in their group to help teach social and emotional skills to the children. Last year we participated in the professional development through our School Readiness Funding (SRF) 'Using Puppets for Social and Emotional Learning' and we purchased several puppets to be able to implement this training.

We were very excited to introduce our puppets to our groups and the children loved to meet them! The Koala group met Malu the monkey and the Possum group met Moe the monster. The children have really taken to the puppets and enjoy it when they come out to visit. The puppets have been a great addition as the children really respond to them and capture their attention.

The Lending Library is here! Last year through SRF we were able to acquire more books for our Kinder library through a menu item called the Lending Library. We were very excited to purchase new books for the children and to replace well-loved books that were falling apart. The books purchased for the children will also be made available for families to borrow which we are looking forward to opening in term 4.

Our educators Irene and Bec have been working hard to organise our library and to set up the Lending Library ready for our children and families to borrow. We also have resources available for the families to borrow, currently these are limited in number however our new goal is to focus on resources for our families and to seek their input to help us provide a variety of resources that they will have access to.

This year we were invited to join the Creative Lands Festival, this is the first year a Kinder will participate so we are very excited and we are still learning what it involves as it is a big festival that includes several schools in the Indigo Shire. The festival will be held in late October and is to promote resilience and persistence through the arts. Our children have been working with artist Ronan Holdsworth to create items for the festival, we have been busy making bees and lady bugs and soon snails! We have loved working with Ronan and creating items that will be put on display for all to see.

We have had an extremely busy year with lots of incursions and excursions and visitors. Highlights have been walking across the road to visit the residents in small groups, we look forward to engaging in more activities with them in the future.

We had Kofi from African drumming visit us who taught us how to play the drums, we were all provided with an African drum and had the opportunity to play and dance to the beats. We enjoyed learning about the drums, dancing and hearing about Ghana where Kofi was from. We have had our special friends come to visit us at Kinder where we got to show them around our Kinder and engage in play with them and show them our artwork which is always fun. We had the Flying Bookworm visit us and act out multiple well known stories that we got to participate in. They were very funny and we were very brave to get up and play a role in the story with them, the audience even got to participate! We have enjoyed cooking with Mandy (a member of our community and past educator) and eating what we cook, we made pizzas to link in with what we were learning at Kinder and they were delicious!

The Koala group have loved Mystery reader this year where family members sign up to come in to Kinder to read a story to the children. When they arrive they are covered in a blanket and lead inside where the children have to ask the Mystery reader questions to work out who they are. This is a favourite Monday activity!

The Possum group have loved Show & Tell this year with lots of interesting toys and animals being brought into Kinder. We were very lucky to have visits from lambs, baby chicks, kittens, guinea pigs, baby animals were very popular for Show & Tell this year. We also have had some pretty impressive toys! The children enjoy being able to share something that is theirs.

It has been a busy and exciting year and it is going way too fast as we prepare to say goodbye to another term and hello to the last term of the year.

Thank-you to our children and families for an amazing 3 terms and we know the 4th term will be just as amazing however may be a little sad as we will be saying goodbye to some families and children and wishing them all the best on their new adventures in 2024.

Joanne Lucas
Director
Rutherglen Kindergarten



Children's Services

Rutherglen Outside School Hours Care

Another fun year has passed with so many fun things discovered. Lots of new discoveries about the Loch Ness Monster, The Titanic, the Monarchy, England, Scotland, New Zealand, Aboriginal & Torres Strait Islanders, Dreamtime, Cool Kids First Aid.- Challenges involved building bridges from straws that would hold tin cans, making a solar powered car, 3D Lego builds, 2D art with photos and sticks, lots of puppet making. We learnt about by products of different animals. Some things were gross and others were very interesting.

Our excursions have involved travelling around Rutherglen, Visits to Albury Botanical Gardens and movies, Wonga Wetlands, Echuca Billabong Ranch, Wildlife visits and Kyabram Fauna Park. Excursions are a continuation from what the children have been learning about throughout the term.

A huge thank you to the Terry Floyd foundation along with many sponsors that supported our Christmas Party and Easter Egg Hunt with donations of presents, eggs and food. Many children experienced roast turkey for the first time. Every child went home happy with their surprise gifts from Santa who arrived on the CFA truck.

Hush our mascot has been on many trips this past year; he has been to Singapore, Ballarat, Queensland, Kyabram, Bendigo and will be flying a lot more now that Covid restrictions have been lifted.

Many Regulations were changed at the start of 2023, new transport regulations. After 10 years of using My Time Our Place and Early Years Learning Framework they were updated, which meant for our program a few changes to our documentation and policies; Child Safety Standards went from 7 standards to 11 standards.

Staff and children have completed training this year to keep up to date with all of the changes. The children did enjoy their First Aid training and still practice what to do in an emergency and are aware of all of the venues an AED can be found in Rutherglen.

Sue, Krissy, Michelle, Sofie, Patty (Student Rep), and all OSHC children



Social Support Group

What is Social Support Group?

A standalone S.S.G is a structured program of Activity (either with in a centre or as outings) designed primarily to support participants to maintain or enhance the capacity to do the activities of daily living.

- It addresses social isolation
- Should be provided over a meal time and meet nutritional requirements
- Facilitate (but doesn't need to provide) transport to the program and
- Provide a weekly 5 hour program for 48 weeks of the year.

Compared to other Social Support Groups we are, I dare say, unique as we have 4 programs over four days for 45 clients.

We have our own bus which we utilize every day to see this magnificent part of the world where the clients have fond memories of or some clients seeing it for the first time. From checking out Mount Buffalo from the top, circling the Hume Weir, admiring the Canola crops in full bloom, having BBQs, visiting pubs and bakeries, becoming caffeine connoisseurs, making new friends and enjoying each other's company, better than sitting home and looking at four walls.

SSG has been well supported this year by the very welcomed assistance of Georgie McCluskey who has been a valuable asset to our groups and is very well respected by the clients and Bernadette Parker has returned on Wednesdays, it's great to have her back with us.

We must say a big thank you to the kitchen staff at Glenview, who serve up gourmet meals for our lunches whether it is at our rooms or out in the open.

And finally to our amazing clients thank you for allowing us to be part of your day, to hear the conversations and plenty of laughter. Your compliments and gratitude of the service is appreciated by all.

Peter Fursdon
Social Support Group



General Services Report

This report gives me the opportunity to share some of our achievements and challenges while recognising the enduring commitment by all staff at Indigo North Health.

COVID-19

Although the impacts of COVID-19 seemed to have dwindled towards the end of last year, it still did present us all with challenges associated with it.

We made sure that we had sufficient Personal Protective Equipment (PPE) for our Resident and Staff safety when being presented with an outbreak or even a single case. Various preventative measures were also taken to try and keep COVID-19 out of our facility.

Staff of the Cleaning, Catering, Laundry, and Maintenance teams were, like all staff, committed to the provision of high-quality safe care, and played an active role in responding to the COVID-19 pandemic, and ensured all residents felt safe and comfortable in their home.

St Marys

We have 6 Independent living units here in Rutherglen and our Maintenance team visit there once a week to make sure the gardens are kept immaculate and the residents have everything that they need. This year we have replaced most blinds for the residents to an easy to use system so they can be easily adjusted by the residents depending on the weather.

Small improvements will continue to happen over the course of the next year to provide safety and a nice living space for those residents living there.

Maintenance

Once again the Maintenance team were fantastic at keeping our facility in the best possible condition. There are always challenges associated with such an old building and the team have worked tirelessly to make sure our Residents and Staff have a safe environment to live and work.

INH has complied with the requirements of the Building Act 1993. Routine inspections and ongoing maintenance programs were undertaken to ensure buildings on all sites are maintained. Key activities completed over the previous 12 months have included, but not limited to:

- Fire Engineer's inspection and reports
- Fire Safety Inspections
- Scheduled Preventative Maintenance by qualified internal and external contractors
- Condition assessments
- Regular fire safety inspections
- New drainage path at Chiltern campus to ensure there is no more flooding and will give easier access to those wishing to visit here in the wet months.

Any identified improvements have been continually monitored until they are corrected. The maintenance team have managed to complete reactive and preventative maintenance tasks in timely manners to ensure everything is running smoothly throughout the organisation.

Environmental Services (Cleaning & Laundry)

Thanks to our Environmental team we have extremely clean and hygienic facilities. The thorough cleaning of all areas, as well as the cleaning of high touch areas across the entire facility was critical in maintaining high infection control standards.

New cleaner's trolleys were implemented earlier this year with a locking function. This is to ensure the safety of our residents with the cleaning chemicals that are situated on these trolleys. Also in addition, we have had new chemicals installed in the facility which are of the highest grade cleaning quality to make sure we are fighting all possible germs and infections that may present themselves.

New sanitisers and hand washes have been placed around the facility and made at heights accessible to everyone to also help keep the risk of illness at an extreme low.

The Laundry team are committed to providing our residents with clean sheets, towels and personal clothing items. They work tirelessly to make sure all clothing is labeled, cleaned, ironed and folded as if the items were their own personal clothes.

Rooms and all equipment are cleaned daily to a very high quality with each room getting a 'Room of the Day' clean once a month where every inch of the resident's room is cleaned, dusted and sanitized to not only help prevent unwanted germs and viruses but also to ensure every resident has a lovely clean room to reside in.

Our Environmental Services team must be congratulated for their efforts as I believe they are doing a fantastic job.

Service

I would like to make an honourable mention of two very important employees from the INH management team that have left us this year. I wish them both well in their retirement.

Christine Miller was with us for 19 years in the role of Environmental Manager. Chris was known by residents and employees alike for going above and beyond. Chris was dedicated to making sure INH was sparkling clean from top to bottom and residents clothing, sheets and towels were always cleaned. Chris was constantly looking out for the safety of our residents by maintaining equipment and their facilities for use. Always with a hidden stash of chocolates and home baked treats for the staff, the absence of Chris has already been felt.

Toni Chubb has spent the last 14 years here at Glenview as the Catering Manager and has achieved so many great things and produced such amazing work over that period of time. Toni's passion for cooking and compassion for our residents has meant that all at Glenview were served the highest quality of meals and their best interests were always considered. You would always know when Toni was around; being so outgoing with lots of energy and character, she will surely be missed by all.

These two ladies have left big shoes to fill, and I am committed to making sure that the positive experience for all at INH continues for many more years to come.

General Services Report

Catering

Residents enjoyed a range of home cooked meals prepared by our Cooks and Catering staff. Birthdays were celebrated for every resident with a cake and Happy hour continued on the weekends and was very popular with the residents.

Preparing over 43,000 meals over the 2022/2023 period, the catering team has again been kept busy with the additional meals on wheels provided to the local community and surrounds through our strong partnership with Alpine Health.

The Catering team followed our Food Safety Plan to ensure that we continue to operate in the best interests of our resident's and meet their needs. Daily checks take place for dietary requirements and intolerances and also to ensure that we are providing nutritional meals to keep our residents strong, healthy and happy.

Our Cooks have recently completed a training course with the Maggie Beer Foundation and have been very enthusiastic and new ideas are flowing on meals and desserts for our residents. We have now including two options for lunch to give more choice to our residents in what they want to eat.

Recent surveys have been conducted with our residents over meal times, choice of dining area, cultural beliefs and overall what they would like to see on our menus. We will do our best to cater to all resident's preferences in the new menu we are currently working on.

Adrian Ridley
General Services Manager





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

**Jennene Doyle
Bernadette Parker**

25 Years

Julie Berry

30 Years

Mary Kelly

Administration

Finance

Although the 2022/23 financial year was a time of great challenges for all, I am pleased to report a profit of \$3,582,062 for the financial year ended 30 June 2023. The profit directly relates to recognition of \$3.8m of works in progress at the new Residential Aged Care Facility site. From an operational perspective, the Department of Health (Vic) were able to assist INH with a cash support payment at the end of the financial year of \$140,000. In comparison to the \$700,000 required last year to achieve a similar result, this demonstrates that our financial performance is improving due to strategies put in place throughout the year.

Information Technology

It has been the year of transformation for INH from both an operational and technological perspective. Significant investment in systems has been essential to achieve efficiencies within our organisation and to secure our ongoing viability. Changes have already been made to our Financial, Payroll, Rostering, Fleet Management and Homecare systems, with more software replacements and additions scheduled in the coming year. Staff and management have generally embraced these major improvements with positivity and support.



People & Culture

INH has historically been able to attract and retain quality staff due to our reputation as being an employer of choice within the local region. However, as the aged care industry continues to struggle with the nation-wide shortage of Registered and Enrolled nurses for a number of reasons, we are finding ourselves more reliant on agency care staff.

We prefer to continue being a local employer of choice and we recognise that our people are key to our success. We have been working constantly on recruitment strategies and partnerships to secure both our current and future employment needs.

Acknowledgments

Former Director of Corporate Services Anne-Marie Ellis officially retired in March 2023 after 18 years of service. On behalf everyone at INH, I would like to formally recognise her years of service and wish her well in her retirement.

Secondly, I must acknowledge and thank the audit team lead by Sacha and Ellen at Crowe for the very thorough and professional audit of our 2022/23 financial statements.

Finally, a special note of appreciation to Cate, Tanya, Liz, Gwen, Elysia, Karen and Julie for their tireless work not only staffing our Reception desks at both Rutherglen and Chiltern, but also behind the scenes in providing effective support of the health services administrative, payroll and finance functions throughout the period of significant technological change.

Samantha Ridley
Director Finance and Corporate

Please support Indigo North Health

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

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

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

You can assist by:

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

Your help is much needed and will be appreciated

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

I am pleased to donate the some of:

\$

which should be used towards the purchase of:

*

*

For the

site of Indigo North Health

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

Name

Address

Phone

Email

Signature

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

BSB: 083 820 Account No: 03 966 3792

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

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

All Donations are Tax Deductable



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