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 Tony Jones

Vice President
Mr Stephen McIntosh

Treasurer
Mr Colin Glanville

Board Member
Mrs Helen Doig

Board Member
Mrs Jan Farrell

Board Member
Mr Colin Glanville

Board Member
Mrs Irene Cracknell OAM

Board Member
Mr Jim O’Toole

Board Member
Mrs Jo Slattery
Organisational Structure
Strategic Plan

- Enhance the health of the community through the principles of equity, person centred care and community engagement.
- Health priorities are identified through the use of evidence-based research, use of relevant demographic data and input from the catchment.
- Indigo North Health shall strive to provide services to the catchment with a focus on aged care and primary care services.
- Indigo North Health shall provide Person Centred Care, Advocacy and Equity of access to all community members within the catchment.

- Indigo North Health will strengthen external relationships in order to better respond to community need.
- Indigo North Health will participate in collaborative partnerships and service delivery with relevant individuals, groups, organisations and government departments.
- Indigo North Health shall advocate for identified community needs, in partnership with relevant individuals, groups, organisations and government departments.

- Indigo North Health will promote a culture of learning and research.
- Indigo North Health will support the Best Practice Learning Environment Framework.
- Indigo North Health will provide ongoing professional development to all staff members, volunteers and contractors.
- Indigo North Health will evaluate its services, activities and programs to identify key achievements and opportunities for improvement.

- Indigo North Health will conduct all business in accordance with relevant best practice principles.
- Indigo North Health will operate within accepted Governance and Corporate standards.
- Indigo North Health will implement appropriate measures to monitor and ensure effective and efficient use of available resources.
- Indigo North Health shall consider and where possible implement strategies to minimise its environmental impact.
Committee Structure

Board of Management/Governance

Continuous Improvement Committee
- Accreditation Workplan
- Palliative Care Portfolio
- Resident Wellbeing Portfolio
- Continence Portfolio
- Nutrition Portfolio
- Mobility Portfolio

Risk Management Committee
- Safe Practice Committee
- Environmental Audits
- Credentialing
- VHIMS / Customer Feedback
- Quality Improvement Register
- Risk Register

Management Committee
- Indigo Health Consortium
- Short Term Projects
- Management Team Report

Finance and Human Resources
- Finance and Human Resource Report
- Human Resource Audits
- Training and Development

Service Delivery
- Primary Care Key Performance Indicators
- Residential Aged Care Key Performance Indicators
Board of Management / CEO’s Report

Indigo North Health continues in its pursuit of excellence in the delivery of comprehensive and inclusive services to its communities.

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

The Commonwealth Governments, Living Longer Living Better strategy, commenced on the 1st July 2014. The organisation has embraced these changes and has effectively implemented its systems and processes to ensure that Residents, Resident Representatives and the wider community are able to understand and importantly access timely information regarding the transition to a Residential Aged Care Facility.

The Living Longer Living Better strategy aims to enable:

• More support for older people to stay at home longer, through the provision of additional home care packages.

• Provides for Residents to have greater choice in how they will pay for their residential care and accommodation.

• Require all Residential Aged Care Services to publish their Accommodation Prices on the My Aged Care website – www.myagedcare.gov.au.

• A fairer contribution to the cost of Residential Aged Care, through an Income and Asset Assessment.

• New fee capping arrangements to ensure the system remains affordable to all

The Commonwealth Government announced significant changes to the operation of the Medicare Local program, with the formation of Primary Health Networks. Indigo North Health secured a contract with the Murray Primary Health Network (Murray PHN). The Murray PHN services an expansive area of Victoria from Mildura to Woodend and eastward to Wodonga including Albury (NSW). The region incorporates approximately 100,000 square km’s with a population base of more than 563,000 people.

Indigo North Health’s contract with the Murray PHN is to provide Allied Health services, consisting of Physiotherapy, Occupational Therapy and Allied Health Assistance, to clients within our catchment. The Indigo North Health contract with Murray PHN will cease as of the 30 June 2016. The future of these services within our catchment is largely dependent upon the outcomes of the needs analysis to be undertaken by the Murray PHN and the outcomes of the tendering process that will follow.

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 and the provision of funding to enable two nursing staff to undertake the Older Person’s Comprehensive Health Assessment course.

Indigo North Health acknowledges the funding received by the Victorian Government to enable a comprehensive Service Plan to be developed for Indigo North Health. Following significant research and community consultation, the Service Plan will be finalised by October 2015, and shall provide the organisation with a clear direction for the future.

Indigo North Health was successful in obtaining funding from the Victorian Government for the installation of a new diesel generator. This generator is now sufficient to enable the whole of the Residential Aged Care Facility to continue to operate in the event of a power failure.
Other improvements throughout the year include the purchase of antique furniture to provide a more ascetically pleasing environment for the residents, replacement of designated smoke doors, continued repainting program.

Indigo North Health has assumed management responsibility for the Rutherglen Kindergarten. The Kindergarten provides pivotal education and learning opportunities to the children of our local communities. The organisation acknowledges the ongoing support of the Staff, Parent Committee and community for its ongoing support of the Rutherglen Kindergarten.

The organisation also gratefully acknowledges the support of the Friends of Glenview who’s fund raising efforts enable the organisation to purchase new furniture and equipment and other items to provide the residents of Glenview with greater levels of comfort.

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

The Board of Management is focused on the future sustainability of the organisation, and over the next twelve months will undertake planning to enable the community to, where possible, continue to receive a comprehensive range of services.

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 Tony Jones
President of the Board of Management

Mr Shane Kirk
CEO/DON
Residential Aged Care

Indigo North Health continues to provide a home to the 40 residents who live within the Residential Aged Care Facility and the team of workers from various disciplines show remarkable dedication to the well-being and quality of life of those under their care. During the last twelve months, the Residential Aged Care Facility has undergone some significant changes amidst the day to day care of the residents.

One major change is the retirement and pending retirement of some of our senior Division One Registered Nurses. The retirement of Beth Shanks, Heather Hill, Robyn Davies and the planned retirement of Judy Black represents a considerable amount of nursing years and experience. The legacy and experience that have been bestowed by these nurses will continue to have a considerable impact on the care of residents for years to come. Indigo North Health welcomes new staff that have entered the facility and the wealth of experience and knowledge that they bring.

Significant financial grants from the Victorian Government and the considerable work and dedication from the fundraising efforts of the Friends of Glenview have enabled the purchase of important equipment. This has included a stand-lifter, bed and floor alarms, pressure-relieving air mattresses and Ipods for an individualised music program for residents.

It was recognised that many of our residents had the need for increased input from allied health staff, such as physiotherapy. Utilising a scheme under Medicare and in partnership with resident’s General Practitioners, we have been able to enhance resident access to allied health. This has created tangible and observable improvements to some of our resident’s functionality and quality of life.

One of our Endorsed Enrolled Nurses, Wendy Grantham, was successful in an application for a fellowship under the Dementia Training Studies Centre. She will be undertaking a project to improve the multi-disciplinary care planning for residents with Dementia who have distressed or agitated behaviours.

Looking forward, the Residential Aged Care Facility will participate in the mandatory three year comprehensive accreditation in September of 2015. This will provide a process to ensure we meet all 44 standards set by the Australian Aged Care Quality Agency. This will also provide an opportunity for us to reflect on the things that we can improve on. The focus for the next three years will include:

- The development of a clinical services plan
- A review of care processes, following the journey of the resident from admission to discharge
- Improving our ‘resident of the day’ process to ensure comprehensive multi-disciplinary care planning
- Continuing work started on responsiveness to distressed behaviour via multi-disciplinary team meetings
- Continue the integration of leisure and lifestyle and clinical care into a whole facility approach to resident well-being
Primary Care

At Indigo North Health, we strive to realise our Vision and Mission in our communities. Our vision is to, “Play a pivotal role in assisting communities and individuals in our catchment area to achieve the best possible outcomes”.

Our mission then becomes, “To promote the health and well-being of communities and individuals within our catchment”.

We do this many ways:

• Physiotherapy provides assessment and intervention for a range of movement and functional disorders through physical interventions. Our physiotherapist runs a weekly rehabilitation group in Chiltern and Rutherglen to enhance and provide support to clients who require a little more support to improve their physical and functional capacities. Physiotherapy also assesses for our Strength Training program and can assist clients wishing to engage in a physical activity, particularly if they have not exercised for a period of time, or have a disorder which makes it challenging to exercise.

• Occupational Therapy continues to assist clients to develop or maintain skills needed to carry out everyday activities. We do this through visits in the home or in the centres in Rutherglen and Chiltern. The service includes support to children under school age and supports our Kindergartens, playgroups and childcare centres in enhancing children’s' health and wellbeing.

• Our podiatry service continues to grow and provides a high quality service particularly to those clients who require intensive foot care and wound management. We work in strong partnership with Beechworth Health Service to deliver Best Practise in the area of foot care.

• We added Speech Pathology to our service this year, with great success. This gap was identified in partnership with our kindergartens and GP clinics. We contract this service through Gateway Health in Wangaratta and have been funded through the State Government for Early Years.

• Our counselling service continues to offer our communities choice of service for high quality care in mental health and wellbeing. We also contract this service through Gateway Health in Wangaratta and work closely with our other providers in the medical clinics and private providers.

• Our District Nurses continue to provide a highly valued service, with positive feedback from our communities. The services provide care in palliative care, hospital in the Home, Department of Veterans Affairs, wound management, Post Acute Care.

• Health Promotion and physical activity groups continue to be well attended. Our Strength Training groups continue to provide support to new and veteran attendees with our allied health assistants and have recently purchased new equipment.

• Chronic Disease Care Coordination: we are able to provide a strong support for our client’s living with a chronic disease. We do this in partnership with our medical practices, Indigo Shire and Albury Wodonga Health and strive to support clients in an Active Service delivery to empower people to manage their own health needs and preferences.

• And all of this starts with our central intake service which offers choice, information, advocacy, service coordination and all in a respectful, confidential manner.

Our Partnerships:
Indigo North health is committed to establishing and maintaining partnerships within our community and those in the broader health sector:

• Chronic Disease Steering Committee: Hume Region

• Vulnerable Children and Families steering committee
Primary Care cont.

• Indigo Shire Disability and Access Committee
• Indigo Health Consortium
• Integrated Health Promotion : Upper Hume
• Our local schools, kindergartens, child care, General Practices, (service groups: Lions Club, Mens Sheds, Rotary)

We are in the process of preparing for our accreditation, which occurs every 3 years and will be conducted in September 2016.

As an integral part of our communities, we will continue to advocate for the best possible health outcomes and strive to provide relevant and high quality services.

Anna Hession
Primary Care Team Leader

Our mission is, “To promote the health and well-being of communities and individuals within our catchment”.

Planned Activity Groups

The last twelve months have seen a lot of changes within our Planned Activity Group.

On Monday, we now have a Wahgunyah Men’s Group with a total of 12 men attending. Also on a Tuesday, we have the Rutherglen Men’s Group with 13 men. The men enjoy outings on the Indigo North Health bus, where we tour North East Victoria and the Southern Riverina enjoying each other’s company.

On Wednesday we have the Chiltern Group where we have an outing one week and utilise our rooms at the old Chiltern hospital the following week with different activities. The Friday group is the Rutherglen Ladies Group where we attend the senior’s rooms every second Friday and alternate Fridays we have a mystery bus trip.

For lunches, when we are not having the wonderful delicacies from the kitchen at Indigo North Health we buy our own from the many food outlets throughout the region. The Planned Activity Groups have a number of wonderful volunteers to whom we appreciate their assistance very much.

Peter Fursdon
Planned Activity Group Co-Ordinator
Health Promotion

As the Health promotion officer for Indigo North Health I work alone, with other members of Community Health and Glenview nursing home. I also work with Beechworth Health services and the Indigo Shire Council on different projects as part of the Upper Hume Primary Care Partnership working group.

I have been working mainly with schools and Early Childhood services in Chiltern, Rutherglen, Barnawartha and Wahgunyah to implement the Healthy Together Achievement program and other healthy eating initiatives. Chiltern Primary is well advanced in the program having just received 3 out of 8 achievements and are implementing 2 action plans. St Joseph’s Chiltern is about to start. Rutherglen Kindergarten and Country Buddies have started the process and are well on their way.

Other primary schools are focusing on whole school wellbeing and other issues that have been identified as important. They are involved in programs such as Kid’s Matter, Bounce back, Blue Earth and the Stephanie Alexander Kitchen Garden program. They may continue with the Achievement program when ready.

Bringing healthy eating initiatives to the Indigo North Health community and collaborating with The Indigo Shire is a positive step for Indigo North Health. Monthly meetings held in Chiltern to allow INH and Beechworth Health to have input to Council events and planning. As I engage with schools for events I am invited back to take part in further activities or plans for the next events.

Health promotion engagement activities in 2015:

- **Walk to School Month** including talking to the primary school aged children about safe active travel and provide a healthy breakfast. This takes place every October and we are working with council at the moment to plan for this years activities, safety education and other engagement opportunities.

- **Ride to school day** in Chiltern where I walked with children to school while others rode. Children from both primary schools, kinder and playgroup joined in.

- The council run **School Holiday Movies** and pool parties were another opportunity for engagement through providing a healthy snack. From Frozen fruit Yonana to apple slinkies these snacks have been happily eaten at every children’s event across my catchment. This is ongoing as we are now involved in most community events in our catchment from Pool parties, school holiday movies to seniors and children’s week.

- **The People's Piano** — Suggesting and researching the peoples piano project modelled loosely on the “Play me I’m Yours” that was used in the Indigo Shires Chiltern After Dark event and hopefully find a home in The main street of Chiltern. This is a community engagement activity to address isolation and strengthen community interactions. From the minute it was placed on the street people gathered around taking turn to play songs and sing. It was a struggle to allow the piano to be put away at the end of the event and people were asking when it could come out again.

- **The Chiltern Food Table** — is an mainly online community of 86 members that meet regularly. Firstly monthly garden swaps, now fortnightly, helped to form this group to address food insecurity and encourage the consumption of fruit and vegetables. The group is modelled loosely on the world wide “Food is Free” initiative and encourages a strong community network for support. As well as harvest swaps the group shares backyard gardens ideas for those with limited ability and having excess harvest distributed to those who need it. Recently we introduced pop-up baskets for those who couldn’t make it to the harvest swaps that take place in the rotunda in the front garden of Indigo North Health.
• Belonging to **Local food groups**. I took part in the **Local Food Forum** in Albury. Food groups are working towards addressing food insecurity and collect data and information that will go towards developing food policy in the Indigo Shire. This network is growing and becoming a strong working group with members from Wangaratta, Wodonga and Indigo Shire.

• Encouraging INH to apply for the **Maggie Beer Foundation Pilot Program**. We were accepted and our catering manager Toni Chubb attended. This will have lasting effects of the philosophy of food and wellbeing at Glenview.

• Encouraging INH to apply for a garden grant from the Indigo Shire which was accepted to **install wicking garden beds** to complement the sensory garden that is planned for Glenview Nursing Home.

• Organising seasonal **Exercise Sessions** for community members, Winter night circuit sessions for strengthening with a yoga cool down. Taking part in and promoting Heart Foundation walking groups in Chiltern and Rutherglen. We are planning for Aqua sessions to take place every summer.

• **Distributing** healthy information, events and opportunities to the community via our What’s on – Community Health newsletter available on the Indigo North Health website and around town, flyers and Facebook posts.

**Jo Crooks**
**Health Promotion Leader**
Children’s Services

Rutherglen Kindergarten
At Rutherglen Kindergarten we offer both 3 and 4 year old programs. 3 year old Kinder currently runs one day a week for five hours. We have two 4yr old groups that run for 3 five hour days. We service 58 families from the Rutherglen, Wahgunyah, Springhurst, Chiltern and Corowa areas.

Last year we merged with Indigo North Health (INH); prior to the merging the Kinder was run by a parent committee. The parent committee has now made fundraising their priority and is in charge of raising money to spend on well needed resources for the Kinder and the children.

We have six dedicated educators who are very passionate about their job and who go above and beyond for the children, and we also have a devoted office administrator.

We have a wonderful new Kinder building that allows us to run two Kinder groups simultaneously, this also allows us to open up the two rooms so the children and educators can mix and do joint learning experiences, we have found this very beneficial to all.

Maternal Child Health (MCH) has moved into the Kinder and operates every Wednesday.

We are very lucky to have two fantastic outside play spaces for the children in which they can play and build on all areas of development.

We provide an environment in which the children can explore, experiment and take calculated risks.

We provide a program that suits the needs of the children. Each group of children is different, it is important that we build and extend on their interests and provide them with resources to support and further their learning.

During the year we enjoy excursions such as visits to the local primary schools, visit to Wangaratta Traffic School, visits to the police and fire stations, library and a variety of incursions such as The Music Man.

Joanne Barron
Director/4 year old Teacher

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 83 registered families that come from Rutherglen, Wodonga, Melbourne, Wangaratta, Chiltern, Barnawartha, Wahgunyah, Corowa, Yarrawonga, Springhurst, & Indigo Valley. On average we have 20 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. Vacation Care operates every school holiday starting from the 2nd week in January until December 24th.
The children during the holidays also have the opportunity to visit some exciting new places in the North East, we have visited Beechworth and went on a fantastic sightseeing tour travelling the many back roads and dirt tracks, searching for wombats and eating beautiful, tasty melt in your mouth bread.

Our partnership group on Tuesday afternoons with the Nursing home residents, not only has them working on projects together that they are able to enter into the different shows but it has also been great for the many years of experience shared and the stories that are told. The children have a better understanding of the olden days which to these children is any year before 2000.

Our service and staff has been nominated for many Educational awards. We had 1 staff member shortlisted into the top 5 in the State.

Susan Harris
Lead Educator
Training and Development

The Training and Development function continues to coordinate organisational orientation for new staff, as well as the annual mandatory training for every staff member.

Of the 110 staff profile, across Administration, Catering Service, Environmental Services, Kinder, Out of Hours School Care, Primary care and Residential Aged Care, we have achieved:

- A 90% attendance at organisational orientation
- An increase from 65% of annual mandatory training in 2012-13 to 80% in the 2014-15 year. Further sessions have been scheduled to support those who are yet to attend the current session (this years’ content included fire safety management and evacuation, lifting and manual handling, sexuality and individualised care for residents and clients)
- the introduction of Workplace Respect, a mandatory session of 30 minutes, with a current attendance rate of 80%.

The triennial approach to the content of annual mandatory education and training is based upon meeting legislative as well as regulatory requirements relating to Residential Aged Care Standards, Quality Improvement Council Standards for Primary and Community Care, as well as information for Kindergarten, Out of Hours School care and the support services of Administration, Catering and Environmental.

A range of external sessions, workshops and courses have been attended by staff and include the following:

- Assessment and Management of Incontinence
- Baseline continence
- Bowel Management and Toileting
- Clinical Supervision Communities - engaging with the vulnerable
- Continence and application competency
- Creating an Appetite for Life
- Clinical Supervisor training
- Cultural Competence – Aboriginal and Torres Strait Islander
- Dementia and Delirium
- Dementia Behaviours seminar
- Dementia Care Essentials
- Dementia Nutrition Care Seminar
- Diabetic foot care
- E-tools - software training use of NeRA, eRAD, Early Childhood Professionals Network meeting
- Early Years Assessment Practice in Multidisciplinary networks
- End of Life care
- Evidence Based Clinical Assessment Toolkit Training
- Exploring the 3Ds - Dementia, Delirium, Depression
- Food Safety
- Heart Foundation Interactive Workshop
- Hospital in The Home (HITH)
- LASA Victoria Rural Mini-conference
- Lifter – standing – Oxford Journey + full air mattress
- Medication Management Course
- Medications Course - EEN related
- Mobility, Cognitive Impairment and Incontinence
- NSW Early Days Play and Social Learning
- PICCS and Ports
- Preventing and managing pressure injuries
- Stoma Therapy
- Tai Chi for Arthritis
- The future of local food
- Together we grow - investing in our future - Early Childhood Education Conference
- Understanding Multiple Sclerosis
- Urinary tract infections – prevention and management
- Vocational Grad Certificate Community Services Practice
Learning, Assessing, Reflecting and Improving

Indigo North Health’s commitment to being a learning and growing organisation has been reflected in both Primary Care and Residential Care hosting students on work placement. These students include, Certificate III in Aged Care, Diploma of Nursing, Bachelor of Nursing and Master of Social Work.

The organisations from which they come include, Yarrawonga Neighbourhood House, Charles Sturt University, La Trobe University, University of New England, Australian Catholic University, GOTAFE, Wodonga TAFE and Riverina Institute of TAFE

Sally Rashbrooke
Training and Development Coordinator

Quick snaps of training in action:

Newly purchased ALBAC mat in action – to assist with bed-bound people if needing to evacuate

Smoking! The simulated smoke highlighting the challenges if faced with a room full of smoke
Staff Awards

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

10 Years Continuous Service
Leanne Harrington

20 Years Continuous Service
Tracey Mangan

35 Years Continuous Service
Judy Black

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 2014 – 2015.
Glenda Darling – Administration Services
Leisure and Lifestyle

This year, the Leisure and Lifestyle staff spent dedicated time developing an operational plan for the next three years. The plan will enable the achievement of the following vision and mission statements and the achievement of the key leisure and lifestyle priority areas:

Vision
Enabling enhanced quality of life and self worth

Mission
Through individual and holistic approaches to connecting with the life needs of each and every person

Priority Areas:
1. Engagement and support of volunteers
2. Activities that enhance functionality and self-worth
3. Life reflection activities
4. Activities that improve the transition to residential care for both residents and families
5. Activities which enhance a sense of community
6. Operational considerations, documentation and quality improvement

Over the past twelve months, the Leisure and Lifestyle team in partnership with all staff have continually strived to achieve and promote an environment that supports person centred care by focusing on our VISION: Enabling enhanced quality of life and self worth and MISSION: Through individual and holistic approaches to connecting with the life needs of each and every person.

We have endeavoured to work as a united team demonstrating a strong sense of family; doing so while focusing on our residents rights, values and beliefs in meeting physical, mental, spiritual, cultural and social needs. We have remained active in providing high quality, diverse, interesting and enjoyable activity programs which aim to enhance the quality of life and allow residents to maintain aspects of their current and former life.

We are extremely proud of our encouragement towards residents maintaining a close connection with and feeling like valued members of our wider community. We have achieved this through a close association with the Rutherglen and Chiltern Men's Sheds, the Rutherglen RSL sub-branch, Rutherglen Senior Citizens, and local school groups amongst others.

We have been delighted to foster and promote resident’s physical and mental health, social connectedness through reconnecting residents with nature through our ‘On a wing and a prayer’ program in conjunction with Latrobe University Wodonga Campus.

We take this opportunity to thank our volunteers for their commitment, dedication and compassion to our residents and their loved ones. We value their tireless work over the past year. Without them, we simply could not function. We thank the residents and their loved ones for trusting us with their care and look forward to continuing to provide positive life experiences and enhanced quality of life.

Jo Waring, Noel Clarke, Belinda Suffern
The Leisure and Lifestyle Team
Volunteers

Volunteers are an integral part of our organisation and we are very fortunate to currently have 86 wonderful people who share their time, patience and knowledge with our residents, community members and customers on a regular basis. This also includes a number who act as members of the Indigo North Health Board of Management.

We have many people with many skills and their capacity as volunteers is varied.

Residential Aged Care – Our volunteers play a very important role as they interact with our residents, offering assistance with activities, providing company and joining them on outings. Volunteers may also have a particular skill that they can share with our residents and the time spent is invaluable to both the volunteer and the resident.

Planned Activity Group (PAG) – Leisure & Lifestyle Officer Peter Fursdon relies on the assistance of a small group of volunteers when he runs programs for members of our Leisure & Lifestyle group. This includes general assistance if required at outings, and helping to provide activities and entertainment for members who look forward to their PAG days each week.

Tai Chi – Val and Sharon have been with us for many years as Arthritis Victoria qualified Tai Chi instructors. They run sessions every Wednesday morning & evening in Chiltern and are currently attracting great numbers which is indicative of their enthusiasm for this very beneficial past time.

Community Transport – We are fortunate to be able to offer this service to members of our community and we have a pool of drivers from both Chiltern and Rutherglen. Time spent transporting people may be short or quite a long time and is a great way for people to get to know people who they otherwise may or may not have met. This is a very important service as it can mean the difference between a person attending or not attending an appointment and they are genuinely appreciative of our volunteers.

Men's Shed – Both Rutherglen and Chiltern have Men’s Sheds who are actively involved in the community. Projects may include running programs with local primary schools and the residents of Glenview, completing projects for various community groups, fundraising BBQ’s and market stalls.

Chiltern Op Shop – The Op Shop is now open 7 days a week and is a hive of activity. Eight volunteers share the duties and ensure great customer service. The shop is very popular with both locals and visitors to Chiltern.

Indigo North Health also offers a variety of training opportunities for our volunteers and is currently looking at ways to incorporate more opportunities with Beechworth Health Service, Yackandandah Health Service & Indigo Shire Council. This will be an exciting process as it can only enhance the skills & knowledge of our volunteers in all service areas. We also will be adding new programs and developing current ones in which volunteers can participate including a meal assistance program and our bird watching program.

Maree Murphy
Volunteer Coordinator
Environmental/Maintenance Services

This year I would like to introduce you to the stars of the Environmental Services team. All areas of Indigo North Health which includes the main building and grounds at Rutherford, Community Health - Rutherford and Chiltern, St Mary's Village and Rutherford Kindergarten are maintained by this dedicated team.

Michele McLean
Environmental Assistant – 14 years service

The last 12 months has been very difficult in the Laundry with the introduction of the internal linen service but over the last couple of months cleaning staff have been rostered on to ease the load on the weekends.

Great working here, all staff communicate well and are friendly.

Being able to interact with the Residents is an extra benefit

Kerri Wornes
Environmental Assistant – 6 years service

In the past 12 months the laundry has been upgraded and expanded with new equipment and our workload has increased from 5 days to 7 days a week.

The cleaning has had new equipment added plus extra hours due to the inclusion of the Kindergarten and weekend laundry.

I enjoy working at Indigo North Health because we have a good group of people here from the Nursing staff, Catering, Community Health and Administration, who are very friendly and helpful. I also enjoy interacting with the residents.

Elida Rogers
Environmental Assistant – 4 years service

I enjoy the workplace and the people I work with.

It is a pleasure to be part of the professional operation of Indigo North Health. I love the food!

Helen Dziurski
Environmental Assistant – 7 years service

My career at Indigo North Health began in the kitchen and now I am happy to spend my work time cleaning the Kindergarten, Community Health, Chiltern and the Residential Aged Care areas. The work is varied, interesting and rewarding.

Janelle Crawford
Environmental Assistant – 8 months service

I am a PCA but enjoy Environmental Services because of the closer connection with the Residents.

The work is hard but most enjoyable and interesting.

It is reassuring that Indigo North Health is very family orientated.

Leanne Whinray
Environmental Assistant – 12 months service

The work is hard and constant but this is a great place and I enjoy working with all the staff.

Interacting with the Residents is very rewarding.

Louise Aitken
Environmental Assistant – 8 months service

I am enjoying learning a new skill and meeting a lot of different people, especially the residents. Being an Assistant Childcare worker at the Kindergarten as well as working in the Environmental Services area has increased my knowledge of both the young and aged.

Cindy Featherstone
Environmental Assistant – 3 months service

I am currently employed in both the Catering and Environmental Services areas and am enjoying all aspects of my job. I have only been here for 3 months but I look forward to many more years’ service at Indigo North Health.
Brendan Billings  
Maintenance – 6 years service

I enjoy the variety of tasks as they differ daily and I am kept busy all day, every day.

Being able to work around my children’s school hours is an important advantage and the Environmental team is great.

Glynn Finegan  
Maintenance – 4 months service

The variety of tasks leaves no time for boredom.

The flexibility of working one week on and then one week off is important to me.

Staff are very helpful and friendly and one of the first things I noticed was staff morale is high.

Brendan Nicholls  
Gardener – 7 years service

Over the last 12 months I have made improvements to the front rose garden, two new gardens either side of the front driveway, the front garden to 174 High Street, the RAC balcony, the bank and propagation areas. I enjoy the freedom to try new things and implement changes to improve the garden.

Christine Miller  
Environmental/Maintenance Services Manager

Cast of Environmental Services 2015

Elida Rodgers  
Michele McLean  
Kerri Wornes  
Janelle Crawford

Louise Atken  
Brendan Billings  
Glynn Finegan  
Brendan Nicholls

Cindy Featherstone  
Helen Dziruski  
Leanne Whinray
Catering Services

The Catering Services Department at Indigo North Health understands how vital the joy of looking forward to your meal is. Our Catering Services Team share that love of food, and are passionate about ways of improving the whole dining experience in supplying meals to our residents and clients.

We work alongside dieticians, dementia consultants and speech pathologists to ensure food provided and the dining experience for our residents at Indigo North Health is a memorable and nutritious experience. In June 2015, as Catering Manager, I applied and was accepted into the Maggie Beer Pilot Program “Creating an appetite for life”. Thirty Chefs and Cooks were selected from Aged Care Facilities around Victoria, and attended a 3 day program at Maggie Beer’s work shop in the Barossa Valley.

Tony Chubb
Catering Services Manager

“We have all come back inspired and extremely enthusiastic about the future of, not only the quality and presentation of our meals, but the whole dining experience. The catering staff has embraced these changes and are receiving excellent feedback from our residents, clients and staff”.

This year we have produced over 55,370 meals.

- 45,576 meals to Residential Aged Care
- 6,300 meals to Meals on Wheels and Centre Based Meals
- And over 1,500 meals to our Planned Activity groups.

Menus are seasonally inspired to deliver a range of nutritionally balanced meals that are both visually appealing and tasty and meet the individual dietary needs.

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

Residents and Staff

The residents enjoying entertainment and Italian food on the Italian Day
“We continue to enjoy special days with our residents and this year has been no exception. Our Italian day was a real success and enjoyed by everyone, as was our staff and resident BBQ, when our CEO Shane Kirk and his family cooked up a storm for everyone.”

Toni Chubb, Catering Services Manager with Maggie Beer at her centre in the Barossa Valley
Home Care/ Personal 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.

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

- Homecare to 45 Clients
- Personal care to 34 Clients
- Home Respite to 6 Clients

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.

Julie Berry
Coordinator

Accredited Apply First Aid Training

This year has seen a steady increase in participants in Provide First Aid courses run at Indigo North Health. The purchase early last year of new manikins with a revolutionary new CPR Rate Monitor allows for instant feedback to both instructor and student regarding the rate of chest compression, has been a positive for students and made assessment of practical training much easier for the trainer.

Nine Provide First Aid courses have been conducted with 105 participants. Most courses were run at the Indigo North Health campus in Rutherglen but we have also conducted some off campus work recently running a course at the Chiltern Guide hall and another at a local health service campus.

One Asthma and Anaphylaxis course has also been conducted with nine participants attending. 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
Human Resources

Number of Staff Members employed:
Indigo North Health Inc. employs, at 30 June 2015, 109 staff members:
- Full time ...............................................................5
- Part time ............................................................85
- Casual ...............................................................18
- Temporary contract .............................................1

Out of 109 staff members, 9 work in management, 35 in corporate services, 14 in children’s services.

Snap shot of the Wages and Superannuation paid:
In 2014/15, wages amounted to $4,529,000, representing 78.71% of our total expenses; or 83.18% if we include employer contributions to Superannuation Funds and other separate costs.

$412,200 were paid to Superannuation Funds as employer’s contribution.

51 staff members are part of Indigo North Health Social Club.

<table>
<thead>
<tr>
<th>Labour Category</th>
<th>EFT Actuals</th>
<th>EFT Budget</th>
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<tbody>
<tr>
<td>Nursing</td>
<td>28.21</td>
<td>29.9</td>
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<tr>
<td>Leisure &amp; Lifestyle</td>
<td>2.4</td>
<td>2.6</td>
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<tr>
<td>Administration/ Finance - Both campuses</td>
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<td>Hotel Services</td>
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<td>Community and Regional Health</td>
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<td>Children’s Services</td>
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<td>Ancillary Support</td>
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<td>Indigo North Health - TOTAL</td>
<td>59.55</td>
<td>61.05</td>
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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