

Annual Report

2018 / 2019



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

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Table of contents

Board of Management	2
Organisational Structure	3
Strategic Plan	4
Committee Structure	5
Board of Management / CEO's Report	6
Residential Aged Care	8
Primary Care	10
Health Promotion	11
Chiltern Neighbourhood House	12
Apply First Aid Training	13
Personal Care / Home Care	13
Catering Services	14
Planned Activity Group	16
Human Resources	17
Environmental Services	18
Children's Services	20
Quality Report	22
Volunteers	23
Staff Awards	24
Training and Development	25
Please support us	28

Board of Management

President

Mrs Jo Slattery

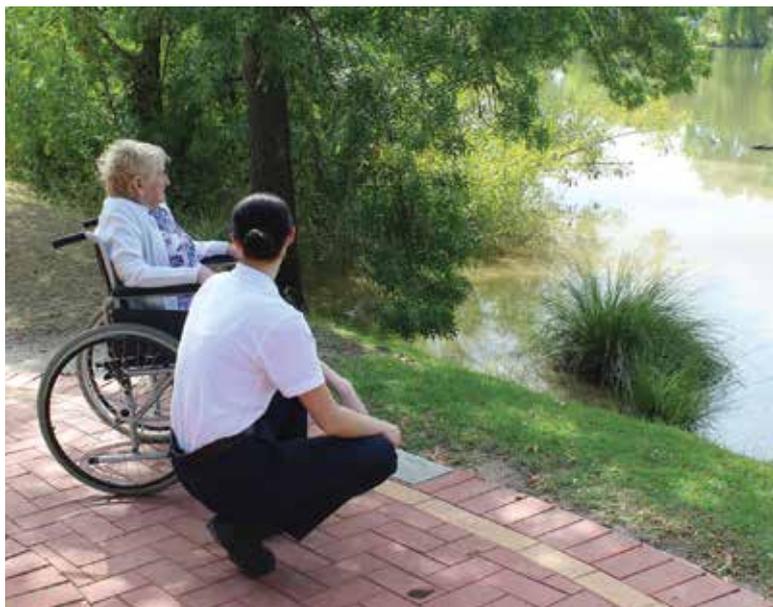
Vice President

Mr Stephen McIntosh

Treasurer

Ms Kristy Davies

Appointed 1 April 2019



Board Members

Mr Tony Jones

Mrs Jan Farrell

Ms Roberta Horne

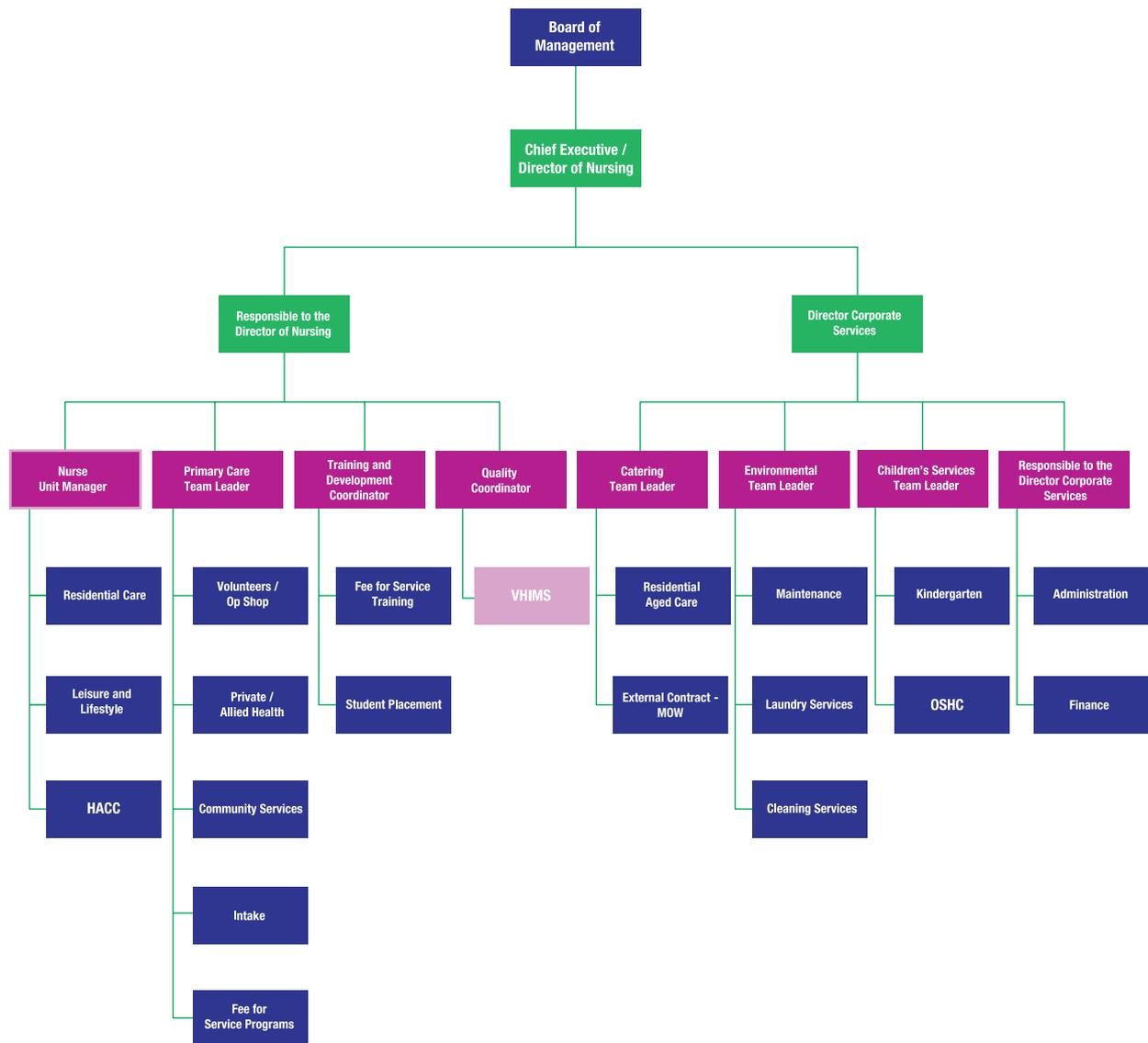
Mrs Glenda Burke

Mrs Penny Bingham

Mrs Irene Cracknell
(Retired 1 April 2019)

Mr Peter Evans
(Appointed 17 Nov 2018 -
Resigned 3 June 2019)

Organisational Structure



Strategic Plan



Committee Structure



Board of Management / CEO's Report

Indigo North Health Incorporated provides a comprehensive range of aged and primary care services to the communities of Rutherglen, Chiltern, Wahgunyah, Barnawartha, and surrounding communities. The organisation continues in its pursuit of excellence in the delivery of comprehensive and inclusive services to its communities.

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

The organisation has had another challenging year with the introduction of the Aged Care Quality and Safety Commission which commenced operation on the 1 January 2019 and the impending new Aged Care Standards which will commence on the 1 July 2019. Indigo North Health is working towards ensuring that we meet all of the new Aged Care Standards in preparation for our re accreditation audit in the period 1 July 2019 to 30 September 2019.

This year we were also successful in receiving ongoing funding from the Victorian Government to open the Chiltern Neighbourhood House. Mrs Maree Murphy has been appointed Coordinator of the Neighbourhood House which will provide a range of programs and services to the Chiltern Community.

The Murray Primary Health Network provided funding to establish a TeleHealth program at Indigo North Health. This program is designed to enable community members to access consultations with a variety of Consultants and Health Professionals without the need to travel to destinations, such as Melbourne and Shepparton.

Indigo North Health has embarked on significant upgrades and refurbishment of many of its facilities including:

- Refurbishment of the Chiltern site, which included, external and internal painting, new carpet and floor coverings, new external and internal blinds, the construction of rooms at the rear to house the Chiltern Neighbourhood House, Installation of Fire Hose Reel, refurbishment of the Staff Room. Works continue with the main kitchen to be refurbished, and repairs to bathrooms expected to be completed in the next financial year.
 - In Rutherglen the old Staff Room was refurbished into new office space, the main kitchen was totally refurbished, the "PAG Room" has now become the new Staff Room and the old Strength Training Room has become the new Training Room, new floor covering has been put into the Residents Dining Room. Works have commenced on the replacement of the Heating and Cooling in the main Rutherglen Building.
 - Funding from the Victorian Government has enabled Indigo North Health to replace all of the beds in the Residential Aged Care Unit, in addition to the funding received to refurbish the Kitchen and replace the Heating and Cooling in the Residential Aged Care Unit.
- Indigo North Health's "Glenview" Residential Aged Care Unit, continues to provide excellence in clinical care, nutrition and leisure and lifestyle, in an ever increasingly difficult physical environment. The organisation prides itself in its ability to provide care to our residents and aiding them to achieve a meaningful and fulfilling life while residing at "Glenview". We are continually seeking opportunities to improve the physical environment in order to ensure our residents are provided with an environment they rightly deserve.

The Board is working with consulting firm Verso Consulting in the development of a Business Case, to enable the Board of Management to have discussion, with the Victorian Government as the Board strives to seek support for refurbishment or redevelopment to provide a Residential Aged Care Facility that will meet the expectations of the community.

Overall the organisation maintains an outstanding average occupancy rate of 98.75%, and we currently maintain a waiting list of 13 potential residents.

The Primary Care program receives funding from the Victoria Government, Commonwealth Government's Primary Health Network.

This funding enables people of all ages, within the catchment to access a comprehensive range of Allied Health and Nursing Services. These services include the provision of Health Promotion, Physiotherapy, Occupational Therapy, Speech Therapy, Counselling, Strength Training, District Nursing, Planned Activity Groups and Care Coordination.

Indigo North Health continually seeks feedback from people within our catchment in order to ensure we have providing, the right services, in the right place at the right time.

Ms Jo Slattery
President of the Board of Management

The organisation gratefully acknowledges the support of the Friends of Glenview Auxiliary who's fund raising efforts enable the organisation to purchase new items to improve the overall resident experience.

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.

Finally, 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 Planned Activity Groups.

The Board of Management wishes to acknowledge the hard work of all of our staff in their desire to provide an excellent standard of care to all within our catchment and the support of representatives from the Victorian Government, Department of Health and Human Services.

Mr Shane Kirk
CEO/DON

Residential Aged Care

Indigo North Health offers residential aged care for people who are unable to remain in their own homes or with loved ones, due to their need for greater assistance with daily living or require 24 hour care.

Our home aims to provide resident focus care in a safe secure and supportive environment that promotes lifestyle choices, independence and dignity.

At Indigo North Health we believe that ageing is a healthy and positive experience and with the support of our dedicated team of nursing staff, allied health and leisure and lifestyle our residents are encouraged to realise their full potential. We provide opportunities for residents to stay connected and contribute to their communities and provide stimulating environments where meaningful relationships based on trust and respect can flourish.

Over the past 12 months we have been preparing for our mandatory three year comprehensive accreditation under the new age care standard that came into effect on the 1st July 2019. There are 8 aged care quality standards that we as a provider must comply with to be granted our Certificate of Accreditation. The quality standards focus on outcomes for residents, ensuring that holistic care is provided and complying with resident's dignity and choice.

Compliance is achieved by ensuring that an innovative and reliable continuous improvement program is maintained across the organisation. This program enables us to continually review our services and practices and look for opportunities to improve the care we provide.

The outstanding and dedicated fundraising efforts of the Friends of Glenview Auxiliary have enabled us to purchase and update our equipment to ensure comfort and safety is maintained for all residents and staff. We acknowledge that a lot of time and effort goes into organising and running our fundraising so a huge thank you to all involved.

My sincere gratitude and appreciation goes out to the staff at Indigo North Health for their dedication compassion and commitment they have shown our residents. To our wonderful volunteers a huge thank you for the generosity of their time and effort in supporting our residents and staff.

Our sincere appreciation to the Indigo North Health Management team and to the Board of Management for their guidance, and in driving our core business the provision of age care services.

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





Primary Care

The Primary Care Team has achieved much over the past 12 months. There has been significant progress in planning, professional development and service delivery.

As a team we contributed actively to the successful application for the Chiltern Neighbourhood House (announced in late 2018). This great outcome offers endless opportunities, not only to continue to deliver traditional services, but to extend our offerings to meet community needs and expectations in creative ways. Opportunities abound; restricted only by imagination!

We gathered in late 2018 for our annual planning day. Facilitated by the team at 'Projectura' we revisited some fundamental foundations of good teams; that being the identification of our values and acceptance of our strength, weaknesses, opportunities and threats. Our identified values include; Respect, Trust, Community, Responsibility, Reliability and Professionalism. These values underpin all decisions we make and guide our future directions. We further committed to the following key directions; Improving our collaborations and partnerships; raising the profile of our team within the community; showing health leadership within our team and the community; working closely with the Neighbourhood House and continuing to identify opportunities; and maximising the impact of our multidiscipline team.

To achieve this end, we all have made a commitment to maintaining our clinical skills through professional development and personal study, in addition to continuing to support and challenge each other through our clinical and peer review process. We continue to extend ourselves in areas that may be outside our individual scope of practice. For example our team participated in a Mental Health First Aid Training and a Family Violence Sensitive Practice Workshop. Both offered great life skills and knowledge to employ in our professional roles.

We welcomed the establishment of a TeleHealth Program; available at our Rutherglen Campus, to support clients to access specialist services outside the region. It is also a way of our local community

members accessing specialist mental health services with the support of the local Community Mental Health Team. We look forward to TeleHealth becoming an embedded part of our service options. It was great to see to reintroduction of Speech Pathology Services this year; servicing both younger and older members of our community. Other allied health services offered by INH include; Occupational Therapy, Physiotherapy, Podiatry and Counselling. Allied health offers a range of individual and group based interventions. These are further complimented by a suit of nursing and health promotion activities. It was great to achieve or exceed our clinical targets for the year; which truly reflected the dedication and professionalism of our team. There were over 4000 individual contacts; outstanding for a small service. Our team has been consistent and stable; a testament to our positive team culture.

With the clarification of our funding entering in to the 2018/2019 year; it offers some certainty and confidence. We have worked and continue to work on our governance structure, our systems and ensure we keep abreast of current best practice. We are committed to working closely together to provide the best service possible to our clients. We continue to look for opportunities to be creative and responsive to community needs.

We are genuinely excited about the year ahead. We have much more to offer our clients and community. We remain dedicated to providing an exceptional standard of health care locally and offering a dynamic service that grows and responds with community expectations.

Marc Williams
Primary Care Manager

Health Promotion

We were lucky to be successful in our joint application with Chiltern Neighbourhood house to obtain a Get Active Indigo Grants Program.

With this grant we are able to fund the training and support of two new **Water Aerobics** instructors as well as provide equipment. We will now be able to offer water aerobics to Rutherglen, Chiltern and Yackandandah.

The grant also supports subsidised **Yoga** sessions in Chiltern that will continue after the introductory season. Pilates may join the healthy activities at Chiltern Neighbourhood house as the community has shown an interest in both Yoga and Pilates.

Neighbourhood house work closely relates to Health Promotion work. I will be working closely with the **Chiltern Neighbourhood House** and I am excited about future possibilities.

I and all health services in our catchment have been involved with the **Respond Program**. This is a research project with Deakin University. We are in the early stages of consultation and look forward to outcomes for our community.

As part of my role all school aged children from Kindergarten to High School in our catchment can receive support to complete **The Achievement Program**. Rutherglen Kindergarten received their second achievement for the program and are now recognised for Healthy Eating and Oral Health and for Sun Protection.

Indigo North Health and Beechworth Health Services are again partnering with the Indigo Shire to bring **Walk to School month** to the Indigo Shire.

The 100 ways to Move Facebook group continues to grow with community contributions outweighing health service posts and becoming a supportive community suggesting activities and encourage families to be healthy and active all year round.

Jo Crooks
Health Promotion Officer



Chiltern Neighbourhood House

What a fabulous start with a Neighbourhood House in our community! As well as having some beautiful renovations done and the addition of a brand new room, we have been able to provide a variety of classes and groups to satisfy all different interests of the locals. Things take time, and as needs grow, so too will our offerings.

We have been very happy to provide a space for The Centre in Wangaratta who have students almost completed their studying in Certificate III in Education Support and Certificate III in Individual Support. The Centre also run the Responsible Service of Alcohol course throughout the year. We look forward to continuing our relationship in the future.

Wodonga TAFE Skills and Jobs will be offering monthly workshops for people entering or returning to the workforce. We hope that the community takes advantage of this opportunity. There is also the possibility of Certificate II of Kitchen Operations being held in the future.

We have been very successful with grant applications thus far and are very excited to begin our Be Connected program which assists those over 50 years old to become more savvy with digital technology. Funding secured has assisted with the purchase of a tablet, Ipad, running an upcoming event for the launch of Get Online Week and the purchase of a gazebo with our logo displayed.

We have also been able to purchase a projector, screen and laptops for our new room and the new space is already well utilized for meetings and forums. Council have been very kind in being able to provide some funds to buy some sewing and gardening equipment to get us started.

Health Promotion and the Neighbourhood House go hand in hand so it was fantastic for Jo to be able to find a grant that is being used to run Yoga and Aqua Aerobics groups. Yoga has been extremely popular and I am sure Aqua will be as well in the summer months.

Sewing, Book Club, Craft & Chat, Coffee Arvo, Toy Library, Supported Playgroup and Indigo Shire Youth Crew are just a few things that are happening, with hopes that our Community Garden will be the next thing that people can enjoy at our Neighbourhood House. Watch this space!

Maree Murphy
Coordinator



Chiltern
Neighbourhood
House

Apply First Aid Training

Indigo North Health in partnership with HealthCorp Registered Training Organisation ID 91222, provides a range of accredited First Aid training Courses.

Courses are run at different times with flexibility to offer training during the week, weekends and if required in the evenings. The services provides training at both Rutherglen and Chiltern and can be customised to provide training in the workplace.

Due to the increased demand for courses and amount of training we have provided in the past year we welcomed Carolyn Collier a Registered Nurse as a first aid trainer. This helped immensely taking allowing the organisation to provide additional training courses.

Feedback from students has been good and we must be doing something right as we seem to have students returning to renew their certificates at Indigo North Health.

Ms Kim Mills
Coordinator



Personal Care/ Home Care

The Homecare service has continued to grow with the number of clients increasing every month.

Our statistics showing that the hours worked in the service have increased significantly. In line with this we now currently employ ten Health care workers with three of these recently joining our team.

Partnerships with agencies such as Short term support, Upper Murray Family Care and Aged care package providers Baptcare, La Trobe Community Health, Villa Maria Catholic Homes and Community Interlink continue to grow with regular referrals being received. Indigo North Health is also an accredited NDIS provider. We have multiple clients who receive services with us through their NDIS funding.

Being a smaller agency I believe we are offer a personalised and professional service and on this the small team of hardworking a dedicated health care workers pride themselves.

In this financial year the service provided:

- Personal Care Services – 2007.50 Hours
- Home Care Services – 1088.75 Hours
- Respite Care Services – 1093.65 Hours

We look forward to continued growth with the next twelve months.

Julie Berry
Home Care Coordinator

Catering Services

A new generation of people are reaching the age, where they may require permanent care - the “baby boomers”. And when they do, they will still expect to remain autonomous and have a choice when it comes to what they eat.

They are also likely to expect higher quality food and overall quality of care. They know that they have choice when it comes to finding suitable care, so they can afford to have high standards.

Higher standards are expected all around, with the Government and relevant regulatory bodies demanding an improved standard of care, as well as family members.

We are being pro-active at Indigo North health with a positive approach to shifting to a more personalised customer-driven service, meeting current and future demands. We offer our residents more choice and independence when it comes to meal times. This includes when they eat as well as what they eat.

We continue to provide a high standard of service with the quality of our meals, and have focused on strengthening our skills in the presentation of our textured modified meals.



What a lovely day we had at our traditional Aussie Christmas in July





Before



After!



The refurbishment of the kitchen

The refurbishment of the kitchen was completed in December 2018, and has made a huge difference to the work flow and productivity of the meals. We provided over 54,000 meals this year to our residents and members within the community.

Christmas in July

A traditional Aussie Christmas in July was enjoyed by our residents, with the highlight being a special appearance from Santa.

A traditional Aussie Christmas in July was enjoyed by our residents, with the highlight being a special appearance from Santa.

The catering department has produced over 57,000 meals this year to our Residential Aged care, Planned Activity groups, Meals on Wheels and Centre Based Meals. I would like to acknowledge our dedicated team of Cooks and kitchen assistants who provide a personable and professional service. We operate within the confines of a registered Food Safe Health and Hygiene Plan, and continue to strive for excellence with ongoing training.

Tony Chubb
Catering Services Manager



Planned Activity Group

The Planned Activity Group at Indigo North Health supports people's ability to remain living in their community by providing a range of enjoyable and meaningful activities. These activities support social inclusion, community participation, and build capacity of daily living.

Planned Activity Groups are designed to enhance independence by promoting physical activity, cognitive stimulation, good nutrition, emotional wellbeing and social inclusion. For community members who are carers, planned activity groups are designed to support the carers relationship and provide respite.

Each client attending the group will have an individualized care plan. The care plan lists the clients goals, what they would like to achieve from their involvement in the group and agreed strategies to achieve these goals.

We have had another great year with the four client groups. Clients enjoy the range of activities, the bus outings and the magnificent meals we received from the Indigo North Health Catering Department.

We continue to receive great feedback from the clients, carers and families of the group, where we see clients experience increased social inclusion, enabling them to make new friends and increase their

self-confidence. This is achieved with the assistance of Bernadette Parker who assists with the program coordination on Tuesday, Wednesday and Thursday's.

Our Volunteers, Peter Walker, Bill Gayfer and our matriarch at Chiltern, Mary Jackson, all do a fantastic job. We are continually grateful to all of our Volunteers in this program.

Peter Fursdon
Planned Activity Group



Human Resources

Labour Category	EFT Actuals	EFT Budget
Residential Aged Care	29.43	28.00
PAG Planned Activity Group	2.02	2.00
CEO / Administration / Finance - Both campuses	4.39	4.15
Hotel Services	12.94	12.50
Primary Care / Home Care / District Nursing	8.54	8.25
Children's Services	4.95	6.30
Ancillary Support	0.65	0.70
Indigo North Health - TOTAL	62.92	61.90

Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2019, 116 staff members:

Full time.....	5
Part time.....	78
Casual	33
	<hr/>
	116

Snap shot of Staffing Costs:

Staffing costs (wages, superannuation, workcover, staff entitlements) amount to \$5,659,711. This represents 83.44% of our total expenses.

\$467,817 were paid to Superannuation Funds as employer's contribution in 2018/19.

Our WorkCover premium paid in 2018/19 amounted to \$119,088.

Environmental Services

From July 2018 until June 2019, the Environmental Services team has once again been extremely busy in areas of Cleaning, Laundry, Maintenance, Gardening and Indigo North Health Contractors servicing all sites of Indigo North Health.

This year we have had a lot of changes to the building and furnishings.

The renovation of the main Kitchen began with the selected Contractors being:

Ken Sibley – Draftsperson

BSG - Engineers

Mark Stones – Builder

Cofield Plumbing – Plumbing

Albury Stainless Steel – Benches, cupboards and lining

Plasair - HVAC and Coolroom

Len Hewitt Electrical – Electrical and installation of a new switchboard

Craig Cotten - Painter

North East Fire and Electrical and Stevnor – Fire and Sprinkler system

A temporary Kitchen was set up in the “PAG” room with new vinyl (Corowa Flooring), extraction fan, kitchen sink and benches from the old Kitchen, a new stove and a portable cool room from Wangaratta Cool Room and Hire.

This area has now become the staff room and the old staff room is now home to 4 work stations/offices, utilised by Administration, ACFI and the Quality Coordinator.

Provision has been made for a Maintenance staff computer area as well as two other computers for staff access.

In September 2018 we purchased 2 Skodas – 1 for the District Nursing Service and 1 for Home Care Service. At this time we also were approved to commence the Neighbourhood House in Chiltern.

The Engineers quote for replacement air conditioning to be installed in the main building at Rutherglen in August 2019 was received and tenders were called.

In December 2018 we were very grateful for a donation from The Jasper Foundation for new lounge room furniture in Glenview and the main foyer at Indigo North Health Rutherglen.

The drainage at the rear of the building was finally completed by Indigo Shire.



Community Health had new blinds installed in February 2019.

You may have noticed the improvement to the gardens at the front of the facility featuring new garden beds and many flowering plants, thanks Brendan and Dave.

Sadly in February we lost one of Environmental team members – vale Helen Dziurski.

Funding was received for 40 new beds for our residents and in March 2019, they were supplied and delivered by Aidacare Albury.

Tender documents were sent out for the building addition of Neighbourhood House in Chiltern in May 2019 and work commenced in June.

Thank you to all of the Environmental Services team and staff at Indigo North Health. Well done on another year of high achievements.

Chris Miller
Environmental Services Manager



The Jasper Foundation for new lounge room furniture



Pretty happy with those new blinds



40 new beds supplied & delivered by Aidacare Albury



Neighbourhood House in Chiltern

“It’s been an extremely busy year for the Environmental Services team”.



In May we welcomed a new handyman staff member, Jye Taylor. Jye is at Indigo North Health on Wednesdays as part of work placement with Rutherglen High School.

Children's Services

Rutherglen Kindergarten

We have had a busy year with lots happening:

Our 3 year old Activity group has enjoyed celebrating Book Week with a visit from Glenview residents. We were all dressed up in our favourite book characters we had superheroes, princesses and pirates. We read the story 'Pete the cat I love my white shoes' by Eric Litwin and then made our own Pete the cat with the residents.

This group enjoys singing with lots of favourite songs like 'Bingo', 'Freeze' and 'The monster song'.

We have introduced Show and Tell so we can learn more about each child. Children bring in an item of their favourite colour and a favourite toy we then ask questions like their favourite songs and activities they like to do at Kinder. Children are encouraged to tell the whole group and then we have the chance to ask the child who is doing the Show and Tell some questions about what they have said. Children can't wait to have their turn and are very excited when they receive the Show and Tell bag!

The Kinder group has fallen in love with our safety mascot 'Seemore Safety' this year. We have been learning about all types of safety and Seemore has been helping us do it. This year we have been learning about safety in the home, at the farm, safety around water and fire safety. We were lucky enough to walk to the Rutherglen Fire Station with Seemore and explore fire trucks, talk about fire safety with the fire fighters and even have a go at the fire hoses!

Every Friday one of the Kinder children get to take Seemore home for the weekend, they also take his safety adventure book which they draw a picture or stick in a photo of something safe that they did with Seemore.

Cool Kids First Aid came to visit us earlier in the year to teach us what to do in an emergency if someone gets hurt, we learnt how to apply bandages, dial 000 on a locked mobile phone and how to put someone in the recovery position. This was an exciting day for us as there were cameras filming us and we made the news! We loved seeing our faces on the TV!

The Kinder committee has worked hard to raise funds for the Kinder as they do every year, this year they were successful in their application for a grant for \$3,000.00 from Bendigo Bank this money was used towards well needed new shade sails for the front yard to replace our very old shade sails. The sails look amazing and the Kinder is very grateful to the committee and Bendigo Bank.

We have had a brilliant year filled with excursions, incursions, generous donations from the community (so many art and craft resources which we are very grateful and thankful for. We are also extremely grateful to the Murray brass band for their generous donation of over a thousand dollars for us to purchase new musical resources for the Kinder), wonderful student helpers completing placement with us and teaching us a few things as well as learning from us, fun and laughter as it is a given at Kinder and lots of great memories.

Joanne Barron
Director/4yr old Teacher
Rutherglen Kindergarten



**Rutherglen and Wahgunyah
Outside School Hours Care**

What an exciting year we have experienced!

We have discovered fun new ways to teach Science Technology Engineering and Maths. The children of all ages enjoyed connecting the magnets together and making a circuit to see the helicopter fly or the light go from dim to bright. They have embraced this learning opportunity with much enthusiasm. Our Ninja Warrior Course was another exciting activity built, with all abilities being able to use it with confidence.

We have had a number of children and parents discovering the fun park at Mulwala. We try to go here at least every 2 years and with the new rides and activities the children were excited and eager to go back soon.

Our Service was filmed for a new Professional Development training film. We were invited by

Community Child Care and the Education Department to participate. We are looking forward to seeing the end product later in the year.

Our major trip this year will be to the Melbourne Zoo to complete our study on animals living in zoos. We have all discovered new facts on how they cater for different species.

Handwritten letters have not yet completely died out, with a number of children writing to their pen pals from other States and Countries. The children have shared their interests and facts about their towns and schools with each other.

The Child First Aid Course that was held during the holidays was a huge success. The children now have knowledge of what to do in an emergency. CPR and bandaging skills were put to the test, with no dolls dying and many “broken” bones bandaged.

Susan Harris
Lead Educator



OSHC Fun Park fun



OSHC Child First Aid Course - As young as they are, they could save a life!

Quality Report 2019

Indigo North Health Inc. continues its commitment to providing quality services and a safe environment for its clients, contractors, staff, volunteers and visitors.

A major body of work this year in our Residential Aged Care facility, and for staff, management and quality, is ensuring compliance and readiness for the Aged Care Quality Standards' assessment for our upcoming accreditation. These new standards were launched on 1st July 2019.



The new Aged Care Quality Standards



For more details: www.agedcare.health.gov.au/sites/default/files/documents/10_2018/aged_care_quality_standards.pdf

Indigo North Health Inc was selected as a trial site for the implementation of the new Victorian Health Incident Management System. VHIMS is the reporting system to government for all incidents and near misses at our facility. All staff and management have been required to undertake training to use this. The new system has been well received as it seems much easier to use than the old system, and with easier access to trends and reports.

Indigo North Health Inc was fortunate to receive funding to install a TeleHealth Service and the quality team took on this project. TeleHealth provides the capacity for creating secure video-conferencing consultations between the INH Inc office in Rutherglen and city-based specialists, clinicians, GPs, Dieticians and other health professionals. Rather than having to travel extensively to attend these consultations in person you can make an appointment to attend from Rutherglen. TeleHealth provides training and networking opportunities for staff to link in to meetings without the need to travel. There is also capacity for District Nursing and Palliative Care staff to seek secondary consultations with wound specialists.

For further information about TeleHealth please see our website: www.inh.org.au/inh-telehealth-service/

Karen Dods
Quality Coordinator

“The new Aged Care Quality Standards focus on quality outcomes for consumers. This makes it easier for consumers, their families, carers and representatives to understand what they can expect from a service. It also makes regulation simpler for providers working across multiple aged care services, and encourages innovation, excellence and continuous improvement.”

– Department of Health

Volunteers

Staff, management, residents and community members are so very fortunate to have kind and passionate people who are willing to offer their time for others in need of assistance and companionship. Every year we see these numbers increase and have an almost non-existent turn over rate which hopefully indicates that our volunteers are content with the role they play in our organisation and the difference they make to others.

Our Rutherglen Men's Shed is excited to be moved into their brand new shed which will give them a lot more room for them to work on their fantastic projects. Chiltern Men's Shed has enjoyed running programs with Grade 6 students from Chiltern Primary and St Joseph's schools as well as continuing on with their other projects. We welcome the volunteers of the Rutherglen Repair Cafe and hope that the community supports this great initiative. Sharon & Val have a band of regular Tai Chi attendees travelling to Chiltern from various towns as well as offering this very relaxing past time to our residents. The Chiltern Op Shop is something else that attracts people from near and far and is very well patronised.

Community transport in both Rutherglen and Chiltern continues to be very well utilized and is an invaluable service that we are able to provide to those who do not have access to transport for their medical and allied health appointments. Our bus drivers are also very much appreciated as they travel the countryside with the residents or take them and community members for a splash in the pool in Wangaratta. We are so lucky to have volunteers who assist on these outings including the PAG group. Glenview has so many wonderful volunteers with so many abilities and such lovely caring natures that give joy to our residents every day.

Many thanks to the Friends of Glenview for their tireless efforts in raising funds for some much needed

special items for our residents and to the Indigo North Health Board for their ongoing commitment to the support of management, staff, residents and clients of Indigo North Health.

Maree Murphy
Volunteer Coordinator



Volunteers

- *Volunteering is time given willingly for the common good and without financial gain*
- *Volunteering benefits the community and the volunteer*
- *Volunteering is always a matter of choice*
- *Volunteering is a vehicle for individuals or groups to address human, environmental and social needs*
- *Volunteering respects the rights, dignity and culture of others.*

Staff Awards

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

10 Years Service

Toni Chubb

Samantha Cofield

Megan Adams

15 Years Service

Wendy Grantham

Karen Hancock

Christine Miller

Judith Clancey

25 Years Service

Amanda Kay

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

Staff Member of the Year Award 2018-2019

Wendy Ronnfeldt – Kitchen Assistant

Volunteer of the Year Award

This year the Board of Management has chosen to recognise two volunteers, who provide an extraordinary level of service.

Mr Peter Lister

Peter volunteers in two Indigo North Health programs, the Residential Aged Care facility, and the Community Transport program. Peter volunteers at Indigo North Health every day of the week, splitting his time between Glenview, where he assists in the Leisure and Lifestyle program and cooks the BBQ for all of the residents every Tuesday, and providing vital transport to community members.

Ms Janice Davis

Janice volunteers in the Residential Aged Care facility. Janice's dedication to the Residents of the Glenview, is outstanding, volunteering up to 30 hours every week, to ensure all of the Residents are provided with meaningful and engaging activities.

“We are very proud of team of dedicated staff and volunteers.”

Training and Development

The role and function of this coordination role is to support the training and development programs in order to increase staff knowledge and skills for their role and to achieve improved outcomes for Indigo North Health (INH) Inc. This Board supported function of the Training and Development Coordinator is through a 24 hour per fortnight role.

Encompassed within the role is the acceptance and coordination of student placements from Registered Training Organisations or other tertiary institutions (universities). The mechanism is through Placeright, a Department of Health and Human Services supported platform in which training organisations and placement providers (like INH) accept partnerships and requests for placements of students.

INH partnerships with the following organisations, were for students through 2019-19:

- Aged Care Training Service - Certificate IV Leisure and Health
- Aged Care Training Service - Certificate IV Individual Support
- Wodonga Institute of TAFE – Certificate III Individual Support
- Wodonga Institute of TAFE – Diploma of Nursing students
- LaTrobe University – Bachelor of Nursing students, and Occupational Therapy students (shared placement with Beechworth Health Service)

The above organisations provide a small remuneration for INH hosting their Diploma and Bachelor students.

Hosting hours for District Nursing and Community Care, as well as Residential Aged Care are below:

Community

689.5 hours which was through District Nursing and Home and Community Care services.

Last year was a total of 442.5, showing an increase of 257 hours in the hosting of Certificate III students in Home and Community Care.

Residential care

This past year has hosted 3,560 student hours in Glenview – a slight increase on the hours hosted last year (3,688 hours). Staff who are allocated students are sourced for their capacity to teach, show and coach students. Often the first time in a personal caring role that practical integration of classroom learnings is supported through regular 're-groupings with the students.

School students wishing to gain workplace experience have been hosted through our Leisure and Lifestyle staff. This year we have had three students and their experience helps them in deciding upon their future care-related choices.



Training and Development cont.

Mandatory education and training

In-house, there are legislative and organisational responsibilities that need to be discharged by INH, which are the focus of the annual mandatory face-to-face and e-learning topics. Topics for this past year include:

- Aged Care Standards being released for July 2019
- Bullying and harassment for workers
- Basic life support and practical resuscitation with mannequins
- Code of Conduct
- Customers – internal and external – feedback as an opportunity to improve
- Diabetes management
- Documentation
- Elder respect – awareness and mandatory reporting of elder abuse
- Fire safety and awareness (an external provider delivers this annual two hour session)
- Food handling
- Hand hygiene – infection control and preventing and controlling infections in healthcare
- Health Records Act
- Legislation requirements and updates
- Manual handling
- Medication management for direct ‘medication-endorsed’ care staff
- Occupational Violence and Aggression
- Person centred care
- Risk management and matrix
- Strategic Plan – Operational Plan
- Work Health and Safety
- Working safely with hazardous chemicals
- Workplace respect – zero tolerance to bullying and harassment.

Fire Warden or After-Hours Emergency Coordinator

Fire Warden or After-Hours Emergency Coordinator education and training is undertaken over a two hour period and provides insights for nominated staff to ‘take charge’ of the facility in the event there is a need. We provide this at the end of the calendar year, timing this to heighten awareness in the higher bush-fire season. Sessions are provided at least annually, which is staff turnover related.

Orientation for new staff

Orientation for new staff takes place when we have a critical mass to attend. The three hours session was provided to twelve new staff during the year.

Other education and training staff have participated in this year:

The listings below highlight the diversity in education and training that are used to support all areas of INH service provision. Other education may have been attended by staff – the ones below are the 'known' sessions.

Internally

- Aged Care Complaints Commission session on process and role
- Aged Care Quality Agency overview and role
- Care of the dying
- Communication and self-care
- Compression wrapping
- Diabetic medication
- Palliative care

Externally

- Aged Care Standards
- Palliative care
- Advanced Diploma in Leadership and Management with Special thanks are extended to Terry Chubb of INFORM Business and Economic Development, for his above and beyond support to staff who enrolled and completed the course.

The newly developed education and training room

The more recently developed separate space for the effective conduct of first aid training sessions, as well as in-house staff education and training has been a welcome addition.

This provides a professional setting for external attendees at sessions in INH.

Sally Rashbrooke
Coordinator



Please support Indigo North Health

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

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

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

You can assist by:

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

Your help is much needed and will be appreciated

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

I am pleased to donate the some of:

\$

which should be used towards the purchase of:

*

*

For the _____

site of Indigo North Health

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

Name _____

Address _____

Phone _____

Email _____

Signature

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

BSB: 083 820 Account No: 03 966 3792

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

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

All Donations are Tax Deductable



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