

Annual Report

2019/2020



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

June Steveton
Resident

Indigo North Health Inc Rutherglen Campus

168 High Street
Rutherglen Victoria
Australia 3685

ph 02 6033 6200
fax 02 6032 9133

Indigo North Health Inc Chiltern Campus

11 Main Street
Chiltern Victoria
Australia 3683

ph 03 5726 1405
fax 03 5726 1049

em inh@inh.org.au www.inh.org.au
abn 24 413 439 986 inc no A0051746G

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Board of Management

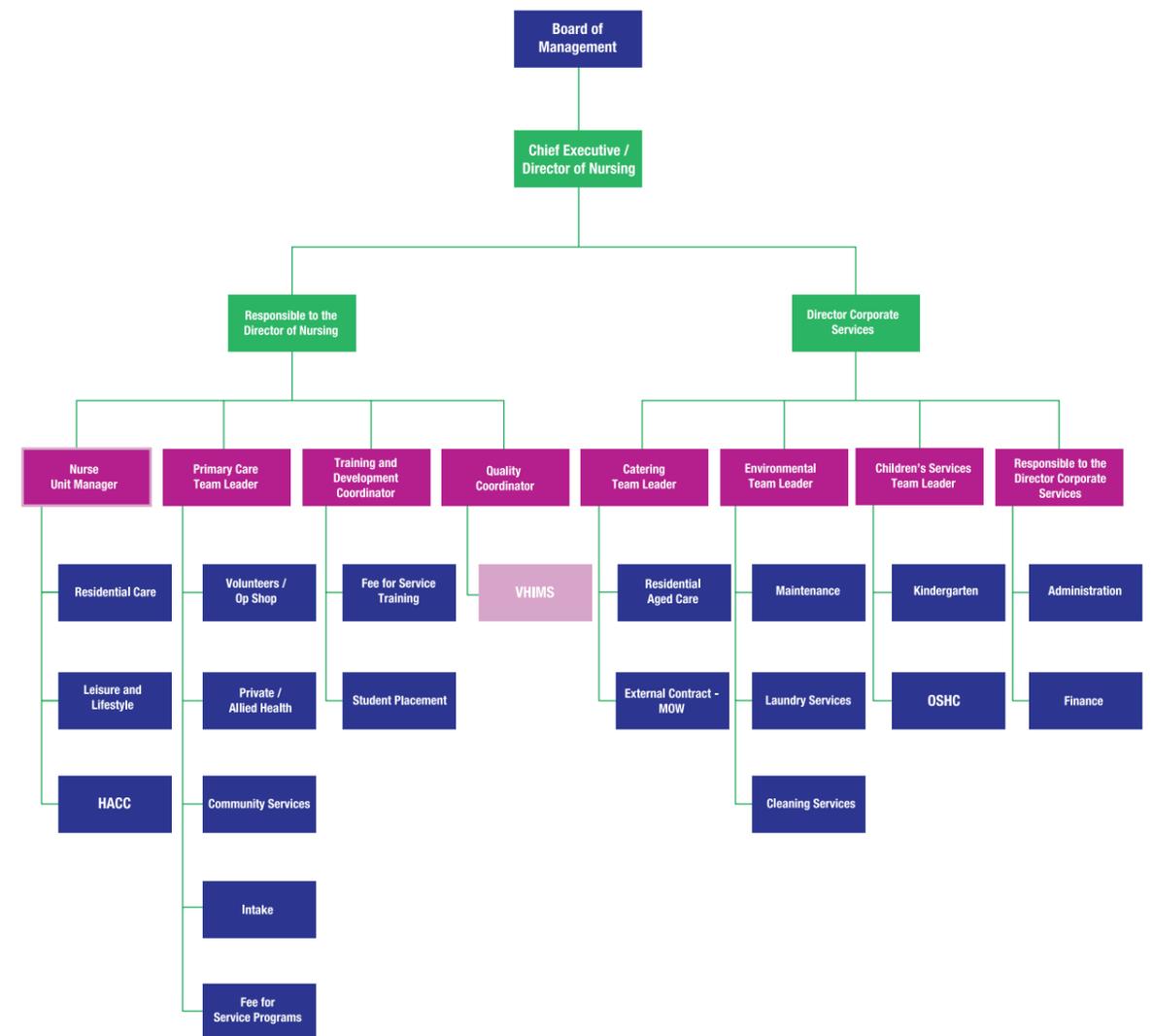
President
Mrs Jo Slattery

Vice President
Mr Steve McIntosh

Treasurer
Ms Kristy Davies



Organisational Structure



Board Members

Mr Tony Jones

Mrs Jan Farrell

Mrs Erica Anderson

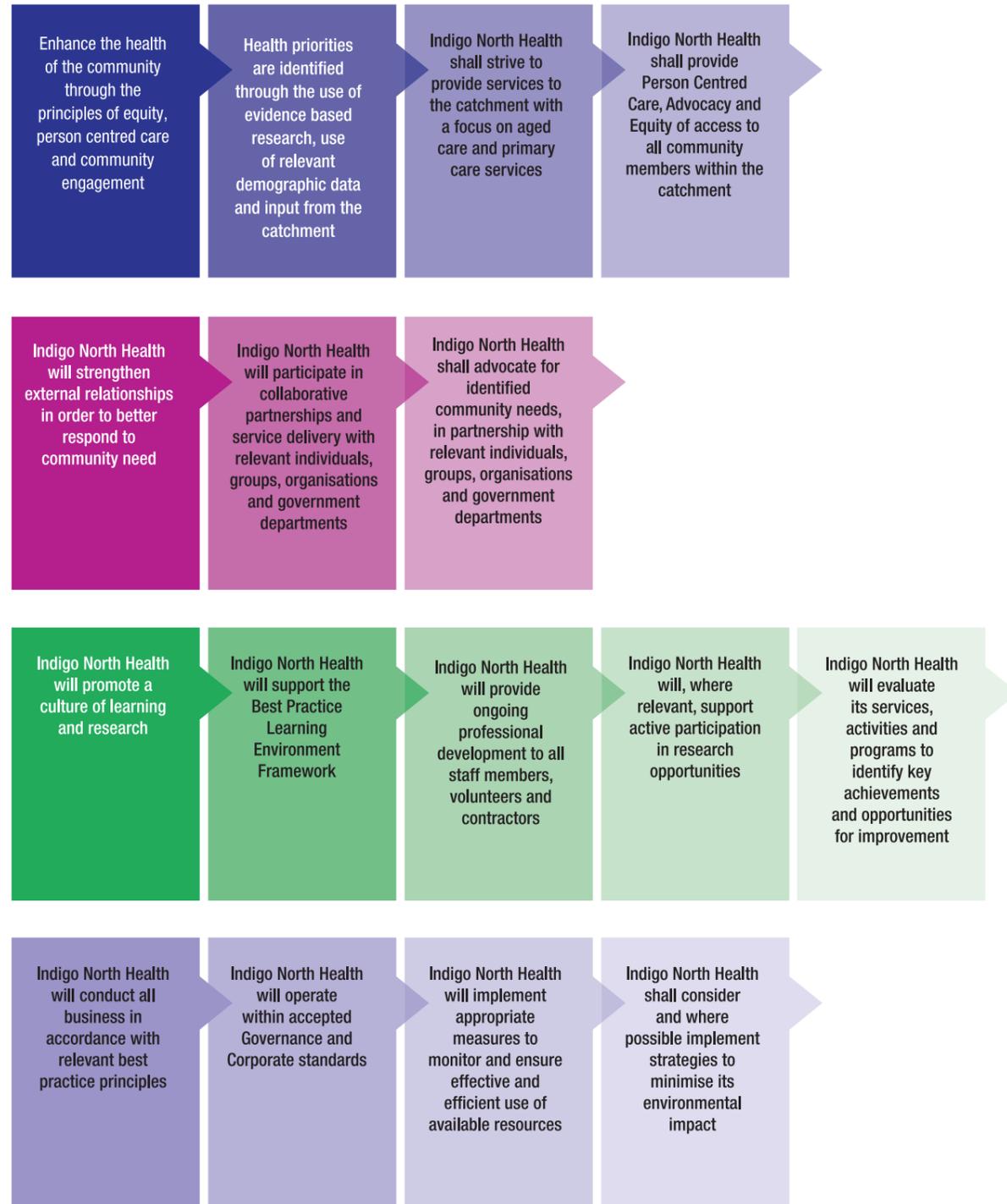
Ms Roberta Horne

Mrs Glenda Burke

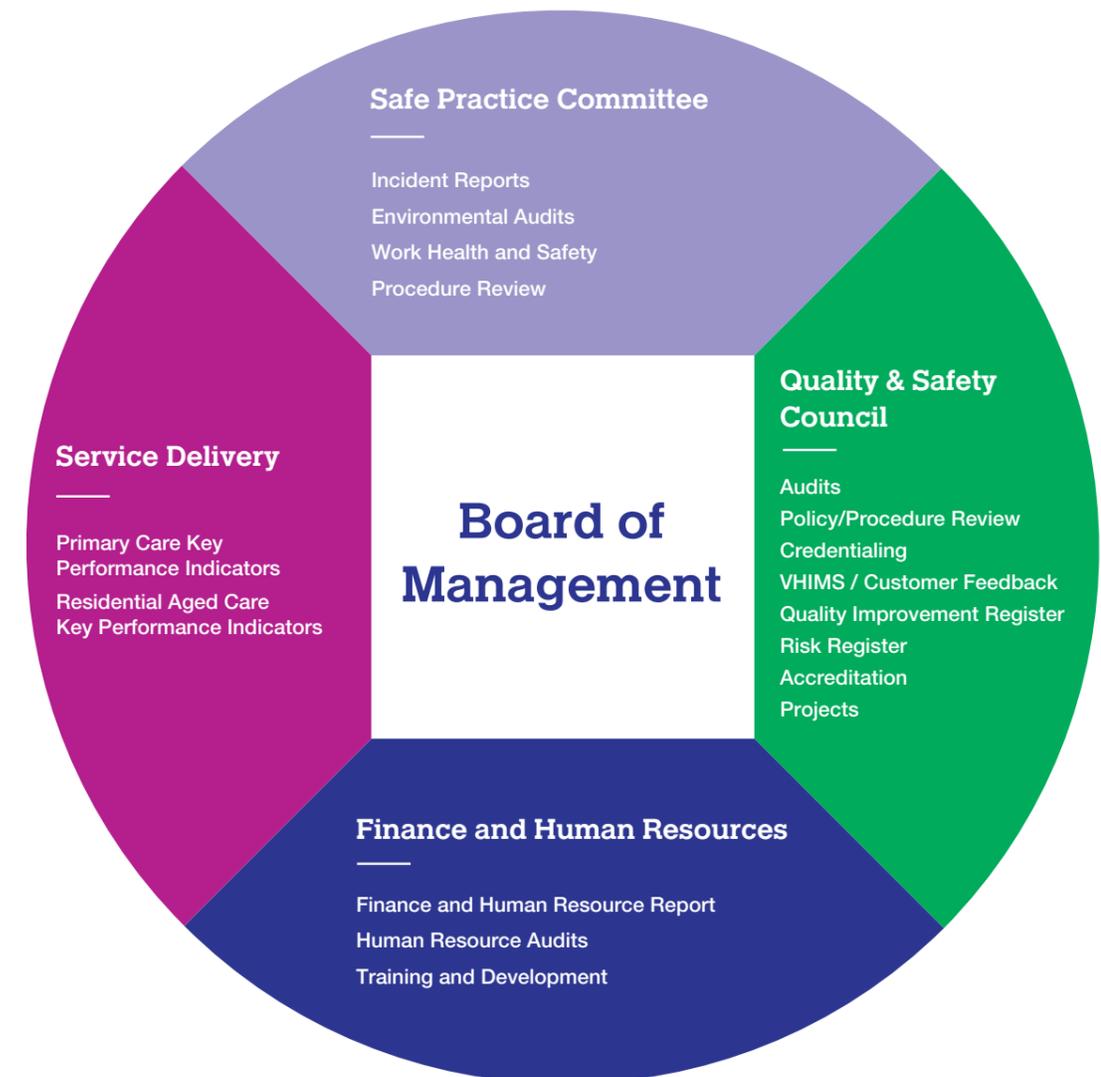
Mr Anthony Murnane
(Appointed March 2020)

Mrs Penny Bingham
(Resigned Jan 2020)

Strategic Plan



Committee Structure



Board of Management / CEO's Report

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

As with other healthcare organisations, this year has been extremely challenging, commencing with a full Accreditation Audit, undertaken by the Aged Care Quality and Safety Commission, against the new Aged Care Quality Standards. The organisation achieved compliance with 7 of the 8 Standards. Upon completion of a work plan, the organisation achieved compliance in all 8 Aged Care Quality Standards in January 2020. The organisation was also involved in the management of the Bushfire's during this time, while ensuring the wellbeing of our residents, clients and staff, we assisted the Corryong Health Service in the evacuation of their facility. Then, of course, we entered the world of CVOID -19.

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

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 organisation has made applications to the Victorian Government, Regional Health Infrastructure Fund, in recent years, to seek funding for refurbishment to "Glenview" and the main Rutherglen building. The applications included the following projects: redevelopment of the kitchen, replacement of heating and cooling systems, replacement of all beds and furniture and the development of a sensory garden. I am pleased to say that we have completed the Kitchen Renovation and the replacement of the heating and cooling.

Overall the organisation maintains an outstanding average occupancy rate of 97.60%.

The redevelopment of the Chiltern site has seen the implementation of the Chiltern Neighbourhood House. The Neighbourhood House is managed by Maree Murphy, who has, with input from the Chiltern community, implemented a comprehensive program at the Neighbourhood House. In addition to this program, there is still a full suite of allied health services provided, which has made the Chiltern site a valuable community asset.

The Indigo North Health Home Care program, managed by Julie Berry, continues to grow at a rapid rate, due to the excellent standard of service provision to all of the clients. Under this program we provide services to private clients, and contracted services such as Packaged Care providers, Post Acute Care programs, TAC, WorkSafe Victoria

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.

We would also like to thank the Lee and Ken Jasper Foundation for their support throughout the year, and in particular, through their donation, Indigo North Health was able to purchase a 21 seat bus, to enable the residents of "Glenview" to access the wider community on a regular basis.

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

Finally, the organisation would like to acknowledge the significant contribution made by all 100 of our dedicated volunteers, who support the programs operated by Indigo North Health. These programs include Community Transport, Men's Shed (Chiltern and Rutherglen) Residential Aged Care, Chiltern Op Shop and Planned Activity Groups. While our volunteers have not been able to work with us during COVID - 19, we remain hopeful that we will be able to welcome everyone back as soon as possible.

Ms Jo Slattery
President of the Board of Management



Mr Shane Kirk
CEO/DON

Residential Aged Care

Glenview age care facility provides a home like environment for those who require 24 hour nursing care and provide support for resident and families on this journey. Our aim is to provide a safe and secure environment that promotes independence and dignity and show that ageing can be a positive experience.

The last 12 months in RAC have been a challenging time for residents and staff with the bush fires and the effect it had on our community's at the start of this year to COVID 19 and the ongoing pandemic. With these significant events our nursing team has worked above and beyond to ensure our residents and families feel supported and stay positive.

We had nursing staff from Indigo North Health help with the transfer of Corryong age care residents from Tallangatta to Yarrawonga in January when the bush fires were threatening Corryong Health also we had nursing staff help at other facilities who's staff had been effected by the bush fires as well. Not only do Glenview nurses support our residents but we support other age care facilities in times of need.

The pandemic and ever changing restrictions in age care has made us re think the way we deliver care and stay connected to families and the wider community.

Nursing staff with the support of Leisure and Lifestyle have embraced technology ensuring residents get there virtual visits and stay connected with loved ones in the community and beyond.

The telehealth platform has been fantastic for our nursing staff to connect with other health professionals. It ensures that we can continue to deliver excellent care to our residents and that families are still able to ask questions and be part of that virtual process.

Our Leisure and Lifestyle team have been a fantastic support in these challenging times. They have ensured that our residents remain active and cognitively stimulated throughout lockdown.

We have welcome 4 new staff members to the Glenview leisure and lifestyle team over the past year and with this change they have created a new fresh leisure and lifestyle program that has been very successful in keeping our residents entertained. Families of our residents have joined our private facebook page and enjoy seeing their loved ones participate in different activities such as target shooting, golf and netball.

Also this year we have been able to buy a new bus thanks to the generosity of the Ken and Leigh Jasper foundation. We have been able to take it on short trips around Rutherglen with 5 residents onboard each trip. Our residents love their weekly bus outing even if it's just cruising around Rutherglen.

In September 2019 Indigo North Health underwent its mandatory three year comprehensive accreditation. The site audit was under the new accreditation standards which came into effect July 2019. Indigo North Health achieved compliance with the new 8 age care standards and was granted certificate of accreditation until November 2022.

My sincere gratitude and appreciation goes to all our staff and management at Indigo North Health for their dedication and commitment to providing excellent care and support to our residents and families.

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





Primary Care

In late 2019 the Primary Care Team met at the Chiltern Neighbourhood House for our annual Planning Day; to, amongst other things, discuss our priorities for 2020. While we made a commitment to increase our participation in the community beyond our traditional role, no level of planning would have prepared us for the looming impacts that COVID-19 would have on our activities.

During the pandemic, many health services in our region closed or had significantly reduced services. The Indigo North Health Primary Care team has continued to provide all services, with staff and client safety and welfare paramount. This has been a testament to the dedication and professionalism of all staff and the cooperation of our client's and the local community. While it has been challenging with the extra hygiene measures, personal protective equipment and social distancing; clients have been able to access all but a few services offered by Indigo North Health. We have been able to offer services flexibly and creatively; in house, home visits, over the phone and online.

The suit of community 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 district nursing, home care and health promotion activities. Examples of our commitment to the community were illustrated through our participation in the 2019 Rutherglen Show (Health Promotion Tent) and the Corowa Rutherglen Relay for Life. Our team hosted a 'High Tea' raising \$5000 for cancer research. Unfortunately, our team could only participate in the 'virtual' relay this year, due to the COVID restrictions.

Once again, we met or exceed our clinical targets for the year. This is truly a reflection of the dedication and professionalism of our team. There were approximately 4000 individual contacts; outstanding for a relatively small service. Our team has remained consistent and stable; a testament to our positive team culture.

We have strongly advocated for the health needs of our community and secured our funding for the next 2 years. This offers some certainty and confidence. We have worked and continue to work on our governance structure and systems, and ensure we keep abreast of current best practice. We were granted accreditation once again in late 2019 and look forward to working within this framework to maintain our high standards.

We are looking forward to year ahead; continuing to provide the high standards of health care to our clients, working closely with our communities in creative and flexible ways and continuing to provide leadership and initiative in local healthcare. We believe strongly in 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

Due to Covid-19 many Health Promotion activities and meeting have happened online, virtual and via zoom.

We were able to offer most of our 2019-2020 Aqua Water Aerobics sessions until March. Bush fire smoke effected several sessions. We will offer water aerobics to Rutherglen, Chiltern, Beechworth and Yackandandah later than normal this year due to restrictions.

Both Yoga and Pilates will be able start again at the Chiltern Neighbourhood House.

Neighbourhood house work closely relates to Health Promotion work. I have been working closely with the Chiltern Neighbourhood House which is now a Food Share pick-up point. There is a pantry that can be accessed by the community. The Community Garden group has been meeting when possible. All excess garden produce has been distributed to the community via the share baskets in the rotunda at the front of the Neighbourhood House.

I and all health services in our catchment have again been involved with the Respond Program. This is a research project with Deakin University. We undertook the early stages of consultation early this year and look forward to outcomes for our community when restrictions allow.

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.

Walk to School month was cancelled this year due to Covid-19.

Jo Crooks
Health Promotion Officer



Human Resources

Number of Staff Members employed:

Indigo North Health Inc. employs, at 30 June 2020, 119 staff members:

Full time	4
Part time	85
Casual	30
	119

Snap shot of Staffing Costs:

Staffing costs (wages, superannuation, workcover, staff entitlements) amount to \$5,578,000.

This represents 83% of our total expenses.

We received extra financial support to help us with COVID19, and with our wages.



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

Paulene Sims

Sharon Duke

Val Chenoweth

15 Years Service

Susan Harris

25 Years Service

Tracey Mangan

30 Years Service

Maureen Hennessy

Volunteers of the Year Award

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

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

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 2019-2020

Maree Murphy – Neighbourhood House and Volunteer Coordinator

Catering Services

Our initiatives in 2019/2020 were to identify areas as pathways towards improving our catering operations and services. As members of the Catering Team, we are encouraged to think outside the box and to look at the day-to-day tasks in a new light. That way, we are able to identify areas of improvement, prioritize tasks, find ways of solving issues and change these into creative opportunities.

This year, the Catering Departments focus has been on leading the way with our Textured Modified Meals. We had a visit from Kelly Neville, Senior Policy Officer in Nutrition from the Department of health, who was collating information from all Aged care facilities around Victoria. Kellie chose Indigo North health as a case study/ best practice example, for our dining experiences, with an emphasis on the quality and presentation of our textured Modified Meals.

There's the perception that the food in aged care is terrible. As an organization and an industry, we need to break down that stereotype.

Our staff has worked very hard this year, to learn the skills, not only in the quality, but the presentation of all meals. We want our residents to be happy, and good food, that is presented nicely, makes people happy.

Maggie Beer continues to take a keen interest, in the continuous improvement at INH, and receives regular updates with our progress.

As a Class 1 Facility, the continuing operation of our catering services depends largely on our food safety accreditation. This year again we successfully achieved our annual food safety audits (FSA) with our EHO at Indigo Shire and by an independent food safety auditor accredited by the Victorian Department of health.

We have a tremendous catering team at Indigo North Health, who is committed to providing a wonderful service to our residents. I would like to acknowledge their hard work and dedication, and to thank them.

Tony Chubb
Catering Services Manager

Administration / Reception

Rutherglen & Chiltern

With the ever increasing workload for our administration-reception team who looks after Rutherglen and Chiltern (Neighbourhood House), we had to increase our staffing. Our team is now composed of the following staff members:

- Tanya Backhouse, whose main speciality is documentation, policies and procedures
- Liz Curran, Accounts Payable
- Cate Baker, general administration and reception at Rutherglen
- Karen Williams, Accounts Receivable and reception at Chiltern.

Fortunately some office space has been created in what used to be the Rutherglen staffroom. This room is now the work place for four staff members: two Administration Officers, RAC ACFI Coordinator and PAG Coordinator.

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

Anne-Marie Ellis
Director Corporate Services



Social Support Group

This year we have had a mixed bag with the bush fires, followed by the smoke and now the Covid-19 virus, our Planned Activity Group activities in the last Eight months up to the end of August we have lost 15 weeks from our program, the clients have been resilient but you can see that now some are having a battle understanding of what's going on, the confusion of the border bubbles, permits to cross into NSW, not being able to see their family and friends, We have been in contact with our clients and their families weekly ensuring that their wellbeing is our number 1 priority, talking to them face to face or on the phone you really understand what they are going through, isolation is probably the big issue, but a lot of these people do stay in contact with their fellow Planned Activity Group friends. We all agree the light at the end of the tunnel is slowly but surely getting bigger.

I think one appreciates what they had and now temporarily they haven't, the comments I have received about our program is that the clients cannot wait to be back on the bus catching up with their mates and touring this great area we live in.

I would like to quote a Client's thoughts of Planned Activity Group from a Regional Health Service.

“ *What I like about Planned Activity Group (PAG).*

Firstly, there's the friendly atmosphere, the camaraderie between the staff and clients, the understanding and helpful staff and the welcome one receives.

Until I discovered PAG, I was just sitting around at home with nothing to do, no car and house bound.

My life has changed, so that I no longer live like a recluse, but have such a lot of good friends. You shouldn't stop enjoying life because you grow old. No! You grow old because you stop enjoying life.

Believe me, it is a wonderful change to my lifestyle, due to my associations with PAG, that enables me to put my fingers to the keyboard to express my sincere thanks in this way to all have come to know in this organization.

”

I am very fortunate to have Bernadette Parker working a long side of me, she is a very caring person to the clients and also enjoys a good laugh with them.

Our Volunteers Mary Jackson, Peter Walker and Bill Gayfer all do a fantastic job and look forward to seeing them back on deck soon.

Peter Fursdon
Social Support Group

Chiltern Neighbourhood House

We started well then stopped pretty abruptly! As groups were not allowed to continue, the isolation period has been spent preparing for the future. We have applied for grants, rearranged, organised and moved things about and look forward to having some great programs coming up such as a Blokes Breaky, Family History, weekend afternoon teas and many more.

Our Food Share has been utilized by some members of the community and we have also had many visitors to the rotunda to check out the current displays, take some books or any fresh produce we may have available.

Keep an eye on Facebook or around town for upcoming events and please call if you have any ideas of what you might like to see at a Neighbourhood House.

Maree Murphy
Coordinator

Volunteers

Well what an interesting time it has been this year and as a result of Covid 19 restrictions, our volunteers were very limited and only those who chose to, and who were under the age of 70, were able to support our community with transport. All other volunteers, those in Glenview, Men's Sheds, the Op Shop and Tai Chi had to put their services on hold until we were given the all clear that it was safe for them to return to their volunteering roles.

All at Indigo North health were saddened by the passing of Bill Meagher. Bill volunteered in different capacities at Glenview over a very long number of years and he will be missed. Our thoughts are with Marie, family and friends.

We have finally been able to resume our volunteer services and are thrilled to have everyone back on deck. The residents in particular are very happy to have some familiar faces visiting again.

On a happy note, we were successful in a grant application submitted to the Helen Haines Community Volunteer Grant, and secured funding to allow 30 volunteers to undertake either First Aid or Mental Health First Aid training. These are great courses and only enhance the skill sets of our volunteers.

Many thanks to our volunteers who dedicate their time to our residents and community. Onwards and upwards for 2021!

Maree Murphy
Volunteer Coordinator

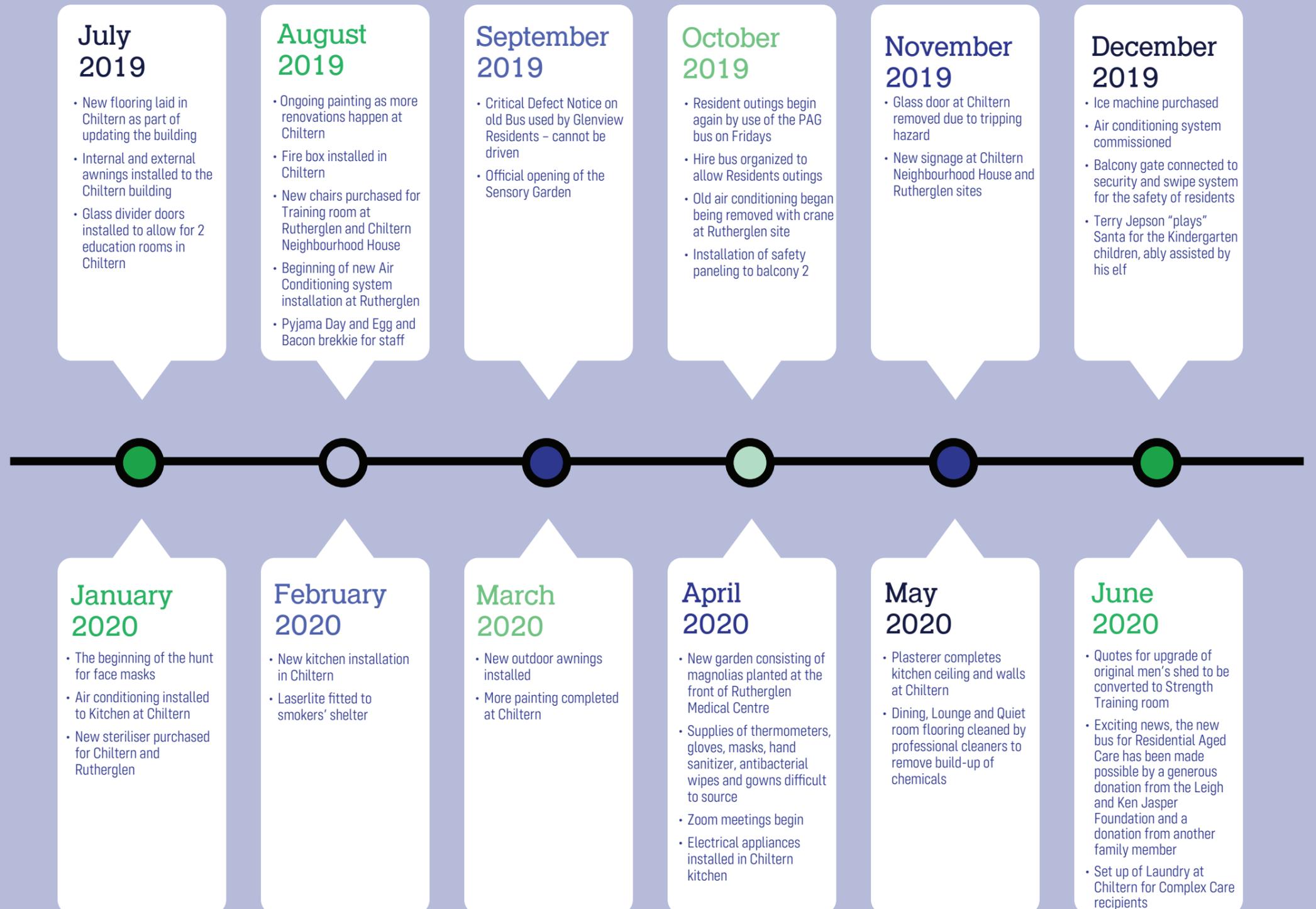


Environmental / Maintenance Services

As always I would like to thank the Environmental Services team for their dedication in striving to maintain the comfort and safety of all at Indigo North Health

Extra thanks to Friends of Glenview, Indigo North Health staff, as well as Contractors and Suppliers.

Chris Miller
Environmental Services Manager



2019/2020 Timeline of services

Children's Services

Rutherglen Kindergarten

What a year it has been unlike any other! The coronavirus threw us into a bit of a spin as we had very small numbers attend the Kinder for the majority of term 2. The families and children have been wonderful adjusting to the new norm this year as incursions and excursions have been put on a stand still as well as our school transition visits.

Even though it sounds bleak spirits have remained high as the laughter and fun of Kinder still exists and cannot be taken away that easily.

Both the Activity and Kinder group have been running at full capacity this year which is wonderful. We have 22 children in the Activity group and 33 in the Kinder group.

The Activity group have been learning about colours and shapes by building rockets and cars with crafts.

We have also learnt about Healthy foods and built a rainbow of our healthy food. In this experience we practiced our cutting skills and colour recognition.

We learnt about emotions and discussed what makes our bodies feel happy, sad and angry. We talked about what we could do if we felt like this. We made our own feeling monsters and talked about they were feeling.

The Kinder group have loved learning about aboriginal culture this year and applying it to their play, we have also loved listening to stories and engaging in creative art works.

We have had fun dressing up at Kinder as well as having a games day where we practice good sportsmanship and teamwork and have fun challenging ourselves and supporting each other.

We love outside play and we love getting dirty! We love messy play like painting, digging in the mud and covering our bodies with wet sand.

We have loved Show & Tell and being able to share a

favourite toy and a photo with our friends, we do a brilliant job at talking in front of all our friends.

We have enjoyed learning keyword sign and engaging in science experiments such as mixing colours in milk using detergent.

On the last day of term 3 we were very lucky to have 2 lambs visit us! We couldn't wait to pat and feed the lambs milk from a bottle, we thought the lambs were very cute and precious.

Towards the end of the year we are having building works to increase our license capacity to allow us to have more children on site, this will assist us to run 2 groups at the same time as currently we are unable to do so with the numbers we have.

Our wonderful committee has organized a new shed for the front yard and we are excited to be having some work done to our front yard to make it more inviting and to have more play spaces, we are hoping to have these projects finished by the end of the year.

This year has thrown all it can at us however we have still had an enjoyable year with the children and could not thank them and their families enough for adapting to the changes that have had to be made to the program this year.

Jo Lucas
Director
Rutherglen Kindergarten

Rutherglen Outside School Hours Care

What an adventurous 12 months we have had.

After our fantastic visit from the Reptile Park we have discovered so many great interesting facts about many reptiles and animals. Going online to visit the many zoos around Australia and Overseas was a new technology discovery for all. Live footage was great. The many questions that were answered had the children wanting to know more.

Our craft packages arrived with many boats cruising the OSHC Lake that we made in our room. Surprisingly they all floated, so our target was how much weight they will hold before they sink. Unfortunately the dinosaurs drowned but the farm animals survived.

We have many promising Chefs in our group. They make delicious foods from their toy kitchen centre and with the unlimited credit on our cards we are

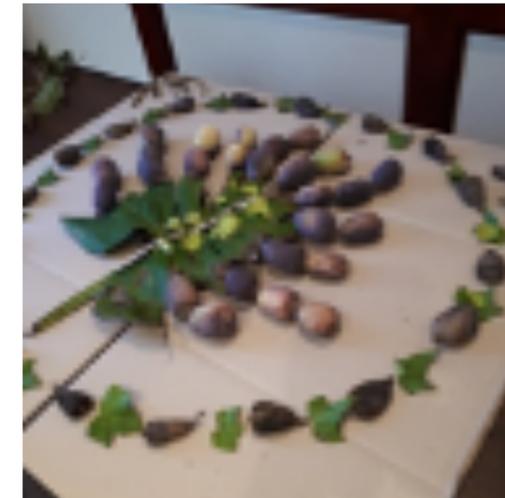
able to eat dino burgers and many different seafood's. We need to work on costing and a new menu over the next 12 months, as there are lots of 0's at the end.

Cool kids first aid came back for another lesson on CPR, bandaging and what to do in an emergency. Our children thoroughly enjoy this annual event and so far we have had no casualties. The children all now know where all of the defibs are in town as this was discussed.

Our new games table has been fantastic with the children building it from scratch, they now can enjoy hoop shooting, air hockey, pool and connect 4 in all weather conditions. We have also been learning many new card games and number, colour and shape recognition.

We have many ping pong champions amongst our group, with lots of laughter and skills being shared. Our marble run is still a hit with many engineers trying to get that elusive marble from the top to the bottom with lots of obstacles in the middle.

Susan Harris
Lead Educator
Rutherglen OSHC



Leisure and Lifestyle

2020 has seen significant changes in the L&L team. With the amazing Belinda Suffern as the anchor, Penny Bingham took over the role of coordinator in November of last year and we welcomed new team members, Kerrie Thompson and Eva Pettersson. More recently, Rachel Fischer has brought her creative flair to the program.

The first challenge of the year was to revitalise the program to comply with the accreditation requirements of the Aged Care Quality & Safety Commission. We achieved this in January. Then came covid. The impact of an eight-month lockdown has been profound for residents. Apart from being separated from their families, until recently, we were unable to have volunteers to assist with activities. Entertainers have been unable to visit and community engagement by way of social outings came to a halt.

Ensuring a sustainable program required the collective creative genius and indefatigable energy of the L&L team.

We developed a scaffold for the program based on two key premises. The first is the domains of human experience – physical, cognitive, social, emotional, sensory & spiritual. The second is what English professor, Tom Kitwood described as the elements of human need. These, he said are comfort, engagement, inclusion attachment & identity.

The team has worked hard to develop a varied and dynamic program, incorporating all of these elements. One significant change has been a commitment to ensuring there is at least one physical activity every day. The dedication and high energy levels of the team members offer residents variety and keep them engaged.

Highlights

The major highlight for the year has been the acquisition of the new bus. We hope the generous donors who made this possible understand the difference this has made for residents, even during covid, as the simple notion of a short drive to take in the scenery provides a welcome change from routine.

The motorised wheelchair, provided by Friends of GV has been another highlight, as it enables non-ambulant residents to enjoy a stroll outdoors – maybe around Lake King or sometimes into town; occasionally even for the luxury of a coffee. We acknowledge the generosity of FoG, who work hard to raise funds and always accommodate requests for resources, equipment and opportunities to enrich residents' lives. So, a heartfelt thank you to Frances, Julie and FoG members.

Theme days are always a welcome distraction. We have recently enjoyed the AFL grand final, Halloween and the Melbourne Cup. The buzz in the facility when residents are dressed up and anticipating a distraction from routine is heartening - and so

rewarding for the L&L staff. Thanks to the kitchen staff, who work with us to add to the success of any event. Thanks, also, to all staff who dress up to add to the atmosphere of these events.

Residents are always involved in the preparation for such occasions, be it by creating decorations for the day room or fascinators for cup day. The beautiful tinsel wheels displayed along Main Street have been created by Glenview Residents. Check them out next time you are in town. Keep an eye out, also, for the dazzling Christmas tree that will sprout at the front of the facility in the next few days.

Another fun-filled morning was the recent Christmas photo-shoot, provided by the talents of Emma Dowdell, her incorrigible Grinch (AKA Ruby Delaney) and her assistant, Tanya Ewing. The laughter and frivolity throughout the morning were uplifting and set the scene for a joyous day. Thanks to Emma, Ruby and Tanya for volunteering their time on their day off to enable this highlight to occur. The photos will be featured on a Christmas card for each resident.

The weekly Saturday afternoon happy hour is a regular highlight, facilitated by Eva and Rachel. With the onset of spring, residents have been able to enjoy this social gathering on the balcony again. When covid restrictions are lifted, residents look forward to welcoming families and friends to enjoy a celebratory drink and nibbles with them, as the presence of visitors raises the energy levels of these afternoons.

Late in October, we were excited to welcome back our wonderful volunteers, who add variety and depth

to the program. We are always happy to welcome new volunteers. If you can spare a few hours a week, we encourage you to consider joining our wonderful group and experience the unique rewards gained through adding to residents' quality of life.

In September, Kerrie Thompson stepped into the role as coordinator and we know that under Kerrie's leadership, the program will continue to grow and evolve.

Because of Covid, there is, however, some unfinished business. Our plans for this year included:

- Establishing an intergenerational program with the kindergarten
- Negotiating a day each week for the men to enjoy a modified program at the Men's shed
- Implementing an annual memorial day for residents who had left us during the year
- Welcoming a resident dog into the facility.

Covid denied us all of these possibilities but they remain exciting opportunities for 2021.

In closing, Penny Bingham acknowledges the enthusiasm, creativity, energy and initiative shown by the L&L team. They have been a delight to work with and the value of their work should never be underestimated. The social and emotional well-being of residents is equally as important as their clinical care.

Penny Bingham
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



Indigo North Health Inc
Rutherglen Campus

168 High Street
Rutherglen Victoria
Australia 3685

ph 02 6033 6200
fax 02 6032 9133

Indigo North Health Inc
Chiltern Campus

11 Main Street
Chiltern Victoria
Australia 3683

ph 03 5726 1405
fax 03 5726 1049

em inh@inh.org.au www.inh.org.au
abn 24 413 439 986 inc no A0051746G