

**Yackandandah**  
**Health**

Aged Care  
& Community  
Health Services

# Annual Report

For the Year Ending 30th June 2016





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## Our Purpose, Vision & Values

### *Our Purpose*

Yackandandah Health is a community owned not for profit health service. We will be responsive to the health care needs of the people of Yackandandah and surrounding communities by developing an innovative health service that meets present and future health care directions.

### *Our Vision*

Yackandandah Health's view on care is founded on a belief that our role is to support our elders to continue to live as normal a life as possible. We will create an environment where our residents, staff and visitors are happy.

### *Our Values*

#### *Community*

We will deliver quality services to our community. We will maintain the quality of our aged care services whilst developing other health services for the people of Yackandandah and surrounds.

#### *Individual Care*

We focus on individual needs and in delivering quality care that meets those needs. We provide our clients with safe, effective, competent, compassionate and individualised care. We respect the culture, ethnicity, sexuality, spirituality and integrity of every client in our care.

#### *Quality Lifestyle*

We provide a quality lifestyle for those we care for. We strive to keep residents laughing and interactive and provide a lifestyle program that is second to none.

#### *Accountability*

We are all accountable for the sustainability of Yackandandah Health by promoting sound financial practices.

#### *We Grow Our People*

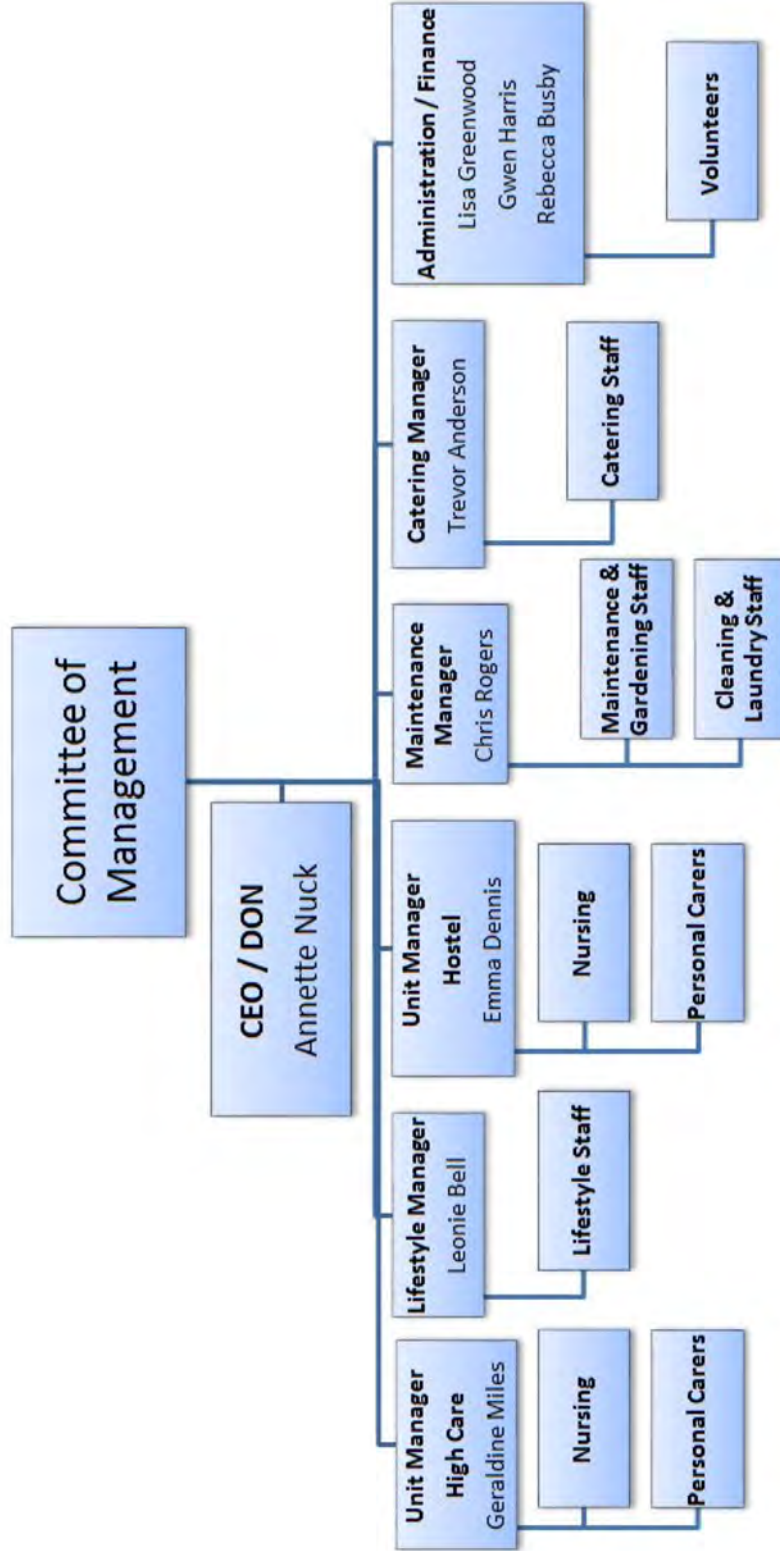
We provide a workplace that promotes growth, provides support and opportunities for all staff and volunteers.



# Organisational Chart



## Organisational Chart



## Our Committee of Management

### President

Ken Jones

### Vice President

Don Crosthwaite

### Committee Members

John Brader

Diane Goonan

Louise Humphrey

Trisha Glass

Shirley Kirk – Sheehan

Nelson McIntosh

Margaret Hewson

“Beautiful young people  
are accidents of nature,  
but beautiful old people  
are works of art.”

Eleanor Roosevelt



## AGM Agenda

### Yackandandah Health Inc. Annual General Meeting

#### AGENDA

Wednesday 28th September, 2016, 6:00 p.m. for 6.30 start.

To be held at: Yackandandah Senior Citizens Hall

1. Welcome
2. Apologies
3. Development Presentation – Bernie Jovaras
4. Confirmation of Previous Minutes:
  - i) Annual General Meeting held 29<sup>th</sup> September, 2015
5. Business Arising from 2015 AGM
6. President's Report
7. Chief Executive Officer / Director of Nursing Report
8. Receive and consider audited financial statements for 2015 / 2016
9. Appointment of Auditor for the 2016 – 2017 year
10. Election of Committee Members:
  - i) Committee Members retiring: Diane Goonan and Ken Jones.
  - ii) Retiring Committee Members nominating for re-election: Don Crosthwaite and Louise Humphrey.
  - iii) Other nominations: Kathy Evans and Don McEwan.
11. Doris Croucher Scholarship Presentation – Peter Croucher.
12. General Business
13. Close



## President's Report

2015/16 has been another good year for Yackandandah Health (YH).

It is pleasing to report that the trend of recent years has continued. Our Trading Profit (before Capital Grants and Depreciation) is down 1.5% on last year but still very healthy at \$938,586.

Trading conditions in the Aged Care industry, as always, remain difficult. However, I believe that we now have proper oversight and awareness from Committee of Management (COM) members through to the management team and administration staff to ensure that the correct decisions regarding our continued viability will be made in the future.

We are somewhat advantaged being a not-for-profit provider in the Aged Care industry as we do not pay income tax. However, we still have to make a decent surplus if we are to maintain the quality of service that our residents and their families expect.

A surplus enables us to keep our facility in tip-top condition and this year, amongst other improvements, we have installed a 90kw solar power generation system, replaced most lights with LED models and significantly updated the hostel dining room.

As long as we stay aware of trading conditions and all aspects of revenue and expense items, maintain good occupancy rates and the delivery of a quality service, Yackandandah Health should be able to continue to meet the needs of its catchment area. Indeed, with the solid trading base established over the last four years or so, we are now proposing to undertake a planned expansion of our services.

For over three years now the COM has been developing a strategic plan to enable YH to continue to be able to provide aged care services to the Yackandandah valley as well as expanding its range of services in order to meet the growing needs of the community and to broaden its income base. Initially, we sought advice and input from industry based consultants in conjunction with studies by our own Chief Executive Officer/ Director of Nursing, Annette Nuck.

This year we engaged local architects and facilities planning consultants Jovaras Westland to scope out a masterplan on what may be possible for our site in order to fulfil our objectives. After much consultation they presented a broad five stage development plan which the COM has accepted in principle.



## President's Report, cont.

We have engaged them to undertake Stage 1 of the plan which will be the building of 16 Aged Care rooms and 10 Assisted Living units in an area to the east of C block. Once built and occupied these new rooms will enable us to rejuvenate some of our older rooms and provide extra cash flow to enable consideration of further stages of the plan.

Successful results depend on top line service. The COM congratulates all line managers, staff and numerous volunteers under the direction of Annette for all your hard work over the year. You continue to provide a wonderful, caring service to our residents that is second to none. We must maintain this level of service if we are to remain viable into the future.

The way the threatening bushfire event of December 20, 2015 was handled is testament to the policies, procedures and responsibilities instituted and overseen by Annette. We thank the rostered staff on the day, as well as other staff and Michael Nuck who elected to come in.

I thank Annette and all members of the COM for your efforts over the past twelve months. It's good to see the strategic plan begin to take shape. Diane Goonan has decided not to seek re-election this year and I most sincerely thank her for her input over the past three years. Di was especially involved in the strengthening of our governance procedures and establishment of our new constitution.

I have decided to stand down from the committee due to family circumstances. It is likely that Fiona and I will be leaving the area in the near future so I feel that now is the appropriate time to resign. I have enjoyed my time on the committee and thank mentors in the past, Kim Campbell, Chris Smith and Ron Furze, present committee members, and especially Annette, Lisa Greenwood and Gwen Harris for all their help over the years. Thank you all for your support and assistance, and I look forward to hearing of the good deeds of Yackandandah Health in the future.

*Ken Jones*

*President, Committee of Management*





## CEO / DON Report

As members of Yackandandah Health, you should be proud of your residential aged care facility. We have created in Yackandandah an aged care service that is setting the benchmark for residential aged care. I often get asked “What is different about Yackandandah?” It is not one thing but the combination of our attitudes, environment and a determination to strive for excellence instead of accepting average.

We are fortunate to be in charge of our destiny and to be able to embrace innovation, try something new and not be afraid to say “well this didn’t work – let’s try something else”. An example is our ‘pop-up café’. For many of our elders going shopping has become increasingly difficult and no longer an enjoyable occasion. We wanted to fix this so we opened our own shop. From concept to opening, the time frame was a couple of weeks – one meeting, a list of what was needed, a quick shopping trip and we were ready to go. The shop has been more successful than we anticipated and it is a pleasure to see residents with their families and friends enjoying a coffee, cake and conversation.

When reading articles on aged care you are bombarded with clichés regarding person centred care and different approaches to care such as Montessori and Eden. At Yackandandah Health, we review these models only so far as they complement our own model of care rather than adopting them as a whole. We have an embedded culture founded on a belief that our role is to support our elders to continue to live as normal a life as possible. As stated in our vision document, ‘we will create an environment where our residents, staff and visitors are happy’. We care about what matters to our residents, what makes them happy and we will start with a yes instead of no when our elders have suggestions or wishes. It is their home and we work for them.

The last twelve months has been a period where we have planned for the future, secured the present and improved our existing facilities.



## CEO / DON Report, cont.

### The Future:

The residential aged care environment is becoming increasingly competitive and we need to be ready for a changing market. The Committee of Management has overseen a master planning process over the last twelve months. Mr Bernie Jovaras from JWP Architects will present the plans for stage one of our redevelopment at our AGM. This is a combined residential and assisted living development that will open in the second half of 2017. It is the following stages of the master plan that will set the organisation apart creating a unique environment for our elders and provide services for all of the Yackandandah community.

We have applied unsuccessfully for home care packages in the past two Aged Care Approvals Rounds (ACAR). There seems to be a preference to award the home care packages to the larger organisations. From early 2017, the home care packages will rest with the client instead of the service provider. This will give the client the ability to choose who they want to assist them with managing and providing care. Yackandandah Health will be establishing a home care service in 2017. We believe that we can successfully transfer the philosophy of care from our residential service to a home service.

### Financial Security:

The Commonwealth Government purchases a service from Yackandandah Health to provide care for older persons requiring residential aged care. They refer to this funding arrangement as the Aged Care Funding Instrument (ACFI). All new residents' care needs are assessed and we are funded according to these assessments. ACFI is designed to support day-to-day services, providing funds for wages. The % of wages to ACFI in the 2015 / 16 financial year was 98.6%.

Other sources of revenue come from the Daily Care Fee that the resident pays – this fee is set by the Commonwealth Government is paid by all residents and equates to approximately 85% of the aged pension. We also receive interest from the investment of Refundable Accommodation Payments and Bonds.

Wages are our largest expense. For the 2015 / 2016 financial year, wages as a percentage of revenue was 67%.

There has been limited media coverage on successive Commonwealth Governments' decisions to decrease funding for aged care. Since the 2014-15 Federal Budget, there has been \$1.9 billion in cuts to aged care services. The 2015 / 2016 budget adds an additional \$1.2 billion (over 4 years) of cuts to direct aged care services.



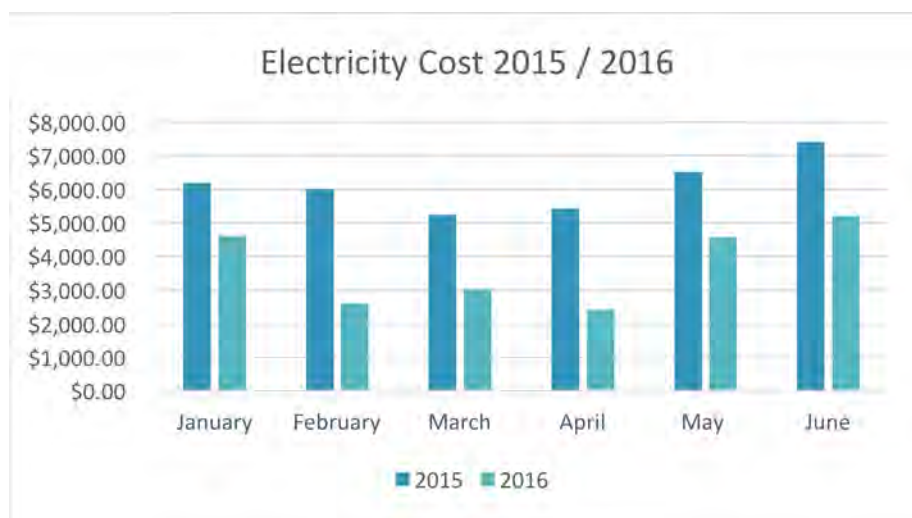
## CEO / DON Report, cont.

As intended under the Living Longer Living Better Reforms, Australians are living longer, healthier lives and accessing care in the comfort of their homes. When our seniors enter residential aged care, they do so with more advanced chronic health conditions and more complex service and care needs.

ACFI does not fully capture the cost of care needs for elders in residential care in its current form. There has never been a study on what the actual cost of residential aged care is. The Productivity Commission or similar should be charged with such an exercise to identify what the base is before decisions about aged care funding are made. It seems to suit all sides of parliament and treasury to be silent on this matter.

It is to the complex care domain that the government is targeting its savings. The Government will argue that the decrease in payments is designed to curb skyrocketing costs for residents with complex needs. Under changes revealed in the budget, the formula for deciding funding levels for residents with complex care needs will be changed, and the rate of indexation of payments for these services will be halved. The proposed cuts will only serve to widen the gap between the cost of care and the revenue received, placing significant stress on the financial health of rural and stand-alone residential aged care services like our own who do not have the backing of state government or private companies to pick up the shortfall. We will feel the full brunt of the changes to ACFI funding in January 2017.

We have focused on decreasing expenses we can control. In the last year we have targeted our energy expenses by installing solar power and changing lights to energy efficient LED fittings. Whilst there has been a significant initial outlay, we are already seeing large reductions in our electricity costs – as displayed in the table below. Our 90kW solar-panel system, consisting of 348 solar panels was turned on in mid-January. We are thankful to Totally Renewable Yackandandah for their guidance and support with our solar project.



## CEO / DON Report, cont.

We have posted a surplus again this year. This is slightly lower than last year but considering that the Enterprise Bargaining Agreement (EBA) increase was 3.5% compared to an ACFI increase of 1.3%, the result is excellent. We have also increased expenditure on painting and general maintenance during the last year. We are in a good position for the future, but begin the new financial year with a July 2017 EBA increase of 3.5% which is far less than the likely ACFI increase.

Our administration team is small but highly effective. Gwen Harris manages our financial systems with guidance from Anne Marie Ellis from Indigo North Health. Lisa Greenwood manages payroll and Rebecca Busby is our go to person for all things IT related.

### Updating / improving our services.

It is a pleasure to show people our facility. It is clean, it is fresh and has a really great feel. In July last year, we embarked on a process of updating the older parts of the hostel. New furniture has been purchased for Isaacs and Dudley sitting rooms. The hostel dining room has had a complete refurbish. Gone is the 22-year-old carpet, replaced with wood look vinyl, new dining tables provide increased seating options, dining chairs are bright and able to be wiped clean, blinds have replaced the dated curtains, the room has been painted and the ceiling lowered for improved heating, cooling and acoustics.

We have also lowered the ceiling in the entrance to Poppy Place and the main recreation room. The older rooms, hallways and common areas have been receiving a fresh coat of paint whenever an opportunity arises.

We have continued to improve the outdoor spaces with new furniture placed in most of the courtyards, a revamped garden between Dudley and the service entry and paving of the sensory garden that has improved access for residents in wheelchairs.

We have reviewed the names of the accommodation wings moving away from the boring and institutional A, B, C, etc.

The following are the new names for the accommodation wings:

**Isaacs** - Sir Isaac Alfred Isaacs was an Australian judge and politician who served as the 3rd Chief Justice of Australia and the 9th and first Australian-born, Governor-General. He lived in Yackandandah as a boy, attending the local primary school and then Beechworth Grammar School.

**Indigo** - In recognition of the beautiful Indigo Valley.



## CEO / DON Report, cont.

**Dudley** - The Bush Nursing movement developed in the early twentieth century after Lady Rachel Dudley, wife of the governor-general, spoke publicly of the need for nurses in the bush. A concert, with Dame Nellie Melba as the guest star, was organised to raise initial funds for the Bush Nursing Hospital Movement. This concert was held in November 1909. We owe our history to her fore sight.

**Kiewa** - Views of the Kiewa valley are seen from the sitting room.

**Hobb's Corner** - The original name for the corner block of land that our hospital was built on. Miss Elizabeth Hobbs also donated land to enable our hospital to be built in 1931.

**Poppy Place** - In recognition of our close associations with the RSL and veterans, and with the poppy sculpture at the entrance, Poppy was the preferred name for our high care unit.

New signage has been placed throughout the facility, improving directions for visitors.

### Occupancy

Yackandandah Health has achieved an occupancy of 98.61% for the 2015 / 2016 year. The overall yearly occupancy rates in residential care, Australia wide, for the past five years have been in the range of 92 per cent to 93 per cent. In rural areas the occupancy rate is lower, averaging 91%.

Unfortunately, 21 of our elders passed away during this financial year. The average length of stay for these residents was 5 years and seven months. This is higher than the Australian average length of stay of three years. New residents are entering residential aged care later and have more complex health conditions than in the past. The average age of our elders as of June 30<sup>th</sup> 2016 was 87 years. This is higher than the average age of 84.6 years for all permanent residents in Australian residential aged care.

There is a collective total of 5,739 years of life experience in Yackandandah Health's residential aged care (67 beds). We value this wealth of knowledge and are privileged to be able to share the last chapter in the lives of many of the elders from our community.

### Staff

Staff turnover is low at Yackandandah Health. We are fortunate to never have to use agency staff in this facility. The reports from the managers provide an insight into the functions of each department. During the last twelve months, the workloads have increased across the board. Staff have risen to the challenge, been innovative and positive in finding ways to meet the needs of our elders.

It has been a pleasure working with the staff of Yackandandah Health.

*Annette Nuck*

**Chief Executive Officer / Director of Nursing**



## Doris Croucher Scholarship

I would like to thank Yackandandah Health for the wonderful opportunity to access the Doris Croucher Scholarship fund which assisted me to complete a 3 month course as a Palliative Care Resource Nurse. The course was very rewarding and I will share what I have learnt and resources I have obtained with my work colleagues.

The course was run by Banksia Palliative Care Services based in Melbourne. It's a not for profit charity caring for the community. It is very professionally run and I had the honour of doing my placement there.

Banksia Palliative Care consists of nurses, social workers, counsellors, spiritual care, music, massage therapists, volunteers. They work in partnership with GP's and other members of the health team.

Banksia Palliative Care specialise in pain management and symptom control. Palliative Care looks at the holistic care of the patient and supports those important to them. It's about living, dying and grieving well, making people aware of the importance of having an advanced care plan in place which gives choice, dignity and comfort for not only the patient but for the ones left behind.

There are so many more links and resources as well as updates and training packages for me to peruse. This has been a very interesting time for me in my Nursing Career which I have taken on with a passion.

I would like to thank Yackandandah Health and Doris Croucher's family for making this scholarship available to me.

*Karen Hyde*

***Endorsed Enrolled Nurse***



## Hostel Report

The hostel has had a busy 2016. Occupancy has been maintained at almost 100%, which is reflective of the standard of care provided and reputation of the organisation. Our residents have continued to live an active and full life engaging in the many activities and programs on offer.

We continue to see an increase in the care needs of the hostel residents, which is reflective of the national trends in aged care. The hostel provides all levels of care and we endeavour to facilitate residents remaining in their room in this unit throughout the different stages of their ageing and illnesses. The hostel staff are caring, highly skilled and responsive to all needs with smiling faces and compassion – feedback we regularly receive, and strive to maintain.

Our respite room has been very popular with a number of these residents deciding to stay on with us transitioning into a permanent room. It is booked for months in advance and we often have a waiting list. Respite care allows for eligible people to access temporary accommodation with us while the carers have a break or a holiday from their caring duties with the reassurance their loved one is being looked after and is safe. Residents often view respite as a holiday as they are able to experience different activities they wouldn't usually have access to and socialise with their peers.

An additional service for the hostel in 2016 has been the provision of a Transition Care Program bed, managed from Albury Wodonga Health. This program provides the client with a caring, supportive environment to facilitate achieving set rehabilitation goals to transition home or into aged care after an acute illness. Yackandandah Health is a popular choice due to the reputation and support for the clients participating in this program.

Wings, bedrooms, sitting rooms and living areas have been painted to reflect a calming and welcoming environment. Furniture and fittings have been replaced with modern contemporary design to provide a welcoming homely environment.



## Hostel Report, cont.

The dining room refurbishment was a big project which included installing a false ceiling, changing floor coverings and new furniture and fittings. This project required a 2-week period of upheaval for residents and staff, due to central area of this unit being inaccessible. The residents tolerated this well, and enjoyed a different dining experience and were able to socialise with different people at the dining table.

The staff were very supportive and worked amazingly well as a team to solve any issues and make sure everything ran smoothly, which is certainly a strength of this organisation. The relationship staff form with residents often goes beyond the paid hours. This is what makes Yackandandah Health special and allows residents to feel a sense of belonging and friendship.



The staff enjoy sharing their personal lives with our residents, and take the time to get to know each individual resident to allow for active conversation and activities.

Staff often send photos and emails to residents when on holidays which allows them to feel like they are sharing these experiences with them. There is excitement when staff return to work to catch up on the highlights of holidays and trawl through the many photos together.

The residents take a keen interest in our staff and enjoy discussing farming, the weather, children and life events, taking on the role of a friend and substitute grandparent. It is lovely to witness these relationships and the joy both staff and residents get out of this.





## Hostel Report, cont.



Our residents have been busy following their interests including gardening, singing, knitting, craft and outings and country drives.

The knitting group has been very popular in the colder months, producing trauma teddies to be donated to charities, and they have had their items for sale at our shop to contribute to our fundraising efforts.

The hostel is usually a hive of activity, and the smiling faces are evidence that our residents live a full and happy life.

We have experienced a big change in our hostel population this year, which has included more men joining our resident population. This has prompted a review in activities and the introduction of “men’s day out” with Clinton (one of our carers). The men have gone on outings to Mount Beauty, Dederang Pub and will go fishing and to more outdoor locations in the warmer weather. These outings are very popular and enjoyable, but we never hear a lot about them as “what happens on the men’s outing, stays on the men’s outing”!!

We are very fortunate to have stable, dedicated and friendly staff who enjoy their work here and have developed friendships with the residents. It can be a challenging work environment at times with fun and, unfortunately, sadness. The staff contribute to the success and reputation of the unit and the quality of care and life our residents have, and we couldn’t achieve this success without them. We are very excited about the future plans for the organisation and are looking forward to embracing our philosophies and care goals for more residents to benefit from a full and happy life.

Thank you,

*Emma Dennis*

*Deputy Director of Nursing*



## High Care Report

### Poppy Place

Another year has flown by. High Care has had a name change to Poppy Place. What a great choice of name for our unit. It sounds like somewhere one would like to be. "Poppy" is a symbol of our Veterans; it is a bright and beautiful flower; it is used in the manufacture of opioid pain medication; it can be the affectionate term for a wise, jovial and loving grandfather.

Residential aged care has transitioned over the last few years. The emphasis has changed from providing physical care to providing holistic care and improving quality of life.



Our aim is for Poppy Place to be a happy place with happy residents, families and staff. Happiness is difficult to define; contentment, cheerfulness, untroubled, pleasurable, cheeriness, carefree, delight. I feel Poppy Place has become a happier place over the last 12 months. It has an atmosphere, families, visitors, staff and residents comment on. This is achieved by our all fantastic staff. This includes the care staff, cleaning staff, kitchen staff and activity staff. They genuinely care about how our residents feel.

I had a student nurse comment to me after two weeks into a three-week placement, "we do the same thing every day." This student missed the very essence of nursing/caring, which is, that every minute of our day is different because every minute us defined by our response and interaction with those we care for.

We are delighted that we now have a weekly visit from Pippa and her handler Rachael. The residents get great delight from her visits.



## High Care Report, cont.

We have had the rewarding experience of witnessing some of our residents markedly improve since living with us. Twelve months ago we accepted the care of a (then) 52-year-old Yackandandah woman who had a serious brain haemorrhage. On arrival in Poppy Place, the rehabilitation staff from Albury Wodonga Health told staff she would “make no further progress”. She could not stand and had no use of her left hand. Poppy Place staff were not happy with this prognosis and initiated intervention strategies.

With a lot of hard work from the care staff in collaboration with our physiotherapist, Rebecca Stamp, activity staff, family and especially from the resident herself, there has been significant improvement. She can now walk using a stick, she has some movement in her left arm and her independence has increased. She is also a new, proud grandmother of two babies. What an amazing journey.



We always have sadness when a resident dies, and miss them and their families. We are privileged to be able to facilitate a pain free and peaceful death for our residents and to provide comfort and care for the families.

Living and dying in Poppy Place should be a positive, affirming experience for our residents and their families and friends.

*Geraldine Miles*

***Nurse Unit Manager – High Care***



## Lifestyle Report

Residents continue to enjoy the lifestyle programs offered throughout the facility over the past 12 months. We provide many activities across 25 broad categories with upward 28,000 participations in these activities this year. I would like to mention 3 of the programs that have been very successful; they enable residents to pursue their past interests and have fun.

### Saturday program

After lots of feedback, we have been able to implement activities that residents have requested. These include monthly lunch outings; shopping trips to Yackandandah and nearby towns such as Beechworth, Myrtleford and Wodonga; monthly cinema and opportunities for guest speakers, entertainment, garden parties or outings to attend community events such the Quilt Exhibition at the Joy Bus in Barnawartha. The residents are really enjoying these activities as they feel weekends can be lonely. For the first time, we will be able to hold the grand final footy party on the actual day. We plan to provide a BBQ and Seafood lunch with desert from the Cheesecake Shop. The footy tipping has been hotly contested and it was won by Julie Scott. As well as presenting residents with their winnings, we will be awarding a perpetual trophy. The trophy was donated by Lorna Anderson's family in memory of her love for the Tigers.

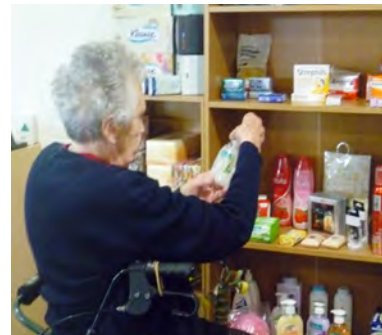


### Y café and shop

Over the past 2 years the number of residents who could enjoy the experience and independence of shopping, paying bills and socialising at one of the eateries has declined significantly; the question was, how do we offer Yackabout in a different format to allow all residents to experience that once again.



The opening of the Y café and shop in the Indigo lounge has been a success. The café and shops open weekly on a Friday from 10am to 3:30pm. We provide a mini supermarket where residents can purchase toiletries, groceries, cards, snacks and of course chocolates. The café is very popular with between 25-30 people attending each week and the number is growing.



## Lifestyle Report cont.

The café and shop give residents the opportunity to socialise and get together over a cuppa; it is so popular that we have had to set up a second eating area in the entrance to Poppy Place. The Lifestyle staff run the café and shop with help from Chris and Di, two of our wonderful volunteers. Home-made goodies are provided by staff and community members who volunteer to bake on a rostered basis; the residents love it. Many residents come to the café for morning and afternoon tea, they make times to meet up with fellow residents to sit and chat over a cuppa. Since opening, residents of Poppy Place and their family have been regular attendees at the café. Many have commented that it is so nice to have a place to share a cuppa and talk – “it’s like being out in the community at a real café.”



### Intergenerational Choir

Whilst we have had an ongoing intergenerational program with Osbornes Flat Primary school and the Yackandandah Kindergarten, this year we have formed a joint choir with the primary school. Our choir currently has 15 members; they enjoy the challenge of learning new songs as well as singing old favourites. The members of the joint choir each selected a number of songs from their respective repertoires for this project. We have held weekly practice sessions as well as 3 joint sessions. We recently performed at the opening of the school’s production in September and will be part of the entertainment for Yackandandah Health’s Open Day to be held in October.

We have also had discussions with Yackandandah Primary School in the hope that all 3 groups can work together on a performance that could be listed in the program for the 2017 Yack Folk Festival.

Lastly, I want to thank Tracey, Jenny and Lesley for their commitment, creativity and constant support. The team would not be complete without the volunteers who work tirelessly as activity helpers; their assistance enables us to provide one of the best Lifestyle programs in our area.

We have a wonderful team and well done to all.

*Leonie Bell*

*Lifestyle Manager*



## Catering Report

Overall it has been business as usual in the kitchen during the past 12 months, except for a few noticeable changes. It has been commented previously by other department heads that our residents' needs are changing. The Catering Department has noticed a significant increase in the number and variety of special diets required, adding to the number of different meals being cooked.

Every second month, the Residents Family and Friends Group agenda focus is on the menu and individual choices. This is an opportunity for the resident group to make suggestions on what they would like to have added to the menu and provide feedback on the meals served from the kitchen. The meetings are lively, as food is an important part of each resident's life.

Our motto in the kitchen - is "No Reasonable Request Will Be Refused "and "If We Can Do It, We Will ". I commend the Catering staff for their efforts to meet the individual likes and dislikes of the residents.

The installation of a commercial split system cooler in the main kitchen was a welcome improvement and appreciated by all of the kitchen staff. The old evaporative cooler pretty much just blew hot air around the kitchen and the environment became increasingly uncomfortable on hot summer days when the temperature rose above 30c degrees plus.

All Catering staff were thanked by the residents for their extra effort in caring for their needs during the dining room refurbishment. This was a challenging few weeks but the end result was well worth it.

The kitchen has prepared for 2,850 meals for staff and visitors. This is an increase from 2,660 meals last year. 1,500 meals were prepared for Meals on Wheels and the Planned Activity Group, a decrease from the 2,000 meals prepared last year.

The Menu Survey conducted this year again showed that the majority of our residents are satisfied with the meals and service provided. We will continue to meet with the residents, listen to their preferences and plan our menus to suit.

Thank you to all.

*Trevor Anderson*

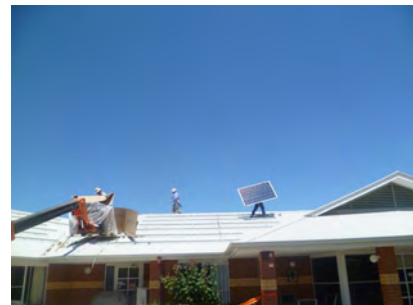
**Catering Manager**



## Environmental Services Report

2015/16 has seen some major changes around the complex utilising new technology. First up was the installation of 348 panel 90KW Solar system which has been quietly working away reducing our power bills. So far since February 2016, it has generated 56MWS.

This system was increased in size to help offset the new corridor air conditioners in High Care. With the increasing need to lift residents, tracking systems have been installed in H & E Wings. These resulted in lights and smoke detectors being relocated and lots of patching of ceilings.



At the same time a program of updating light fittings and exit lights was started using more efficient LED technology. In all, some 500 fittings have been changed. Suspended ceilings have been installed in D and E Activities areas along with the main Dining Room. This was done to improve lighting, heating and cooling.



The interior Decorators (Lisa, Annette & Co) then swung into action changing furnishings. New lounge chairs, curtains, vinyl and lots of painting throughout the complex have certainly freshened up the place

Outside courtyards have had new sails added to make these areas more inviting to Residents and staff. Dave Lanza has updated C Wing gardens with a fresh new look.

Somehow I managed to take 3 months whilst all this was going on. Jimmie, Dave, Brett and Phil did an excellent job of keeping up with the workload.

*Chris Rogers*

**Maintenance Supervisor**



## Fundraising Report

Our small fundraising group has again worked closely with the eight ladies from our Auxiliary to improve the amenities for our residents.

We set an enormous task at the beginning of the year to refurbish the sitting rooms and common spaces in the hostel. To date, we have achieved much of this plan, with Isaacs and Dudley wings completed and Kiewa and Poppy Place entry foyer to be our next project. The Ladies Auxiliary was extremely generous in funding the first sitting room to the value of \$7,000. This included new furniture, window coverings and painting.

Funds from the community points nominated at Yackandandah Foodworks for the year totalled \$1,116.18. We understand that there are many small community groups seeking fundraising in our local community and are very grateful to the shoppers who nominate us. With this money we have purchased new outdoor settings for one of our resident courtyards.

Our open day last October was fun with \$1,700 received for the day. The residents in particular enjoyed the comings and goings of visitors throughout the day. We will again be participating in the annual town garage sale in October, making this an annual event.

We were very grateful to Marie Furze for nominating us as a recipient for the Wodonga Lions Club Bike Fest. We were awarded \$1,000 which we used toward the refurbishment of Dudley Wing sitting room.

Once again we have continued to receive donations from residents and their families. We have saved this money until enough funds were available to install a large tropical fish tank in Poppy Place.

Jenny Watkins has managed our resident gift shop for many years. The shop has stocked small gifts, personal shopping items and the ever important chocolates. During the last year, the shop has raised \$940. With the opening of the café, the shop has been revitalised and now offers a wider selection of items. We thank Jenny for the many hours of work she has put into the resident shop and look forward to even greater success in the future.





## Volunteers Report

Yackandandah Health is fortunate to have a loyal group of volunteers who consist of our Executive Committee, Ladies Auxiliary and a large group of individuals from a variety of backgrounds. Our Volunteers provide support on various excursions, assistance with activities, provide company for our residents and share their valuable time and skills.

Our Lifestyle, Hostel and High Care departments all rely on volunteers for general assistance and to help provide activities and entertainment for our residents each week. This year the Yackandandah Gardening Club joined our Volunteer team. Once a month the team meets with our keen gardeners and assists residents in maintaining and developing key areas of our gardens. In addition, we also welcomed a new team of dedicated volunteers who assist the Activities team in the running of our new café. We also welcomed Rachel and Pippa from Delta Dogs. Our residents enjoy a visit and pat each week.

Our Volunteers continue to provide their skills in a variety of activities including crafts, weekly choir and music meetings, baking activities, offering pastoral care and community driving. We are fortunate to have such a wonderful group of Volunteers and we thank them all for their time and dedication.

Yackandandah Health is regularly reviewing ways in which we deliver our services and this year the coordination of volunteers has been centralized to a new position of Volunteer Coordinator. Recruiting, retention and promotion of our Volunteers is now managed by this role, whilst the events and specific training will continue to be managed by Activities and the specific managers in each department.

*Rebecca Busby*

*Volunteer Coordinator*



## Quality

Yackandandah Health has a detailed quality and risk management system that has been developed over many years and is reviewed regularly. The system includes:

- policies and procedures covering all aspects of our business
- an annual quality program that enables us to assess the effectiveness and quality of our activities and enable benchmarking with the industry standards
- a risk management system with a risk register and plans to mitigate identified risks
- systems that provide residents, staff and visitors opportunities to communicate their satisfaction, ideas and concerns

**Incidents:** As part of our risk management system, we monitor the number, type and impact of all incidents. In the 2015 – 2016 year, we recorded 186 incidents. The number of incidents per occupied bed day was 0.008, a very low figure.

**Falls:** More than half of all people living in residential aged care facilities have at least one fall a year. Injuries from falls are also common, with up to half of these falls causing serious injuries such as fractures, which impact negatively on independence, function, and quality of life.

Falls incidents are the most common incidents that are reported at Yackandandah Health, making up 88% of all incidents. The number of falls per occupied bed day was 0.007. 76% of the falls reported did not result in any injury to the resident. 23% of falls resulted in a minor injury – bruising or small skin tear. 2 falls in the last year resulted in the resident receiving a fractured bone.

We have a comprehensive falls management program in place. All residents are assessed as to their potential falls risk and strategies to prevent falls are put in place. Our goal is to ensure the causal factors we can influence are well managed and those factors that we cannot control are identified, recognised and accepted, enabling each resident to have the opportunity to have the best day possible, every day. Falls will continue to be monitored and data collected from falls analysed to identify potential trends.

**Policies and Procedures:** Yackandandah Health has 6 policy and procedure manuals to provide guidance into all of our activities. The manuals are – Emergency Procedures, Clinical, Organisation Wide, Human Resources, Infection Control and Services. All policies and procedures are reviewed when scheduled – usually on a three-year cycle. We have reviewed and revised 153 policies and procedures during the last twelve months.

**Comments and Feedback:** Residents are able to provide feedback and suggestions through the Resident, Family and Friends Group which meets monthly, by completing a ‘Comments or Suggestion Form’ or just talking to the staff. An annual Satisfaction Survey provides us with an overview of how our elders feel about all aspects of our service. In the 2016 Resident Satisfaction Survey, 52 residents completed the 23 question survey. The overall result from the survey indicated an overall satisfaction level of 98%. The annual Menu Survey and regular meetings with our chef enable residents to have ongoing input into menus and food choices. Staff satisfaction is also measured. In the 2016 Staff Satisfaction Survey, the overall satisfaction from staff was 96%.


## Staff Service

<b>30+</b>	<b>33 Jenny Watkins</b>
<b>25+</b>	26 Wendy Gallacher 26 Trevor Anderson 25 Geraldine Miles
<b>20+</b>	21 Maureen Baker 21 Nola Crichton 20 Judy Rogers
<b>15+</b>	19 Lorraine Johnson 17 Margaret Carter 16 Leonie Bell 16 Vicki Norman 15 Mandy Murray 15 Chris Rogers 15 Kim Stewart
<b>10+</b>	13 Mary McKenzie McHarg 13 Gayle Hulett 12 Christine Deering 12 Emma Dennis 12 Lorrain Ellingham 12 Karen Hyde 11 Gael Frawley 11 Pam Ward 11 Lisa Greenwood 11 Gwen Harris 11 Bea Leggatt 10 Cathy Campbell 10 Tracey Healy 10 Maria Milgate 10 Annette Nuck 10 Claire Smith

Whilst recognising the special achievement of these long serving staff members, the Committee of Management would also like to once again thank all staff for their commitment, hard work and dedication throughout the year.

As of June 30<sup>th</sup> 2016, we had 84 staff members: 4 Full Time, 61 Part Time and 19 Casuals.



A photograph of a forest path with sunlight filtering through the trees. The path is covered in fallen leaves and moss. The trees are tall and thin, with dense green foliage. The lighting is bright and natural, creating a peaceful atmosphere.

"IN THE END, ITS NOT THE YEARS  
IN YOUR LIFE THAT COUNT,  
IT'S THE LIFE IN YOUR YEARS."

- Abraham Lincoln

**Yackandandah Health**

*Aged Care & Community Health Services*

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