

# Contents

Our Mission and Vision .....	2
Organisational Chart .....	3
Our Committee of Management.....	4
President's Report.....	5
Vale Erle Peatt .....	7
CEO / DON Report.....	9
Review of Master Plan 2018 - 2038 .....	11
The Building Drone Shots.....	14
Residential Aged Care .....	16
Medical Centre .....	21
Men's Shed 'The Yack Shack' .....	22
Child Care .....	24
Living Memory.....	25
Pick My Project – Yackandandah Health Care Sanctuary .....	26
Community.....	27
Communications and engagement report .....	28
Awards.....	29
Fundraising, Café and Volunteers .....	30
Doris Croucher Scholarship .....	32
Staff Service.....	33
Community Celebration .....	34

## Our Mission and Vision

### *Our Mission*

Yackandandah Health brings outstanding care to our community

### *Our Vision*

Extraordinary health care is provided for all ages and groups in our local and surrounding community.

*At Yackandandah Health, our work is guided by the following values:*

We are dedicated to individual care, always placing the individual first

We actively pursue excellence, innovation and quality outcomes

Yackandandah Health works both with and for our community

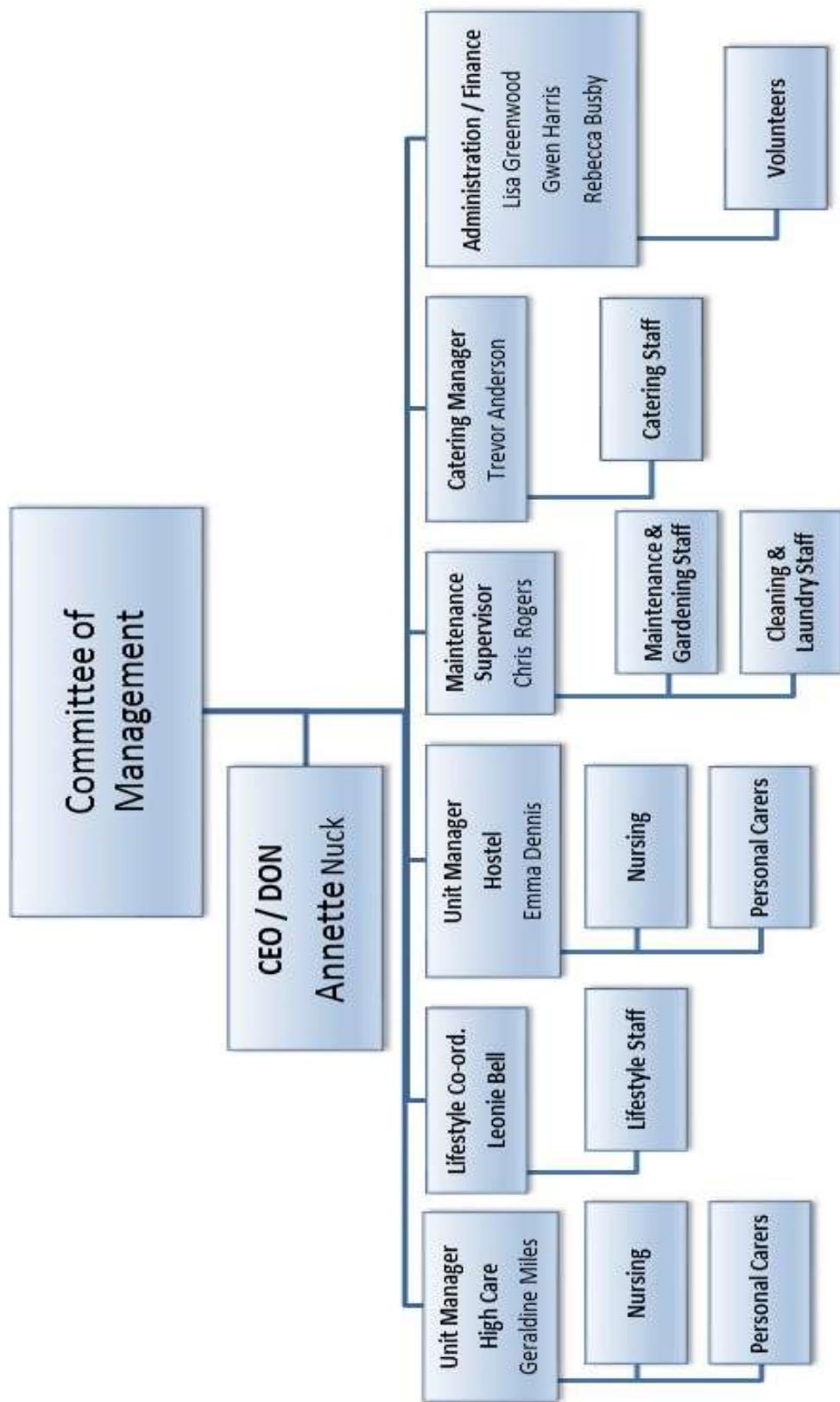
We provide a safe and secure environment

We work as a team, committed to life-long learning and mentoring our future generations



Residents touring our new building

# Organisational Chart



## Our Committee of Management

### **President**

Don Crosthwaite

### **Vice Presidents**

Trish Glass

Kath Evans

### **Committee Members**

Shirley Kirk – Sheehan

Jeni Warburton

Margaret Hewson

Don McEwan

Matt Grogan

Ben Gilbert



Completion of Stage One Buildings

# President's Report

It is with pleasure that I present my annual report for the year 2017 / 2018. It has been a very busy and rewarding year for both staff and the Committee of Management (COM). I thank you all for the dedication and effort you have given. I believe that we have taken the first steps with the completion of the Stage 1 Building to ensure the long-term viability of our organisation. We have also taken the bold step to diversify in our endeavours to support the Yackandandah community.

Following the Housing Forum held in Yackandandah the COM have reviewed our Strategic Plan. After consulting with architects, it was decided that it was feasible to retain the Hospital building and renovate it to suit our needs. This will be welcome news to many in Yackandandah. It is a solid well-constructed building that will offer many opportunities for the future.

It has been very pleasing to see Stage 1 of our Master Plan completed in September. From the design stage to completion there have been many meetings with our architect JWP and Joss plus interior design and furnishing.

The 16 bed second story rooms will give our residents accommodation that will be hard to match in the North-East and retain the standard Yackandandah has always provided. We look forward to having these rooms occupied by the middle of 2019.

We are also excited about the opportunities we will be able to provide in the 10-ground floor single bedroom apartments. They will be used as a stepping stone for those who are not able to remain at home but basically only need a low level of assistance, and members of the local community who need short term respite.

## MEDICAL CENTRE

When Central Medical Group decided that they were no longer going to run the doctor's surgery, the COM decided that it was necessary to maintain medical services for the residents of Yackandandah Health and the Yackandandah community. We were pleased that Dr Goodwin and staff were able to remain in their roles to give continuity. It is pleasing that there has been solid support from the Yackandandah community and we look forward to growing the service over the next 12 months.

## AWARDS

We congratulate Annette on being a finalist in the annual Hesta awards presented in Canberra. As this is an Australia wide programme, we are proud of Annette's recognition for the guidance and innovation she has brought to Yackandandah Health.

Yackandandah Health was also recognised in the Better Practice awards presented in Sydney. Emma Dennis represented us and received the award on behalf of Yackandandah Health. We congratulate the staff in all areas for the high standard of care provided.

#### ACCREDITATION

We continue to maintain a high standard of care that has enabled the passing of un-announced visits during the year. Our three-year accreditation was due in the second half of the year. This was also an unannounced visit which added pressure for our management team. I am proud to announce that we were successful in achieving full accreditation for another three years.

#### FINANCE

It has been another successful year financially. We continue to trade profitably in a very difficult environment. Costs continue to increase whilst Government contributions are not increasing at the same rate. Annette and the management team are to be congratulated in maintaining budget forecasts.

Our solar panels continue to be a positive contributor to the bottom line. There have been significant savings since installation.

#### STAFF, COMMITTEE OF MANAGEMENT AND VOLUNTEERS

Volunteers at Yackandandah Health provide huge support to staff and residents. The Ladies Auxiliary have for many years raised funds to purchase equipment for the Hospital and Hostel by running stalls or catering for functions. It is with regret that they will not continue to operate into the future. The membership of Yackandandah Health passes on their thanks for the dedication and commitment you have given. It has been greatly appreciated.

I would like to thank the staff, and Annette's leadership, for the quality of care that they continue to give to the residents of Yackandandah Health. It is one of the reasons that this organisation is held in such high esteem and that we continue to have a waiting list.

To the Committee of Management, thank you all for your support during the year. It has been a rewarding 12 months finalising building plans for Stage 1 of our Master Plan, appointing our builders and completing the construction. We look to the future with enthusiasm and confidence.

Donald Crosthwaite  
President, Committee of Management

## Vale Erle Peatt

In July this year we sadly farewelled Erle – a long time resident and ex member of our Committee of Management. Thanks to Louise Humphrey and Emma Dennis for providing the text for this tribute.

Erle and his wife, Roma moved into Yamaroo hostel in 1994. Roma needed care and Erle didn't wish to be parted from her. When Roma passed away, Erle decided to stay. By this time, the staff had become his extended family – this was also reciprocated with the staff looking upon Erle as a father or grandfather figure in their lives. He always took an interest in the staff's families and would often attend their sporting events cheering them on from the sidelines.



Erle was a COM member from 1995 to 2013. The then COM would have rubbed their hands together when Erle moved into the hostel. Being a design and site Engineer who had years of experience with the SEC, snowy scheme, working in the Kiewa valley, Mount Beauty and beyond, Erle's knowledge of all things involving infra structure was phenomenal.

In some ways YBNH became a work place that enabled Erle to contribute back for the care bestowed upon both he and Roma. Of course, it was more than a work place. As written recently in the Living Memory play that many of you would have attended last year: Erle was quoted as saying:

*"Men from my era, well, work defined us" and .....after losing his wife Roma,  
"being at Yamaroo gave me something I didn't have, and I sorely needed right then. A family.  
And a purpose".*

He also wrote *"Elders.... should be seen as assets, everyone wants to feel needed, valued. That doesn't magically disappear with age."*

Erle made a number of contributions in his role as a COM member and resident of Yackandandah Health:

**Earl's engineering hat:** all things building, water, electrical, roads and infra structure, along with tender processes and grant applications. Erle's vast experience with state and federal funding, bureaucrats and building/work sites ensured architects, builders and contractors alike were held to account.

**His financial advisor hat** and attention to detail when revising the financials at the end of each month... You could be assured that Erle would ask a financial question if there was one to be asked at each COM meeting.

**His project manager's hat:** During Earl's tenure on the COM, YBNH progressed through many building projects including hostel and hospital extensions. He was a terrific asset to the then maintenance manager Richard Whitford who writes at the time,

*"Erle became an active member of the COM. With the opening of the hostel, the maintenance job was in demand and the maintenance shed consisted of wood and tin with a dirt floor. Earl saw this as unsatisfactory and promptly donated funding for a new shed.... surely every man's dream".*

**Resident's hat:** Being a resident of Yamaroo hostel and representative of the residents, Erle was able to bring another perspective to the COM meetings. He was also able to effectively voice concerns or conversely reinforce the quality service and great job YBNH was able to offer its residents. Erle was respected by all members of the COM, as he had a common-sense approach, did not see the need to waste money and was objective in his observations of future projects. It is a shame we were not able to provide independent living accommodation at that stage as Erle would have been a terrific candidate for this.

**Mentoring hat:** That then transferred into friendships: Erle loved to talk intellectually, imparting his vast knowledge to those willing to learn. His listening skills, use of past experiences and wisdom were revered by our heads of administration. Erle took great delight in ensuring new members of the maintenance group had a thorough orientation of the site, given knowledge about generators, boilers, drains, water mains, past works performed and future issues that might occur. He was one for thinking about problems before they occurred. A true engineer! Erle was never tired of a catch up with an old friend.

**Benefactor:** while Erle was a part of the COM, he anonymously gifted a number of assets to YBNH. When Erle was no longer confident with driving, he gifted his car to YBNH. This is still used by the staff at Yack Health. Erle's generosity also allowed a number of works to be completed with a number of financial donations to enable purchase of items, such as the maintenance shed and ride on mower.

We will miss Erle but take comfort in knowing that he is reunited with his beloved Roma – the love of his life.

## CEO / DON Report

It has been another busy year. The Stage 1 building project has been our major focus, culminating in the building being finished at the end of October. The first residents will move into the new building in early December. We expect that the residential beds will be fully occupied by the first quarter of 2019. I thank Amber from JWP Architects for her support during the last 12 months and JOSS for handing us a building that will enable us to implement the model of care that we have been planning.

Ray Gilbert provided us with regular drone photos during the build, providing us with a chronologic history as the building took shape. We have displayed these photos, so our staff and residents could share this birds eye view. Members have also shared in the journey with photos appearing in our newsletters. A collage of Ray's photos is presented in this report. Thank you Ray.

I was invited to speak at the Yackandandah Innovative Housing Forum in May. This was an opportunity to hear from leading architects and urban designers - Katherine Sundermann, Associate Director at MGS Architects, Andy Fergus, Urban Designer at the City of Melbourne and Tim Riley, Founder of Property Collectives – as well as a local perspective from Ian Scholes, Manager Planning, Indigo Shire Council. My presentation focused on how we can better provide housing for an aging population that does not segregate our elders from the broader community. We commenced a discussion on a sustainable housing model for all ages that is truly community based. This discussion has continued, and we were privileged to host Katherine Sundermann – MGS Architects, Anastasia Christoe – Spiire, Andy Fergus – Andy Fergus Urbanism, Chris Gilbert and John Kaitler, Archier Architects at Yackandandah for a weekend in early June to review our Master Plan. We thank the group for their time and contribution. A summary is presented in this report and demonstrates an ambitious and innovative plan for our future.

Community engagement has been another priority. The Community Reference Group has provided us with feedback and advice as well as giving us another way to communicate with the Yackandandah community. Regular Yackity Yack articles have provided another forum for communication. The Yackandandah community has a more active role in our service and are beginning to understand that this is their health service. We are more public than the public health sector.

Our success with the Pick My Project grant process is indicative of the community getting on board with our vision. I thank Tijana Simic for putting our application and presentation together. 2019 will see the project come to fruition, adding another wonderful experience for those who live with us, as well as offering the Yackandandah Community a chance to be involved.

The approach from the parents of our young children to form a partnership with Yackandandah Health to provide childcare within our intergenerational framework is exciting. We look forward to opening this service.

In my last Annual Report, I talked about models of care and how Yackandandah will deliver residential aged care into the future. Our philosophy of care has been further developed during the last 12 months and we look forward to implementing our vision in the new building – trialling our changes with the aim to get it right in the new building and then roll out our changed model of care to our current units. We are now owning our ideas and model of care – The Yackandandah Model. It is interesting that other local aged care services are adopting parts of our model, with State Government support.

The culmination of a very busy year was celebrated at our Community Open Day on November 10<sup>th</sup>. Whilst theoretically a part of next year's report, we include it in this 2017/18 report. Having Dr Jane Barratt, Secretary General of the International Federation on Aging endorse our model and present in Yackandandah, was a privilege. We will continue our relationship with Jane and her organisation, presenting Yackandandah Health as a model of world class significance.



Guest Speakers at YH Celebration – “Ageing Well – Conversation”

The Aged Care Sector continues to face many challenges – financial being just one. Funding for the sector continues to fall, whilst the expectations rise. We have again presented a healthy financial position. Our business is growing, and the Committee of Management are in the process of reviewing our structures.

We are the largest employer in Yackandandah, providing employment for over 90 individuals. Our staff turnover remains low and we continue to support students with clinical placements and casual work whilst they complete their nursing training. We sadly farewelled Judy Rogers, who passed away in June. Judy was an Enrolled Nurse, who worked at Yackandandah Health for over 22 years. Judy was well respected, loved her work and will be missed.

Annette Nuck  
CEO / DON

# Review of Master Plan 2018 - 2038

In June 2018, the Yackandandah Health Master Plan was reviewed. Thanks to Katherine Sundermann – MGS Architects, Anastasia Christoe – Spiire, Andy Fergus – Andy Fergus Urbanism, Chris Gilbert and John Kaitler - Archier Architects.

## Yackandandah Health Masterplan 2018-2038



Key components to the Master Plan are:

**Childcare and playground** - Strip back the original hospital and refurbish as a childcare centre for 66 children. Create a nature-based playground facing Racecourse Road.

**Allied health and gym** - Strip back the original hospital and refurbish for use for allied health and gym. Reinstate entrance from Isaac Avenue.

**Village Hub** - A new two-storey building is introduced, with a cafe, corner shop, lending library and reception serving both the village and the broader community. A double height atrium space provides covered outdoor seating. Offices and meeting rooms are on the first floor.

**Pedestrian connection to park** - Given the location of the nearby childcare centre, kindergarten and aged care facility, the speed limit will be reduced to 50 km/h to protect vulnerable road users. This allows for the introduction of a pedestrian crossing connecting pedestrians to the park, and path into town (a 500m walk).

**Village Square** - A new central courtyard is created through removing dining and kitchen facilities. This becomes a major destination for the village and the broader community, allowing residents and children to interact.



**Aged care refurbishment** - Existing aged care facilities are refurbished to bring them up to contemporary specifications, increasing the amount of space per resident and improving the connections to outside.

**Medical centre** - A new medical centre is introduced, with a glazed walkway connecting between the village hub and acute unit.

**Acute services unit** - In the long term, an acute services unit will be introduced, drawing on Yackandandah's history of the Bush Nursing Service Hospital.

**High care wing** - A new residential wing will be introduced for those in need of high care. It will be secure and have covered pick-up and drop-off for ambulances.

**Rooftop garden and car park** - Working with the topography, a new elevated deck will be introduced, with productive gardens, fruit trees, chickens, and a pavilion, providing a place to gather. Car parking and water tanks will be hidden underneath.

**Hobby farm** - Given the rural location, many former residents have a farming background. Older and younger visitors can meet and look after sheep, goats and cows in the hobby farm.

**Work shed and maker studio** - A shed for making, with spaces for wood working, metal working, ceramics and jewellery, as well as a tool library.

**Wetlands and water play** - Run off from the site is managed and celebrated through a series of dams, swales and reed beds that wind down towards the creek.

**Spa and wellness centre** - Located on a steep slope, close to the creek, the spa is nestled in the bush and includes two pools - one for remedial treatment and one for general use.

**Short-stay accommodation** - Two storey short-stay accommodation is located close to the spa, for visitors, nurses and family members.

**Affordable rent townhouses** - Working with the topography, a series of affordable townhouses are introduced, providing affordable rental for downsizers and young families. The townhouses are clustered in groups of five or six. Each townhouse can be converted into two separate apartments.



## The Building Drone Shots



Nov 2017



Feb 18



Mar 2018



June 2018

## Residential Aged Care

Yackandandah Health provides a home for 67 elders. The occupancy for 2017 – 2018 was 99.26%. The only time a bed is empty is when we are refurbishing a room before a new resident arrives.

During the year we used 2 and sometimes 3 beds for respite. Respite provides carers with a much-needed rest and respite residents with an opportunity to trial our service. The feedback we receive from respite residents is always overwhelmingly positive and most of our residents have had at least one respite stay before coming to live with us permanently. We also have one room for transition care. This service is contracted from Albury Wodonga Health and the room has had an occupancy of over 90% during the last year. Admissions to the Transition Care Program are either discharged to their home or to supported accommodation, that includes residential aged care. Again, feedback from these residents has been extremely positive with resident's independence improving during their stay at Yackandandah Health.



Poppy Place Staff

We employ a total of 51 direct care staff in our residential aged care service – most are part time, with a casual bank that enables us to replace staff for leave requirements. The direct care staff group includes Registered Nurses, Enrolled Nurses and Personal Carers. We are fortunate to have a stable staff group – turnover of staff remains low.



Quartet Visit



We sadly farewelled Judy Rogers this year. Judy was an Enrolled Nurse, who worked for Yackandandah Health for 22 years. Judy lived in Yackandandah and loved her job. She nursed in Poppy Place and was a mentor and support for both junior and senior staff. Judy organised staff raffles for all the important yearly events such as Mother's Day, Easter, Christmas and Father's Day. Judy was fun and happy – she loved her family and was loyal to her friends. We were fortunate to have Chris, Judy's husband, work in our maintenance team and Elizabeth, Judy's daughter, work as a student and then Registered Nurse for a while. We will all miss Judy.

The aged care business is challenging. At Yackandandah Health, we endeavour to place the resident needs first and foremost. The lifestyle program is an integral part of the service, providing residents with activities, learning opportunities and fun. The lifestyle team led by Leonie Bell is small but highly motivated. The residents are busy with a very full program that includes recognition of national and world events.

A highlight this year was the 12-week art program presented by Cheryl Webster, Art Therapist. The goal was for participants to have fun whilst producing a series of art works. On average approximately 12-15 residents attended the program each week. The program not only provided residents with the opportunity to find and use their creativity, it linked the weekly sessions to day to day life and well-being.



A visit from Cathy McGowan our local Member of Parliament



Gardening



Australia Day Activities



Celebrating International Women's Day

We have spent a lot of time reviewing our model of care and the future of our organisation. On the 19<sup>th</sup> June 2018, a delegation from Yackandandah Health went to Canberra. CEO, Annette Nuck was joined by Ben Gilbert and Tricia Glass from the Committee of Management and Lisa Greenwood from our administration team to meet with the Minister for Aged Care, Mr Ken Wyatt, the Minister for Health's Senior Advisor and representatives of Ms. Bridgit McKenzie, Minister for Rural Health and Regional Communities as well as catching up with our local Member for Indi, Cathy McGowan.



Lisa Greenwood, Annette Nuck, Hon. Ken Wyatt AM - Minister for Aged Care, Committee Of Management - Trish Glass, Ben Gilbert.

It is not often that small rural organisations have an opportunity to showcase their service to senior politicians. We arrived armed with presentations explaining our Master Plan and philosophy for intergenerational health care. We were quite apprehensive and nervous but were extremely happy with the response we received.

Catering, cleaning, laundry and maintenance staff provide the necessary support services. We have reviewed shifts and duties in both the cleaning and laundry services this year, in response to increasing workloads.

We aim to move toward a chemical free cleaning system in the next year, in keeping with our sustainable philosophies.



Staff at French Day

A review of the menus following consultation with residents has resulted in increased satisfaction. Residents are particularly enjoying the homemade soups. We were fortunate to have Michel Renoux as our guest chef for a 5-week period. A three course French lunch was served in his last week, with staff and residents enjoying the festivities.



Cooking Group

The administration team is small but holds everything together. This year we welcomed Maddie Hansford as our first traineeship. You will find Maddie at the front desk, welcoming visitors with a cheerful greeting.

The staff group is supported by our volunteers. I thank each of you who give your time to help us. It is truly appreciated.

In 2018, Yackandandah Health was due to undertake a full accreditation of the residential age care service. Originally scheduled for January, we received an extension until the second half of the year. By this time, the Commonwealth Government had made changes to accreditation, with full accreditation now being an unannounced visit. Our visit occurred in October, and we were successful in achieving compliance in all standards.



Visiting Delta Dog Program

There have been several high-profile incidents in residential aged care in recent years. This has prompted the Commonwealth Government to call a Royal Commission to examine the industry. At Yackandandah Health, we see this as an opportunity to address issues and to strengthen the industry.

## Medical Centre

The Yackandandah Health Medical Centre opened in September 2017. We would like to thank everyone who has supported the medical centre.



Medical Centre Staff

We appointed Maree Andrews as our part time Practice Manager this year. Maree is working one day a week with her primary focus on preparing the centre for accreditation, with a visit scheduled for early December.

From our opening in September 2017 to 30/6/18 the medical centre 3000 patient have received care and we have 1200 registered clients.

We are continuing to explore options to recruit a second doctor. This has proven to be more of a challenge than we first thought. We hope to secure an additional doctor in 2019.

The introduction of a midwife clinic in 2019 will add to the care and support we will be able to provide during and after pregnancy.



## Men's Shed 'The Yack Shack'

The Men's Shed is a great asset for our community. Annette was honoured to be invited to open the new amenities building on December 12<sup>th</sup>, 2017. This is a wonderful space for the men to gather, talk and enjoy a cuppa.

The men have been both supportive and patient during our building project. For many months the access to the shed was via a path from Racecourse Road that meandered behind the building site. Parking was limited and the path difficult for some of the members. Now that the building is complete, access to the shed has been improved with the carpark and path to the entrance. The Shed is a buzz of activity, fulfilling a very important community role.



Men's Shed Official Opening

We would like to thank the committee: President - John Bradley, Vice President - Ian Moyle, Secretary - Frank Burfitt, Treasurer - Paul Shortis, who are all a pleasure to work with. We are proud to have the Yack Shack as part of the Yackandandah Health team.



Mr Ian Moyle

Sadly, Ian Moyle passed away in September after a long illness. We have known Ian and his wife Olive (deceased) for many years. Ian was involved in the development of the Shed and continued to support the shed whilst managing his very serious health problems. He will be sadly missed for his energy, wit, and dignity.



Men's Shed @ YH Opening Celebration

In the middle of the year we were approached by a group of Yackandandah parents to discuss the possibility of Yackandandah Health supporting a locally managed childcare service. The parents were seeking a new style of childcare that reflected the values of the Yackandandah community and one in which their input was asked for and valued. Our values were aligned, and the proposal presented an opportunity to explore a service that would integrate with the aged care services.



We are excited to have been given this opportunity and have been working with the parent group to open childcare in part of the original hospital building. The service will open in January 2019, with a possibility of a December opening if the fit out and licensing process is completed in time.

We are extremely grateful to the energetic and hard-working parent group led by Jane Shephard and Paul Anderson.

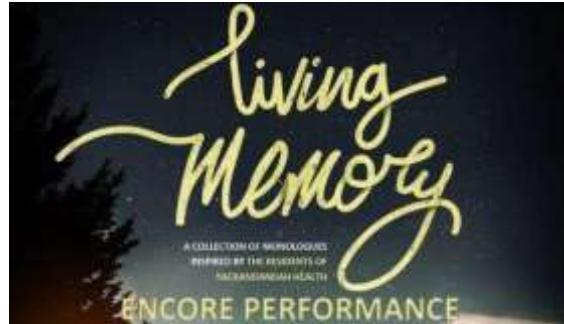
We have appointed Michaela Rouch as the manager for the service. Michaela has many years of experience in developing early child programs and setting up a service. We are fortunate to have her as part of our team and look forward to reporting at next year's Annual General Meeting on a successful first year in childcare.



## Living Memory

*The measurement of success is when you challenge and change people.*

In November 2017, Yackandandah Arts performed a play at the entrance of Yackandandah Health's Residential Aged Care. The play, titled 'Living Memory', was the result of many months of work, led by Brendan Hogan.



individual whose story was shared.

Brendan approached Yackandandah Health earlier in the year, with the concept of presenting stories from the lives of some of our elders. He interviewed a number of residents before deciding on the seven stories that would be developed for the production. The result was amazing. The audience laughed and cried as they shared an intimate story before being introduced to the

The car park was transformed into an atmospheric night-time theatre, complete with a stage, seating, lighting and live music. The audience enjoyed pre-show performances from our very own Rickety-Ramblers choir who sang several songs with the Yackandandah Primary School choir in the hostel dining room. The crowd then walked through the hostel being entertained by Vivox, and Uke-n-dandah.

For many in the audience this was their first time at Yackandandah Health, and for the residents, an opportunity to warmly welcome the community into their home.

Yackandandah Arts was nominated and shortlisted for a Victorian Regional Achievement & Community Award. Bev Lello represented Yackandandah Arts at an awards ceremony in Melbourne.

*"In terms of what the production has taught me, about resilience and how we value the elderly, I think I have learnt a lot that's been particularly poignant because I think personally that a lot of people don't really value our elderly as much as we should – and this production has helped me take a step back and go well – of course they had lives and of course they were real people. It has pushed me personally and I hope the audience as well into thinking we have to place more value on how they can teach us a lot about life." Kate Rotherham, Author.*

*"Everybody's story is unique. It doesn't matter how ordinary it is, it's unique and it has a value - a unique value in this world and I think it was beautifully told in the play, through the words, through the stories of the older people, through the words of the writers, through the acting and through the song – the uniqueness of every part of our lives." Lisa Mason, Actress playing Isabella.*

## Pick My Project – Yackandandah Health Care Sanctuary

Yackandandah Health entered ‘Pick My Project’ which was a Victorian-first community grants initiative, that provided grants of up to \$200,000 for individual projects.

We are generally excluded from funding opportunities with the State Government so saw this as an opportunity as the community got to decide on the projects that would be funded by a voting process.



Residents with Tijana Simic

The idea for the care sanctuary was presented by Tijana Simic who then prepared the application and supported people in the voting process which was quite complicated. Thank you Tijana. This would not have been possible without the work you put in.

The Yackandandah Care Sanctuary will not only serve the senior residents at Yackandandah Health but will also be open to the whole community. It will provide a therapeutic space including a barn, paddocks & productive garden. Visitors will be able to spend time with a range of animals including goats, chickens & guinea pigs. Activities will include patting, brushing and feeding animals, cleaning the barn and working in the garden with the help of an experienced staff member. The sanctuary will serve the wellbeing of the community as numerous studies have shown that human-animal contact can improve physical, social and mental health.

Many of the residents at Yackandandah Health are from farming backgrounds. Leaving farms and animals behind to move to residential facilities can be associated with trauma, loss and grief. High rates of depression are reported in aged care facilities (up to 52% compared with 10-15% of older people living in the community). This project aims to restore purpose in the resident's lives with meaningful activities promoting activity and outdoor engagement with flow on effects for the whole community. The new Childcare Centre at Yackandandah Health and any other community members at need, can also utilise & benefit from the Sanctuary activities.

We look forward to opening the sanctuary in 2019.

## Community

We participated in the 2017 Yackandandah Festival of ‘Dangerous’ Ideas in late 2017, with Annette contributing to the discussion on different housing models. This event led to Cheryl Graham organising the Innovative Housing Forum in May 2018, where Annette shared the Yackandandah Health aspirations for a small sustainable housing development on our site.

The weekly exercise group is open to the community, with several people joining in. Bec Stamp hosts the sessions if interested, please give our administration staff a call for further information. In 2019, we will be offering the community access to other lifestyle activities.

Yackandandah Health is a partner organisation for the ‘Indigo at Home’ Community and Home Care Program, supporting Alpine Health who are the lead organisation. Yackandandah Health provides office space and support for staff as well as a home for the community car. Our catering team also prepare the monthly community meals at Yackandandah and Tangambalanga.



Annette part with of the Indigo @ Home team – Mark Ashcroft – CEO Beechworth Health Service, Trevor Marshall – Community & Business Services Manager – Alpine Health Service and Craig Cross – Alpine indigo@home Manager.

Primary Health services have grown in the last year, with Sam Willis, a Chiropractor joining us. We continue to offer Kinesiology with Treena Costin, Bowen Therapy with David Thorpe, Physiotherapy with Rebecca Stamp, Dorevitch Pathology and Podiatry from Beechworth Health Service.

## Communications and engagement report

We believe clear, consistent communication is key to building relationships and explaining our plans to our community, residents and their families.

Our new website went live in August. We have continued to add to the information and it is being well used. A high percentage of our website users are new, meaning people who haven't visited the site previously are finding their way to our information. The Medical Centre page is visited most frequently. Visits to our Careers page indicate that there is strong interest in working at Yackandandah Health.



We have also invested in regularly using Facebook to spread news of what we are doing. Engagement is highest when we share the stories of our residents: their lives, the programs they take part in and special guests. This has been a revelation for many of our team as we come to understand that social media gives the family members and friends of our residents a way to keep up with their news.

The Yackandandah community consistently shares our information through other community group pages, showing there's keen interest in what is happening at Yackandandah Health. We set-up a YouTube channel and will continue to add videos that tell our stories.

In addition to our printed newsletter, we introduced an electronic version, and numbers of people wanting to receive our news this way are increasing steadily.

Active engagement with local and regional journalists and media further afield has resulted in significant news coverage this year. As they have begun to understand our vision, some journalists are pursuing us for updates and comment on news in the aged care sector.

In July we held the first meeting of our Community Reference Group. Initially nine people were appointed after an expression of interest process. Due to personal circumstances we have operated some of the year with seven members. The group was designed to facilitate two-way communication between us and the community. We provide group members updates on our plans and progress on developments and they give us feedback on community experiences of our services and opportunities to further develop relationships. The group has delivered valuable ideas and input that has improved how we operate and helped to keep our minds open to new perspectives.

Our focus on developing relationships has resulted in various meetings with members of parliament, with the new Indigo Shire Council CEO, DHHS representatives and key community groups such as the Yackandandah Chamber of Commerce.

## Awards

**BETTER PRACTICE** In July, Yackandandah Health was awarded a Better Practice Commendation for our work on reconnecting Yackandandah Health to the broader Yackandandah community.



In 2018 there were 102 nominations considered for the Awards. An expert independent panel assessed each nomination against the selection criteria that included a focus on quality of care and quality of life outcomes for consumers. The Awards were open to Commonwealth-funded aged care providers subject to accreditation or quality review by the Australian Aged Care Quality Agency - including Commonwealth Home Support Program providers, Home Care Services providers, National Aboriginal and Torres Strait Islander Flexible care service providers and Residential Aged Care Homes.

All nominations for Better Practice Awards were evaluated against the selection criteria:

- consumer focus and outcomes
- partnering with consumers and others
- evidence-informed approach and measurable outcomes
- continuous improvement and sustainability
- exemplar better practice or innovation and excellence in aged care.

We received the award for changing community perceptions of our organisation and placing Yackandandah Health as an integral part of the community. Our submission included the development of our website and social media plan, the creation of community spaces, and the development of partnerships such as that with Yackandandah Arts to create the 'Living Memory' project. Emma Dennis attended the awards ceremony in Sydney.

**HESTAGE CARE AWARDS** - Annette was a finalist in the 2018 HESTA Aged Care Awards, nominated in the category for Individual Excellence. The HESTA Awards recognise those in the Aged Care sector who have made an exceptional contribution to improving the quality of life for older Australians.



Annette, Lisa and Tricia Glass attended the awards dinner in August 2018 at the Hyatt Hotel Canberra, where Annette was presented with her trophy.

## Fundraising, Café and Volunteers

Our small group of staff, supporters, community members and the Ladies Auxiliary group form the basis of our fundraising team. As our focus over the past 12 months has been largely on the development of our new accommodation our fundraising events have been limited. We are fortunate to have received small bequests and donations throughout the year to support our fundraising efforts.



Auxiliary Members

Our Ladies Auxiliary group continue to fly the flag for our organisation at the regular events they hold and cater for during the year. This includes the Annual Bowls day at the Yackandandah Bowling Club in January, the Christmas meal at Yackatoon and various raffles and catering jobs throughout the year.

This year's focus for their team will be contributing to the set-up of an emergency accommodation unit in our new building for community use. Their efforts and support are always appreciated, and we thank them sincerely.

We are really pleased to say that the “temporary” café and shop we set up in 2016 continues to be extremely popular and a weekly meeting place for residents, family members and friends. Based on resident’s feedback we have increased the variety of items at the shop and this enables residents to have a true shopping experience.



Yackandandah Health Cafe

We are fortunate to have some wonderful volunteers from our staff group and local community supply baked goods for the café. We thank all these wonderful bakers, along with Lauren and Chris at Saint Monday's café for their fortnightly contribution of slices and biscuits, muffins and cakes.

Thanks also to Di and her band of happy volunteers who help out fortnightly. Watch this space as we continue to improve and add to this service. One of the options could be to open the café on an additional day per week or look at improving the space to cater for more patrons and outdoor use.

We continue to receive donations from Yackandandah Foodworks from their community points programme. We thank everyone who has nominated Yackandandah Health over the past twelve months - an amount of close to \$1000 has been received.



Volunteer Lunch Christmas 2017

It goes without saying that we are extremely appreciative of our group of volunteers, numbering around thirty. Many facets of our organisation are supported by this wonderful group including pastoral care, dog therapy, gardening, music, book club and companionship.

## Doris Croucher Scholarship



*Doris Croucher was 17 years old when she began working for Yackandandah Bush Nursing Hospital in 1949. She remained a loyal employee for 42 years, retiring in 1991 at the age of 59. When Doris passed away in 2012, Yackandandah Health received a substantial donation from her estate.*

*With the agreement from her family, the Doris Croucher Scholarship was established in her honour. The aim of the scholarship is to fund professional development that will contribute to improving the services delivered at Yackandandah Health.*

The 2018 Doris Croucher Scholarship has been awarded to Kerryl Heckenberg. Kerryl is a Registered Nurse who has worked at Yackandandah for over 10 years, (with a short break to consolidate her acute nursing experience at Albury Wodonga Health).

Kerryl is now working as a Practice Nurse at the Yackandandah Health Medical Centre. The scholarship will enable Kerryl to complete a course to become an independent Nurse Immuniser.

The course content covers a variety of immunisation related topics, e.g. epidemiology of vaccine preventable diseases, knowledge of immune system and relationship between immune system and vaccine action, cold chain management, catch-up immunisations, etc.



Kerryl Heckenberg RN

Kerryl will commence the course in early 2019. On completion the skills and knowledge obtained will complement the services we provide at our medical centre.

Whilst recognising the special achievement of long serving staff members, the Committee of Management would like to once again thank all staff for their commitment, hard work and dedication throughout the year. As of June 30<sup>th</sup>, 2018, we had 93 staff members: 4 Full Time, 73 Part Time and 16 Casuals.

**TABLE of SERVICE**

<b>30 + years</b>	<b>35</b>	<b>Jenny Watkins</b>
<b>25+ years</b>	28	Wendy Gallacher
	28	Trevor Anderson
	27	Geraldine Miles
<b>20 + years</b>	23	Maureen Baker
	23	Nola Crichton
	22	Judy Rogers (dec)
	21	Lorraine (Vicki) Johnson
<b>15 + years</b>	19	Margaret Carter
	19	Leonie Bell
	18	Vicki Norman
	17	Mandy Murray
	17	Chris Rogers
	17	Kim Stewart
	16	Gayle Hulett
	15	Mary McKenzie McHarg
<b>10 + years</b>	14	Christine Deering
	14	Emma Dennis
	14	Lorrain Ellingham
	14	Karen Hyde
	13	Gael Frawley
	13	Pam Ward
	13	Lisa Greenwood
	13	Gwen Harris
	13	Bea Leggatt
	12	Cathy Campbell
	13	Tracey Healy
	12	Maria Milgate
	12	Annette Nuck
	12	Claire Smith
	11	Kerryl Heckenberg
	10	Roblyn Elligate
	10	Joanne Mitlehner

## Community Celebration



The Opening Celebrations

November 9<sup>th</sup> and 10<sup>th</sup> 2018, was the culmination of many months of work to put together a program over two days that included something for all sections of our community. We invited Costa Georgiadis and Jackie French for the weekend.

Our events began on Friday morning with Jackie French leading an audience from 8 – 80 years where all present were involved in the construction a new and unique story. As Jackie said, “everyone can tell a story – and everyone has a story to tell, whether it be fictional, memoirs, essay or even writing an email”. Students from Yackandandah Primary, Osbornes Flat Primary and Beechworth Secondary College joined members of the public for an engaging and fun session.

On Friday afternoon, Cathy McGowan Independent Member for Indi introduced Dr Jane Barratt, Secretary General of the International Federation on Aging to commence the conversation on how we can age well. Jane shared her experiences from around the world, providing examples of programs where communities have implemented innovative programs for an aging population. Jane’s presentation was followed by a panel discussion, accepting questions from the audience. Jane was joined by Annette Nuck, Jackie French, author and 2015 Senior Australian of the Year, Dr Helen Haines, Senior Research Fellow and Director, Rural Health Academic Network and Cr Jenny O’Connor, Indigo Shire Mayor.



Saturday was all about fun. Music, activities, craft, a bit of education and good food. Costa and Jackie presented in the main marquee to an audience of all ages. Community groups and allied health professionals provided information on health and other topics. The following pictures tell the story of a fun packed and successful day, which included the opening of our new building and tours that ran throughout the day.

The weekend's events finished on Saturday evening with Yackandandah Arts performing an encore performance of the Living Memory play. A fitting end to a great weekend.

We would like to thank the volunteers, sponsors and those who came along for making the weekend such a success.



November 2018