



yackandandah health



Annual Report 2017

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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

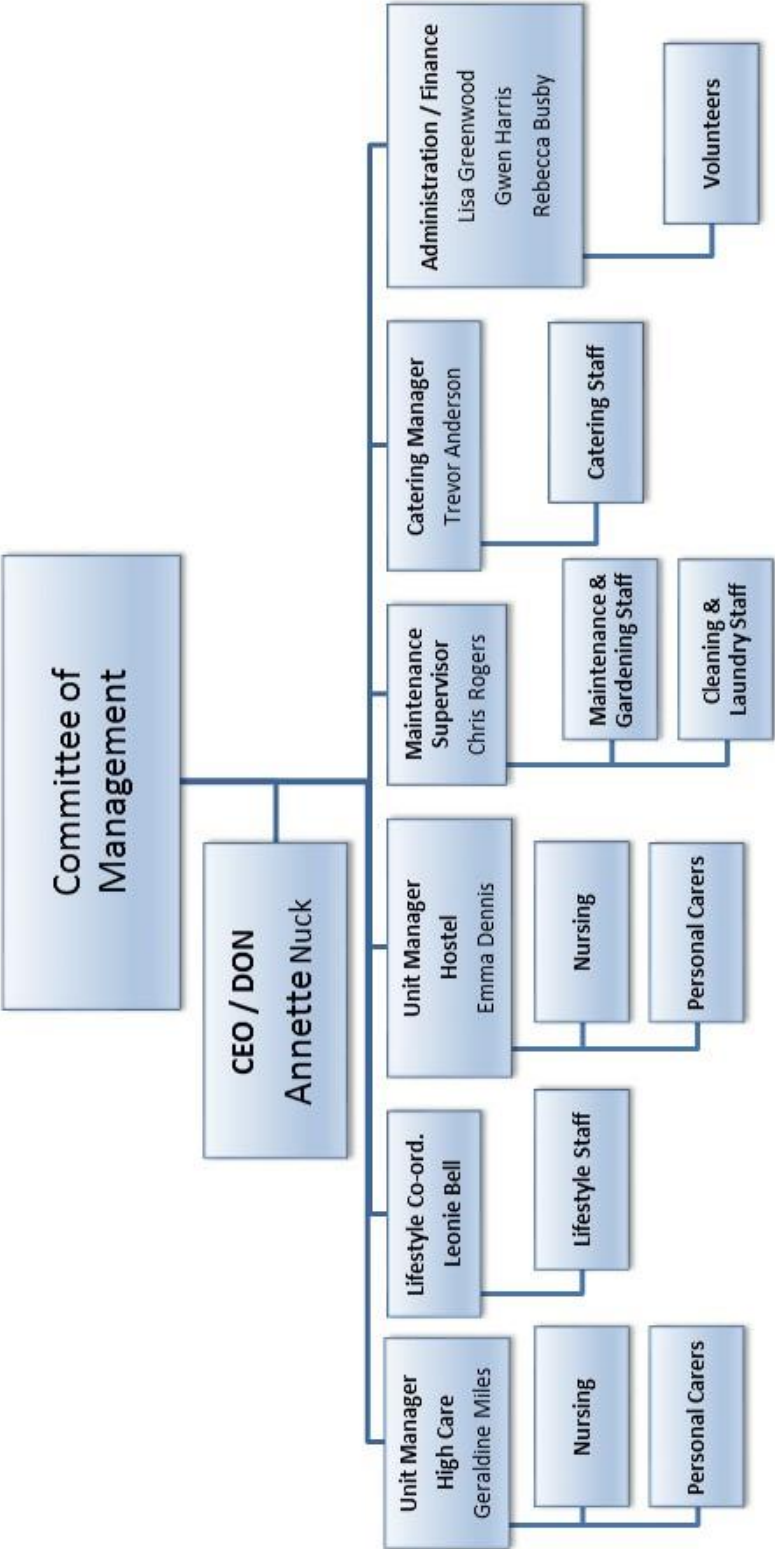
We actively pursue excellence, innovation and quality outcomes

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

Organisational Chart



Our Committee of Management

| | |
|--------------------------|------------------------|
| President | Don Crosthwaite |
| Vice President | John Brader |
| Committee Members | Kath Evans |
| | Tricia Glass |
| | Shirley Kirk – Sheehan |
| | Jeni Warburton |
| | Nelson McIntosh |
| | Margaret Hewson |
| | Don McEwan |



Pictured above from front L-R: Don Crosthwaite, Kath Evans, Jeni Warburton, Shirley Kirk-Sheehan, Tricia Glass, John Brader, Don McEwan, Annette Nuck. Absent: Nelson McIntosh, Margaret Hewson.

President's Report

We have again had a successful year financially, allowing us to start implementing our strategic plan developed by our previous Committee of Management (COM).

I would like to start by thanking the staff for yet another wonderful year. Annette, Unit Managers, Office Staff, Catering, Maintenance, Nursing, Cleaning and Volunteers, you have all cared for and enhanced the lives of those who are in our care. Thank you for your tireless efforts.

There are two critical ingredients to aged care, and I believe we achieve both quality of the facility and caring staff.

Planning for the building of Stage 1 has been a long process and will provide accommodation for another 16 aged care beds and 10 assisted living units. The rooms will reflect the high standard we are used to providing for the Yackandandah community.

The COM and Yackandandah Health staff have worked closely with our architects to develop a plan that will be enjoyed by all who live and work there. It has been a long and rewarding process for those who have contributed to the final outcome and I would like to thank those who have contributed to the planning and design process. Work is scheduled to start in September.

Our investment in solar has again shown that it has been a profitable venture. Our electricity accounts have shown positive benefits month on month. We have also been successful in gaining a grant for the installation of a new larger generator. This will enable us to operate if there are outages on the main supply grid.

As reported in last year's annual report the strategic plan set out to expand our services to the Yackandandah community and surrounding areas. A significant addition is the medical centre. After Central Medical Group decided not to continue to provide medical support in Yackandandah, your COM decided (following advice from Australian Health Industry Group AHIG consultants) to take over and run the medical centre under the Yackandandah Health umbrella. We believe that this is in the best interests of Yackandandah Health and the Yackandandah Community.

We ask the community of Yackandandah to support us as you have supported YCDCo. to ensure that this endeavour is successful.

The federal government policy is for older Australians to remain in their homes with support for as long as possible. Changes to the delivery in Community Care Packages in early 2017 means that recipients are able to choose their Home Care Provider. This has opened an opportunity for Yackandandah Health to provide Home Care Services which we are preparing to launch in late 2017. Details will be provided on our website as the service is rolled out.

An important aspect of our planning this year has been the use of consultants. We have sought advice on all our major projects to give us an independent opinion to ensure a successful outcome.

President's Report, cont.

I would like to thank those who volunteer. Your time, effort and commitment are greatly appreciated and forms a valuable extension to the care provided by the staff.

We have continued to work with the Yackandandah Men's Shed over the last year, assisting them to continue to develop their shed and are pleased to see the amenities block nearing completion.

We have had a very busy and successful year, made possible by the tireless efforts of our wonderful team led by Annette. The management team have delivered the level of care that we have grown to expect at Yackandandah Health. A profitable business is necessary if we are going to develop and deliver our master plan. Again, this has been achieved.

Thank you to the COM for their support during this year. John Brader is not seeking re-election - I would like to acknowledge his contribution and thank him for the five years of service he has given Yackandandah Health.

Thank you to Annette for her leadership and to the staff and volunteers for your commitment throughout 2016/2017.

Donald Crosthwaite
President, Committee of Management

CEO / DON Report

The last twelve months has been a period of planning and review. The plans for Stage 1 of our redevelopment has been our primary focus. With the support of Bernie Jovaras and Amber Jack from Jovaras Westland Partnership, we completed the plans for the new building and began the tender process. We are pleased that Joss Constructions have been awarded the tender and that work will be under way by the night of our Annual General Meeting.

We expect a considerable amount of disruption in the early part of the construction as the internal road and altered access from Isaacs Avenue is completed. After this work, the focus will be on the building with the link to the existing building to be left until the end of the construction.

If you have been reading our newsletters and other information, you will have seen references to the European model for aged care and may be wondering what we mean by this. The decision on the model of care that we are developing at Yackandandah Health has been a priority of our strategic planning processes from 2014. In the early discussions, the focus was on viability and growth. More beds? Different and new services? Redevelopment of the hospital building? Perhaps reopening the hospital?

Health care in general and residential aged care was changing – expectations were rising, and the medical and institutional residential aged care facilities of the past were not going to stand up in the future.

The COM started to look at the bigger picture. It was not only about buildings but how people lived in the buildings. This was the starting point to getting to where we are today. We started to have discussions on what was already different about Yackandandah Health and what did we want Yackandandah Health to be and look like in the future.

We asked the question – ‘if it was me what would I want’ and realised that although we all agreed that Yackandandah Health was one of the best RAC services that we knew of, we all wanted more. We wanted to be the bench mark. To do this, we needed to look further afield and learn from those who were innovative and ahead of the field. At the time, we weren’t sure where this would lead but were prepared to cast a wide net.

In Australia, when people need care, they often must leave their friends, leave their community and go to somewhere where those services are provided. Even if the service is in their home town, the RAC services tend to be separated from the community. This is not the best way for people to age well and we started to look for a better model.

Our attention was drawn to Europe. They were doing things differently and we liked what we saw. The model so often repeated in Australia of creating villages where the old are separated from the young on the pretext of safety and support wasn’t happening in Europe.

CEO / DON Report, cont.

They value and embrace their elders and their solutions on the difficulties that aging often presents were creative and inclusive. People may be old, but they're still people. People may even be not very well, but they're still people and they want to be able to say, "I would like to do this or that." Stage 1 is the construction of 16 new residential aged care units situated in two homes. A maximum of 8 people will live in each home.

Our plan is to support people to live life as usual in a normal house with a normal household. Houses with a front door, a living room and a kitchen. And a terrace or garden to sit outside in the sun.

"A house with your own bedroom, which is furnished in the style of your own home.

A house where you have input into cleaning the house, washing and ironing the

clothes, preparing the meals – a daily routine that you have helped to plan". The overall aim is to provide pleasure and a meaningful life. Our aim is that those who live with us are happy, have as much independence as possible, are valued and have value.



Pictured above: Stage 1 building concept design

Nursing Care should be back of stage with living life as usual at front of stage. For this to work we need a cultural change. We need to stop planning our routines and care around a medical model and put the person front and centre. Routines must be flexible and adaptable. Our professional and highly skilled staff will work together to integrate all aspects of life for the resident so that they may experience a normal life and have their health care needs supported as required.



Pictured above: Isobel Barrow (CSU nursing student, currently working as a personal carer) with resident Julia Scott.

A great building will not provide the full vision.

We want our residents to be connected to the community. We want to draw the community in so that spaces are shared, and the residents truly feel part of the community. We want them to be able to mix with different age groups and different people every day and not as a special activity.

This vision will be realised in Stage 2. Here we will create a community hub. Services such as the medical centre, meeting rooms, a gym, a café, hair dressing salon, art spaces and outdoor spaces to sit and wander. Stage 2 is where the community and the residents come together.

CEO / DON Report, cont.

The aim is to create a social space – residents can shop, have a coffee, enjoy a walk in the fresh air, go to a concert and see a movie. The possibilities are endless – but for every activity the community will be welcome. People of all ages will enjoy this innovative and unique community hub.

What will this model give our residents? – More autonomy, reduced behaviours, less stress, more exercise, more social involvement, improved cognitive function and most importantly increased happiness. What about the staff? – Less stress, happier residents, increased pride and satisfaction in working for an organisation that is innovative and ground breaking.

Finances and business activities:

We have had another successful year – in many ways. Financially, we have again posted a surplus – this puts us in a comfortable position as we start the new build.

Government funding for residential aged care has been frozen and in fact reduced. The Government has made changes to the Aged Care Funding Instrument (ACFI), with the overall effect of reducing income. There has been no increase in the ACFI supplement for the year, meaning that we are faced with increased wage costs and decreased income. There has been a review on the funding model and recommendations for changes are being considered. We can only hope that this results in a fairer system with less administrative burden.

Our new logo and website was launched in July and August. The website is bright and modern, providing good information that is easy to find. If you haven't had a look, please do so www.yackandandahhealth.com.au. We have reviewed much of our marketing and information materials during the last 12 months. Brochures and information booklets have now been forwarded to the printer and we look forward to showing them to new and prospective residents.



Pictured above: New Yack Health website developed for use on all devices is easy to navigate.

We have continued to update and refresh the living spaces in our residential aged care service.

Rooms have been painted and carpet replaced as they have become vacant. We now have more rooms refurbished than not. This is important as the original rooms are over 20 years old and were looking a bit drab.

With support from the Ladies Auxiliary, we refurbished the sitting room in Hobbs Corner, creating a library. Residents are enjoying this lovely space to read, use a computer and meet with friends. The Ladies Auxiliary provided \$8500 to complete the project for which we are truly grateful.



Pictured above: Hazel Fox and Pauline Henderson chat in the newly furnished Hobbs Corner sitting room.

CEO / DON Report, cont.

The sitting rooms have all received a fresh coat of paint and new and bright furniture. We have created rooms with different themes – this makes each space unique and provides a different focus that encourages people to move around the building and sit in different spots.

The kitchen received some much-needed improvements, with the storage, fridge and freezer spaces increased. To achieve this, the hairdressing salon was moved to the old hospital. The courtyards received an update. Plants that have served us well were not suitable for their space now slowly replaced with new and different plants. Residents contribute their ideas and preferences for the gardens ensuring that the gardens evolve and remain the resident's gardens.

The Tobin family generously donated a chicken coop this year and we look forward to it being part of our planned farmyard. This area will be developed once the road works are completed as the first part of the new build. We have received several small donations which we have used to upgrade the sound system in the hostel dining room.

We have participated in a number of community events during the year. A highlight was the ABC Back Roads return to Yackandandah in November. The Ladies Auxiliary hosted morning tea in the new community space beside the town hall. The array of cakes, slices, sandwiches and other treats so impressed Costa Georgiadis from Gardening Australia that he interviewed the ladies, streaming it on a live podcast around the world.

We had comments from listeners as far away as Canada and the USA. In the afternoon he visited Yack Health, providing some gardening advice to our group of keen resident gardeners – even assisting with weeding and planting in our herb garden.

He spoke French with one of our residents and Czechoslovakian with another. It was refreshing to see someone with a media profile take the time to talk individually to every one of our residents. At the end of the visit he told me this was the best aged care service that he has visited “and I have been to a lot of them”.

Ian Moyle opened his and Olive's garden in April. Yack Health had a stall – selling plants and craft made by the residents. It was a great day despite the rain with the resident suitcase garden winning the miniature garden contest.



Pictured above: Costa filming our wonderful Ladies Auxiliary cake stall.



Pictured above: Costa chatting to our resident gardener Jean.



Pictured above: Residents win first prize in 'Garden in a box' at 'Moyle's Open Garden.

CEO / DON Report, cont.

We have worked for some months on the transition of ownership of the medical centre from Central Medical Group. We thank CMG for providing medical care to the community of Yackandandah for over 18 years and for assisting us during the transition period. We look forward to growing the business and increasing services for Yackandandah.

We will also be establishing a home care service in late 2017. We believe that we can successfully transfer the philosophy of care from our residential service to a home service.

Yackandandah Health has achieved an occupancy of 99.18% for the 2016 / 2017 year. 15 of our elders passed away during this financial year. The average length of stay for these residents was 4 years. One resident had lived here for 11 years, another for 8 years and three for 6 years. The average age of our elders as of June 30th, 2017 was 88 years. It is a privilege to be entrusted to care for them. In the 2017 Resident Satisfaction Survey, 53 residents completed the 24-question survey. The result from the survey indicated an overall satisfaction of satisfaction level of 93.6%.

As part of our risk management system, we monitor the number, type and impact of all incidents. In the 2016 – 2017 year, we recorded 218 incidents. The number of incidents per occupied bed day was 0.028, a very low figure. Falls incidents are the most common incidents that are reported at Yackandandah Health, making up 82.5% of all incidents. The number of falls per occupied bed day was 0.023. 75% of the falls reported did not result in any injury to the resident. 25% 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.

We look forward to the coming year. The new building and services will no doubt present challenges. As we have such a great team, I am confident that Yackandandah Health will continue to maintain and exceed expectations.

A huge thanks to all of our staff.

Annette Nuck
Chief Executive Officer / Director of Nursing



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.

Geraldine Miles was the recipient of the second Doris Croucher Scholarship. She used the scholarship to complete Certificate IV in Workplace Training and Assessment. Below is her story.

“YH has hosted Diploma of Nursing and Registered Nursing students for their clinical placements for many years. In recent years, student placements were coordinated by Beechworth Health Service through Vic Place.

In 2016, YH was informed that we were eligible to be a clinical placement provider in our own right. A Registered Nurse with a current qualification in Certificate IV in Training and Assessment was required to coordinate the program. I applied for and successfully obtained the Doris Croucher Scholarship to support me to complete this certificate which I undertook at Wodonga TAFE. In July 2016 until December 2016 I attended TAFE for a full day every Friday and successfully completed my Certificate IV in Training and Assessment.

I commenced the certificate somewhat arrogantly. I hold a Diploma in Education and thought I knew a fair bit about teaching. I was duly humbled. The Certificate IV was structured among other areas to educate me about the current educational models which our prospective student EEN'S and RN's undertake. I have not been involved in the TAFE system before and learnt about the structure of the TAFE system.

The Certificate IV is a generic course designed to cater for numerous workplaces. Because of this there was a variety of professions and industries represented by those undertaking the course. I spent 6 months associating with and learning from other nurses, Physiotherapists, Allied health workers, Myotherapists, builders, a baker, a barista, an arborist, a taxation department worker, a preschool teacher and a beauty therapist. I found the interactions interesting. I also learned many computer skills that I did not have.

With this Certificate, I can now co-ordinate and supervise numerous students at YH. We will have had 48 students complete a placement at YH this year. I remember my Charge Sister when I did my first ward placement at The Alfred Hospital. I feel she helped shape the nurse I am today. Her leadership, empathy and compassion are still remembered by me today. I hope that I can help shape a new generation of young nurses to be the most caring, empathetic, dedicated and skillful nurses they can be”.

**Geraldine Miles, Nurse Unit Manager
Recipient of the Doris Croucher Scholarship 2017**

Hostel Report

The hostel has had a busy 2017. 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 to remain in their room in this unit throughout the different stages of their illnesses. The hostel staff are caring, are highly skilled and responsive to all needs with smiling faces and compassion – feedback we regularly receive, and strive to maintain.

The government's aging strategy to encourage older persons to remain in their homes for longer has had an impact on the increased demand for respite care services. In response to this demand, we have made an additional respite bed available. 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. It also facilitates an orientation process for residents who decide to transition into a permanent room.

An additional service for hostel in 2017 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 this program.



*Pictured above: Kiewa Sitting room refurbished.
Seated from left: Pepita Hodgetts, Pauline Henderson and Edith Dryden.*

Our refurbishment program to “spruce” the hostel up and update the dated 20-year-old décor has been completed. 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.

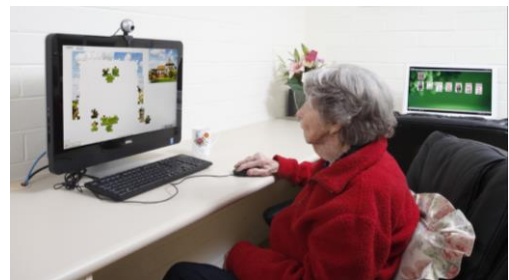
Hostel Report, cont.

The addition of a library in Hobbs Close has been very popular. Residents have embraced this space and will spend hours sitting in a comfortable and inviting environment engrossed in a book.



***Pictured above:** Residents enjoy a game of cards in the refurbished library.
From left: Heather Allot, Jean Barton, Julia Scott, Max Norris and Pepita Hodgetts.*

The computers are popular with residents who use this technology to stay in contact with families with skype, researching individual interests or playing games and completing jigsaws.



***Pictured above:** Hazel Fox is a regular on the computer. Shown solving puzzles.*

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 relevant conversation and activities.

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 gain from this.

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



***Pictured above:** Jean Barton enjoying her garden.*

Hostel Report, cont.

A popular activity introduced this year has been dancing. Music, and laughter can be heard from afar from residents enjoying participating in dances such as “the hoki poki” and line dancing.

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



We are very fortunate to have stable, dedicated, friendly staff who enjoy their work here and bring many years of shared experience between them. It can be a challenging work environment at times with fun and unfortunately sadness.

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.



Pictured above:
Australia Day celebrations.
From Left: Staff Maureen Baker & Jo Mitlehner and resident Max Norris.

Pictured Left:
The resident choir enjoying a sing along in the Activities room.
Pictured from left: Jenny Rockliff, Pauline Henderson on the piano.
Top to bottom right: Pepita Hodgetts, Alice Gray and Pamela Crosthwaite.

Emma Dennis
Deputy Director of Nursing

Poppy Place Report

I'd like to talk about role models. Throughout a person's life there are significant people who influence our values and attitudes. They help in shaping the person we become. We are never too old to learn from those people who have something to teach us. Hopefully we are also able to be role models for other people.

It is in this context I'd like to mention some of our residents who still have partners. I am so impressed by these couples, both as individuals and as partners. Each couple have their own story of why and how they have come to residential care. They all involve commitment to each other: struggles to remain together and resilience to make the best with the cards life has dealt them. These couples show us what true love is. They are role models for our own lives.

We decided we needed to celebrate their enduring love and dedication in the face of difficulties. We chose Valentine's Day as an appropriate day. The activity staff, kitchen staff and care staff combined to facilitate a 'silver service' luncheon with candle light, red roses and chocolates. There was live music provided by Jill Whitford on flute and Ian Welsh on keyboard. Each couple dressed up in their best clothes and had a very enjoyable meal. For a moment in time, they felt they were in a romantic restaurant with the person they love.

Every special occasion in our residents' lives is significant. Every month we have a birthday party for those residents whose birthdays fall in that month. We try to make that day a special one for those residents. We have party food, cake and drinks. It is wonderful to have family members come in on those days, and I would extend a big welcome to family members to join us for the birthday lunch.

Family night Christmas tea 2016 was a great night. So many families came in to share a special meal with their family member. It is always interesting to see the variety of delicious food people bring in to share. It is lovely to see entire families together sharing Christmas. Staff volunteer and come in to ensure those residents with no family present have a special evening. It is wonderful to see how much the residents and families enjoy this night. To see residents singing along to the carols is heartening.



Valentine's Day lunch 2017:
Pictured top: John Clark and partner Ruth.

Below: Walter Tomkins & wife Elizabeth Tomkins.



Pictured above: Family Night Christmas 2016
Helen Holden with Santa aka Josh Bell.

Poppy Place Report, cont.

Students

It is the staffs' turn to be role models, when we have students doing their clinical placement with us. We have had an increased number of both Registered Nurse students and Endorsed Enrolled Nurse students doing their placement in Poppy Place.

By the end of the year, 47 students will have completed their clinical placement with us. All the care staff at Yackandandah Health are role models assisting these students achieve a high standard of care and to develop empathetic and professional attitudes. It is a privilege to help teach and mentor the next generation of nurses. Many of these students commence placement feeling that caring for our elderly is not where they want to go with their nursing. After experiencing the culture at Yackandandah Health, some of these students have changed their goals to one of wishing to nurse in aged care.

We have received some very favourable feedback from the students. "My placement in Yackandandah was fantastic." "Yackandandah is a great place to live and practice, as it reflects the positive attitudes of a professional healthcare team."

We have also collaborated with The Speech Pathology Staff at Charles Sturt University, who with their final year students, have conducted swallowing assessments on some of our residents. This is a win / win situation for us both.

Poppy Place

We aim to provide thoughtful, compassionate and sensitive care to ensure a positive, affirming experience for our elders, their families and friends.

I thank all the staff – care, activity, cleaning, kitchen and maintenance – because without their hard work and dedication we could not achieve this goal.



Pictured above: Dennis Zahra chatting with Walter Tomkins in the Poppy Place garden.

Geraldine Miles
Nurse Unit Manager

Lifestyle Report

The Lifestyle program continues to evolve as the needs of residents' change. As we move to a model of care where generations mix, and the elders of the community are empowered, respected and enjoyed, we aim to facilitate wellbeing and community interaction. We offer both individual and group activities for residents; the focus is to provide meaningful and purposeful pursuits throughout the day that maintain their interests.

Throughout the past twelve months, we have offered a range of diverse activities to enhance the physical, mental, emotional, spiritual and social aspects that form part of resident's day to day life. The current program provides for 3 group activity sessions and 2 individual activity sessions daily. We note that 80% of residents regularly participate in 6 or more group activities weekly with the remaining 20% participating in 1-2 activities weekly. 100% of residents participate in at least 1 individual session weekly.

Many of our traditional activities such as Theme Day events, Family Night Tea & Carols, gardening, outings etc. continue to be very popular however, I would like to mention a few programs that are innovative and enhance the concept of residents being empowered.

Life Memory Boxes:

Residents and families were invited to join in this art project with approximately 20 residents as well as family members becoming involved. The project ran over 10 weeks culminating in an Art Exhibition at our Open Day & Fair in late 2016. Boxes were decorated using a variety of methods including painting, decoupage or the use of personal photos.



Pictured above: An exhibition of Life Memory Boxes.

The items chosen to go in the boxes had special significance or provided a memory connected to a special event in their life. Participants wrote stories relating the connection the items had to their life and the significance these items played in remembering a special time or event. After the exhibition, residents were invited to display their work at the local Yackandandah Museum and do a talk for their members on the box they made.

The exhibit and display generated much reminiscences and conversation, as well as providing residents with an enormous sense of achievement as many were skeptical at their ability to complete a work of art when they first began.

Lifestyle Report, cont.

Program Delivery

The concept of empowering residents has lead lifestyle staff to trial two activity programs where residents are running the program with our support in the background. The team is working with a core group of capable residents to build confidence and leadership skills. This core group is now taking it in turns of delivering the weekly quiz, calling bingo and leading a current affairs discussion session. Lifestyle staff provide the material needed, the set up and provide support if needed to keep the program moving. Another avenue for residents to explore in this manner is Musical Armchair Travel sessions based on their memories and experiences.

Rickety Rocker Dance Club

Many of the residents entering our facility talk about maintaining an active mind and body. We have recently formed a dance-club and currently have around 20 regular participants. We choreographed 2 dances to meet the capabilities of residents wishing to attend, some sit, some stand, but all enjoy the sessions immensely.

The recent performance at Saturday Happy Hour was a real success with the group performing the Hokey Pokey and then the Cupid shuffle- to Achy Breaky Heart. Some of our next endeavours will include the Chicken Dance, Heel-Toe Polka, Macarena, Time Warp, Go-Go dancing to name a few.

We will continue to hold a Happy hour event for them to perform their new dance, share a story or two from days gone by and enjoy the company of others in a very social setting.



Pictured above: Dance club members.

Knit N Natter

Resident's love of craft, knitting, crocheting, embroidery and sewing lead to the formation of a Knit N Natter group. This is not just for the girls but some of our men like to knit as well. Knit N Natter is the place to be on Tuesday afternoon for a little work, lots of natter, plenty of good company and a bucket load of laughs.

We are always on the lookout for a project that gives back to the community and the Trauma Teddies has fitted that bill perfectly.

Lifestyle Report, cont.

The teddies are sent to the CWA to be used in care packages they assemble for people suffering hardship. We have made around 150 so far and Heather has been the back stop of this project, knitting over 100 teddies on her own.



Pictured above: Heather Allot with an armful of Trauma Teddies ready to be used in care packages.

Other members of the group have been a bit adventurous, trying new patterns including knee warmers, fingerless mittens, tea-cozies, shoulder bags, coat hangers, dusters, scarves and headbands.

We have sold over \$200 worth of goods in the shop and are currently working on a pom-pom rug, Christmas balls and knitting for our future fundraising activities.

I want to thank our team of wonderful volunteers; their never-ending support, tireless commitment and genuine desire to enhance resident's lives is one of the factors in making the lifestyle program great. I also want to acknowledge the cooperative team we have at Yackandandah Health; across all areas staff chip in to help-out and resident's lifestyle programs are enhanced by this team approach to quality care.

Lastly, I want to thank Jenny, Tracey & Lesley for their constant support, commitment, creativity and innovation they bring to their role - thank you all for another fabulous year in 2017.

Leonie Bell
Lifestyle Co-ordinator

Catering Report

I would like to thank our Catering staff once again for their efforts during the last 12 months. As with other years the way we operate does change over time as we implement improvements. Most of these changes are for the better. This is true of service improvements for the resident's. Sometimes it is changes we need to make regarding Food Safety Regulations, etc.

There is a saying that goes "No gain without pain" and that was certainly true of our expansion work carried out this year. Our store room, refrigerator and freezer were re-designed to prepare for the future and to overcome our lack of storage space in all those areas mentioned above.

With the re-locating of the hairdresser, work began on the new freezer, dry storage and the refrigerator. This caused extra work and effort to the Catering team in the short term.

With the completion of the works the new freezer is four times the size of the previous freezer, the same with our storeroom and the refrigerator capacity is one third larger.

How we operated with the reduced capacity prior to these improvements we don't know. It is obvious to all that this was long overdue and a considerable improvement.



Pictured above: Our brand-new refrigerator just off the store room.

As has been mentioned before we listen to the resident's feedback through various means and endeavour to do what we can to accommodate their requests. The kitchen has prepared over 2770 meals for staff and visitors. 1,580 meals were prepared for Meals on Wheels and the Planned activity group. The meals continue to be popular with staff and feedback from our residents indicating a high satisfaction rate.

Once again, I thank the Catering staff and all other staff who work along with us to provide this important service.

Trevor Anderson
Catering Manager

Environmental Services Report

The maintenance department has been involved in various projects over the year, with an emphasis on supporting the upgrade of services and maintaining essential equipment.

It was agreed that the dry kitchen stores and freezer areas required increased capacity, especially in view of our future expansion and continued provision of meals to the Yackandandah community and surrounds. To enable this, it was necessary to utilise the room adjacent to the kitchen currently allocated to the Hairdressing Salon. A doorway was knocked through the adjoining wall, installing a walk-in freezer and enlarging the stores section. This involved substantial building, electrical and plumbing works over a period of a few weeks, completed in October 2016. The Hairdresser was installed in the room formerly allocated to the gymnasium in the old hospital building, and the gym was moved to another room.



Pictured above: Freezer installation in progress

Preparations for Stage 1 of the Master Plan were ongoing, including consultation with contractors for plant and service enquiries, demolition of the house adjacent to the Men's Shed at 24 Isaacs Avenue for a new car park, and attendance at planning meetings.



Pictured above: Demolition underway. *Below:* New Shade Sails.

An upgrade to our security system was necessary to enable all external doors to be secured out of hours to ensure resident and staff safety. This was completed in February 2017.

Preparations to re-vamp several of our garden spaces was achieved, including the removal of large shrubs that were blocking light and sunshine into resident rooms, improving soil for planting in spring, maintaining sprinkler systems, and general garden maintenance. The shade sails in the courtyard were upgraded this year in the Indigo (formerly B Wing) courtyard in November.



To support the tagging and recording of assets, as well as offer our resident group a testing and tagging service, our test and tag machine was upgraded in July. This item is superior in its function, is more mobile and user friendly. We continue to face the challenges of maintaining old equipment and diarising services and replacement where necessary. This includes problems with the gas tank over the cold and frosty winter.

Our maintenance diary remains constant with many small jobs addressed on a day-to-day basis. My thanks to the whole team for their continued efforts.

Chris Rogers
Environmental Services Manager

Fundraising & Volunteers Report

Fundraising

The creation of a resident library was made possible this year by contributions from our Ladies Auxiliary to the tune of \$8500. Our small fundraising group has worked closely with the Ladies Auxiliary to raise funds to finalise the refurbishment of the remaining two of the five lounge areas for our residents.

A large bookcase was installed in the area formally known as the H Wing Lounge room to divide the library area from the kitchenette. The addition of lovely high back lounge chairs, a timber desk and decorative items has made this area a lovely spot to sit, read or enjoy the company of others.

Another area which has been given a refurbishment is the Poppy Place entrance formally known as the D Wing entrance. A sideboard, shelving, dining table and chairs have been installed, along with various decorative items and club lounge chairs. It is a lovely space.

We are extremely grateful for all the Ladies Auxiliary group achieve throughout the year, through various catering and support of community events. They are the quiet achievers of Yack Health and we thank them sincerely for their continued efforts and funding of our projects.

Our Café and Shop was set up in July 2016 for the use of residents, family and visitors, utilizing the lounge in Isaacs wing. The Café and Shop is open each Friday, allowing residents to shop for minor grocery and personal items, as well as meet for coffee and cake.

It continues to be an over-whelming success, with many booking a table in advance to enjoy the experience. Several staff are on the cooking roster providing an array of cakes and slices. We especially thank Bride McShae for cooking weekly - her sponge cakes are very popular! We also thank our volunteer and café manager Diane Chandler, along with the wonderful group who assist her from week to week. We were happy to be involved in local events during the year, including the Folk Festival, Moyle's Open Garden and Town Garage Sale.



Pictured above: Helen Kelley, Mona Saunders, Lyn Cameron, Pam Smith, Sonja Wolf, Alison Nicholas. Absent: Pat Muller.



Pictured above: Poppy Place entrance refurbishment.



Pictured above: The YCafe fully stocked ready for business with Di Chandler behind the counter.

Fundraising & Volunteers Report, cont.

Our thanks to those who nominated Yackandandah Health for their Foodworks “community points”, the total received being \$1100.

Overall, an amount of \$ 7300 was recorded from donations and takings from events during 2016 and 2017 which is a terrific effort by all - thanks to everyone who has given their support. Our focus for future fundraising will be looking towards Stage 2, the community services building.

Volunteers

Volunteers are a most important resource non-for-profit community organisation have and the ability of people to work willingly for the betterment of their community and themselves is a valuable resource. We are certainly grateful to have over 55 Volunteers providing their valuable skills to various areas including crafts, hand care, weekly choir and music meetings, baking, managing the YCafe and offering Pastoral care for Poppy Place, the hostel and various Lifestyle activities.

We continue to enjoy weekly visits from Delta Dogs’ volunteer Rachael and Pippa the border-collie.

The Yackandandah Gardening Club visits monthly to assist our keen gardeners and to maintain and develop key areas of our gardens.

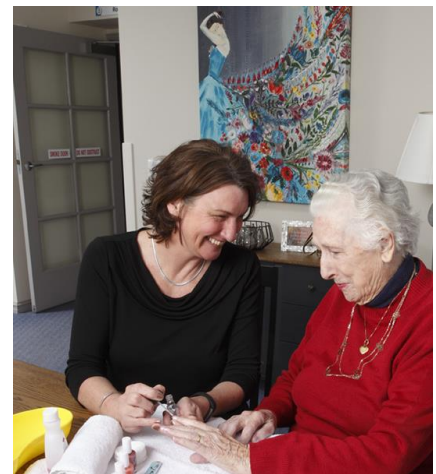
Recruiting, retention and promotion of our Volunteers is still a priority. We are extremely fortunate to have such a dedicated group of volunteers and we thank them all for giving their time to Yackandandah Health.



Volunteers:

Above: Di Chandler at the YCafe.

Below: Jeanese Coupe provides hand-care.



Pictured left: Our Volunteers gather for our annual Xmas party.

| | | |
|------------|-------------------|--------------------------|
| 30+ | 34 | Jenny Watkins |
| 25+ | 27 | Wendy Gallacher |
| | 27 | Trevor Anderson |
| | 26 | Geraldine Miles |
| 20+ | 22 | Maureen Baker |
| | 22 | Nola Crichton |
| | 21 | Judy Rogers |
| | 20 | Lorraine (Vicki) Johnson |
| 15+ | 18 | Margaret Carter |
| | 18 | Leonie Bell |
| | 17 | Vicki Norman |
| | 16 | Mandy Murray |
| | 16 | Chris Rogers |
| | 16 | Kim Stewart |
| 10+ | 14 | Mary McKenzie McHarg |
| | 15 | Gayle Hulett |
| | 13 | Christine Deering |
| | 13 | Emma Dennis |
| | 13 | Lorrain Ellingham |
| | 13 | Karen Hyde |
| | 12 | Gael Frawley |
| | 12 | Pam Ward |
| | 12 | Lisa Greenwood |
| | 12 | Gwen Harris |
| | 12 | Bea Leggatt |
| | 11 | Cathy Campbell |
| | 12 | Tracey Healy |
| | 11 | Maria Milgate |
| | 11 | Annette Nuck |
| 11 | Claire Smith | |
| 10 | Kerryl Heckenberg | |

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 30th, 2017, we had 82 staff members: 4 Full Time, 60 Part Time and 18 Casuals.

Contact Us



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