



*Everything we do is about caring
for our community.*

Quality Account Report
2019–2020

Calendar
2021



Introduction

A very warm welcome to the RDHS Annual Victorian Quality Account Report for 2020. We continue this year to present the report in a calendar format which not only makes it an interesting read but useful!

To you, our community, it provides you with a host of facts and figures about our many healthcare programs and services that we offer to our communities.

I would like to acknowledge the traditional owners of the lands on which our campuses are located. I wish to pay respect to Elders past and present and to those emerging. I also wish to acknowledge the people that make up the many other cultures within our catchment who also provide a rich and diverse community enhancing the way that we live.

Our Board of Directors remain very engaged and motivated in providing oversight to our Clinical Governance system with a strong emphasis on quality and safety. The Board Directors regularly attend our clinical forums and present our leadership team with the challenging questions that require scrutiny and answers. However it is you, the community whom we are ultimately accountable to and it is your feedback, comments and complaints that provide opportunities for improvement on the how and where we provide our healthcare services, new and established! The Board of Directors also have continued the theme of “Innovation, Innovation, Innovation” within the health service, which is the motivational push for service development and excellence. These times which will sadly be remembered as our “COVID” ones have proven to be a shackle around our necks making service delivery just that little bit more difficult, however during such times there is still innovation, because we care.

RDHS continues to look at and review everything we do and 2020 is no different.... we continuously look at the way we do things and ask the question “why” and is there a better way? RDHS has also reviewed its senior management structure to determine whether or not it is the most efficient way to manage an organisation that requires to look at itself yearly in response to the ever changing health economic environment. A food services review also dominated the management agenda as we strove to achieve excellence in the menu choices and delivery within our Residential care area. RDHS together with its Residents input, have made considerable headway in this space over the year particularly in choice and quality.

This year has also seen the introduction of a Dashboard reporting system that surpasses any other reporting we have previously done at RDHS. Through the four reporting pillars of:

- Quality and Safety
- Activity and Performance
- Workforce
- Finance and Sustainability

The leadership team report on these statistics (KPIs) through to the Board Directors which provides them with a snapshot of the health services overall performance and efficiency. Similarly it also provides for “opportunities for improvement” by way of identifying matters that need attention. RDHS continues to enjoy

full Accreditation with all relevant bodies and Government departments in all areas, aged care, sub-acute, primary and corporate. Accreditation or compliance status is also a reassurance to our community that we meet a set of established standards, put in place to protect their health care needs.

The advent of COVID-19 has restricted the number of health promotion activities that RDHS has been able to present or share in with the community aside from providing an unofficial testing site! However we continue to explore ways in which we can engage with the community on health messaging...our Facebook page has run very hot with COVID updates, good news stories and as stated important health messages including mental health.

Our partnerships are especially important to us as we are all in the same business of taking care of our unique yet bonded communities. We have established partnerships with Mallee Track and Community Health Services, Swan Hill District Health, Kerang District Health, Sunraysia Community Health Services, Murray Valley Aboriginal Cooperative, Robinvale College, Robinvale Police, Swan Hill Rural City Council, Western PHN, Murray PHN, RFDS, Ambulance Victoria, Bendigo Health and last but by no means least the new Mildura Base Public Hospital. Together we invest and

share our resources into establishing new services to our Region. RDHS is proud to be associated with each and every partner some of which have not been named here.

Our GP workforce was bolstered this year with the establishment of a GP Clinic on the main campus. This Clinic was established in partnership with the Royal Flying Doctor Service (RFDS) in response to the extreme need of our community in accessing GP medical services. Dr Jane Neyland has worked tirelessly in attempt to keep up with the demand however relief was at hand! During the past months though most consultations have occurred via telehealth mode or telephone (visual and / or vocal) with considerable success.

The Allied Health and Early Years teams have also utilised this consultation mode with success in our community and it allows for access to ongoing treatments. Face to face consults were maintained under COVID restrictions where it was required.

RDHS is governed by a Board of Directors, led by the Chair, Bruce Myers and as stated previously, they are the accountable authority that ensures that all services and programs provided by the organisation are of quality and safe for our community. Our sincere thanks to him for his leadership and vision as we move forwards and to

Quentin Norton, previous Board Chair and his passion for our communities. The Board is accountable to both the Federal and Victorian Governments through the Department of Health and Human Services and the communities we serve. The Board provide oversight to the CEO and leadership team for all matters pertaining to the health service, both Clinical and non-clinical.

RDHS is very proud of the quality of services that it provides to the communities of Robinvale, Manangatang and everything in between. We hope you enjoy the 2021 Calendar and that it is both an interesting read and useful.

Your feedback is both encouraged and very welcome, no matter if it is relaying to us that you had a good experience within any area of the health service or that you can offer an opportunity for us to improve in. Your feedback is provided to the Board together with any actions the leadership team have recommended to resolve any issue. We cannot thank you enough for your support particularly during 2020 when COVID turned our world upside down. Together with you, our community, we look forward to a brighter year ahead and thank you again for your understanding and patience.

This report can also be found on our website www.rdhs.com.au




Bruce Myers
Board Chair




Quentin Norton
2019 – 2020
Board Chair




Mara Richards
Chief Executive
Officer

What does our logo mean?

The Symbol is clear in its purpose and being. It is both simple in its message and yet complex in its nature. It is RDHS.

The **eagle** with its wings spread around the figures conveys the suggestion of being “taken under the wings of care”, embracing the health care needs of the community. The eagle is also both predatory in its protection and vigilant of the surroundings; this actively portrays the organisation as uncompromising and ever diligent of the health care needs of its community.

The **red sun** is a strong symbol of aboriginal culture and it supports the diversity of peoples existing within the community. The sun also takes in the association of the community to its environment and balances the flowing aspect incorporated into the eagle’s wings, symbolic of the Murray River.



The **three figures** represent both family and cultural differences that exist within the local community. Family bringing a strong element of humanity into the design and promoting people caring for people.

The **green figure** is also illustrative of new growth within the community, the bearing of fruit and it ties horticulture into the environment of sun and water.

The **colours** represent a balance and portray a sense of professional quality in the organisation. In its design it is reflective of the strength and nobleness of the eagle, and yet comforting in its appreciation of the community in which the organisation exists.



Quality Management System

The RDHS Quality Management System (QMS) adopts a culture of continuous quality improvement that is embedded in our everyday practices and supports the meaningful participation of people in giving feedback about the services they require, and the quality of services they receive.

RDHS continues to demonstrate ongoing commitment to maintain our QMS including: health & safety management; organisational governance; evidenced based clinical care and support services and adhere to the National Safety and Quality Health Service (NSQHS) Standards, maintaining certification since 2018.

Our Clinical Governance Committee provides an ongoing forum for review, governance and recommendation.

RDHS strong commitment Quality and Safety is reflected in our approach to:

- Ensure accountability for the safety and quality of care at all levels of the organisation, reporting through to the Board of Management.
- Creating safe environments and systems for consumers and staff
- Reviewing and improving the performance of the patient safety and quality systems
- Assisting our healthcare professionals and Visiting Medical Officers monitor the safety and quality of care they provide, and
- Maintaining an outstanding record in the delivery of quality patient care

Accreditation

During 2019-2020, RDHS continuously worked towards meeting and maintaining the required Commonwealth and State Government Standards.

RDHS is yet to participate in the annual surveillance audit, due to the State Border restrictions in early 2020 the audit has been postponed. RDHS will be expected to complete the surveillance audit with accrediting body TQCSI, to retain accreditation against ISO 9001:2015 QMS in late 2020.

RDHS maintains ongoing accreditation for the National Safety and Quality Health Service (NSQHS) Standards and is required to submit an annual attestation statement. These standards provide a clear statement about the level of care consumers can expect from health service organisations, and they play an essential role with the accreditation process.

Attesting is a formal process involving our Board Governance and Senior Executives, attesting to practice. This is in the form of a written affirmation. RDHS will undertake full recertification against these standards in 2021.

Riverside Campus is required to participate in one Accreditation audit every three years. These are now attended by the Australian Aged Care Quality Agency (AACQA) as “un-announced” visits. Riverside Campus has ongoing AACQA accreditation until February 2022.

These results give us confidence that all our aged care residents are given the best possible service by our extremely caring staff. The Aged Care areas at Manangatang Campus Aged Care and Robinvale Campus Aged Care do not require external accreditation, however with our extensive internal auditing process we ensure that the same processes and procedures are followed at all of our Aged Care facilities.

Key Performance Indicator	Target	Result
Health Service Accreditation	Full Compliance	Achieved
Residential Aged Care	Full Compliance	Achieved

People Matter Survey

RDHS is yet to participate following the delay of 2020 People Matter Survey in March due to the coronavirus (COVID-19), the VPSC is aiming for it to take place in October 2020.

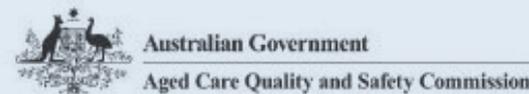


In order to continue to address the strategic focus areas from the responses in 2019, RDHS will in late 2020 introduce the People Champions Committee to assist with improvement of communication across the organisation.

The purpose of the People Champions Committee is to provide leadership, monitoring and advice in the areas of organisational culture, workforce engagement, employee wellbeing and safety consistent with RDHS values. This involves promoting a culture that drives high quality care and facilitates effective employee engagement and participation, and ensures that there are systems in place to support and protect a skilled competent and proactive workforce. The role of the People Champion is to provide a further pathway for staff input into organizational decisions affecting their work place culture.

Responsibilities of the People Champions Committee include:

- Oversee the development, reporting and management of strategic workforce engagement initiatives that align with RDHS values and embed cultural improvement initiatives that are patient focused and people centred.
- Review People Matters survey undertaken at RDHS, evaluate against relevant industry and internal benchmarks, and identify trends that require further investigation, develop and monitor the appropriate action plans/key strategies implemented.
- Monitor and provide Input to the Health Services diversity and employment practices, programs and initiatives.
- Monitor key performance indicators against agreed targets to be determined by People Champion Committee including, but not limited to: Staff Turnover Rates, Leave Management, Sick Leave rates, OH&S, EEO, Mandatory Competencies and Bullying and Harassment complaints.
- To provide oversight to ensure that RDHS promotes a healthy and safe working culture and has employee wellbeing and Occupational Health and Safety strategies in place.
- To provide oversight to ensure RDHS People and Culture aligns with the National Safety and Quality Health Standards



Quality and Safety

January 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31 • New Years Eve 2020	1 • New Years Day	2
3	4 • Re-open of Allied Health Services	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26 • Australia Day	27 • VIC Term 1 Start	28	29	30

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**Values
Driven
Care**

“Everything we do is about caring for our community”

**Respect
Professionalism
Care
Commitment
Collaboration**

A positive patient experience is at the centre of everything we do and we rely on the efforts of our dedicated staff to deliver the overall goal of the organisation.

We aim to create and maintain a workplace where the day to day practice of all RDHS staff reflects our values, vision and purpose to create an environment that enables both positive patient experiences and a positive staff culture.

The work we do is varied and different jobs require different skills, but our people are united by five important values which form the foundation for our work.



Let's introduce Rob and Val



In late 2019 RDHS introduced Consumer Mascots, Rob and Val.

The figures will help us undertake the role of narrator and use storytelling to place consumers at the heart of what we do on a daily basis.

We have embraced Rob and Val to our community and are committed to taking them everywhere and placing them somewhere visible to remind us to always consider:

“What would the patient, consumer or community want us to do?”

#ConsumerVoice
#RegionalPlanning
#LoddonMallee

Residential Aged Care Services

RDHS three residential aged care campuses (Robinvale, Riverside and Manangatang), each fully participate in measuring and reporting in the key performance indicators, Public Sector Residential Aged Care Services (PSRACS).



The program measures five important aspects of care:

- Pressure Injuries
- Falls and Fall-Related Fractures
- Physical Restraints
- Use of Nine or More Medications
- Unplanned Weight Loss

RDHS uses this data to highlight areas for improvements and continue to conduct surveillance audits on these key indicators to assist with the minimisation of harm to the residents.

Key areas of improvement

RDHS cannot eliminate falls however we are continually aiming to minimise the harmful impact of falls on our residents and patients, RDHS continues to utilise HI- LOW beds and equipment that further decreases the potential for harm due to falls in any environment.

This year has investigated the implementation of a wider HI LO AGED CARE BEDS BARIATRIC BED, assessing residents with high need. With a wider bed residents will less likely to roll off the bed when they are located in the lowest positions. The implementation of these beds will also reduce the use of cot side bed rails.

Continuing of Geri-Connect appointments has shown an improvement in the monitoring of medications, in particular the use of Polypharmacy meds. Residents at our Manangatang Campus that have attended appointments regularly have identified that the use of medications after review by the Geriatrician have decreased in the amount used.

Pressure injuries continue to be recorded and it has been identified that reporting of these injuries requires review to ensure appropriate recording. Accurate staging of Pressure Injuries has improved although still room for improvement. We do remain confident that care delivery is sound as there isn't a progression of injury severity.

The Public Sector Residential Aged Care Services (PSRACS) data continues to improve across all aged care campuses. RDHS continues to benchmark against other state agencies and we continue to meet or exceed the outcomes achieved by others.

Due to unforeseen circumstances, RDHS is unable to document in graph format, the 2019-2020 Key Performance Indicators, as data had not been received at the time of publication.

Aged Care

February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3 • NSW Term 1 Start	4 • World Cancer Day	5	6
7	8	9 • Safer Internet Day	10	11	12 • Chinese New Year	13
14 • Valentine's Day	15	16	17	18 • International Asperger's Day	19	20
21	22	23	24 • Teal Ribbon Day (Ovarian Cancer)	25	26	27
28 • Rare Disease Day	1	2	3	4	5	6

Sun Smart

Being Australian comes with the risk of developing skin cancer. Unfortunately, it is the most common form of cancer in Australia. Under the sun, your skin can burn in as little as 15 minutes, increasing your risk of developing skin cancer.

The good thing about skin cancer is that it is largely preventable. How? All you have to do is apply a combination of these five steps.

1. Slip on sun protective clothing that covers as much of your body as possible.
2. Slop on SPF 30 or higher broad-spectrum, water-resistant sunscreen, at least 20 minutes before sun exposure. Reapply every two hours when outdoors or more often if perspiring or swimming.
3. Slap on a broad-brimmed hat that shades your face, neck and ears.
4. Seek shade.
5. Slide on sunglasses.



Consumer & Community Feedback

RDHS continually seeks consumer feedback through surveys (internal and external), direct contact and our complaints and feedback process.

Website and social media pages are maintained and local media is utilised on a regular basis to publish Community Updates that contain information on initiatives, general health issues for the RDHS Community catchment area.

4 compliments / feedback and 22 complaints have been received during July 2019 – June 2020. With a majority of complaints related to food services, RDHS implemented a Catering Services Consultant to review the RDHS menus and processes. This resulting, and in consultation with the Riverside Campus residents Focus Group, a change to our current menus. Riverside Campus in the future has also reviewed the possibility of having a breakfast bar/buffet for the residents to choose what and how much they would like to eat.

RDHS ensures that staff receive this feedback via staff meetings and general communication. Compliments and feedback in way of unofficial

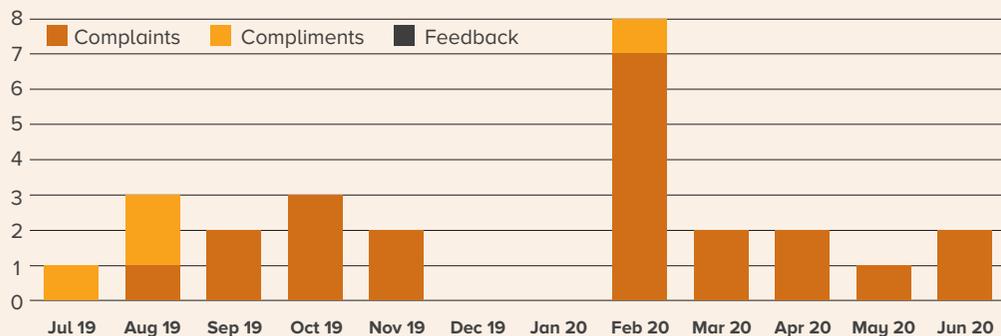
cards and verbal “thank you”, praising staff and highlighting their hard work and commitment to patient centred care.

RDHS hold meetings with our Indigenous Elder Community. These meetings are informal with the CEO and Manager Primary Care in attendance. Here the Elders provide feedback and participation to the effectiveness of healthcare at RDHS.

RDHS also actively works with our Community Advisory Committee (CAC). Since its formation, we now have nine active members on our CAC and always looking for new members. The committee is updated monthly by the Board Chair on developments within RDHS and are invited to share their feedback and suggestions for opportunities for improvement. For further information visit our RDHS website and click on Community Advisory Committee.

RDHS publishes a community newsletter to keep our community members informed of upcoming events, current services and even provide them with a healthy recipe or two. The newsletters are available in our waiting areas and offices for access and links on our website and Facebook pages.

Registered Complaints, Compliments and Feedback



Victorian Healthcare Experience Survey (VHES) questionnaire seeks to discover the experience of people, who have been admitted to any Hospital for care. Potential respondents are randomly selected from people who were discharged from RDHS in the preceding month.

Participation in the VHES consumer feedback for RDHS is low however full compliance is reached due to the relative size of our Health Service. RDHS uses other means of feedback participation is targeted by RDHS via the Comments and Complaints and Feedback forms.

In late 2019 early 2020, RDHS introduced the “Happy iPads Survey” at all campuses with the view to capture feedback at point of service when delivered. With the instalment of the Ipad, feedback capture was showing a high response. However with the impact of COVID 19, many appointments attendance was via Telehealth platforms in our Allied Health. This showed a decline in the responses. RDHS continually reviews the ways this data can be collected. The survey is conducted using the platform Survey Monkey, the Quality Department is

investigating the possibility of emailing or sending via SMS the link after a telehealth or face to face appointment has been attended. This would then allow the client to complete the survey at their own accord.

RDHS discharge summary specifically captures medications on admission, and medications that are to continue after discharge as an important aspect of continuity of care and includes how the service ensures that action is taken to improve the patient’s experiences during their stay and at discharge or transfer.

RDHS continue with “team” meetings to discuss the quality of care of the admission to the discharge plan. The meeting can be attended by the Doctor, Nursing staff/ Nurse Unit Manager, Allied Health staff and Visiting Nurse Service as necessary.

Patient Experience and Outcomes

Key Performance Indicator	Target	Result
VHES – data submission	Full Compliance	Achieved*
VHES – Patient Experience Quarter 1, 2, 3	Statewide Target 95% positive experience	Achieved*
VHES – Discharge Care Quarter 1, 2, 3	Statewide Target 75% positive experience	Achieved*

* Less than 30 responses were received for the period due to the relative size of the Health Service.

Feedback & Participation

March 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	1 • World Compliment Day	2	3 • World Hearing Day	4	5	6
7 • Clean Up Australia Day	8 • Labour Day Holiday (VIC) • International Women's Day	9	10	11 • World Kidney Day	12	13 • World Sleep Day
14 • World's Greatest Shave (Leukemia)	15 • Brain Awareness Week • A Taste of Harmony	16 • Brain Awareness Week • A Taste of Harmony	17 • Brain Awareness Week • A Taste of Harmony • St Patrick's Day	18 • Brain Awareness Week • A Taste of Harmony	19 • Brain Awareness Week • A Taste of Harmony • National Close the Gap Day • National Day of Action Against Bullying and Violence	20 • International Day of Happiness • Brain Awareness Week • A Taste of Harmony
21 • World Down Syndrome Day • Brain Awareness Week • A Taste of Harmony	22 • A Taste of Harmony	23 • A Taste of Harmony	24 • A Taste of Harmony	25 • A Taste of Harmony	26 • A Taste of Harmony • Purple Day for Epilepsy	27
28	29	30	31	1	2	3

Respect

We interact with others as we would expect them to interact with us.

Epilepsy Awareness Month

Be part of the movement and help spread the word by wearing purple on March 26th.

Dig out the best of your purple garb - March is National Epilepsy Awareness Month. Marked by a huge range of community activities, media campaigns and events, the month culminates on Purple Day on 26th March.



Reported Incidents and Adverse Events

RDHS reports all incidents that occurs using the Victorian Health Incident Management System (VHIMS) in collaboration with the Department of Health and Human Services.

VHIMS provides the organisation with a standard electronic method for reporting, recording and monitoring incidents / near misses that occur within the health setting. This ensures that if things go wrong, the organisation has a procedure for managing adverse events.

This confirms that the safety of our consumers and staff maintained and that any identified issues that are addressed to prevent and / or minimise the likelihood of a similar event occurring again.

There were 180 Clinical Incidents reported across RDHS during the 2019-2020 year most classified as ISR 3 and / or ISR 4. This was a significant rise on reported last year.

Any reported ISR 1 incidents are classified as "Sentinel Events" and require an In Depth Review of the case and external notifications are made. RDHS reported no ISR 1 events which was an improvement to the 2018-2019 period. However eight ISR 2 events were also reported during the past year with RDHS Clinical Reviews completed to review these incidents.

These reviews are reported to the RDHS Clinical Governance Committee.

Escalation of Care Processes



Escalation of care is when the signs of a clinical deterioration, which often come first, before a serious adverse event such as increase heart rate, blood pressure, respiratory rate, O2 saturation, and decreased consciousness. Appropriate and timely detection, escalation of the deteriorating patient will minimise the risk of complications and/or adverse outcomes.

RDHS has had a low rate of Sub-Acute admissions during the 2019-2020 period however with attendance in Urgent Care Centre, staff have shown prompt response to Escalating presentations.

More recently, a patient presenting walked into the UCC with central chest pain and after extensive assessment by staff and continuing monitoring of the patient, it was observed that they showed signs of clinical deterioration.

They were transferred to our Regional Emergency Hospital and further on transferred to Metro Based Hospital for emergency heart surgery.

RDHS continues to use the Adult Observation and Response Chart (ORC) across the organisation as a tool to monitor patients and the VICTOR (Victorian Children's Tool for Observation and Response) charts which are utilised for paediatric patients aged 0 – 18 years* and specifies the actions to be taken in response to deterioration from the norm. The purpose of these charts is to support accurate and timely recognition of clinical deterioration, and prompt action when deterioration in a patient is observed.

At RDHS Medical Record Clinical audits are undertaken to monitor and ensure procedures are being followed and are achieving the desired outcomes.

Clinical Incidents 2019-2020



Reporting & Processes

April 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 • VIC Term 1 End • NSW Term 1 End	2 • Good Friday	3 • Easter Saturday
4 • Easter Sunday • Daylight Saving Time Ends NSW, VIC, SA, TAS	5 • Easter Monday	6	7 • World Health Day	8	9	10
11 • World Parkinson's Day	12	13	14	15	16	17
18	19 • VIC Term 2 Start • NSW Term 2 Start	20	21	22 • World Mother Earth Day	23	24
25 • ANZAC Day	26 • World Immunisation Week	27	28	29	30	1

Look After Your Kidneys

Kidney Health Week occurs in April. 90% of kidney function can be lost without any symptoms, and there are currently 5 million adults living in Australia at risk of developing chronic kidney disease due to risk factors such as diabetes, hypertension, obesity and being of Aboriginal and Torres Strait Islander origin. Kidneys are the unsung heroes of our bodies and perform a number of very important jobs such as filtering your blood to remove waste and toxin and help to keep your blood pressure regular.

Adult Australians are at an increased risk of chronic kidney disease if they: have diabetes, have high blood pressure, have established heart problems (heart failure or heart attack) or have had a stroke, have a family history of kidney failure, are obese with a body mass index (BMI) 30 or higher, are a smoker, are 60 years or older, are of Aboriginal or Torres Strait Islander origin, have a history of acute kidney injury.

Art Competition

During the Early stages of the Coronavirus, many aged care homes in Victoria under restrictions had a limit of visitors to the campus.

RDHS ran an Art Competition to brighten up the Aged Care residents and even the staff. Local children were asked to draw a picture and send it off one of the three campuses.

The residents eagerly awaited receiving each piece, which they admired, read and discussed. There was a lot of thought and effort which went into creating each piece.

Fifty-seven pieces in total were submitted across the three campuses. It was too hard for the residents to choose a winner, so pieces were numbered and drawn out of a hat. The winners were, Robinvale Campus, Christian Costantino, Riverside Campus, Cameron Rodgers and Manangatang Campus, Isabel Grant. The winners received a \$20 gift voucher and all participants received a pack of colouring pencils.



RDHS Accommodates the Mallee LGBTIQ Workshop

In early 2019 Daniel Witthaus visited Robinvale to take a few of our staff members and the Robinvale Community Safety committee through a short lesson in LGBTI 10. This was in preparation for the Regional Community of Practice workshop, which was held at RDHS in July 2019. RDHS was overwhelmed to accommodate the Mallee LGBTIQ Inclusion Workshop,

Rural and Regional Program and welcomed Ro Allen, Commissioner Gender and Equality and staff who are embarking on a regional roadshow across Victoria. It was a diverse, inclusive and full house as the Victorian Government developed a “Whole of Government LGBTIQ Strategy” – starting in the regional areas.

Community Participation

May 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3	4 <ul style="list-style-type: none">• World Asthma Day• International Midwives Day	5 <ul style="list-style-type: none">• World Hand Hygiene Day• World Asthma Day	6 <ul style="list-style-type: none">• International No Diet Day	7	8 <ul style="list-style-type: none">• World Red Cross Day
9 <ul style="list-style-type: none">• Mother's Day	10 <ul style="list-style-type: none">• World Lupus Day	11	12 <ul style="list-style-type: none">• International Nurses Day	13	14	15 <ul style="list-style-type: none">• International Day of Families
16	17 <ul style="list-style-type: none">• World Hypertension Day	18	19 <ul style="list-style-type: none">• World IBD Day	20	21	22
23	24 <ul style="list-style-type: none">• World Schizophrenia Awareness Day	25 <ul style="list-style-type: none">• World Thyroid Day	26	27 <ul style="list-style-type: none">• Australia's Biggest Morning Tea	28	29 <ul style="list-style-type: none">• Wear White at Work Day (Suicide and Mental Illness)
30 <ul style="list-style-type: none">• World MS Day	31 <ul style="list-style-type: none">• World No Tobacco Day					

Professionalism

We deliver services with integrity, honesty and competence.



Let's Talk About Mental Health!



You are no doubt aware of the horrifying statistics that Mental Health Illness plays on the Australian population, and the more rural or remotely isolated, the worse the problem seems to be.

RDHS continues to look at all approaches to challenge Mental Health and deliver forums to assist the community on how to tackle this topic. The past years RDHS has successfully provided the community with Mental Health specific plays and advocates to highlight the importance of Mental Health Awareness.

In 2019, RDHS assisted Network House with securing a grant from FRRR (Foundation for Rural & Regional Renewal), to deliver a mental health forum to the community. Osher Gunsberg (The Bachelor and The Masked Singer) was the guest speaker. Osher discussed his own struggles with mental illness and took questions from the audience. Approximately 200 people attended on the night.

Since the event, there has been an increased uptake of local Mental Health First Aid training, the local pharmacist reports an increase in mental health related prescriptions being presented, and people have commented that they are using a breathing technique that Osher demonstrated on the night.

There has also been the commitment of one of our community members, Luke Benham, who after hearing the efforts of former AFL star Jonathan Brown in New York Marathon in 2019, was inspired to do something to really make a difference on the ground in our community and change the landscape of mental health services. So after much thought, consideration and conversation he decided that the best thing he could do was to raise money for our local health service to provide a service for those who may be suffering, who might be aware of changes in thought patterns, and for carers of people going through some issues or other illness and just need someone to talk to.

Robinvale District Health Services Board and CEO Mara Richards have committed to a weekly clinic for anyone to drop in and discuss any mental health issues, or just have a chat with a dedicated Mental Health Professional. One of those days per month would be exclusively for local students, which also means working with and engaging the local schools and wellbeing teams. Luke's contribution will mean the dedicated one day per week will be sustainable for up to a year!

RDHS Blood Donations



Every few months' the staff at RDHS get together and drive to donate blood in Mildura. Normally the group goes out for dinner after their donations but due to COVID-19 we have been unable to eat out. Australia needs 25,000 donations every week, with COVID-19 happening, donations have been lower than normal. However, it is still safe to donate blood. Over the past year, our staff have donated 12 times, saving a total of 36 lives!

The blood that is donated is used for blood diseases, cancer, anaemia, heart disease, stomach disease, childbirth, operations, trauma and burns. All of our staff who donated found that the process was simple and did not hurt. A positive is that after your donation there's a table full of snacks for you to eat.

Also, when you receive that all important SMS that your blood donations is on its way to give life to some in need! The actual process of giving blood only takes 15 minutes, plus another 30 minutes for admin and rest after the donation.

You can save three people's lives by giving less than an hour of your time! If you're nervous about donating, we highly recommend making a team and going together as the social support is an added bonus. Thanks to all our staff who donate blood!

Donation Type	No. Donations	Lives Saved
Whole Blood	11	33
Plasma	1	3
Platelets	0	0
Total	12	36

Raising Awareness

June 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14 • Men's Health Week • Queen's Birthday • World Blood Donor Day	15 • Men's Health Week	16 • Men's Health Week	17 • Men's Health Week	18 • Men's Health Week	19 • Men's Health Week
20 • Men's Health Week	21 • International Day of Yoga	22	23	24	25 • VIC Term 2 End • NSW Term 2 End	26
27	28	29	30	1	2	3

Focusing on **Abilities**, Not Disabilities

RDHS works with all consumers to ensure that services are appropriate and delivered in the right settings by the right people. This includes people living with a disability. Improvements are continuously being made, both large and small, across the health service. RDHS currently working on producing their Disability Action Plan and continue to take action to ensure further improvements to accessing the facilities and providing services for people living with a disability. RDHS will consult with people with disability including community members, staff and by using social media platforms and the RDHS website. We will also engage with the RDHS Consumer Advisory Committee.

Blood Donations

Did you know that One third of blood donations help treat people with cancer. At any time in Australia the need for blood donations can be very high with Australian Red Cross Lifeblood needing 31,000 donation every week to meet demands. Visit the Australian Red Cross Lifeblood website at www.donateblood.com.au and discover how blood donations work and who it helps. See if you are eligible to give blood and make an appointment at your nearest donor centre.



NAIDOC Celebrations

Working together we are one, is the goal of all government services provided within the local community and beyond. Our partnerships with the indigenous community continues to strengthen and be recognised at events, gatherings and other socially inclusive activities such as Harmony Day and NAIDOC Celebrations. From flying of the Aboriginal Flag to Acknowledgement to Country during monthly board meetings, RDHS aims to provide a culturally safe and welcoming environment for Aboriginal people who wish to access the health service.

NAIDOC celebrations are held across Australia each July occurring this year from July 7th to 14th, to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

NAIDOC is celebrated not only by Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support our local Aboriginal and Torres Strait Islander community.

RDHS held their annual BBQ Luncheon on 11th July, attended by RDHS staff and representatives from the ATSI community in Robinvale and MVAC.

This event was well attended despite the very chilly weather. The menu of pumpkin soup with damper, BBQ Kangaroo, fried rice with a chicken curry and followed by sweets and a cuppa, was certainly the best way to warm up. A shared meal around the campfire was a great way to connect with our community.

On behalf of RDHS we would sincerely like to thank Auntie Elvira Whitton for her Welcome to Country and damper, also Mr John Togo for his lovely damper. Daryl Singh for opening

our NAIDOC event by playing the Didgeridoo, a beautiful sound resonating through the gum trees as we sat around the camp fire truly gave meaning to the gathering. Also we would like acknowledge the food services and maintenance staff of RDHS for preparations leading up to and on the day, ably led by Bryce Ricker.

Celebrations at RDHS Manangatang and Riverside Campuses with Staff, Residents and Community members participating in making damper, cooking Kangaroo and weaving bracelets.

Riverside Campus celebrated with the display of art of their very own artist in residence, respected Indigenous Elder Barb Egan.

To celebrate NAIDOC week and to acknowledge resident Barb, Aboriginal Hospital Liaison Officer – Barbara Gibson-Thorpe organised an Art Exhibition at Riverside.

With COVID in 2020 celebrating NAIDOC Week has been scheduled for later in 2020. RDHS looks forward to celebrating with the community in the coming months.



Working Together

July 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	1	2	3
4 • NAIDOC Week	5 • NAIDOC Week	6 • NAIDOC Week	7 • NAIDOC Week	8 • NAIDOC Week	9 • NAIDOC Week	10 • NAIDOC Week
11 • NAIDOC Week	12 • VIC Term 3 Start • NSW Term 3 Start	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Care

We provide a standard of service and support which we would expect for ourselves.

Celebrate!



NAIDOC (National Aboriginal and Islander Day Observance Committee) Week is an Australian observance lasting from the first Sunday in July until the following Sunday. NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC celebrations are held across Australia and are celebrated not only in Aboriginal communities, but by Australians from all walks of life.

Healthy Promotions and Consumer Partnerships

During the year, we continue to hold many programs and activities to actively contribute to building the capacity of our consumers, carers and community members to participate throughout their health care journey. RDHS also supports improving the health care of those living with a disability or are culturally and linguistically diverse. We strive to provide staff with the knowledge and skills to prevent discrimination of compromised patients. Consideration is given to coordinating appointments or doing a home visit where several disciplines need to see a disabled consumer.



QuickHands Program

After the success of the QuickHands Boxing in early 2019, two more six week sessions were held in August and November. Each session included a warm up, technical skills, boxing exercises and a cool down. Positive feedback was received with all of the women enjoying the program and getting physical benefits from it. Some of the women suggested that they felt fitter, more coordinated, and had less back aches. The QuickHands program has been successful in getting women in the community to be physically active and has an added bonus of socialization through partner work. Another program was started in March 2020 but was suspended before finishing due to COVID-19. It is planned that once restriction are eased and group programs are able to be commenced QuickHands will recommence.

Women's Health Night: September 2019

RDHS continues to provide the women of the Robinvale Community information nights during Womens Health week in Robinvale and Manangatang. The aim of the night is to inform the women in our community on how to stay healthy. There were a range of speakers from RDHS, which included a Dietitian/Health Promotion Officer, Community Health Nurse, Exercise Physiologist and Community Wellbeing Officer. Topics covered on the night were, exercise, nutrition, mindfulness and preventing incontinence. There was lots of positive feedback from participants. People said they were inspired to make the recipe in the cooking demonstration and practice their pelvic floor muscle exercises which were demonstrated by Kris Hogg.

10,000 Steps Challenge

The 10,000 steps challenge ran for 5 weeks in August and September 2019. Four teams with sixty-three participants took part in the challenge. Participants used a pedometer, activity tracker or their phone to record their steps each day on the 10,000 steps website or app. Participants took over 20,253,445 steps by the end of the tournament. It was a fantastic effort by everyone involved. Congratulations to St Mary's Stompers, who were the winners with 7,587,338 steps. Second team RDHS Movers came in with 5,944,674 steps, third RDHS Walkaholics – 5,074,604 and last were the Police and Community Team with 1,646,829. The challenge will be commencing again in late August 2020 hoping to engage more teams with five members per team.



Smiles 4 Miles

RDHS has been helping our youngest community members take care of their smiles as the 'Smiles 4 Miles' program was launched in the region in February 2019. Since the launch we have achieved a number of outcomes with:

1. All preschools and early learning centres registered and trained in Smiles 4 Miles' program in our local area.
2. Robinvale Preschool achieved award status and are a Smiles 4 Miles' Pre-School.
3. Through the Smiles 4 Miles' program, childhood service staff and children have increased knowledge around healthy eating and good oral hygiene through the Eat Well, Drink Well, and Clean Well messages.
4. Robinvale and Euston Pre-School participated in Oral Health Week activities.
5. S4M activities were conducted in Robinvale Pre-School and Euston Pre-School.
6. Families of the Pre-School children have been engaged throughout the program with newsletter inserts, healthy eating lunchbox workshop (Robinvale Pre-School), visual health promotion posters (showing spoons of sugar in common snacks and fluids), and social media posts.

Sadly with the current COVID restrictions in place no outreach screenings were offered and MVAC Early Learning Centre decided not to engage in the program until restrictions are lifted.

The Smiles 4 Miles program has been funded for a further 12 months.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 • Dental Health Week • Picnic Day	2 • Dental Health Week	3 • Dental Health Week	4 • Dental Health Week	5 • Dental Health Week	6 • Dental Health Week • Jeans For Genes Day	7 • Dental Health Week
8 • Dental Health Week	9	10	11	12	13 • Left Handers Day	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Dental Health Week



Photo by Superkitina on Unsplash

Dental Health Week (DHW) takes place in the first full week of August so 2nd-8th 2021. DHW aim to educate Australians about the importance of maintaining good oral health by promoting four key messages:

- Brush twice a day with fluoride toothpaste.
- Clean between your teeth daily using floss or interdental brushes.
- Eat a healthy, balanced diet and limit sugar intake.
- Visit the dentist regularly for check-ups and preventive care.



Early Years Network

The Early Years Network continues to support the children and families of the Robinvale community and is always promoting upcoming children and health promotion activities by using Facebook. This form of communication is valuable to the new generation of families to link them to local events and services.

The Early Years COVID-19 Journey in 2020

What a rollercoaster this journey has been. Initially we just kept going as we always had with little tea room chats about this 'virus'. We soon realized the significance of COVID-19 and set to work to make some huge changes to the way Early Years programs were carried out.

Initial Uncertainty. Talk of continuing the programs using ZOOM, not only prepping for the families but also the learning process for staff! Excitement, anxiety, mixed emotions was a bit overwhelming! Was it enough? Will it be good enough? How will the families take to our sessions? Will they be happy?

Each program had its own challenges of how we would continue the services and one of the biggest challenges was technology, accessing enough devices for the staff as well as teaching many of them how to use online technology and them being comfortable enough to walk some of the families through the process. What a resilient bunch we all are!

HIPPY

HIPPY tutors/mentors, when all the COVID 19 restrictions started being put into place, were certainly concerned for numerous of reasons. To hear that HIPPY and RDHS would allow working from home, this naturally brought up a new set of challenges for our staff.

Engaging new families who we had never met, maintaining relationships with existing families, navigating new technologies and juggling home-schooling my own child were the major ones but underlying issues such as anxiety, sleeplessness and stress were also there to be dealt with. Instructed by HIPPY to organize enough content to service the next 6 months of deliveries, the HIPPY team worked nonstop for 3 days, gathering the content required. This involved grouping 936 HIPPY Packs, pouring 130 pots of paint, making up 26 HIPPY Boxes & gathering 384 HIPPY story books. They were then delivered at the front door of our families servicing; Euston, Robinvale, Boundary Bend and Manangatang.

Staff were grateful and happy to report that they should never have stressed about the HIPPY Program as all families have embraced the "new normal" and some are engaging more than ever before. The families all seem incredibly grateful to us for providing support and educational entertainment for their children. The feedback has been truly heart-warming.

'Early Years' continued next month...

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3 • Walk to Work Day	4
5 • Father's Day	6 • Womens Health Week	7 • Womens Health Week	8 • Womens Health Week	9 • Womens Health Week	10 • Womens Health Week • World Suicide Prevention Day	11
12	13	14	15	16	17 • VIC Term 3 End • NSW Term 3 End	18
19	20	21	22	23	24 • Friday before AFL Grand Final	25
26	27	28	29 • World Heart Day	30	1	2

Commitment

This means that we are dedicated to sustained promotion and success of the organisation.

Women's Health Week

Jean Hailes Women's Health Week is a week dedicated to all women across Australia to make good health a priority. The two biggest barriers for women not maintaining a healthy lifestyle is 'lack of time' and 'health not being a priority'. Women's Health Week is the time to do something for your health and start making positive changes that can last a lifetime.



Early Years Network



Playgroups

As the warnings and seriousness of the situation began to take hold playgroup numbers began to reduce dramatically. Families expressed their fear “We are scared for our families safety”.

It was decided to set up weekly ZOOM sessions for each of the 3 weekly playgroups (same days and times) the information on how to access these sessions was shared on our Facebook page.

We were thrilled to have families share this information with their own families even interstate who joined in with us for songs, stories and fun activities.

MVPP (Mobile Visiting Play Program)

Getting in contact with our families was a bit daunting, not knowing if there was a possibility of continuation with home visits over the screen, emails or phone calls.

Staff were pleasing to know that most families could continue over the screen (ZOOM) and were equipped and could download ZOOM for sessions there being only two families that needed some help.

For one family staff researched YouTube, and found a basic Malaysian video on downloading and using Zoom. This family was very appreciative with the support, which gave me a positive outlook on helping another of our family who also needed insight on Zoom.

There was a lot to be prepared before starting the Zoom sessions with our Families, and in return have been very successful, with

the children excited to see staff on zoom and engaged extremely well in all the activities songs and stories.

Two mobile visiting families’ suspended visits when COVID-19 was first talked about, as they were concerned about their family and their health. As the zoom sessions commenced, both these families were keen for us to conduct sessions and were more than willing to participate.

Realisation kicked in and we all only needed to breathe, we were all working together for the better of our families during this Pandemic and a great team it is!!

Still unsure how long we will be affected by COVID-19 staff look forward to being able to continue with programs, now and in future as this time has been an indication of how families value the service we provide. Keeping the connection with our families is very important

as most of my clients are participating in our programs because of isolation from the community and assisting them with services and information to enrich their everyday living is very much welcomed and appreciated.

We are extremely grateful to have been given the opportunity to continue to support families and community in our MVPP and Playgroups.

This experience has given us a new appreciation of each other and we move forward as a stronger team. Weekly online team meetings has had team members supporting each other via zoom. Celebrating the positives, identifying the challenges and working together to create solutions in a way we never thought we would do.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1 • World Smile Day	2
3 • Daylight Savings Time Starts	4 • VIC Term 4 Start	5 • NSW Term 4 Start	6	7	8	9
10 • World Mental Health Day	11	12	13	14 • World Sight Day	15 • Global Handwashing Day	16
17	18	19	20	21 • World Osteoporosis Day	22	23
24 • World Polio Day	25	26	27 • World Occupational Therapy Day	28	29	30
31						

OT

Occupational Therapy Day



World Occupational Therapy Day is held on the 27th of October each year. The day aims to promote the many ways occupational therapy can help people at all stages of life to reach their potential. Occupational therapists work with adults of all ages, children and families, who have physical, social or mental health needs. OTs can assist with rehabilitation, pain management, driving assessments, support in schools, home modifications and equipment prescriptions amongst other things. Occupational therapists can work with you to identify interests and goals, manage daily routines at home and in the community, modify daily tasks to make them easier to perform, and recommend activities you can participate in.



Many events are celebrated during the year. These events are extremely important with engaging staff and residents.



Men's Shed

During 2019 RDHS teamed up with the Australian Men's Shed Association to celebrate shedders and shed activities across the Men's Shed community during Men's Shed Week.

Men's Shed Week is an annual event led by the Australian Men's Shed Association to highlight the contributions of Men's Sheds to their members' health and wellbeing, and to the wider community.

However in 2020 saw many activities, along with the Mens Shed Program, postponed due to the Coronavirus, but this did not stop the planned extensions of the tea room going ahead. After successfully receiving a grant from the Australian Government Department of Health, under the National Shed Development Programme the Robinvale-Euston Mens Shed was able to extend their break area as it was small and overcrowded.

The work was completed while the shed was closed due to DHHS COVID restrictions. The Shedders now have more space for members to enjoy their afternoon break.

International Nurses Day

May 12th is International Nurses Day! The theme for 2020 was "Nursing the World to Health", which is vital considering the current coronavirus crisis. We thank our amazing nurses for everything they do!

Australia Day

RDHS Manangatang Campus celebrated Australia Day with Lindsay Grant receiving the Manangatang Campus Australia day citizen of the year award this year. Here you see Lindsay proudly accepting his award from Director of Aged Care Services Emmanuel Geri.

Easter Egg Donation

This year the Euston Club Resort generously donated Easter Eggs to our Residents. These chocolates would have normally been part of their annual Easter Raffle, but as they were closed during Easter due to COVID, CEO Ray Jones contacted RDHS to arrange for the donation.

RDHS would like to thank the Euston Club Resort for their generous donation of Easter Eggs and ensuring that kindness prevails. This is what the spirit of Easter is all about hope, love, and joy.

The Easter Eggs were greatly appreciated by some of our residents at the Riverside Campus and we would like to say a massive thank you. Our residents greatly enjoyed and appreciated your generosity particularly, in the current circumstances.

International Infection Prevention Week



International Infection Prevention Week was celebrated at RDHS in October 2019.

Staff were provided with information for their own knowledge and to share with patients and clients.

Infection Control Officer for RDHS, Sarah Bulzomi concentrated on MEASLES in 2019 as this had been an increasing topic with more cases being diagnosed than ever in Australia.

Staff were able to complete a quiz to test their knowledge and whilst all entries were correct, the winner was decided by drawing a name out of a hat!

Pictured is Sarah presenting Nurse Michelle Geran with the prize of some homemade goodies. Congratulations Michelle.

Engaging Events

November 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2 • Melbourne Cup	3	4	5	6
7	8	9	10	11 • Remembrance Day	12 • World Pneumonia Day	13 • World Kindness Day
14 • World Diabetes Day	15	16	17	18	19	20
21	22	23	24	25 • 16 Days of Activism	26 • 16 Days of Activism	27 • 16 Days of Activism
28 • 16 Days of Activism	29 • 16 Days of Activism	30 • 16 Days of Activism	1	2	3	4

Collaboration

We work together in a positive, supportive manner.

16 Days of Activism



Each year, from 25 November to 10 December, the **16 Days of Activism** campaign calls for action against one of the world's most persistent violations of human rights – violence against women. In Australia, on average one woman a week is murdered by her current or former partner. During the 16 Days of Activism, people around the world unite to raise awareness about gender-based violence, challenge discriminatory attitudes and call for improved laws and services to end violence against women for good.

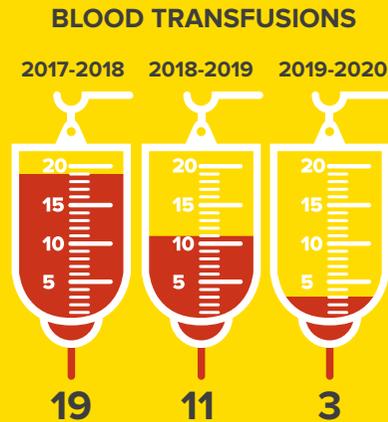


Blood and Blood Products

RDHS continues to maintain safe and appropriate use of Blood and Blood products.

Following the National Guidelines, the management of Blood Transfusions is maintained to a high standard and is monitored by regular audits. All Blood Transfusions conducted at RDHS are planned and are usually completed within days of the order from the VMO.

RDHS completed three transfusions in the past financial year, involving multiple units of blood. This is a significant decrease in previous years however staff continue to show 100% compliance in providing this service to the community with nil issues raised.



Dialysis

RDHS Nursing staff provide a high quality service which is supported by clinical/ medical staff from Royal Melbourne Hospital.



Dialysis care at RDHS continues to provide a service to the local community and the occasional visitor or short term client waiting for a permanent placement. RDHS maintains a working relationship with Mildura Base Hospital to support each other in times of need. The skilled staff

ensure a quality service is provided under the auspice of Royal Melbourne Hospital. Further staff have undertaken the dialysis training to maintain a skilled workforce. 741 episodes of dialysis were conducted in the past year an increase in the past year.

Staff Influenza Immunisation



The influenza vaccination is promoted and encouraged for all staff who work within our RDHS campuses.

In 2020 the Victorian Department of Health and Human Services that all people attending or working at a residential aged care service, must now have an up to date influenza vaccination in order to be present on the premises.

This was on the advice from and in line with directives issued by the Chief Health Officer of Victoria, in accordance with the declared a state of emergency throughout the State of Victoria due to the serious risk to public health in Victoria from coronavirus (COVID-19). Vaccination sessions were offered at each campus as it assisted in improving staff vaccination uptake. We are pleased with the increase of staff being immunised. 90% of RDHS staff received the influenza vaccination in 2020.

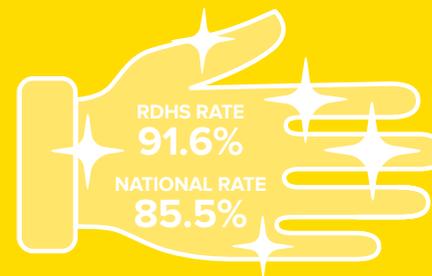
2020	90% staff immunised
2019	86% staff immunised
2018	86.9% staff immunised

Hygiene and Cleaning

Hand Hygiene

Nationally in 2019-2020, the average National compliance rate for Hand Hygiene was 85.5%, RDHS maintains a high performance level sitting well above the national rate and benchmark with results of 91.6%.

As an organisation, RDHS continues to promote hand hygiene, endorsing best practice standards not only with our staff but our consumers as well.



Staphylococcus Aureus Bacteraemia (SAB)

Infection rates within RDHS continue to remain low, with a SAB rate of 0% once again for 2019–20.



Environmental Cleaning

Environmental Cleaning continues to be an area of high standard and importance at RDHS. As per previous years all areas for all campuses proudly remain above the expected average is benchmark of 85%.
Robinvale - 97% | Manangatang - 98%

Quality and Safety

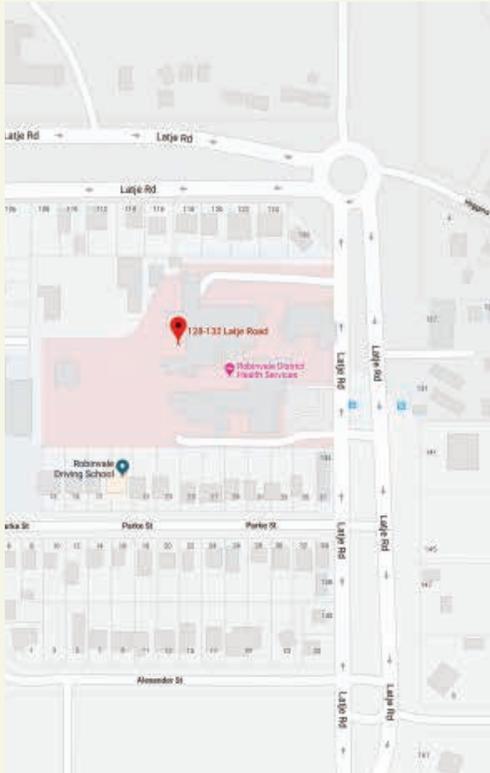
December 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1 • 16 Days of Activism	2 • 16 Days of Activism	3 • 16 Days of Activism • International Day of Persons with Disabilities	4 • 16 Days of Activism
5 • 16 Days of Activism • International Volunteer Day	6 • 16 Days of Activism	7 • 16 Days of Activism	8 • 16 Days of Activism	9 • 16 Days of Activism	10 • 16 Days of Activism	11
12	13	14	15	16	17 • VIC Term 4 End • NSW Term 4 End	18
19	20	21	22	23	24 • Christmas Eve	25 • Christmas Day
26 • Boxing Day	27 • Christmas Day Holiday	28 • Boxing Day Holiday	29	30	31 • New Year's Eve	1

Seasons greetings from the Board and Staff of RDHS

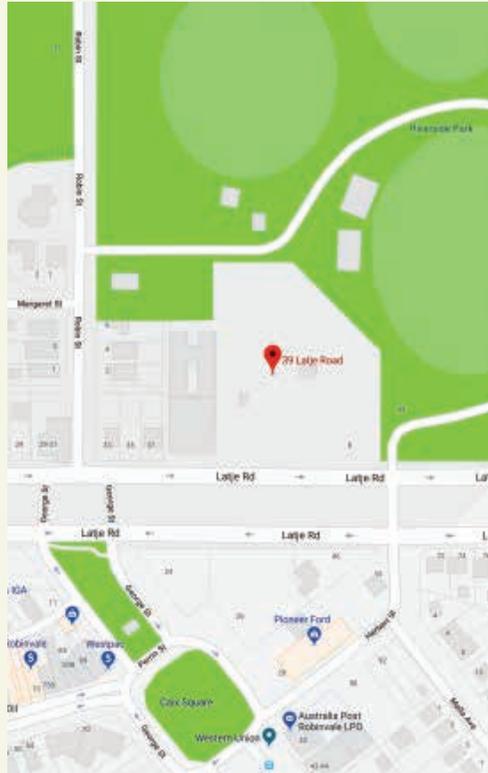
Robinvale Campus

128-132 Latje Road
Robinvale VIC 3549
(03) 5051 8111



Riverside Campus

39 Latje Road
Robinvale VIC 3549
(03) 5026 1071



Manangatang Campus

37-39 Pioneer Street,
Manangatang, VIC 3546
(03) 5035 1500



Learn more about us

www.rdhs.com.au 

[E info@rdhs.com.au](mailto:info@rdhs.com.au)

At RDHS we continuously strive to improve and your feedback is a valuable part of this process.

We encourage you to send us your feedback to drive change within our organisations and guide what you read about in the future editions of the RDHS Quality Account Report.

The Quality Account Report Calendar is available on the RDHS website to download and printed copies will be available at all campuses. You can also request a hard copy of the calendar by emailing info@rdhs.com.au or telephoning 03 5051 8111.

