

GOOD NEWS STORIES & ACHIEVEMENTS

As we approach the end of May 2016 and move further into the second half of the year, Rumbalara board of directors take this opportunity to communicate with you the progress of ‘Heart of Community’ and share with you some good news stories and achievements occurring within and around the organisation. In this update, we highlight new initiatives good governance controls and great programs happening for you and your families to join in on.

All community are invited to have input into the newsletter, so if you have something you wish to contribute, please don’t hesitate to contact the CEO office with your ideas and opinions. We look forward to getting your feedback on this edition of the newsletter; keep your eyes out for monthly editions in the future.

Community Services

Family Services share their good news about a story of a young Aboriginal boy, who had faced a lot of issues over his short life, living with numerous families over the years. Over the years, placements had broken down due to his lack of connection to family and culture.

Rumbalara family services were the driving point in finding and building the boys cultural and family connections needs. It took many hours of support from team members at family services to make sure this was put together and supported appropriately.

For the first time in many years, the young boy is now stable and meeting his milestones. His connections with family member are stronger with regular daily meetings. He is also achieving his schools standards.

Rumbalara Family Services have supported youth to go on a “therapeutic” camp. These are challenging children with a number of complex needs. However reports back from workers running the camp have

been fantastic. Our Therapeutic worker has done a great job supporting these children and helping to address their needs.

Other achievements we have made are stronger links with agencies, within Shepparton, such as Child first, and the Bridge. These organisations are working with us to support our staff with reporting needs, as well as agencies seeking support and advice from us at Rumbalara

Programs such as Cradle to Kinder are looking at ways to support our community on a united front, such as in our partnership with the Bridge.

We also have programs such as In-Home Support that help the bush kinder program. This program has seen a large number of children access and enjoy the surrounds at Rumbalara Aboriginal Co-op.

Our Rumbalara financial counselling service introduces My Moola to Rumbalara, a financial Literacy Program commencing on 4th May 2016 at

the Harmony Building. My Moola is a financial literacy and money management education program that addresses the financial vulnerability of Aboriginal & Torres Strait Islander people and attempts to contribute to improving individual, family and community wellbeing by building their financial capacity and resilience.

The financial counselling program also has Bring Your Bill Day; a partnership between Rumbalara Co-op, Goulburn Valley Community Legal Centre and Consumer Affairs Victoria. Together we offer a free clinic for people requiring advice or assistance with bills and debts. Members of the community are invited to bring their bills along on the day to receive free and confidential advice from a Lawyer, Agency worker or financial counselor. When: Thursday 5th May at Rumbalara Harmony Centre, 20 Rumbalara Rd, Mooroopna 10am – 4-pm.

For more information, contact Goulburn Valley Community Legal Centre on 58310900.

Positive Ageing & Disability

A good news story we are proud to share with the community is about a client who has recently passed his driver's license test, and now officially carries a driver's license.

Our client is over the moon and has been able to gain his independence back and has been able to purchase himself a car.

Our client thanks the Rumbalara Aged Care packages for assisting him with his driving lessons, which has made it all possible.

Asset & Infrastructure

The renovations to the Two Rivers Church have now commenced, with painting, carpet and kitchen installation being undertaken. Costs have been contained, due to donation of some materials. Works are scheduled to be completed by the end of May.

Two trees have been removed at Mooroopna, and new turf has been laid around the barbecue area.

This will increase the useable outdoor space for families and children.

A standardised Rumbalara email signature has now been rolled out, which ensures that the Rumbalara name, brand and message are always consistently displayed whenever our staff communicates via email.

The donated Polycom videoconferencing unit is now in operation, with webcams being supplied to remote HACC staff in Swan Hill and Jerilderie, so that they can participate in staff meetings, without the need and expense of travelling to Shepparton.

This same technology will be used to provide Telehealth services at the RAC medical centre and Elder's Facility.

DHHS confidence in Rumbalara

Board members and CEO took the opportunity to meet with the acting regional manager and acting area director for the Department of Health and Human Services.

A candid and open discussion took place in relation to where RAC have come from, the journey thus far and the continual improvement of RAC operations and financial controls.

The department wish to further invest in RAC. This will be accomplished through;

- A Forensic Audit
- An Organisational Assessment

This work will highlight that the Department and the Board can jointly recognize and work together and individually to ensure:

- Required service delivery measurables are being met.
- Community needs are being met.
- Staff skill capacity for all positions

- Financial controls are robust
- Government shortcomings are identified and addressed

We look forward to strengthening this relationship.

What is the Intake Unit?

Rumbalara Co-op is moving forward towards a new holistic service model. Essentially Rumbalara will be a 'one stop shop' for community accessing any services.

How does it work?

Once a client decides they want to come to Rumbalara for any reason, they will be directed to the Intake service unit (located in the old housing building). The client will then be taken through an assessment / screening tool that identifies what's occurring in the person's life. This will ensure an individual's or family's concerns and issues have been identified and that a referral has been made to the appropriate service/s.

The assessment can take 5-25 minutes depending on person's situation. From there the intake team will be responsible for following up with the individual or family to ensure the service area responsible for their wellbeing has contacted them in a timely manner and is assisting them in their journey.

Our New Chief Financial Officer

In March we said goodbye to our Chief Financial Officer Mr. Jack Chaminda who has moved on to bigger and better things. We thank Jack for his time and Rumbalara and wish him all the best.

In the meantime there has been a recruiting drive to 'find a new CFO and we are happy to announce the appointment of Selvan Supral originally born in Singapore currently working and living in Darwin. Selvan holds a Bachelor of Accounting, Master of Finance and Bachelor of Finance degrees. These qualifications were gained in Ireland the United Kingdom. He has worked in Australian business

since 2005 with businesses such as KPMG and the Tiwi Islands Regional Council.

Selvan has extensive experience in auditing and all finance functions and is currently a lecturer at Charles Darwin University Business School – office of Indigenous studies.

We look forward to welcoming Selvan to Rumbalara in three weeks.

Marcus Powe Workshop by Jess Barnes

The sessions focused on getting staff members to think and behave in a manner that is focused on the customers and take customer service to the next level.

It allowed staff to demonstrate creative and innovative approaches to strengthen Rumbalara's existing services and reputation as 'the place for care'.

It also gave staff the opportunity and environment to brainstorm & present new ideas and services Rumbalara could deliver to the community. Also ways we could improve and survive as a Cooperative in the ever changing community service sector.

The following is a snap shot of ideas presented, all of which are in different stages of becoming a reality:

- Hybrid work vehicles.
- Rumbalara run Child Care Centre.
- Community Funeral Assistance Service.
- SYPE/Teleconference communication options.
- Cultural Centre – a national tourism attraction.
- Extended hours (afterhours/weekends) of Rumbalara Medical.

This was very beneficial for all staff members involved. It generated a positive attitude and

encouraged staff to not only look at improving themselves professionally, but also the ways they could assist in improving Rumbalara as a whole.

Our New Chief Financial Officer

The Attorney-General will launch Rumbalara's partnership with GVCLC Health Justice.

This exciting new project will embed a lawyer from the Goulburn Valley Community Legal Centre at Rumbalara Health so that clients can receive a legal health check and holistic care in a culturally appropriate and supportive environment.

The partnership will provide legal advice and warm referrals to appropriate legal services including Victorian Aboriginal Legal Service, Family Violence Prevention Legal Service, Victoria Legal Aid as well as the Therapeutic Justice or General Practice Teams of the Goulburn Valley Community Legal Centre. It will also provide limited casework assistance in complex matters.

Event Details

When: Thursday 2nd June
Where: Rumbalara Mooroopna Site BBQ area
Time: 10:15am