

COMMUNITY NEWSLETTER

West Wimmera Health Service | March 2021 | Issue No. 7

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A NEW WHEELS FOR KANIVA

INTRODUCING SANDRA IS IT REALLY URGENT? **10** COMMUNITY HEALTH UPDATE **16** EXPANDING OUR MEDICAL WORKFORCE



An innovative Trio Trike will give residents of the Kaniva Nursing Home and Hostel a new sense of freedom to get out and about around town, feel the wind in their hair and have some fun taking in the sights.

The new mode of transport was an initiative of one of our team members, Loretta Fuller who was inspired by a news program.

Designed in Holland, this unique trike is a combination of pedal power and an electric motor. The trike allows two passengers to be chauffeured by a Pilot from our team of staff.

We would like to extend a big thank you to the local Lions Club, Kaniva Ladies Auxiliary Committee and the Department of Health and Human Services for helping to make this equipment purchase possible.



Kaniva staff cheer on passengers Betty Stephens and Marg Mills as they set off on their maiden voyage with Sharyn Makin piloting the way.

If you see the trike cruising around town, be sure to give a wave and say hello!



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I had a lot of questions about finances but WWHS is very supportive and were able to answer all of the questions I had.



In this edition, we introduce one of our residential aged care residents to chat about their life and living in one of our aged care facilities.

Sandra lives in our Arthur Vivian Close Hostel in Kaniva.

Sandra grew up in Kaniva but later moved to East Melbourne to complete her schooling. This was then followed by Nursing/Midwifery training. Sandra has been lucky enough to travel the world. A great memory of hers was working as a midwife in England.

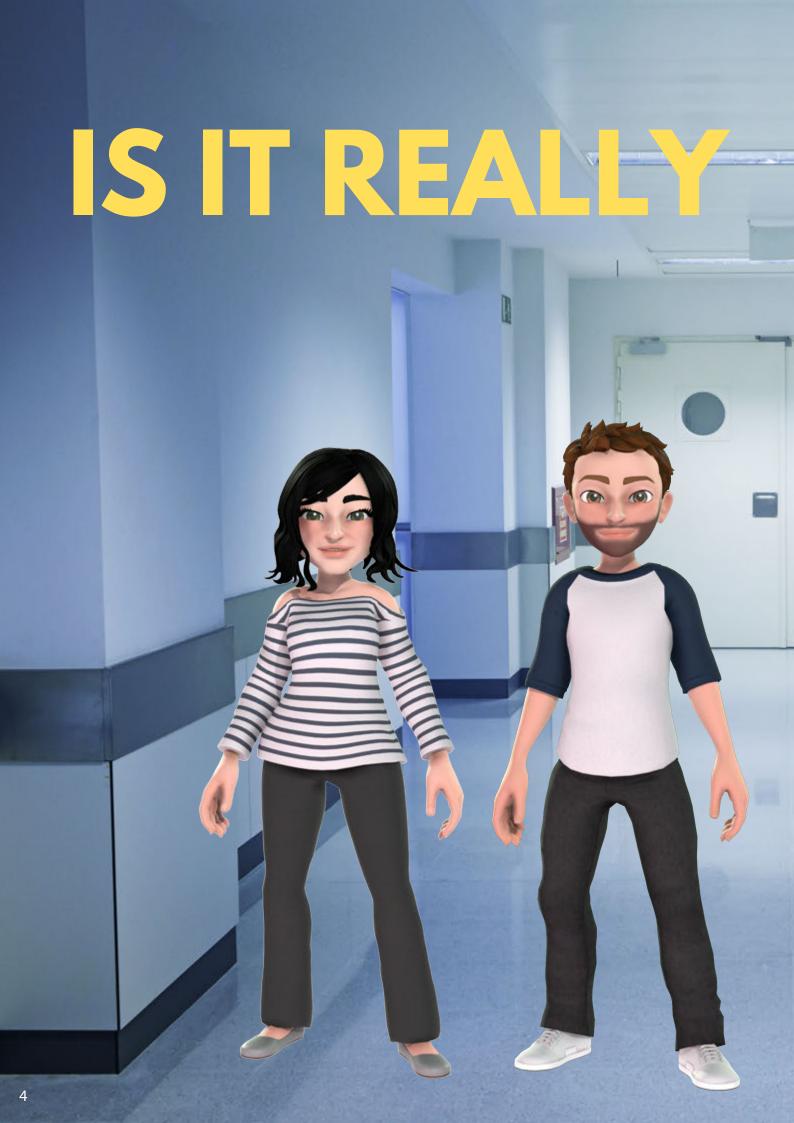
Sandra decided to move into our residential aged care facility due to a decline in her health and the convenience of having support with medical care and transport.

Sandra enjoys living at the hostel as she finds herself in good company and there is always something happening to keep her entertained.

"Staff are extremely flexible and are happy to offer activities to suit our likes and interests at the time" Sandra explains.

Sandra still feels connected to the community with the many activities and outings available.

Sandra enjoys her freedom, and loves that she can have her car available to go out as she pleases. She believes that the time she has spent at the hostel is similar to the time she would spend if she were at her previous home - except with the added bonus of no cooking!



URGENT?

We are excited to share our 'ls it really urgent?' campaign with you!

Illness or injury can sometimes appear out of the blue...

You may be in the middle of picking something up and jar your back, wake up in the middle of the night with intense stomach pain, your child eats something they shouldn't or you're worried your newborn baby has a high fever.

When these situations occur, you may be faced with uncertainty about where to go for care, especially if your local doctors clinic is closed or your symptoms seem severe.

THE PROJECT...

Our new posters and booklet will help you understand the role of urgent care centres as well as offer helpful resources regarding other sources of care and advice including common scenarios to assist you in responding to these injuries and illnesses before attending an urgent care centre.

LETS TALK URGENT CARE...

Urgent care centres are set up to provide diagnosis and treatment of medical conditions which can be serious.

Urgent care centres play a pivotal role in small rural towns and should be used appropriately.

It is important to remember that medical conditions that are not urgent should be assessed by a doctor via appointment at the nearest medical clinic.

For a medical emergency, call Ambulance Victoria on 000.

We look forward to sharing this project with you in our upcoming community newsletters, on our Facebook page and out and about in your local community.

COMMUNITY HEALTH UPDATE

GOODSAM APP

What is the GoodSAM app?

GoodSAM is a free global smartphone app that you can **GoodSAM** download to volunteer to assist if someone has a cardiac arrest in the area you are in.

How does it work?

How can you help a stranger in cardiac arrest? It's easier than you think.

A Triple Zero call (000) triggers an alert to be sent to a GoodSAM Responder. The responder is told the location of the patient and the nearest available defibrillator (AED).

At the same time, the closest available ambulance is simultaneously sent to the patient, and in some parts of Victoria, the fire brigade is also dispatched.

Meanwhile, the GoodSAM Responder can provide CPR and, if possible, make use of the nearest available defibrillator. This gives the patient a greater chance of survival.

This is a great initiative that could save lives in your community. Check it out in the app store.





BREAST SCREEN VIC

The Breast Screen Victoria Mobile Screening Van will be in Nhill between the 17 – 28 of May 2021.

The screening hours will be between 7.50am to 5.40pm.

Appointments can be made online at breastscreen.org.au or by calling 13 20 50.



DIABETES EDUCATION

Our Diabetes support group will commence on Tuesday 16 March 2021.

This involves 4-5 sessions per year where people with Type 2 Diabetes can meet for education while building their support networks. The sessions will occur bi-monthly on a Tuesday from 10am until 11.30am.

To register please contact Emma, at emma.cranwell@wwhs.net.au or call 5391 4290.



EAT GREAT, FEEL GREAT!

Looking to improve your health and wellbeing?

Our wonderful Dietitians are here to help!

Please contact allied health reception to make an appointment with one of our Dietitians on (03) 5391 4267.



TELEHEALTH

A friendly reminder that Telehealth is still available. A safe, easy and convenient way to receive medical advice without the need to travel.

Please call our friendly receptionist on (03) 5391 4267 for more information.



"The most rewarding part of my job is being able to provide a high level of clinical care and support to our community."

WHAT ATTRACTED You to this Profession?

My mother was a good role model and I guess that drew me towards nursing originally. I think I just found the job very rewarding once I got into it.

WHAT QUALIFICATIONS DO YOU HAVE?

I have a Bachelor of Nursing and am currently studying my Master of Nursing (Health Leadership).

WHEN DID YOU START Your Nursing Career?

You could argue that I have been nursing since I was 14 – I got my first job in aged care at this time and haven't really looked back.

MEET OUR DIRECTORS OF NURSING

PAUL MARK - RAINBOW DON

WHAT DOES BEING A NURSE MEAN TO YOU?

Nursing is a job where you can make a difference every day. That does not always mean saving someone's life. Sometimes it is simple as being there and listening when a patient/resident is having their worst day.

WHY IS THIS ROLE Important in our Community?

I could not say it is my role alone that is important. But the team at Rainbow Hospital are able to provide a lot of local clinical support so that community members do not need to travel long distances to access healthcare. We try our best where possible to keep people local.

WHAT WOULD YOU LIKE THE COMMUNITY TO KNOW?

Aged care and healthcare in general can get a bad rap. I would like the community to know that we provide a high level of clinical care and support. My team is capable of treating and/or referring you to ensure you will always have the best treatment.

DO YOU HAVE ANY Stories you would Like to share?

In 2017 I won the PSRACS Aged Care Leadership Award. It involved a lady who was palliating under my care and her husband was four hours away. They had not seen each other for six months.

My patient was not expected to live for many more days, so the general consensus was that it would be futile to try and arrange for her husband to come for such a short visit. Despite much resistance I organised it anyway because that is what I would have wanted.

I will never forget when they saw each other and I still see their family whom were grateful for those moments. I think of this time often if I am having a hard day or thinking that something might be unachievable.

I did not do that for an award – I did it because I thought that's what a good nurse should do and I try to think like that regularly.



WELCOME TO THE TEAM

Nita Okoko is one of two new Health Promotion Officers joining the WWHS team. Nita is very excited be living and working in the Wimmera and southern Mallee. She is a passionate health promoter who truly values working in rural areas.

She brings a wealth of experience, including clinical training, teaching and project work in global health and academic research in women's health.

We are excited by Nita's skills, experience, enthusiasm, energy and look forward to introducing her to our communities and citizens.



Sushira Sharma has arrived in Nhill and we are very excited to announce her addition to the WWHS Health Promotion team.

Sushira is absolutely delighted to be working with rural communities and pursuing her absolute passion for health promotion! She brings a background of clinical and academic skills and boundless enthusiasm.

We can't wait to start working with her and we are sure our communities will feel the same!

Please join us in welcoming these two new members to the Health Promotion team: Nita Okoko and Sushira Sharma $_{9}$

SNAPS FROM AROUND WWHS



Carl and Jan celebrate their Wedding Anniversary



Norma celebrating her Birthday



Lovely Birthday cake made by our chef



Nellie's Birthday

10



Nellie's cake



Fred and his dog Mouse share some Birthday cake!

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AUSTRALIA DAY CELEBRATIONS



Australia Day Lunch



Leila and Bob



BAKING SCONES



Residents completing dot paintings



Finished dot paintings







Bob

Dot

Elaine

A REAL AND A REAL AND

The roller coaster ride associated with remaining prepared for an outbreak of coronavirus and more recently readying ourselves for the upcoming vaccine rollout continues unabated.

At the time of writing, we are in the midst of a five-day lockdown with fingers crossed that it won't need to be extended. In the meantime many of our staff continue to plan for the part they may have to play in the upcoming vaccination rollout across Australia.

I am excited to be writing the first community newsletter CEO update for 2021. Can you believe we are already in March. Time is flying.



WWHS would like to thank Supa IGA for their generous contribution of \$517.

The money is greatly appreciated and will go towards the purchase of a new optical bio meter.

Executive Director of Clinical Services Recruitment Process

I am pleased to advise that Cheree Schneider has been appointed to the position of Executive Director of Clinical Services and will commence in May 2021.

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Cheree's current role is with the Fiona Stanley Fremantle Hospital Group as the Nurse Director - Emergency, Acute & Aged Care (Emergency Department, Hyperbaric Unit, General Medical and Geriatric Medicine Wards, Day Therapy Unit and Rottnest Island Nursing Post).

Cheree initially trained as a nurse at Wimmera Base Hospital, is a qualified midwife and critical care nurse and also holds Bachelors and Masters degrees in business.

The position's incumbent, Mrs Jan Fisher, has kindly offered to continue in the role until Mrs Schneider commences and for a little time after that to assist with Cheree's orientation.

We are very grateful to Jan for her willingness to ensure as smooth a transition as possible and also for her perseverance in the role given she had initially planned to resign at the end of 2017!

People and Culture Manager Role

It is also pleasing to advise that Taegan Jarred has been appointed to the position of Manager of People and Culture, and will commence in the role in late February.

Taegan comes to the role with experience in a similar role in the public health sector and also local government.

Taegan holds qualifications in Occupational Health and Safety, Human Resource Management, Training and Assessment, Business Management and Return to Work Management.

Ray and Violet Marshman Rehabilitation Centre and Community Gym, Nhill

We now have both the rehabilitation pool and gym open for use. The Service is utilising the pool primarily for physiotherapy clients and it is also being used extensively for privately provided children's swimming lessons.

The gym which is operated by a private provider has also had strong initial membership uptake with some 50 members signing on in the first week of operation.

Recommencement of Theatre Services

Having spoken to some of the theatre patients their relief is clear as is their gratitude for being able to receive these services so close to home.

Well done and thank you our Nhill Theatre, Acute, Pre-Admission, Allied Health, Radiography / Primary Care teams and of course Mark Chehade (ophthalmologist), Chi Gooi (orthopaedic surgeon). Malcolm Anderson and Kim Fielke (anaesthetists) for their patience and hard work over the past 12 months.

We are very fortunate to have such skilled and caring people committed to our cause.

Wimmera Southern Mallee "By Five" Program Award

By Five is a community collaboration initiated through the Wimmera Southern Mallee (WSM) Regional Partnership in response to local data demonstrating poor child developmental outcomes. WWHS is a partner in this program the vision of which is for every child in the WSM to succeed in learning and life.

The By Five program was awarded a 2020 Victorian Early Years Award for Creating Collaborative Community Partnerships Awards for the Specialist Paediatric Support Partnership (SPSP). Well done to all involved in what is such an important area given the significant long term benefits involved.

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Medal of the Order of Australia Congratulations Mandy Stephan

Our senior Maternal and Child Health Nurse (MCHN), Mandy Stephan, was awarded the Medal of the Order of Australia in the General Division for her service to nursing, particularly to child and maternal health in this year's Australia Day Governor-General's honours awards.

This is an outstanding achievement and due recognition for Mandy's invaluable contribution in numerous ways to our community and in particular through her role as MCHN. Congratulations again, Mandy!

National Disability Insurance Scheme (NDIS) Certification Audit

We recently completed both stages of our NDIS certification audit with only one minor nonconformance registered together with a number of opportunities for improvement suggested.

This was our first full certification audit under the NDIS and proved to be quite a lengthy and involved process but with the ultimate outcome that relevant policies, procedures and practices are now all up to date and line with all relevant regulatory requirements to an acceptable degree.

Congratulations to all involved and in particular Alex Hall for 'leading the charge' throughout this process.

Conclusion

While 2020 is now well behind us, we can't yet say that about coronavirus. It remains fairly likely that until most of us have been effectively vaccinated we may face more COVID related disruption in the short term. Provided though we all continue to show the great resilience, patience and understanding that helped us through 2020, we can be hopeful that before too long it will be a thing of the past or at least a threat we can manage to live with.

> Ritchie Dodds Chief Executive Officer

Get Creative to Live Active

A change in seasons (hello Autumn!) doesn't have to mean the end to getting out and about and feeling active. The cooler weather can sometimes leave you feeling restless, listless or straight-up bored from extra time indoors, but there's still plenty of simple activities you can do that can help you feel rejuvenated, active and healthy.

We asked around our team and got some inspiration for ways to boost your physical or mental wellbeing or both, with some little movements and actions that can be easily incorporated into your daily routine throughout the cooler months and beyond!



Stand and Stretch

Whether you're sitting in the office, working from home, watching the latest Netflix binge-worthy show, or relaxing with a good book, it can be easy to forget to take regular breaks to stand and stretch.

Try adding a stretch break into your routine every 30 minutes - your neck and back will thank you! You can even work some of your regular tasks into your stand-up routine, like getting a cup of tea, checking your mailbox or popping that load of laundry on.

Dance It Out!

Nothing gets the endorphins pumping like a boogie around the living room, your office or the backyard!

> Put on your favourite song and dance like no one is watching! You'll shake off any negative energy and we dare you not to smile!

> > If you're feeling really inspired, get some friends together and take an online dance class, or host your own Friday night disco.

Find Your Zen

If you prefer to find some inner tranquillity, we can't go past some morning Yoga or Tai Chi.

Check out your local area for classes, or jump on YouTube to find your calm from the comfort of home.

Ommm....

Be A Tourist in Your Own Town

Why not refresh your regular walk by getting creative.

Change up your route and explore different areas of your neighbourhood.

Take a coin with you and flip it at each intersection - heads you go left, tails you turn to the right!

Or walk and talk with a friend or family member. Share stories of special places and memories as you go. It's surprising the history you can discover!

Try a New Hobby

Have some fun testing your skills at a new hobby, or perhaps one you enjoyed as a kid.

Juggling anyone?

How do you live active? We'd love to see! Share a happy snap on social media with #LiveActiveWWHS.

Expanding our Medical Workforce



Prospective New Specialist Services

We are currently negotiating with two prospective providers who would significantly strengthen our capacity to locally provide much needed specialist services.

Ahmed Naqeeb, a general surgeon, is a partner at Ballarat Surgical Clinic and has special interests including in endocrine procedures, colorectal surgery, gastroscopy and colonoscopy.

Dr Naqeeb has expressed a strong interest to visit Nhill on a regular basis and has submitted an application to be credentialed for this purpose.

Psychiatrist Dr Hieu Pham has expertise in the treatment of addiction, anxiety disorders, bipolar disorder, depression, dementia, mindfulness, post-traumatic stress disorder and schizophrenia and would look to also offer mental assessment education sessions to local GPs and WWHS employees.

Hieu has also applied to be credentialed to practice out of our Nhill consulting rooms.

New General Practitioner

Rural Doctors have secured the services of a fourth Nhill based general practitioner, Dr Ning Wang. Dr Wang will commence shortly in the Nhill Medical Clinic and will also be able to admit patients to Nhill Hospital once his credentialing application has been approved.





Nhill Clinic

45-47 Nelson Street Nhill VIC 3418 T (03) 5387 9900 nhillreception@ruraldoctors.com.au

Kaniva Clinic

9 Farmers Street Kaniva VIC 3419 T (03) 5323 5770 kanivareception@ruraldoctors.com.au

Goroke Clinic

52-64 Natimuk Road Goroke VIC 3412 Please call the Kaniva Clinic to book an appointment on (03) 5323 5770.

Edenhope Clinic

119 Lake Street Edenhope, VIC 3318 T (03) 5585 9888 edenhopereception@ruraldoctors.com.au

> To book online, please go to: www.ruraldoctors.com.au



Medical Clinic

Horsham Clinic

146 Baillie Street Horsham VIC 3400 T (03) 5382 0011 (24 hour line) reception@listerhouseclinic.com.au

Natimuk Clinic

6 Schurmann Street Natimuk VIC 3409 T (03) 5363 4480 reception@listerhouseclinic.com.au



Rupanyup Clinic 89-91 Cromie Street Rupanyup VIC 3388 T (03) 5385 5730

Minyip Clinic

23 Church Street Minyip VIC 3392 T (03) 5385 5730

Jeparit Clinic

2 Charles Street Jeparit VIC 3423 T (03) 5396 5506 Murtoa Clinic

28 Marma Street Murtoa VIC 3390 T (03) 5385 5730

Rainbow Clinic

14 Sanders Street Rainbow VIC 3424 T (03) 5396 3380

Hopetoun Clinic

10 Mitchell Place Hopetoun VIC 3396 T (03) 5083 2080



Board Profiles



JOANNE HERBERT

Name: Joanne Herbert

Town / Location where you live: Williamstown (inner-west Melbourne)

Occupation: Lawyer

Hobbies / favourite pastime: Swimming, paddle-boarding, walking/hiking, painting.

Favourite sports team / player / athlete: Serena Williams

Favourite Australian icon: Uluru

Favourite food to eat and/or cook: Homemade white macadamia cookies.

Time spent on WWHS Board (years): Appointed in October 2020.

Why did you join the WWHS Board?

I have a passion for healthcare (and the law) and wanted to use the skills I have gained through working in public and private health services to ensure the West Wimmera community continues to have access to high-quality, safe healthcare close to home.

Where do you see WWHS in 10 years?

Healthcare will continue to evolve and see more services being delivered in patient's home. WWHS will be a critical component to connect patients with healthcare providers and facilitate telehealth and remote healthcare.

SHARON TOOLEY

Name: Sharon Tooley

Town / Location where you live: Eltham, Victoria

Occupation: IT Strategic Advisor

Hobbies / favourite pastime: Camping and hiking, cooking, gardening (greenhouse, & aquaponics), scuba diving (although rare opportunity to dive these days!).

Favourite sports team / player / athlete: Ash Barty and recently retired cricketer Alex Blackwell.

Favourite Australian icon: Olivia Newton John for contribution to cancer research and wellness.

Favourite food to eat and/or cook: I love to graze a beautiful cheese board. So many favourite things to cook, to pick just one would probably be chicken pie. It is a great comfort food and a beautiful love bomb that can be delivered to friends.

Time spent on WWHS Board (years): New to board at end of 2020.

Why did you join the WWHS Board?: NW Victoria regions and national parks have been destinations for my family holidays since my childhood. Working with Royal Flying Doctor Service, I have a new level of understanding of the challenges facing the health of rural and regional communities - coupled with my interest in governance and love of the region I hope to bring my technology and business experience to the board.

Where do you see WWHS in 10 years? Utilising digital technology in the form of digital health services and wearable technology to increase services and quality of health in the West Wimmera region.

WANT YOU

TO JOIN OUR COMMUNITY ADVISORY COMMITTEE!

Are you interested in helping us shape the future of our health service?

Your ideas, suggestions and opinions can make a big difference for your community!

The Community Advisory Committees are a part of West Wimmera Health Service's commitment to improving its services by partnering with the community.

We are hoping to see the collaborative model rolled out in Jeparit, Rainbow, Goroke and Natimuk. We are seeking people from these communities to join the new community advisory committees.

We are also keen to recruit more members for the established committees in Minyip, Murtoa and Rupanyup, Nhill and Kaniva.



For more information, please contact our Communications and Customer Partner, Elizabeth, by phoning (03) 5391 4222 or emailing elizabeth.hawker@wwhs.net.au. 19

STAY INFORMED ABOUT COVID-19 VACCINES.





Safe and effective vaccines will help protect you and your community from COVID-19.

The vaccines will be free and voluntary.

Australia has agreements for three COVID-19 vaccines. This includes the Pfizer, AstraZeneca and Novavax. The number of doses required depends on the vaccine. Both Pfizer and AstraZeneca COVID-19 vaccines will require two doses.

Australia's independent medicines regulator, the Therapeutic Goods Administration (TGA), has strict standards for reviewing all vaccines. They will only approve vaccines that are safe and effective.

Medical experts have advised who should be the first to receive the COVID-19 vaccination. It is important that the first vaccines go to the people who need them most.

The first vaccines

The first vaccines will be provided from February 2021 to:

- quarantine and border workers
- frontline at-risk healthcare workers
- · aged care and disability care residents
- and residential aged care and disability workers

Part of the next group to receive the vaccination include Aboriginal and Torres Strait Islander adults.

More information about COVID-19

It is important to stay informed through official sources. Learn more at health.gov.au or call the National Coronavirus Helpline on 1800 020 080.



WEST WIMMERA HEALTH SERVICE - AVAILABLE SERVICES

AGED CARE SERVICES

- Residential Aged Care Facilities
- Commonwealth Home Support
- Home Care Packages

COMMUNITY SERVICES

- Asthma Education
- Cancer Resource Nurse
- Cancer Support Group
- Cardiac Rehabilitation
- Centrelink
- Community Health
- Continence Education
- Diabetes Education
- Dietetics
- District Nursing
- Endocrinology Telehealth Clinics
- Falls and Balance Groups
- Gentle Exercise Groups
- Health Promotion
- Healthy Lifestyle Groups
- Initial Needs Coordination
- Interpreting Services (Karen)
- Maternal and Child Health
- Occupational Therapy
- Physiotherapy
- Podiatry
- Quit Smoking Education
- Refugee Health Nurse
- Social Work
- Social Support Groups
- Speech Pathology
- Well Women's Health Clinic

CONTACT

To make an appointment or arrange access to our services please contact our friendly receptionist on (03) 5391 4222.

CLINICAL SERVICES

- Acute Hospital Care
- Audiology
- General Surgery
- Geriatrician
- Immunisations
- Infection Control
- Medical Imaging (CT Scanning, X-Ray, Ultrasound, Dental Orthopantomogram)
- Ophthalmic Surgery
- Optometry
- Oral Surgery
- Orthopaedic Surgery
- Palliative Care
- Pathology
- Urgent Care

DENTAL SERVICES

- General Dentistry
- Mobile Clinic
- Oral Health Education and Promotion
- Oral Health and Hygiene Therapy
- Oral Surgery

COMMUNITY PROGRAMS

- Community and Women's Health Program (C&WH)
- GP Management Care Plan
- Domiciliary Care
- Home and Community Care (HACC)
- Hospital in the Home (HITH)

- National Disability Insurance Scheme (NDIS)
 - Post-Acute Care (PAC)
 - Chronic Conditions Models of Care
 - Transport Accident Commission (TAC)
 - Work Cover
 - Transition Care Program (TCP)

Harmony Week 15 - 21 March 2021

CELEBRATES HOW ALL OF OUR DIFFERENCES MAKE AUSTRALIA A GREAT PLACE TO LIVE!

> Harmony Week is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background, united by a set of core Australian values.

> Australia is one of the most successful multicultural countries in the world and we should celebrate this and work to maintain it.

IT COSTS NOTHING TO TALK! THE RURAL DUTREACH PROGRA 1300 688 732

We are here to help!

If you or anyone you know is struggling and needs help or someone to talk to, then please ring our friendly Rural Outreach team for free, confidential, timely help.

No referral is required.

Our Rural Outreach Team will be able to guide you to the best service and assistance in your area.

Working together to better support you....

















Quick Quiz

- 1. Who wrote "Harry Potter"? _
- 2. What is the world's longest river? _____
- 3. Which country gifted the Statue of Liberty to the US?
- 4. What is the rarest blood type? ____
- 5. What sport does Cristiano Ronaldo play? ____
- 6. What does 'Na' stand for on the periodic table? _
- 7. In which ocean is the Bermuda Triangle located? _
- 8. What group of animals is known as a 'flamboyance'? _
- 9. How many days are in a leap year?
- 10. What are the 3 primary colours?



1. At just 22, I am the youngest billionaire in the world. I'm also part of the Kardashian family, though my surname would suggest otherwise.

2. I may not be around anymore, but my classic disguise as a Scottish nanny will always make people smile.

3. I've been in a fair few films in my time, but I have to say the ABBA one was right up my streep.

4. I was born in Ulm, in Germany, in 1876. In 1895 I moved to Switzerland to study and in 1921 I won the Nobel Prize for Physics. I emigrated to the USA in 1933.



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