



Far West in Focus

Message from the Chief Executive

Welcome to the second edition of Far West In Focus.

I had indicated in the January edition that this year was looking to be just as busy as the last year. February certainly was a testament to that.

We have seen a number of new appointments and a farewell within the executive team. Wendy Gleeson has been appointed as our new Executive Director of Nursing and Midwifery and the Director of Clinical Governance. We have also restructured the role of the Director of People and Culture and have appointed Mr David Green into the new role, who comes into the role with significant proven executive level human resources experience across a range of industries. We also farewelled the incumbent Director, Ms Fiona Lawrance. I thank her for her service and wish her well with her future plans. Ms Pooja Katoch is currently acting in this role until David's arrival on 28 March 2022.

We have also welcomed our 12 new SBAT students who will be taking part in training in a variety of settings.

Having finalised the 5-year FWLHD Strategic Plan, the executive undertook to develop its annual business plan which sets out the areas we will be targeting on our journey to meeting the challenges set out in the Strategic Plan. This will be finalised and displayed on our website by the end of this month.

Two significant projects are being finalised for commencement in March, these being the eICU and the Telestroke. These services will enable us to enhance our service delivery in these two critical clinical areas by timely intervention and an increased ability to manage some of our

patients in our base hospital without having to be retrieved to another hospital. I want to take the opportunity thank all our staff and Clinical leaders for bringing these projects to fruition.



Mr Umit Agis

Our Hospital in the Home, HITH, program has been approved to be transferred to our community services. This transition will take place over the coming months to make it a truly community-based program which is designed to provide an alternative setting to hospital-based intervention.

Our management of the pandemic continue to be effective, evidenced by negligible admissions to our hospitals for COVID-related acute treatment.

BurongaOne one is progressing well and is due for completion by the end of April this year. Change management processes have been in train for some time which will enable a smooth transition into occupying the new building as well as adapting to new models of service delivery.

A Wentworth Hospital rebuild governance group has also been established which will oversee the development of the new hospital and its commissioning.

Lastly, I want to congratulate all our staff who were recognised in our recently held annual Innovation and Staff Recognition Awards. Well done to all of you, and to your teams and colleagues who have supported you during your individual journeys.

— **Umit Agis, Chief Executive**

2021 Health Innovation and Staff Recognition Awards

The LHD celebrated the achievements of our staff and innovative projects for 2021 after the ceremony was postponed last year due to resources being focused on COVID-19 response.

Chief Executive Umit Agis said it is very important that we celebrate the achievements of our staff and the projects that they continue to develop and deliver to improve health outcomes across the Far West LHD.

“Our staff have worked very hard through some very challenging circumstances and these Awards recognise those outstanding staff members, as well as the innovative projects implemented despite COVID-19,” he said.

“I’m pleased that we also acknowledge some of the long-standing staff in the District with service awards,” said Mr Agis.

The ceremony was held 23 February 2022 virtually in a COVID-19 safe environment, which included limited staff attendance, virtual presentations and videoconferencing the ceremony to staff across the LHD.

The following Health Innovation projects received an award:

- Building the Future of Peer and Consumer Workers in Far West LHD.
- Colourful Libraries.
- Prevent, Recognise and Effectively manager Hospital Acquired Pressure Injuries (PRE-HAPI) Project.
- Primary Health Care Registered Nurse: Schools Based Program.

- FWLHD Up and Running. Men’s Diabetes Prevention Program.

The 2021 Staff Recognition award recipients were selected using the LHD’s Brilliance nominations collected during the year. Nominations focused on the demonstration of the NSW Health CORE (Collaboration, Openness, Respect and Empowerment) values and award recipients have received multiple nominations. A Peer Recognition award was also presented.

The Award winners were:

- Staff Brilliance Recognition CORE Value – Collaboration: Samantha Elliott (Patient Safety and Clinical Quality Manager).
- Staff Brilliance Recognition CORE Value – Openness: Jodie Miller (Program Director Mental Health Drug and Alcohol, Violence and Neglect Services, A/Director Clinical Operations).
- Staff Brilliance Recognition CORE Value – Respect: Rebecca Hatch (A/HSM Wilcannia Health Service).
- Staff Brilliance Recognition CORE Value – Empowerment: Graeme Hurley (Analyst, Technical Services).
- Peer Recognition Award: Caroline Anderson (Nurse Unit Manager Medical Ward, BHHS).

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Staff Recognition Award winners (from left): Caroline Anderson (Peer Recognition), Samantha Elliott (CORE Value – Collaboration), Jodie Miller (CORE Value – Openness), Rebecca Hatch (CORE Value – Respect) and Graeme Hurley (CORE Value – Empowerment).

2021 Health Innovation and Staff Recognition Awards

Long Service awards were presented to a number of employees from across the District in recognition of reaching a milestone working for the health service. They recipients are:

- Long Service Awards for 10 years of service:**
 Loren Andrews, Karen Brewster, Raelene Gibson, Helen Harris, Teigan Erskine, Dean Nejaim, Bernadette Pappin, Jeanette Stubing and Danielle Toigo.
- Long Service Awards for 20 years of service:**
 Mary-Ann Crisp, Rebecca Dalwood, Aishling Gillbee, Lyndal Graham, Shaun Kennedy, Jayne

O'Shannessy, Betty Reardon and Fleur Scown.

- Long Service Awards for 30 years of service:**
 Rodney Lynott and Catherine Mullins.

Long Service Award for 40 years of service: Colin McLennon.

The recipients were recognised with certificates of acknowledgement and a gift.

You can watch a video of the Awards ceremony at <https://bit.ly/3hoqN7f> including more information about the projects.



Health Innovation project award winners (from left): Megan Jordan (Prevent, Recognise and Effectively Manage Hospital Acquired Pressure Injuries); Tim Symonds (Colourful Libraries), Sam Jessett (Building the Future of Peer and Consumer Workers in Far West LHD) and Rebecca Smith (Primary Health Care Registered Nurse: Schools Based Program). Absent: Ferna Vagg (FWLHD Up and Running – Men’s Diabetes Prevention Program).



Have you ever said to yourself, “If they just changed this and did it this way, it would be much better”?

Well, now you have a quick and easy way to suggest your ideas!

Scan the QR code or go to <https://www.surveymonkey.com/r/WBHNSHZ> if you have ideas for change; for service improvement, better patient and staff experiences, or any burning project proposals you might have. We want to make sure that any of our staff with ideas for projects, innovations or change have a platform to submit their ideas and have a chance to talk about them.

The Project Management Office (PMO), located at the CHC in Broken Hill, will receive your ideas through the portal and explore opportunities to convert these into projects.





Nursing and Midwife graduates start career with Far West



Twenty-nine newly registered nurses and midwives joined the LHD this month as they began their nursing careers under the GradStart Program.

This year's cohort includes two local nurses and also welcomed nurses and midwives from NSW and interstate.

They were welcomed to the District with their first week consisting

of orientation featuring practical and classroom activities. They also met staff and mentors/ supervisors who will support their transition from undergraduate university student to Registered Nurse/Midwife. Members of the Executive Leadership Team also dropped in to their sessions to welcome them.

During their time here, the graduates will gain first-hand

experience of working in our remote facilities and engaging with and living within communities, which is an invaluable experience, and helps encourage nurses and midwives to consider a career in our region.

The program places nurses in Broken Hill, Wentworth, Dareton, Ivanhoe, Wilcannia, Tibooburra and Balranald.

We wish them all the very best!



SBAT students join the LHD for the next two years

The popular school-based apprenticeship and traineeship (SBAT) program has kicked off at Far West LHD for 2022 with 12 students across the District.

The SBAT program gives students an opportunity to start their health career by participating in workplace learning while completing their HSC. The SBAT will be completed over the next two years with support from the health service; TAFE, Apprenticeship Training Support Services and local high schools to ensure the SBATs finish successfully.

The SBAT program is an initiative of the Department of Education and Communities providing Year 11 and 12 students with the opportunity to gain an industry recognised certificate.

The SBAT program has been very successful for the health service and this cohort will be the eighth to commence.

The 12 students will be working across the organisation in facilities including Broken Hill, Menindee, Wentworth and Ivanhoe.

The Far West LHD looks forward to working with the students; their parents; the Broken Hill TAFE; DP Training; SWC Training; the Department of Education; the high schools and Industry NSW for successful traineeships that will help to build the future workforce for our health services in the Far West



From left: Grace Johnson – Broken Hill Nursing Trainee, Jada Hogg – Menindee Nursing Trainee and Jorja Reed – Broken Hill Nursing Trainee.

Absent: Lauren Pace – Broken Hill Nursing Trainee, Mahaila Denton – Broken Hill Nursing Trainee, Amy Robertson – Wentworth Nursing Trainee and Shannen Gallagher – Ivanhoe Nursing Trainee.



From left: Cody Lake – Kitchen Operations Trainee, Lilly Ryan – Broken Hill Nursing Trainee, Holly Borchard - Allied Health Trainee, Ella Williams – Dental Trainee and Fairlen Standley – Broken Hill Nursing Trainee.

LHD joins forces with community and service groups for a good cause



LEFT: TAFE Dareton: Levi Martin.



ABOVE: Paul Sloane and Sabana Quayle, of NSW Police.



Far West LHD's Debbie Everett

The LHD joined forces with other organisations to promote and support Ovarian Cancer Awareness Day (23 February 2022) in Dareton.

A Teal Tea was held with a collection box for staff to donate to the cause and Krystal Kirby and Estelle Bowden made over 60 teal ribbons for staff and other organisations to display on the day. Staff contributed to the morning tea and teal was the colour to wear on the day!

Various community organisations were approached to join in and they gladly did, happy to be involved including BMEET, TAFE, CHAC and NSW Police.

We displayed information about symptoms and family history, and how to get tested — all aimed to raise awareness in the community of Ovarian Cancer.

The day was a great success and also helped raise the profile of those services where people can recognise faces and become familiar with them when seeking info or help.



LEFT: The BMEET Team: Megan Quayle, Marlon Kelly, Angelica Kirby, Malcolm King, Thomas Kelly and Ian Green.



The CHAC Team: Justine Williams, Tim Gordan, Bonnie Andrews, Shiralee Hedges and Doreen Dier.

Changes to Salary Packaging Provider — 1 April 2022

The Far West LHD Salary Packaging provider is changing. From 1st April 2022, SalaryPackagingPLUS will provide support, advice and administration of Salary Packaging services taking over the role from your In House team

For your background, [SalaryPackagingPLUS](#), an arm of the LeasePLUS Group, was selected by FWLHD from NSW Health's prequalified list of approved salary packaging providers earlier this year. The aim of the State-wide tender process was to ensure NSW Health staff receive the best possible value from their salary packaging provider.

What does this mean for you?

Your salary packaging arrangements will be transferred from the In House team (Karen Winter) to SalaryPackagingPLUS. At this stage, you do not need to do

anything to arrange the transfer.

SalaryPackagingPLUS will issue all existing salary packaging employee's instructions and confirmation of ongoing arrangements prior to the transition of services on 1st April 2022.

Please visit the [SalaryPackagingPLUS website](#) for more information on the transition.

More information on Salary Packaging, including Meal Entertainment and Novated Leasing can be found on the Far West LHD Intranet Site.

If you require assistance with the administration of any existing salary packaging arrangements prior to 1 April 2022, please contact Karen Winter, Salary Packaging via email: karen.winter1@health.nsw.gov.au or phone: 08 8080 1498.

Far West Kids in Focus

Supertees® - a medical garment made for fun and inspiration

The Paediatric Unit in the Broken Hill Health Service has received a donation of 100 Supertees™ from a very generous anonymous donor, with the delivery cost also covered by another kind donation by Mr Zaheer Lalani. Supertees™ were designed by a Dad named Jason, who supported his daughter, Angela, through childhood cancer recently. His many battles of changing her clothing with intravenous lines and observation equipment running through it prompted him to design something more functional for easy access. The Supertees™ have no metal parts so they can be worn into CAT Scanning, MRI imaging, and XRay, all of which can be frightening for children. With that in mind Jason made them colourful and the fun, with the inspirational theme of being a superhero and the motto of "strength through imagination".

The result is the Blue Supertee™



and the Purple Supertee™



Young patient Evelyn with her Purple Supertee.

Supertees™ are now offered to children over the age of 3 years who are expected to need a longer admission in the Paediatric Unit and for whom easy access to IV lines or dressings is important. The Supertees also have a cape that can be used as a bib or for privacy when the child is not needing it for other superhero activities. The children are able to choose their design, wear it throughout their admission, and then keep their Supertee™ if they wish. They also receive stickers and an activity book to enjoy.

The nurses in the Paediatric Unit love making them available to the children and helping them transform their admission into a less fearful experience.

Far West Local Health District's Project Management Office

FWLHD PMO News Corner

It has been a little while since the last FWLHD PMO News Corner article!

Since we last caught up, the PMO has had a few changes. In late 2021, Clinical Redesign Manager, Rekha Pillai, left her role at Far West. Thank you Rekha for the great work you did building the PMO.

Chelsea Edwards (pictured) was successful in gaining the PMO Manager role and she started in mid-December. Welcome Chelsea! There is also a Projects Coordinator role as part of the PMO and this role is presently under recruitment.



What is new in the PMO?

FWLHD Ideas Portal: In February 2022, the PMO launched the 'FWLHD Ideas Portal'. This 2 minute survey is an easy online survey designed for staff to pitch their ideas for change; for service improvement, better patient and staff experiences, or any burning project proposals they might have. Once you submit your idea, someone from the PMO will give you a call!

The PMO are also supporting Project Officers around the District to develop a Community of Practice. This Community of Practice is for anyone in a role who manages change or manages projects (even if you're not in a designated Project Officer role). If you would like to join the Community of Practice, contact the PMO on the details below.

Right now, one of the focuses for the PMO is to make the Project Management Process at Far West as consistent and as user-friendly

as possible. You might see a few changes to the Intranet as we introduce a new page for all things PMO!

It's an exciting time and we look forward to sharing the journey with you all.

If you want to get in contact with the PMO, reach out FWLHD-ProjectManagementOffice@health.nsw.gov.au or call 08 8080 1549.



Simply use this QR to tell us your great ideas!

**people
matter**

2021

**NSW Public Sector
Employee Survey**

PMES Focused Update on RECOGNITION

You said: *Receiving adequate recognition for your contributions from your organisation needs improvement.*

What we did: We held the 2021 Annual Health Innovation & Staff Recognition Awards on 23 February 2022 virtually in a COVID-19 safe environment. We celebrated the achievements of five innovation projects and 5 five staff received excellence awards.

What we did: We enhanced the Brilliance Nomination recognitions by posting the names of the staff who received a Brilliance Nomination in the monthly In Focus newsletter. Additionally, all Brilliance Nominations are now cc'd to line-managers when emailed to recipients.

PMES Focused Update on ACTION ON RESULTS

You said: *You are not confident that your organisation will act on the results of the PMES survey.*

What we did: We created an action plan that focuses on six key areas based on the information you shared in the 2021 PMES survey. The Action has been endorsed by the Executive Leadership Team and has been shared via the In Focus newsletter and the Monthly Staff Forum. A brief update on the actions will be provided in the monthly In Focus newsletter.

More information about the PMES report and Action Plan can be found at [People & Culture PMES intranet page](#).

COLLABORATION | OPENNESS

BRILLIANCE

Nominations

RESPECT | EMPOWERMENT



CONGRATULATIONS

Alexis Riotto
 Anna Simmons
 Ansu Paul
 Ben Bloomfield
 Benjamin Yassa
 Bianca Williams
 Brady Wauchope
 Bree Braga
 Cathy Grose
 Chelsea Anderson
 Courtney Hurley
 Dearnna Murray
 Debbie Ponga
 Dr Wojciech Wierzejski
 Elizabeth Stevens
 Emma Crawford

Ethan Davis
 Helen Morris
 Jade Standley
 Jan Martin
 Janet Daley
 Janet Masters
 Jeff King
 Jennifer Egan
 John Chapman
 Joseph Worgan
 Kahlia Hickey
 Karen Chrisakis
 Kavya Gopinath
 Kim Evitts
 Kirsty Westley
 Kristy McQueen

Ksenia Golobokova
 Lillian Murray
 Matthew Sowden
 Medical Imaging Team
 Megan Jordan
 Monica Schipanski
 Nicholas Minns
 Nikola Chrisakis
 Reanne Greenaway
 Rebecca Hatch
 Shauna Taylor
 Tegan Gilby
 Whitney Smith

The Brilliance Nominations are a great way to share positive feedback with your peers for the great work they are doing. All Brilliance Nominations are logged in a register for the Annual FWLHD Health Staff Awards and then forwarded to the nominated staff member via email. **Scan the QR Code to nominate or go to www.surveymonkey.com/r/JNQK8D5**

New culturally safe resource

Cancer Australia have released their Culturally safe communications skills resources: short videos and key messages tips sheet. This is an invaluable resource for non-Aboriginal people working in cancer care. To access go to: <https://www.canceraustralia.gov.au/culturally-safe-communication-skills-tips-for-non-Indigenous-health-professionals>



Financial Management Essentials Series is back!

HETI's financial management training is back! The revised program has been developed in collaboration with key industry finance partners and the Ministry of Health's System Performance Support Branch.

The three-module series replaces the face-to-face Managing Health Resources: A Foundation and Financial Management Essentials.

Health Business Fundamentals

- Module 1

A foundational module designed for NSW Health staff who wish to increase their awareness in financial resource sustainability.

Financial Management Principles

- Module 2

An intermediate level module designed for clinical and nonclinical NSW Health Managers with limited cost centre management experience.

Applied Financial Management

- Module 3

An advanced module designed for NSW Health staff committed to improving sustainability.

Workshops commence in March 2022 with enrolments open in [My Health Learning](#).

For more information please contact FWLHD-Humanresources@health.nsw.gov.au

Aged Care Corner...

World Hearing Day

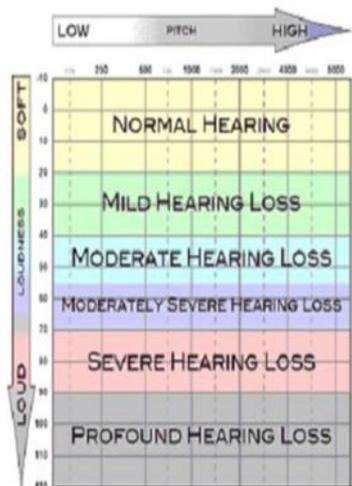
World Hearing Day is held on 3 March each year to raise awareness on how to prevent deafness and hearing loss, and to promote ear and hearing care across the world.

“To hear for life, listen with care”



Hearing loss is the reduction of a person’s ability to hear. Hearing loss ranges from mild to profound. It can affect one or both ears. This is often caused by wear and tear to the hairs or nerve cells in the cochlea over time from ageing and chronic exposure to loud noise, which impairs the electrical signals being transmitted to the brain.

Degrees of hearing loss



Mild-can't hear soft noises, speech is difficult to hear in loud environments.

Moderate-can't hear soft and moderately loud noises, it's also hard to hear in background noise.

Moderately severe-understanding of speech is more difficult, hearing in groups is very difficult.

Severe-conversations must be loud to be able to hear

Profound-can only hear loud noises, communication is not possible without a hearing aid or cochlear implant (lipreading)

Hearing loss becomes more prevalent with age and begins affecting high frequency sounds first. Patients may comment on people mumbling or having difficulty following conversations in noisy places.

The sooner hearing loss is tested for and detected, the less of an impact it will have on the patient’s quality of life.

In Australia, about 14% of the population has a hearing disorder and **over 70% of people over the age of 70** have hearing loss. Approximately 15% of Australians use hearing aids (AIHW 2016; Deafness Forum of Australia 2018).

Given these statistics, you are likely to encounter clients who have hearing impairments and use hearing aids, especially when caring for older adults.

In elderly patients, the consequences of hearing loss are substantial and include social isolation, functional decline with increased risk of falls and depression, and poor quality of life.

When someone has a hearing problem, they commonly mishear what you say.

Communicating with someone with hearing loss

- Gain their attention before you start speaking to them
- Speak clearly but do not shout or speak very slowly
- Make sure they can see your face
- Make sure your face is well lit
- Try not to move around too much during conversation
- Be aware that you may need to repeat what you say a few times, using different words or strategies

If nothing else works, resort to written communication

Knowing how to care for and communicate with clients who have hearing loss is essential in their safety, ability to participate in daily and social activities and overall quality of life. This may include assisting with the insertion, removal, cleaning and troubleshooting of hearing aids. For more information: www.hearing.com.au



Griefline: Integrating grief program



Griefline’s Integrating Grief Program is a free counselling and support service developed by Griefline and funded by the NSW Government to provide enhanced bereavement care for the people of NSW.

While grief is the normal reaction to bereavement, the death of a significant person can be challenging. People experience grief in different ways and require a range of supports to meet their individual needs. The bereaved may struggle to cope with everyday life and need more intensive one-to-one support to address their emotional and psychological distress.

Griefline’s integrating grief program is aimed at helping individuals struggling with their grief, by assisting them to come to terms with the loss and support them to participate in daily activities.

Griefline is here to support people in their grief and help them explore and manage their distress.

Who is this program for?

- Bereaved individuals aged 18+ living in NSW who are struggling to cope

with the death of someone special or significant

- Individuals suffering from impaired daily functioning, feeling incapacitated by grief, and having difficulty engaging socially
- Individuals experiencing a shift or change in daily habits that felt easy or normal before
- Individuals experiencing intense and ongoing emotions such as anger, sadness, numbness, anxiety, depression and/or guilt

How to register with the Griefline:

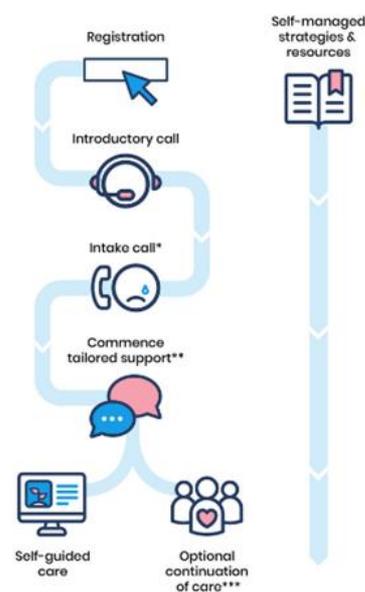
Visit: griefline.org.au/get-help/integrating-grief-program for information about free bereavement counselling for your patient/client

You can register your patient/client with the free bereavement counselling service using the **online registration form** at griefline.org.au/get-help/integrating-grief-program

If registering a patient/client for the program, you must first obtain their consent. They will be contacted by Griefline before they enter the program.

If you need assistance with a registration, please contact the program intake counsellor by calling [\(03\) 9087 2312](tel:0390872312) or email intake@griefline.org.au

Other Griefline services: Griefline also offers free telephone support, online forums, support groups and resources for people experiencing all forms of grief and loss.



Safety Interventions — Management of Actual/ Potential Aggression (MAPA) training

What is Safety Interventions /MAPA?

MAPA® (Management of Actual or Potential Aggression) program teaches management and intervention techniques to help you cope with escalating behaviour in a professional and safe manner with a focus on prevention.

Benefits include:

- **Boost staff confidence**
Know how to choose the least restrictive intervention.
- **Improve culture**
Create an environment of empathy, compassion and respect.
- **Demonstrate compliance**
Show your commitment to statutory regulations.
- **Raise staff skills**
Improve verbal and nonverbal de-escalation techniques.
- **Reduce the risk**
Decrease the number of physical injuries and accidents.
- **Strengthen relationships**
See the change amongst colleagues and those in your care.

Training dates Broken Hill:

Foundation Course

March 30 th -31 st	April 21 st -22 nd
May 30 th -31 st	June 28 th -29 th
July 26 th -27 th	August 30 th -31 st
September 27 th -28 th	October 27 th -28 th
November 29 th -30 th	December 08 th -09 th

Refresher Course

March 14 th	April 04 th
May 13 th	June 07 th
July 12 th	August 15 th
September 14 th	October 12 th
November 14 th	December 02 nd

This training is mandatory for all employees who have face to face contact with the general public.

Book via My Health Learning with Manager Approval



Farewell to MHIPU stars

The FWLHD Mental Health Inpatient Unit said farewell to RN Indira Sharma and RMO Dr Nicolas Ramly, in February this year.

MH RN Indira Sharma (*left*) has been at the FWLHD for just over 6 years, originally starting her care in Paediatrics. Expanding her wings into Mental Health, Indira has been a valued member of the MHIPU team ever since. Indira has received an enormous amount of positive feedback from both staff and MH consumers about her patient centred care standards. Indira will be sadly missed and we wish her well with her next adventure!

The team at MHIPU would like to acknowledge and express admiration for Dr Nicolas Ramly (*right*). Nic's passion and enthusiasm for our consumers and his professionalism is something our MHIPU team value and appreciate.



NSW Health is transitioning from Westpac to ANZ on 11 March

NSW Health is changing its banking partner from Westpac to ANZ. This transition will begin on 11 March.

As a result of this change, your pay may appear in your bank account at a different time of day to what you're used to depending on who you bank with. The wording on your bank statement may also be slightly different. There is no change to your pay day. Staff who bank with small banks or credit unions may wish to advise their bank/credit union of this change.

Visit the [Cash Transformation Bank Change](#) page for more information. If you have questions that have not been answered, please email the Cash Transformation team on MOH-CashTransformation@health.nsw.gov.au

Policy Watch — PDs available on MOH internet

The following documents have been published on the NSW Ministry of Health internet site <http://www.health.nsw.gov.au/policies>. These documents are official NSW Health policy. Compliance with Policy Directives is **mandatory**.

Title	Document Number	Date Issued
Healthy Deadly Feet - Governance, Pathway and Domains	IB2022_004	07/02/2022