



## Health Awards celebrate innovation and staff



The FWLHD Health Innovation and Staff Recognition Awards 2022 was celebrated this month with a return to attendance in person (the first time since 2019 and the COVID-19 pandemic) and a successful foray into an off site, more formal style of event.

Held at the BH Civic Centre on 21 September and broadcast across the LHD, the 12th annual awards highlighted the great achievements across the LHD through innovative projects and staff excellence, and long service to health.

One Health Innovation Award was presented and three runner up projects acknowledged, and nine Staff Recognition Awards presented, with some winners sharing the accolades.

The Awards ceremony also featured for the first time a special guest speaker, local Mr Brendan Cullen. Brendan spoke about being an advocate and champion for mental health wellbeing that took him to swim the English Channel earlier this year – an incredible achievement and an inspiring talk!

Attendees provided glowing feedback about Brendan's talk. He spoke openly and honestly about his experiences over the years, and the courage of being resilient and being open to asking for help when and if needed. It is a message that all of our staff can relate to and is a good opportunity to reflect on the amazing support we provide to each other during some of our most stressful times.

The event wouldn't have happened without the organising committee. The Health Awards committee did a stellar job of organising two awards events this calendar year, with the virtual 2021 ceremony held in February 2022 and then the amazing event this month celebrating the 2022 awards. The committee consisted of

Chelsea Edwards, Louise Heffernan, Helen Hayes, Sharyn Cowie and Branko Licul with Executive Sponsors Melissa Welsh and David Green.

To all the staff nominated for recognition awards and the winners, congratulations! A big thank you also to the long service award recipients for your ongoing commitment to the organisation. To the staff undertaking improvement projects and working tirelessly to improve the way our services are delivered, thank you and keep up the great work.



*FWLHD Board Member Wincen Cuy (left) with Brendan Cullen and Awards Committee Member Louise Heffernan, at the awards ceremony.*

**All the Health Innovation and Staff Recognition Award winners**

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## 2022 Health Innovation and Staff Recognition Award winners

**The winning project in the 12<sup>th</sup> annual Far West LHD Health Innovation Awards was a program dedicated to improving the clinical outcomes for local residential aged care residents with COVID-19.**

The Innovation Award was presented to 'FWLHD COVID-HITH (Hospital in the Home): Improving outcomes for Residential Aged Care Residents with COVID-19'.

The project was led by Dr Sarah Wenham (FWLHD Specialist Palliative Care Physician), who is pictured collecting the award with (left) Lesley Jesser (After Hours Nurse Manager, Southern Cross Care, Broken Hill) and (right) Karen Kemp (Infection Control Clinical Nurse Consultant, Southern Cross Care, Broken Hill).

This project was implemented to urgently address the increasing number of COVID-19 positive Residential Aged Care Facility (RACF) residents presenting to the BH Hospital Emergency Department (ED), being admitted to hospital and dying in hospital following a RACF COVID-19 outbreak.

An extraordinary FWLHD Outbreak Management Team (OMT) meeting was convened, and the root causes were identified; and within two working days a COVID Hospital in the Home (COVID-HITH) service was rapidly set up, a medical model of care designed, and the service opened to address the issues identified with the aim of improving clinical outcomes for RACF residents. Since commencing on 19 April 2022, the COVID-HITH has supported seven RACF facilities with 8 COVID-19 outbreaks and has treated 127 RACF COVID-19 positive residents.

**Innovation Award runner up projects were:** Closing the Documentation Loop – Collaboration is key to Quality & patient Safety; Outpatient psychotherapy public community mental health: A Sustainability Analysis; and Wilcannia COVID Integrated Wellbeing Response.



### Brianna Smith - Physiotherapy and Occupational Therapy Manager at Broken Hill Base Hospital - awarded Extraordinary Staff Member Award — Allied Health.

Brianna is recognised for demonstrating good leadership, finding solutions to others problems and always caring for her staff and patients.

She manages two Allied Health Teams, with one of them not her own discipline. She has been able to continue to provide services to both acute and outpatient areas despite staff vacancies and COVID interruptions.

Brianna was instrumental in keeping the Rehab ward running with her teams when the SARU facility was being used for COVID measures.

She supports all her clinicians well and listens to their issues and tries to follow up problems with other areas and Departments.

Brianna genuinely cares for her staff and checks on their welfare often. No problem is too small or large. She is called upon by Hospital Management to be involved in planning around new services and issues and is able to give advice and solutions from the Allied Health perspective.

Brianna has assisted with setting up the Allied Health on Weekend trial service. She is also working on other innovations to help with recruitment and retention of staff by setting up partnerships with other Allied Health NGOs.

On a clinical level Brianna gives a specialised service to hand fracture patients, managing their progress with specialists.

She has also put in countless hours around working out NDIS applications with other staff for inpatients so they can be discharged safely with the proper care arranged.



### Dr Sarah Wenham - Specialist Palliative Care Physician and currently Acting Director of Medical - awarded Extraordinary Staff Member Award — Medical.

This award is for the extraordinary work that Dr Sarah Wenham has done and continues to do as part of the COVID response in Residential Aged Care, which is unrelated to her role in Specialist Palliative Care.

In addition to her busy role as FWLHD Palliative Care Medical Specialist, Sarah didn't hesitate to offer her clinical expertise to support local aged care facilities experiencing COVID crisis. Following a number of RACF COVID deaths, inappropriate transfers to hospital and lack of GPs providing support to RACF residents and staff, Sarah promptly developed guidelines for MEDICAL CARE of RESIDENTS WITH COVID-19 in RACFs. This model of care has ensured a level of daily medical oversight and assessment of RACF residents including access to anti-viral medications and escalation plans that were previously unavailable to this vulnerable cohort.

Sarah has in addition been the primary provider of medical oversight for Broken Hill RACF outbreaks and Balranald MPS / RAC outbreak. This innovative work has seen the number of COVID deaths in RACF residents reduce, and appropriate care being provided in place, and RACF staff supported in their provision of care.

Sarah truly epitomises "going above and beyond" for the care and dignity of aged care residents in our communities. This work deserves recognition from the FWLHD as the model of care has prevented unnecessary transfer of residents to ED and inappropriate admissions to hospital, allowing Broken Hill Hospital to have beds occupied by those who need them most, as residents are now receiving timely access to quality medical care in their home'.



## 2022 Health Innovation and Staff Recognition Award winners

### James Pollack – NDIS Mental Health Officer – awarded Extraordinary Staff Member Award – Mental Health in a tie.

James is recognised as being an extraordinary addition to the mental health team.

He is knowledgeable in relation to the NDIS and has proven an asset when assisting clients to apply for NDIS and ensuring they obtain the most beneficial packages available to them.

James is always calm and reassuring and has proven he is willing to go above and beyond for clients and for his colleagues.



### Tahlia Kerin – Peer Supported Transfer of Care Worker for the Community Mental Health Drug & Alcohol Team – awarded Extraordinary Staff Member Award – Mental Health in a tie.

Tahlia fills a vital role in her team and provides an additional layer of support for clients. She is very professional and organised and is always looking for ways to improve service delivery.

Tahlia provides a valuable service for our clients as she approaches from a peer support position which involves a level of understanding and insight which may be lacking in a purely clinical approach.

Tahlia is a wonderful source of insight for staff and a reminder that there are many ways to approach situations and we need to remain open and maintain client dignity and independence.



### Noeline Cook – Administration Officer, Wentworth Health Service – awarded Extraordinary Staff Member Award – Support Staff.

Noeline has been an extraordinary support to the Wentworth Health Service staff.

She has constantly kept up to date developing her skills and knowledge base, forming a key role in the Wentworth health Service team and with external key stakeholders.

Noeline always goes above and beyond every day and will often complete tasks that are not in her role however will make it easier for her peers.

She Noeline has a caring and compassionate side to all people she encounters and the inpatients adore her.

Noeline has developed orientation and support documents to assist in the teaching of new administration officers.

During the last two years Noeline has been a great support to the HSM and nursing staff running an inpatient facility and an offsite seven day a week COVID clinic.

Noeline is a true remote facility champion employee.



### Janet Daley – Registered Nurse on Sub Acute Rehabilitation Unit at Broken Hill Health Service – awarded Extraordinary Staff Member Award – Nursing and Midwifery.

Janet Daley is an exceptional example for all of her peers. Janet has been nursing for many years, her approach to each patient is respectful and professional and she takes a patient centred approach to her nursing.

Watching Janet with the families of patients is inspiring, she listens intently, offers empathy and comfort and assists them where appropriate with their concerns. Her patients feel safe in her care and have their care needs met to a high level.

Janet supervises graduate nurses and nursing students every day, she empowers them, treats them respectfully and constantly checks in to ensure that they are coping with their workload.

No matter how busy the ward is, Janet is unruffled, has a happy disposition and a "can do" approach. She assists all the staff with their workload, ensures that the correct procedures are followed and keeps patients and staff safe. Janet is repeatedly asked to work extra hours and shifts and takes them on because she does not want to let her team down.

When Janet is asked to attend professional development, she is keen to learn, open-minded and willing to undertake new learning.

Janet is an absolute credit to the nursing profession, her knowledge, experience and skills are vast and if she ever retires they will be sadly missed.



## 2022 Health Innovation and Staff Recognition Award winners

### Jennifer Wellington – School Nurse Coordinator – awarded Consumer Nominated Staff Member Award.

Jennifer is recognised for the understanding care and coordination she provides to young people and their family through the Healthy Start Staying Healthy Initiative.

She is an extremely knowledgeable clinician and goes above and beyond providing support to families with linking into support services and providing easy to follow strategies to support parents at home with their children.

Consumers reported feeling welcome, comfortable, safe and cared for, stating she goes above and beyond and provides excellent care.



### Kahlia Liston – Clinical Nurse Educator Critical Care - awarded Peer Recognition (Staff Brilliance) Award.

There were multiple Brilliance Nominations received for Kahlia over the year, some of the comments received are:

- Great at orientating new staff.
- Goes above and beyond educating staff to meet required targets in readiness for the telestroke project.
- Always happy to help.
- Kahlia empowers the staff in ED, ICU and Operating Theatre to learn by awaking their passion for knowledge.
- Lovely friendly attitude.
- Always provides patient centred care.
- She shares information and seeks to empower at every opportunity.
- Kahlia networks excellently and is inclusive in her communication.
- She is enthusiastic and professional in delivering education.
- Kahlia goes above and beyond to ensure that the graduate nurses in ED and ICU are well supported.



### The Far West LHD Employee Recognition Awards are presented for years of dedicated service to the organisation. The recipients were recognised with certificates of acknowledgement and a gift.

**Long Service Awards for 10 years of service:** Shannae Harvey, Gemma Gers, Corina Kemp, Christopher Jones, Kevern Hobman, Jo Condon, Morgan Walsh, Benjamin Harris, Sarah Wang, Carrie Barlow, Angelina Prendos, Colleen Dorman, Jade Agius, Diane Fulham, Tracy Williams, Sandra Wauchope, Tori McManus, Colby Nejaim, Paula Treloar, Jacinta Barraclough, Jintu Paul, Stephen McGlinchey, Jasmine Roberts, Jaimee Ryan, Haley King, Kylie Kerslake and Brodie Kennedy.

**Long Service Awards for 20 years of service:** Denise McCallum and Jillian Lord.

**Long Service Awards for 30 years of service:** Carole Vlatko, Christopher Hoysted, Bradley Milne and Frances Grimm.

**Long Service Award for 40 years of service:** Susan Beahl and Helen Morris.



20 Years Service: Denise McCallum



10 Years Service: Jo Condon, Corina Kemp, Christopher Jones, Shannae Harvey, Kevern Hobman, Jacinta Barraclough and Sarah Wang.



30 Years Service: Christopher Hoysted, Carole Vlatko and Bradley Milne.

\* Unfortunately, not everyone was able to attend the ceremony.

## 2022 Health Innovation and Staff Recognition Award winners

### Broken Hill Community Mental Health Drug & Alcohol Team – awarded Inspiring Team Award (in a tie).

The Broken Hill Community MHDA team consists of multiple clinicians and peer workers of various backgrounds who work together and for the community of Broken Hill and outreaching to Menindee and Wilcannia.

The team have worked together in seriously extraordinary circumstances of acute staffing shortages, sick leave and absent managers whilst the regular managers act in more senior positions.

Staff have also covered SPOT positions which have vacancies and do this by doing OT. Daily Staff triage and assess multiple people in mental health crisis both in primary health, the emergency department or at their own home.

Staff cover rosters in OTP as additional overtime and also cover the needs of the Far West Recovery Centre, which is a peer run organisation, ensuring safe care / assessment and management of inpatients in this area.

The community team support the Mental Health Inpatient Unit staff by assisting with discharge plans, taking patients on excursions when time permits and ensuring NDIS is initiated.

The team work closely with psychiatry staff for best patient outcomes in a collaborative manner.

The Broken Hill Community Mental Health team ensure a safe, efficient practice with the patient at the heart of our focus.



The award was collected by BH Community MHDA Team members (from left) Fiona Lucas, Sarah Symonds and Kathleen Prime.

### Palliative Care Volunteers – awarded Volunteer Superstar Award.



The award was collected by Palliative Care Volunteer team members (from left) Marilyn Johns, Janet Pearce and Tracey Dolamore.

Community Palliative Care Volunteers provide compassionate and person centred volunteer services to palliative care patients and carers receiving Specialist Palliative Care in the community.

They also provide companionship and person centred support for patients in hospital.

The Palliative Care Volunteer Service has continued whilst adapting to COVID restrictions and following COVID safe practices at all times.

### FWLHD Palliative Care, Oncology and Cancer Services team for Broken Hill and Buronga – awarded Inspiring Team Award (in a tie).



Members of the Palliative Care, Oncology and Cancer Services team collected the award (from left) Janet Pearce, Rosemary Martin, Rebekah Jarvis, Carole Vlatko, Melissa Cumming, Dr Sarah Wenham, Sandra Turley, Bernie Kemp and David Stellini.

The multidisciplinary team members within the FWLHD Palliative Care, Oncology and Cancer Services Directorate (Broken Hill and Buronga) epitomise the definition of an "inspiring team".

All team members from clinical to administration to volunteers regularly 'go above and beyond' to provide accessible, timely and high quality care to patients and carers.

The team are all passionate advocates for the patients and families in their care, with patient-centred care being the foundation of any intervention.

The reputation of the service and team is testament to each staff member's professionalism and commitment to their patients and their provision of quality services close to home, enabling patients to receive care in their preferred place and supporting them through the most vulnerable times in their lives.

The team demonstrate the CORE values of collaboration, openness, respect and empowerment on a daily basis.



# Winners — Capturing our FWLHD photo competition



*Rebekah Jarvis's inspiration was drawn from "the people I work with and alongside every day. My personal lens aims to project their value and acknowledge their worth." "A patient's journey can be long. Facing many challenges along the way. As health professionals, teamwork, walking together and supporting each other allows for selfcare."*

We have two winners of our Capturing FWLHD Photo Competition:

Clinical Nurse Specialist, Palliative Care **Rebekah Jarvis**; and Clinical Documentation Specialist **Eureka Van Der Merwe** from our Health Information Analytics & Performance Unit

**Rebekah and Eureka each win a \$100 Wish Card. Congratulations!**

Our independent judges were tied in their decision as each was exceptional for very different reasons.

Thank you to all those who took part in the competition. All entries will be considered for publication in the FWLHD 2021-22 Year in Review, as well as in other publications and social media.

The winner of the FWLHD Communications Survey \$50 Wish Card was Sophie Knight from BHHS, out of 101 entries from 135 responses.



*Eureka Van Der Merwe's series of photos demonstrated fun in the most unlikely of places. "Who said Medical Records is boring?!" Our HIAPU enjoys a good laugh and having fun whilst working with patient records – be that hard copies or electronic. You will find a patient record for every patient who has received care in FWLHD, be that in the hospital, community or an outpatient clinic. The HIAPU is the glue holding everything together."*



Our Term 4 JMOs have joined us from Concord Hospital. They are: (from left) Dr Addison Zhang (Surgical RMO), Dr Rajeev Roy (Medical SRMO), Dr Nithin Srinivasan (Emergency RMO), Dr Kevin Lam (Medical RMO), Dr Aimy Yan (Medical RMO), Dr Stephen Kuo (Emergency Intern), Dr Stefanie Benitez (Psychiatry RMO), Dr Jordan Southi (Surgical Intern), Dr Zachary Blood (Medical Intern) and Dr Menghan Liu (Paediatric RMO).

## Seeking consumer input into new Wentworth Hospital

We are seeking consumers to provide input into the design of the new Wentworth Health Service. Expressions of interest are invited from people to join a Project User Group and contribute to the design of the new hospital.

The project team is looking for consumers (or their carers) who reside in the Wentworth LGA and have used the Wentworth Health Service in the last two years, to join various Project User Groups (PUGs) to help shape the design of the redevelopment. **Expressions of Interest close at 5pm on Friday, 7 October 2022.** For more information and an application form please email HI-Wentworth@health.nsw.gov.au or phone (02) 9978 5432.



## Person Responsible, Capacity and Planning Ahead

**Person Responsible is the legal term in NSW for your surrogate decision maker.**

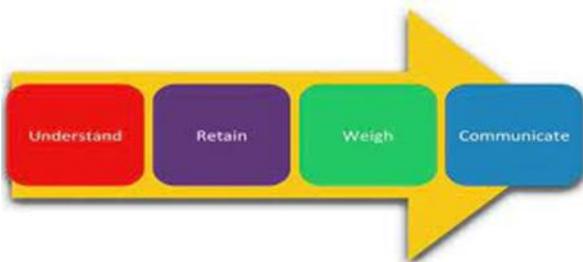
The **Person Responsible** is the person who is legally able to make decisions on the patient's behalf if they are not able to communicate their decision themselves. A **Person Responsible** is not necessarily the patient's **Next of Kin**.

The NSW Guardianship Act determines your Person Responsible according to the following hierarchy:

1. An Enduring Guardian or a guardian appointed by the NSW Guardianship Tribunal.
2. Your spouse or de facto partner with whom you have a close ongoing relationship.
3. Your carer, this is a person who provides ongoing regular care; not a paid care worker or volunteer.

### Capacity

Under the law, you must presume that every adult has capacity.



Generally, when a person has capacity to make a particular decision they can:

- understand the facts and the choices involved
- weigh up the consequences, and
- communicate the decision.

If a person doesn't have the capacity to make a certain decision, someone called a 'surrogate decision-maker' might need to make the decision for them.

[https://www.justice.nsw.gov.au/diversityservices/Documents/capacity\\_toolkit0609.pdf](https://www.justice.nsw.gov.au/diversityservices/Documents/capacity_toolkit0609.pdf)

### Planning Ahead

An **Enduring Guardian** is a person you choose to make decisions on your behalf in areas of lifestyle and health such as accommodation and services in the event you cannot make these decisions for yourself.

An **Enduring Power of Attorney** looks after your legal and financial affairs after you have lost your capacity to make decisions.

**Advance Care Planning** is a way to make sure that people who are involved in your life understand your wishes about medical treatment and care. This will help to guide them if you become seriously ill or injured and cannot make your own decisions about medical care.

As part of the Advance Care Planning process, you may decide to write an Advance Care Directive (ACD). An ACD records your specific wishes about treatment that you would like to have in the event of life threatening illness or injury, and any treatments you would refuse.

For more information go to: <https://planningaheadtools.com.au>

## Aged Care Corner...

4. A close friend or relative with whom you have an ongoing relationship.

Medical and Dental practitioners have a legal and professional responsibility to get consent to treatments before treating any patient. The patient usually gives consent. If the patient is not capable of consenting to their own treatment, the practitioner should seek consent from the patient's **Person Responsible**.



NSW Trustee & Guardian

<https://www.tag.nsw.gov.au/guardianship/information-medical-and-healthcare-practitioners/capacity-and-consent-medical-and-dental-treatment>

## Security: White Level Inspections

### What is it?

An inspection for any articles that are suspicious, unusual or unable to be accounted for.

### Who does it?

People who know the work area.

### Why do it?

So staff are confident in the security of their workplace.

### When are they done?

- Each day on arrival at work
- Randomly throughout the day
- When requested by management.
- Notify the person in charge of the items exact location and description.
- The person in charge will then determine if a Code Purple Response is necessary.

Your are already completing White Level Inspections  
People generally notice when something is out of the ordinary.

### What If I find Something?

#### **DO NOT TOUCH THE ITEM.**

Do not immediately assume that the article is suspicious just because it does not belong where it was found or it cannot be identified.

If you are unable to determine where the item has come from or what the item is:

- Notify the person in charge of the items exact location and description.
- The person in charge will then determine if a Code Purple Response is necessary.



## EOI: Patient Family Support Volunteer

Expression of interest are being called for the Broken Hill Patient Family Support Volunteer Program. The Patient Family Support program is a support structure for families of patients who are critically ill and present to the Emergency Department, offering comfort, practical and emotional support for the patient's family after hours.

The role of the Patient Family Support Volunteer will include:

- Provide practical and emotional support to patient's family during their time in the Emergency Department.
- Report any issues or concerns to the Registered Nurse in Charge of Shift
- Offer/assist diversion to occupy family by way of conversation, magazines books etc.
- Offer comfort to patient's family or friends
- Work in collaboration with Emergency Department staff to ensure non clinical needs of patient's family are met.
- Assist with arranging phone calls, taxis, and travel arrangements for patient's family.

Enquiries and expressions of interest should be through Mel Chynoweth, Manager Consumer Experience Community Engagement Integration, (08) 8080 1121 or Julie Manoel, Director of Nursing and Midwifery & Site Manager

Email: [melanie.chynoweth@health.nsw.gov.au](mailto:melanie.chynoweth@health.nsw.gov.au)  
[Julie.manoel@health.nsw.gov.au](mailto:Julie.manoel@health.nsw.gov.au)

## Far West LHD a finalist in Premier's Awards

**It was thrilling news to learn the Far West LHD is a finalist in the 2022 NSW Premier's Awards for its COVID-19 Community Response in Regional NSW.**

The LHD is a finalist in the Recovery and Resilience category for its work in supporting the people of Wilcannia during the 2021 COVID-19 outbreak there.

Far West LHD collaborated with a number of NSW Government agencies, local government councils and community

organisations to support the people of Wilcannia. The response was supported by a diverse COVID-19 community response team, a local emergency management centre, and community supported accommodation.

Premier's  
Awards  
2022  
FINALIST



With a high Aboriginal and Torres Strait Islander population, the response worked alongside local leads and elders to ensure a safe, sustainable, culturally appropriate, person-centred response that focused on clinical and non-clinical needs for those impacted by COVID-19.

This collaborative response included partners: Royal Flying Doctors Service, Maari Ma Health, Department of Education, NSW Police, Local Aboriginal Lands Council, Central Darling Shire Council, Fire and Rescue NSW, Australian Defence Force, Resilience NSW, State Emergency Service, Wilcannia Safe House, State Health Emergency Operations Centre, and community members, elders and key contacts.

The Recovery and Resilience category in the Awards covers programs, initiatives, innovations and improvements that responded to the urgent needs of citizens and supporting community across the State to recover and rebuild in the wake of devastating natural disasters and a global pandemic.

The other nominated award in the Recovery and Resilience category is "COVID-19 and Discharge Shuttle Service, Patient Transport Service, HealthShare NSW".

The Premier's Awards ceremony will be held at NSW Parliament House on Tuesday, 29 November 2022 and livestreamed on the Premier's Awards website at [premiersawards.nsw.gov.au/awards-ceremony](https://premiersawards.nsw.gov.au/awards-ceremony)

People Matter

Have your say ...

NSW Public Sector Employee Survey 2022

### PMES Response Rates

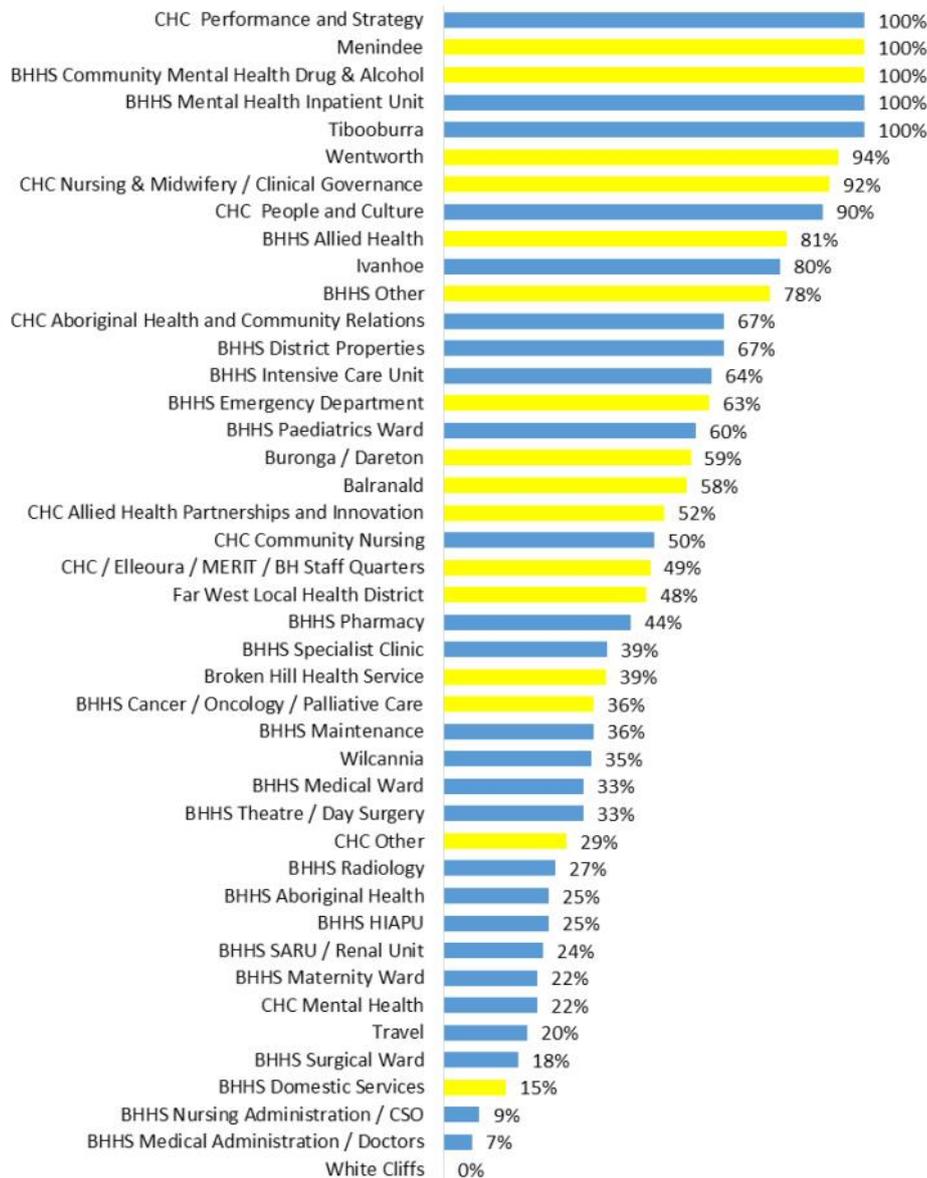
Thank you to all employees who provided their feedback in the People Matter Employee Survey for 2022. We had a great response rate of 48% which placed us equal 5<sup>th</sup> highest LHD in the State.

A new element of the survey

this year has provided the opportunity to expand the 'where do you work' question to drill down into our teams. This means all teams that have received 10 or more responses have qualified for a unique PMES report, these teams have been highlighted in

yellow. Your feedback is valued and will be used to help shape our workplace culture, making this a great workplace for all. The PMES results will be made available closer to the end of the year.

Well done to all teams who reached 100% response rate!



# Are you ready for National Safe Work Month?



## know safety, work safely

Make safety at work your priority

October is National Safe Work Month

national safe work month  
2022

October is National Safe Work Month and a time to refocus on improving work health and safety (WHS) in our workplaces.

This year the national campaign aims to raise awareness of WHS and provide resources for Australian workplaces.

Individuals, their families and the broader community

are all impacted by work-related injury and illness. Last year in Australia, Safe Work Australia preliminary data shows that around 163 people died while doing their job. Around 120,300 people made a workers' compensation claim for serious injury or illness in 2019-20.

Safe Work Australia launched the theme and associated campaign kit for this year's National Safe Work

Month.

2022 theme, "Know Safety, Work Safely" encourages everyone to make safety at work your priority. This October we will focus on a different health and safety area for each week of National Safe Work Month.

**WEEK 1 – [Injuries at Work](#)**

**WEEK 2 – [Mental Health](#)**

**WEEK 3 – [Managing WHS risks and preventing harm](#)**

**WEEK 4 – [Safe and health work for all](#)**

The BHHS WHS Committee encourages all departments to participate by joining in on National Safe Work Month. Further information will be disturbed over the month of October.

*Tori McManus  
BHHS WHS  
Chairperson*



Health

## Elevating the human experience

### How to get involved in Human Experience?

Become a member of The Beryl Institute — go to <https://www.theberylinstitute.org>

Registering for your membership:

- Use the custom registration link <http://bit.ly/nswhealthregistration>
- Choose the option to sign up as a new user
- Select a username and password
- Select the option to register as an organisational member
- Fill in your information including name, title and contact information

Membership provides access to Publications, Learning, Connections and Events

<https://www.facebook.com/BerylInstitute/>

Subscribe to the Elevating the Human Experience Newsletter — go to:

[internal.health.nsw.gov.au/communications/human-experience/subscribe.html](http://internal.health.nsw.gov.au/communications/human-experience/subscribe.html)



Stay up-to-date on NSW Health intranet — go to:

[internal.health.nsw.gov.au/communications/human-experience/index.html](http://internal.health.nsw.gov.au/communications/human-experience/index.html)

## Doreen at Balranald MPS celebrates 99th Birthday!

Balranald MPS resident Mrs Doreen Batty celebrated her 99<sup>th</sup> birthday this month with her family. Mrs Batty has been a resident at the MPS for the past 6 years.

Family, friends and staff gathered to celebrate her birthday on 19 September 2022. Doreen was born in Sydney on that day in 1923. She worked as a factory worker in a federal match company and she and her husband Russell (Dec) moved to Balranald 41 years ago.

Doreen has 5 children (2 sons and 3 daughters). She likes singing, listening to country music and listening/watching the horse racing channel on TV. Doreen was a recorded singing artist on the radio before the advent of TV.

Doreen comes from a family of 8 children who have all lived into their 90's. She only has one surviving brother left. She is likely to be the eldest member of the Balranald Community.

Happy Birthday Doreen!



COLLABORATION | OPENNESS

**BRILLIANCE**  
Nominations

RESPECT | EMPOWERMENT



# CONGRATULATIONS

**Congratulations to the following staff for receiving a Brilliance Nomination in September 2022**

Angelina Miller  
Avril Fazulla  
Brooke Belcastro  
Cherry Santos  
Colin McLennan  
Corey Sclater  
Cybele Del Castillo  
Darcie Kavanagh  
Donna Ellis  
Dr. Aliza Lord  
Dr. Jonathon Kwan  
Heather Chapman  
Intensive Care Unit Team  
Isaac Clark  
Jade Standley  
James Cupitt  
Janine Slater

Jazmin Tindale  
Jessica Cavalletto  
Jill Keft  
Jimmy Barlow  
Joseph Worgan  
Julie Manoel  
Kyra Tumes  
Maternity Ward Team  
Medical Ward Team  
Megan Cass  
Michael Maher  
Nicholas Minns  
Olivia Norley  
Rachel Brown  
Rebecca Hatch  
Renee Greenaway  
Samara Rogers

Shakira Dwyer  
Shane Webb  
Shauna Taylor  
Shona Davidson  
Skye Zart  
Sophie Knight  
Tayla Solomon  
Therese Sayers  
Wendy Gleeson

**Do you have an idea for change, for a service improvement, better patient and staff experiences, or any burning project proposals?**

Let us know— Scan the QR code or go to <https://www.surveymonkey.com/r/WBHNSHZ>



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

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](https://www.surveymonkey.com/r/JNQK8D5)



## 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
<a href="#">Clinical care of people who may be suicidal</a>	PD2022_043	16/09/2022
<a href="#">Asset Management</a>	PD2022_044	19/09/2022
<a href="#">Staff Specialists (State) Award Salary Increases</a>	IB2022_033	20/09/2022
<a href="#">Pension Based Fees</a>	IB2022_032	20/09/2022
<a href="#">Reporting for Residential Aged Care Services</a>	PD2022_045	21/09/2022
<a href="#">Procurement Cards within NSW Health</a>	PD2022_038	02/09/2022
<a href="#">Standard operating procedure for administration of COVID-19 vaccines in NSW vaccination clinics</a>	PD2022_040	02/09/2022
<a href="#">Isolated Patients Travel and Accommodation Assistance Scheme</a>	PD2022_041	02/09/2022
<a href="#">Christmas Closedown 2022 – 2023 and Additional Public Holidays 2022</a>	IB2022_031	05/09/2022
<a href="#">Nomenclature Standards</a>	IB2022_030	01/09/2022
<a href="#">Same Gender Accommodation</a>	PD2022_042	05/09/2022



Kindness Matters

# BRILLIANCE

## Nominations



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](http://www.surveymonkey.com/r/JNQK8D5)