



Far West in Focus

APM celebrates achievements

The Far West LHD Board Annual Public Meeting was held on 12 December 2022 where the achievements and results for the past financial year were presented to the public.

Board Member Mr Wincen Cuy and A/CE Brad Mr Astill (pictured) addressed the meeting; each congratulating and thanking all staff for their efforts and commitment to providing high quality care to all of the District's communities during the year, particularly amidst the challenges of the COVID pandemic.

The A/CE also spoke on the many achievements, innovations and expansions of services in the District — all of which can be read in the 'Caring for our Community' Year In Review, available on the internet and intranet.



Executive Christmas Messages — Page 2

The VANS team took part in the United Nations' 16 Days of Activism campaign this month to highlight and raise awareness of domestic violence in the community – See Page 3.



The FWLHD VANS Team: Teresa De La Cour, Sherree Ferrall, Dene O'Shea and Maura Stanley

Chief Executive Christmas Wishes to Staff

On behalf of the LHD Executive and Interim Chief Executive Brad Astill we would like to thank each one of our staff for their hard work during a challenging year.

We have witnessed unprecedented events with the continued COVID pandemic, floods and workforce challenges, that have impacted people personally and as an organisation. We wish to extend

our thanks to all staff who have shown such commitment, professionalism and resilience you have all worked so hard to ensure the organisation delivered compassionate and safe care to individuals and our communities.

The Executive are humbled by the efforts of our staff during this year, even in the current environment you have continued to deliver.

We hope that each of you can

take some downtime with the people that are dearest to you over this break.

We would like to also acknowledge and thank our colleagues and team members, working over the festive period.

Merry Christmas and travel safe we look forward to seeing everyone in 2023.

— Acting Chief Executive,
Jodie Miller



Merry Christmas — Nursing and Midwifery

With the holiday season fast approaching I want to take the opportunity to wish everyone a very happy and safe Christmas and New Year.

The past year has shown that the staff of the Far West LHD have shown that despite challenges and obstacles, you are all willing and able to throw yourselves into your work with exceptional dedication, passion and enthusiasm.

I ask staff to never underestimate the impact, importance and necessary nature of the work you all do no matter where you work. Our work never stops to ensure that our community, family and friends receive the care they need and appreciate, and I appreciate the commitment of our staff, and the way we work together as a team.

My sincere thanks go out to each and every one of you and hope you are able to enjoy quality

time with family and come back to work feeling refreshed. For those who are working over the Christmas break a special thank you and a reminder to take time to relax and enjoy.

I look forward to working with you in the new year.

My best wishes and regards.
— Wendy Gleeson
Executive Director of Nursing and
Midwifery, Director Clinical
Governance.



FWLHD joins in activism to end violence against women and girls

The Far West LHD Violence Abuse and Neglect Service (VANS) team successfully partnered with the Violence Abuse and Neglect Interagency to highlight and raise awareness of domestic violence in the community by taking part in the United Nations' 16 Days of Activism campaign.

The 16 Days of Activism (25 November to 10 December 2022) theme this year was 'UNITE! Activism to end violence against women and girls'.

A number of events including a social media campaign were held during the 16 Days of Activism to raise community awareness of the prevalence and impact of gendered violence against women and girls.

The campaign culminated in a community awareness day in Broken Hill Town Square, where interagency partners will hold stalls with information and handouts for the community about support services available to them.

The stand out feature was an interactive installation of 1,461 eco-friendly pinwheels in the Town Square lawn representing the prevalence of reported domestic violence related incidents in

Broken Hill in the 2021/22 financial year.

Art works completed by local high school students who have attended Lovebites (a respectful relationship education program) were also displayed.

The event initiated many

conversations as the pinwheel installation provided such visual impact on the prevalence of domestic violence in Broken Hill.

People who attended the town square and who commented on Facebook were surprised that there were 1,461 domestic violence related incidents which equate to 4 a day.

What also resonated with people was that the pinwheels represented incidents only, so if you accounted for the number of children associated then those incidents the numbers would be significantly higher.

The pinwheels and Love Bites art on display looked fabulous and a lot of people shared Facebook posts and commented on the event in a positive light.



The Interagency team: Tish Reynolds (Far West Community Legal Centre), Bianca Cattonar (Far West Community Legal Centre), Natalie Hinton (Far West Community Legal Centre), Donna Doidge (Staying Home Leaving Violence), Sherree Ferrall (VANS), Teresa De La Cour (VANS), Dene O'Shea (VANS), Gabrielle Schaefer (School Nurse Coordinator), Maura Stanley (VANS), Loretta Stewart (Women's Domestic Violence Court Advocacy Service), Melissa Rummings (Women's Domestic Violence Court Advocacy Service), Narelle Blows (Women's Domestic Violence Court Advocacy Service), Michelle Howse (Women's Domestic Violence Court Advocacy Service), Billie-Jo Green (Women's Domestic Violence Court Advocacy Service) and Buddi Nunn (Women's Domestic Violence Court Advocacy Service).

If you or someone you know needs support please contact the Far West LHD Violence Abuse and Neglect Service on (08) 8080 1100 or present to the Broken Hill Community Health Centre 24 Sulphide Street Broken Hill (9am to 5pm) or call the 24/7 Crisis Response Service response on (08) 8080 1300 or present to your nearest FWLHD Emergency Department.



The People and Culture Directorate held its final corporate induction to close out 2022. This year we had 56 new FWLHD employees attend corporate induction. We look forward to seeing fresh new faces attend in 2023 with dates to be announced in January.

The corporate induction attendees were (from left) Flora Lee – Mental Health Clinician, Megan Johnstone – Dietician, Bayly Culpin – Clinical Support Officer, Oral Health, Janita Hurst – Patient Data Coordinator and Wendy Upcott – Rural Nursing Pathways in Practice Project Officer. Absent (dialled in remotely) Aingelina Wright – Buronga Aboriginal MHDA Trainee.

Have your say on Broken Hill’s Emergency Department and Mental Health Care upgrades

People from Broken Hill and surrounds are invited to have their say on the design of the planned upgrades to Broken Hill’s Emergency Department and Acute Mental Health Inpatient Unit.

The project team delivering the Broken Hill Health Service Redevelopment is looking for consumers (or their carers) who reside in the Far West LHD area and have used the Broken Hill Health Service in the last two years, to join various Project User Groups to help shape the design of the redevelopment.

The opportunity follows a series of information sessions earlier this month with hospital staff and the local community about the [recently released Master Plan](#) for the project. Feedback from these sessions will be considered as the Concept Design is developed.

The project includes a \$10 million upgrade to the hospital’s Emergency Department, which will be reconfigured to better meet the critical health needs of the region, and the relocation and enhancement of the Acute Mental Health Inpatient Unit, funded under the Statewide Mental Health Infrastructure Program (SWMHIP).

For more information about the Project User Groups or to submit an Expression of Interest, please visit bit.ly/3HzoAAU.



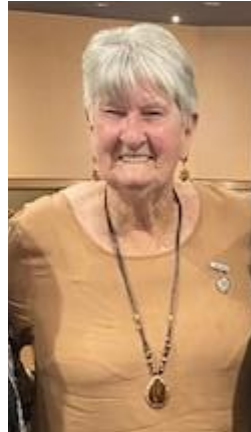
Merry Christmas from the BH Kiosk

The Broken Hill Kiosk volunteers held their annual Christmas Dinner Function at the Musicians Club this month.

It was a beautiful gathering and well attended, with 44 volunteers present and invitees from the FWLHD that included the Executive Manager Aboriginal Health and Community Relations, Corina Kemp and Manager Community Engagement Consumer Experience Integration, Melanie Chynoweth representing the Far West LHD.

The Kiosk volunteers shared a 3-course meal, along with small gifts of appreciation and lots of laughter. They have had a short year due to COVID and all are looking forward to a full year in 2023.

If you know of anyone that would be interested in volunteering in the Kiosk with a great bunch of friendly people, please contact Melanie Chynoweth on 08 8080 1121.



Volunteers (from left) Pam Burcher, Colleen Pedler and Betty Burt were awarded 10-year service pins from the Kiosk Auxiliary and Corina Kemp had the honour of presenting these on the night.



‘Luv Ya Girlfriend’ supports cancer network

The Broken Hill and District Community Cancer Network (BHDCCN) is \$3,000 better off to help people undergoing cancer treatment when a group of 63 friends and ‘friends of friends’ gathered in Broken Hill for a ‘Luv Ya Girlfriend’ afternoon tea recently.

The ‘Luv Ya Girlfriend’ annual gathering held in October aims to celebrate friendships, enjoy each other’s company over an afternoon tea, and as a by-product, raise money for a service related to cancer.

This year, the event raised \$3,140 which they donated to the BHDCCN.

The Network assists with providing basic financial support if required for people with a cancer diagnosis, such

as one-off payments of utility bills or household accounts.

‘Luv Ya Girlfriend’ started in 2016 when Broken Hill resident Deb Pryor held a small afternoon tea at her house with a group of women impacted by cancer. That first year they raised \$770, and each year thereafter the numbers of attendees and money raised has grown phenomenally. Even with ‘two years off’ due to COVID, the group have raised a total of \$11,618 since 2016.

Melissa Cumming, Director Cancer and Palliative Care, on behalf of the BHDCCN, thanked Deb and all those involved in Luv Ya Girlfriend for the very generous donation.

For more information about BHDCCN phone 08 8080 1312.



RIGHT: Melissa Cumming (left) with Deb Pryor (centre) and Tracey Arthur from Luv Ya Girlfriend with the donation to help support people undergoing cancer treatment.



Thirteen LHD staff participated in a 10-day course Certificate II Security Operations delivered by Asset College.

Sixteen students (3 from outside the LHD) were put through their paces by Asset College Trainer Jamal Uddin. This training was provided to further upskill FWLHD staff and offer opportunities for further development.

A/District Security Manager Ben Franklyn congratulated

Security course well received

all those involved.

“It’s pleasant to see so many staff pursue professional development and try something new.

“I will be looking at getting them trained in MAPA and

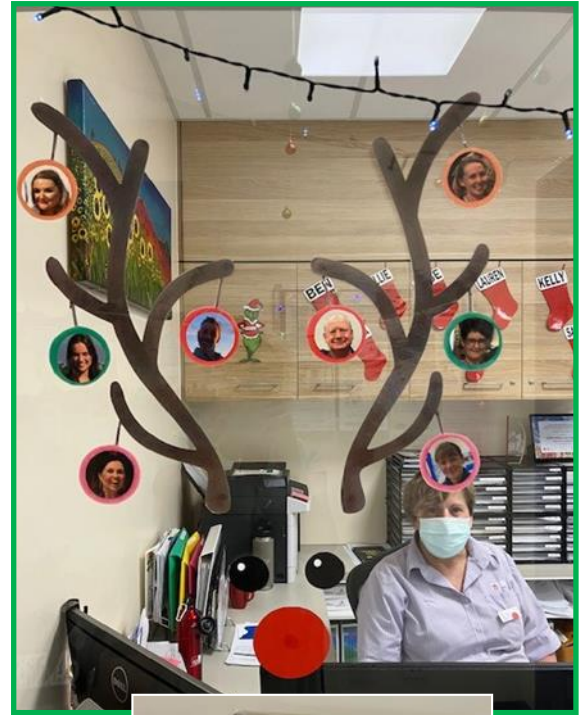
advanced MAPA as soon as possible and I will be encouraging them to apply for any advertised position in our Security Team!

“A big thank you also to their respective managers who moved mountains in regards to rostering and shift coverage for the 10 day course, it is pleasing to know that we are all on the same page when it comes to the necessity of Security and Safety”.

Oncology wins BHHS Christmas decorating competition!



The winner of the Broken Hill Health Service Christmas decorating competition for 2022 is... Oncology! The Oncology team really utilised their small space, and Melanie Chynoweth and Des Rumble (our judges) enjoyed the Christmas music playing.



BELOW: Des would like to make a special mention to the Community Mental Health team for their efforts and lighting up their area with Christmas lights, it looked fantastic!

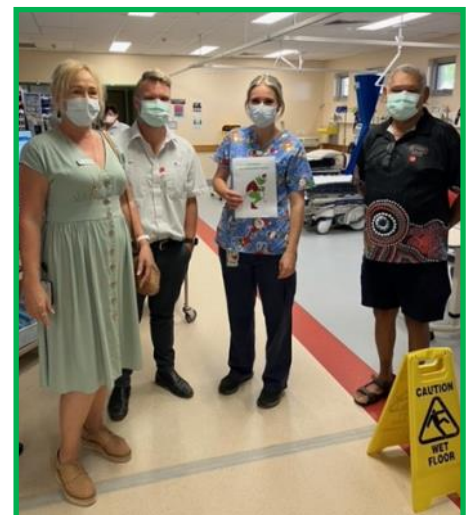


ABOVE: Pharmacy's Christmas tree looked great!



ABOVE: The winner's prize for Oncology!

RIGHT: The Grinch Encouragement Award was awarded to the ED Department, as we hope to see more festive decorations next year!



The MHD/VAN Division celebrated their last group meeting with secret Santa and dressing up in festive gear. Thank you to all Directorates for their hard work this year, we wish everyone a Merry Christmas and Happy New Year!



Christmas gift donation

Sydney-based contractor Conex Group wished to pay back to the Broken Hill community for support shown to their many local projects.

The contractor sent their little helpers (and their mums) shopping to purchase gifts for the Broken Hill Hospital for all the boys and girls on Christmas Day. Each gift was carefully selected and wrapped for the children of Broken Hill in Paediatric Ward.

"It's such a rewarding feeling and we are so grateful to the Broken Hill community so it is only fitting to give back and show our support," said a Conex spokesperson.



Briana Bartley, Acting Deputy Director of Nursing BHHS, was pictured with the Christmas gifts from Conex.



Christmas cheer

Far West LHD staff from Elleoura Lodge offices in Broken Hill have collectively donated non-perishable food items and gift cards to Feeding Friends to help those at Christmas time who may be experiencing homelessness or significant disadvantage.

Well done to all involved in this demonstration of giving festive spirit!

Pictured are staff from Feeding Friends collecting the donated items (not all staff could be present for the photo).

Buronga HealthOne World Diabetes Day - Community Diabetes Screening

Buronga HealthOne Aboriginal Health and Diabetes teams partnered with Coomealla Health Aboriginal Corporation to hold a community diabetes screening day to coincide with World Diabetes Day.

The event was held in the Coomealla Club foyer on 17 November. The Coomealla Club provided Buronga HealthOne with a grant to purchase an Afinion machine to test HbA1c (a diabetes blood test) several years ago, and this was a good opportunity to use the Afinion at the club.

World Diabetes Day is an initiative of the International Diabetes Federation to raise awareness about the escalating health threat of diabetes. World Diabetes Day is held every November and is officially recognised by the United Nations. 1 in 10 adults were living with diabetes around the world in 2021. It is estimated that that 643 million adults will be living with diabetes by 2030

Community members were offered diabetes screening using the AUSDrisk tool. Participants were offered a random BGL and HbA1c for anyone testing High risk on the AUSDrisk.

The international diabetes federation estimates that almost 1 in 2 people with diabetes are undiagnosed, so



FROM LEFT: Tyrell Cooper (Aboriginal Health Worker), Raelene Gibson (Credentialed Diabetes Educator), Ferna Vagg (Credentialed Diabetes Educator), Estelle Bowden (Aboriginal Health Worker) and Wendy Arney (Dietitian, Coomealla Health Aboriginal Corporation).

this screening event was an opportunity to raise awareness among the community of their personal risk for developing diabetes, and to encourage regular screening with their GP.

- 50% of people screened on the day were in the High risk range for developing diabetes.
- 1 client was identified as having pre diabetes, and was referred for follow up with their GP.

Overall the day was well received by community members. It offered an informal opportunity to check for diabetes without having to book an appointment. Some people with diabetes used the event as an opportunity for a diabetes check up with their BGL and HbA1c being checked on the spot.



Tyrell Cooper, Aboriginal Health Worker, Buronga HealthOne, talking with screening participants Amanda Doolan (standing) and Catherine Doolan.

 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/JN9K8D5

Allied Health and local charity join forces with books

The Far West LHD's Allied Health department has joined forces with a Broken Hill social charity to put books into the hands of children to help create a foundation for learning throughout life and improved wellbeing.

Social enterprise and registered charity 'Big Sky Stories' was founded by Jane Vaughan and Nicky Wright. It runs two businesses in Broken Hill helping provide children, young people and families in far west NSW a place to gather and be inspired through sharing the world of books, storytelling and creative art activities.

One of their initiatives 'Pay it Forward' aims to provide children with books by customers buying a book to be gifted to a child who otherwise may not have had an opportunity to own one. Through the generosity of supporters, there are now 178 books to distribute.

Big Sky Stories is excited to be working in partnership with the Allied Health and Integrated Community Services team at BHHS to find homes for these books; they have welcomed

creating relationships with our Speech Pathologists and Occupational Therapists to provide access for children to these books.

"Health is the perfect partner as books can also help with many health factors. Research has shown that reading is known to be the single strongest predictor of adult health status. Learning to read is an important childhood milestone, just like learning to walk and talk. When a child struggles with reading, it can effect learning, behaviour, emotions, and even physical health," said Jane Vaughan.

Ms Vaughan said children's fine motor skills, visual perception, confidence in speech and fluent reading are all nurtured through sharing books together and relating the stories and themes to our own lives.

"These skills and experiences can create both a foundation for learning throughout life and improved wellbeing," she said.



Nicky Wright (Big Sky Stories) is pictured with Conner Hoare-Nankervis (left) and Zachary Smith, who with other children had the opportunity to choose their books to take home at a recent session in the BHHS.

Tracy Herlihy, Manager of Dietetics and Speech Pathology, welcomed the opportunity to help children access the donated books. "Allied Health clinicians will be able to highlight families that will benefit from this great resource, as well as knowing that the books will also in turn support the children with some of their therapy goals," said Mrs Herlihy.

Working in partnerships enables us to better improve the health and wellbeing of our far west community," she said.

Whenever possible, the Allied Health clinicians will enable the child to choose their own book.

This month the Senior Paediatric Occupational Therapist, Charmaine Lowrie and Nicky Wright started paying forward the books to attendees of School Readiness groups held at the Health Service. Children were encouraged to choose their own books from the range that had been donated.

Nicky Wright said there is a difference between interacting with a screen and reading a book for a child and even adults.

"For children it will encourage parent and child interactions and allow for so much more conversation around the topics in the books. We also understand how important it is for children and young people to own their own books and choose what they'd like to read at a given point in time. The Kids and Family Reading Report found that the majority of kids (89%) agree their favourite books are the ones that they have picked out themselves," she said.

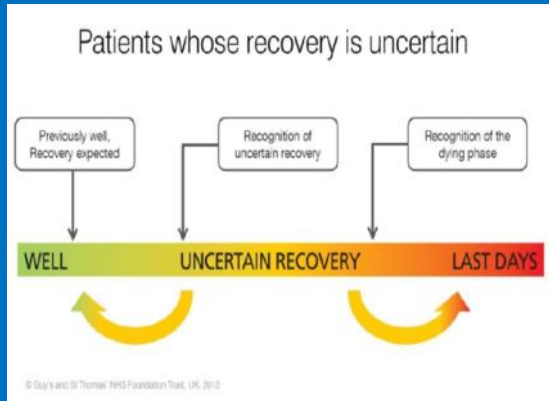




AMBER care

Your 'recovery is uncertain' when you may not be responding as well as hoped to medical treatment. Your health care team will talk with you, your family and your carers about your current treatment plan and the next steps in your care.

ASSessment
MANAGEMENT
BEST PRACTICE
ENGAGEMENT
RECOVERY UNCERTAIN



Stage 3: Daily monitoring and review

During daily ward round remember to 'ACT'

- A** Is your patient still 'AMBER'?
- C** Are there any medical Changes?
- T** Have you Talked with the patient and/or carer about the management plan?

Daily ACT entries should be clear and succinct. Completion is the responsibility of either the patient's nurse or doctor. Answer fully, ie, 'T' is not just answered 'Yes' or 'No', there needs to be some elaboration about what was discussed and if any concerns were raised.

Kate Scanlon
 Essentials of Care & Project Coordinator
 Phone 8080 1495 Mobile 0437 673 667
 Katherine.Scanlon@health.nsw.gov.au

EOI for Aboriginal artists for BHHS Redevelopment

We are seeking expressions of interest from Aboriginal artist within the Far West region of NSW.

FWLHD is seeking two artworks. The successful selected artist will undertake an artwork for the Mental Health and Drug and Alcohol Service and a successful selected female artist will complete an Aboriginal artwork in collaboration with the Violence Abuse Neglect Service.

The EOI closing date is 20 January 2023. Each application have requirements that must be met.

For more information, please contact, Desley McKellar on 08 8080 1502 or email Desley.McKellar@health.nsw.gov.au



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.



Aged Care Corner...

FWLHD Aged Care Services

All people age differently and the needs of most people change as they grow older. Australia's older generation (those aged 65 and over) continues to grow and is projected to more than double by 2057. The ageing of the population creates both



pressures and opportunities for Australia's health and welfare sectors. While many people are able to keep their independence, others become increasingly dependent as they age, especially those moving into very old age (85 years and over).

Aged Care Services provide support to older people who need help when in hospital, in their own home or who can no longer live at home. FWLHD has a network of Health Professionals that are available to support the older members of our community.

Let's meet the Team:

Acute to Aged Related Care Services (AARCS) Officer –

Available for in patient consultations across the FWLHD. This role provides support to older people over 65 years in hospital and facilitates their access to care and services, liaising with families and carers.

Clinical Nurse Specialist (CNS 2) Aged Care, Dementia & Falls – Supports staff throughout the FWLHD with issues and education about the care of the older person especially post fall and the confused patient (dementia and delirium). Promoting

current Best Practices to ensure the older person receives the best care whilst in our service.

Clinical Nurse Specialist (CNS 2) Aged Care – Supports staff throughout the FWLHD with aged care issues, including advance care planning, abuse of the older person and support with the confused patient. Providing clinical support and education to improve patient care within our LHD.

Regional Assessment Service (RAS) – Work in the community and conduct non clinical face-to-face or teleconference assessments of older people seeking entry-level support at home, CHSP services. The Home Support Assessors are trained in identifying the best aged care services you will benefit from and referring on as appropriate.

Aged Care Assessment Team (ACAT) – Work in the community and will attend comprehensive assessments on patients that require increase in home care packages, respite care or Residential aged care facility placement. They also attend fortnightly Geriatrician clinics conducted via teleconference with Concord - Geriatrician.

Australian National Aged Care Classification (AN-ACC) - Conduct assessments in Residential Aged Care Facilities (RACFs) to determine the level of funding each resident attracts to according to their needs.

The lower sector of FWLHD is serviced by a team of clinicians based out of Buronga, they conduct ACAT and AN-ACC assessments.



Patients require My Aged Care referrals completed to access RAS and/or ACAT assessments in the community.

My Aged Care can be contacted on 1800 200 422 or www.myagedcare.gov.au

The Aged Care Services Team wishes everyone a Merry Christmas and a Happy New Year!





Enjoy the great outdoors, mozzie bite free

Summer is a great time to get outdoors with the whole family. Just like we love the warm weather, so do mosquitoes (moszies).

Some moszies in NSW can carry viruses like the Japanese encephalitis virus, that can make you very sick. With more moszies buzzing around, enjoy your time outdoors this summer by taking the steps to protect:

1. Spray up. Wear and reapply repellent. Repellent containing DEET, picaridin or oil of lemon eucalyptus should be used on all areas of exposed skin and reapplied regularly. Apply sunscreen first, followed by repellent, so you can stay safe from the sun and mozzie bites.

2. Cover up. Wear light coloured, loose-fitting long-sleeved shirts, long pants and covered footwear with socks when outside.

3. Screen up. Close doors and windows when indoors, or install fly screens where possible to keep moszies out.

Clean up. Moszies breed in stagnant water. Remove items around your home that might collect water such as old tyres, children's toys and empty pots. Think about improving drainage around your home to ensure water doesn't become stagnant.

Following these simple steps will help to protect you and your community from mozzie bites and illnesses, so you can relax and enjoy the outdoors, bite free.

The latest information on mosquitoes and bite prevention can be found at www.health.nsw.gov.au/keepmosziesaway

COLLABORATION | OPENNESS

BRILLIANCE

Nominations

RESPECT | EMPOWERMENT



CONGRATULATIONS

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

Amalie Howse
Bayly Culpin
BHHS Catering
Department
Caroline Crabb
Chelsea Edwards
Christine Clifton
Corey Sclater
Dale Dwyer
Donna Papas

Elizabeth Kepreotes
Erin Milne
Grace Matthews
Isaac Clarke
Jacinta Barraclough
Jane Baker
Jodie Gervasi
Joseph Worgan
Julienne Shamroze-
Perkins

Karen Kennedy
Kyra Tumes
Leighton King
Lesley Thwaites
Martin Royce
Melaia Tuiqali
Moana Ngatuvai
Nicholas Minns
Olivia Norley
Penny Billings

Rebecca Smith
Robbie King
Sam Elliott
Sarah McCormack
Shakira Dwyer
Sophie Knight
Stephanie Wylie
Teresa De La Cour
Yasmin Griffiths

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**



These pictures courtesy of the Wentworth Hospital maintenance team show the amount of flooding that is being experienced in Wentworth and around the health service there. You can see the main pump station for the Broken Hill pipeline sitting on the edge of the Murray River (middle top of the photo). Below right is the Wentworth Showgrounds/race course. **REMEMBER:** Always check local conditions prior to any trips and NEVER drive through flood water. Road condition websites are on the intranet and local flood information is available at the NSW SES site: <https://www.ses.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
Approval Process for Medicines and Their Use	PD2022_056	02/12/2022
NSW Health Nurse Practitioners	PD2022_057	06/12/2022
Managing withdrawal from alcohol and other drugs	IB2022_041	08/12/2022

All staff with an email account are asked to update their email signature block – there is a new generator at [update your email signature](#). This can be found on the NSW Health intranet.

Email signature blocks are being updated as part of the NSW Government's new whole of government brand guidelines and visual identity system policy. There will be more news about this in the new year.

Update your email signature block

Also, you will have to update the internet link in your signature block. We've had our new internet for nearly six months but the old internet address no longer works.

Update with the new internet address with this URL: <https://www.nsw.gov.au/health/fwlhd>

All staff with an email address is reminded they are required to have an email signature block.

Cyber security tip



Beware of phishing emails, SMS or calls

NSW Health has experienced a significant increase in the frequency of phishing emails with malicious attachments.

Here is what to look out for and what to do if you suspect you've received a phishing email:

- Phishing messages pretend to come from trusted organisations and often encourage you to click on a link, open an attachment or take action of some kind.
- Be aware of anything that looks suspicious and never respond to unsolicited calls, emails or text messages. If you're not sure if a message is legitimate, do your own research and contact the organisation using their publicly listed contact details.
- If in doubt about a work email, report it immediately via the *Report Message* button in the Outlook email menu, or report it through the *Report Phishing/Spam* form in SARA.

