Hamilton Base Hospital Coleraine District Health Service Penshurst District Health Service Merino Community Health Centre Frances Hewett Community Centre National Centre for Farmer Health Grange Residential Care Service The Birches Residential Care



A NEWSLETTER FROM Western District Health Service

## Western Wellbeing

### Your community representatives

There are many ways people who use the Health Service can contribute to, and provide feedback on the services and care at WDHS.

In this edition, we highlight the contribution of our Community Advisory Committee (CAC) and look at how they can help advocate on your behalf.

Established in 2006, the CAC aims to promote community involvement in the planning and delivery of services at WDHS. The group is made up of several consumer representative members; Christine Phillips, Bev Clark, Peter Cook and Sherryn Jennings and WDHS staff members including the Chief Executive.

Uniting Church Minister, the Reverend Peter Cook says he would like more people to know about the role of CAC, so the Committee can be an even more effective advocate for Health Service users.

"I hear comments in my role as a minister in the community and overwhelmingly the feedback I get about the Health Service is very, very positive.

We don't wear a badge that says we are WDHS CAC representatives and I think it would be helpful if our role was more known in the public arena.

There are lots of ways that people can make comments about the hospital's services, but hopefully one that's helpful is the availability of an actual person to talk to; perhaps one outside the system that people can feel safe and comfortable with.

Care is a really major word for me in terms of why I like to be involved in the Advisory Committee; I want to make some contribution, hopefully, to achieving the best

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Community Advisory Committee members Sherryn Jennings, Chris Phillips and Peter Cook

care that the Service can provide," Peter said.

Sherryn Jennings says the Advisory Committee was developed to create a link between consumers and the WDHS Board and she encourages people to contact the CAC representatives if they need assistance to communicate their needs or experiences.

"The Advisory Committee can advocate for consumers that have perhaps had an experience they'd like to share, but don't necessarily know how to pass the information on in a way that they feel comfortable," Sherryn said.

The CAC members review and evaluate brochures and other information produced by WDHS, to ensure it meets the needs of consumers and also develop ideas for quality improvement programs in response to compliments, complaints and general feedback.

Chris Phillips says that with the assistance of WDHS staff they are continually looking at innovative ways to support consumer engagement.

"One recent recommendation of the Community Advisory Committee was to establish a 'Community Hub' at the Hamilton Hospital, and an area has been refurbished to create a comfortable and welcoming environment for consumers in the Education Centre.

The Advisory Committee has also recently supported several advocacy training workshops that aim to help consumers 'tell their story' for quality improvement.

We also train and talk to staff members from

a consumer perspective, and that's been really powerful and I've seen lots of change from that just in itself," Chris said.

WDHS Chief Executive, Rohan Fitzgerald says it's essential that the Health Service is open to listening, and refining its patient and resident engagement strategies, and the Advisory Committee has a key role in helping it achieve this.

"We are always seeking feedback on our performance and there are many ways that consumers can let us know how we are doing. They can complete a feedback form at the hospital, respond to one of the surveys sent to them after their stay in the hospital or talk to a staff member.

Feedback can also be provided directly to the Chief Executive or the Quality and Risk Manager, with the assurance that it will be followed up," Rohan said.

Help WDHS deliver the care and services you need by answering the following questions on our website www.wdhs.org:

Are our services easy to access? Are we meeting community needs? What would you change?

Or mail your responses to: Western District Health Service, Quality and Risk Manager, PO Box 283, Hamilton 3300

## From the CEO

The first half of 2015 has seen some exciting events and significant changes at Western District Health Service (WDHS).

In February, we replaced our traditional medical records system with TrackCare, an electronic clinical notes system. TrackCare delivers patient medical data, history, doctor's reports, blood pressure information and test results in 'real time'. The transition to an electronic system has been several years in the planning and is a significant milestone for WDHS.

Following an internal review, we have increased staffing and clinical support and enhanced training in the Emergency Department (ED). An extra nursing shift has been added during peak periods and an ED physician has also been rostered once a week from Southwest Healthcare. We have also increased the days that an ED specialist from Barwon Health attends from two, to three days a month, and are continuing to seek Australian trained graduates on rotation from Barwon Health to improve the quality of emergency care available to the community. A new Emergency Care Training Package will also be introduced for nursing staff in ED.

To create further training opportunities, three new postgraduate positions in general medicine, surgery and emergency medicine have been created this year at Hamilton Base Hospital.

In April, Minister for Agriculture, Jaala Pulford visited the National Centre for Farmer Health and announced \$4 million in funding over the next four years to secure the Centre's future. This is an exciting time for the Centre as it rebuilds its programs and resources, and the Health Service will be working to develop further partnerships to guarantee the Centre's viability into the future.

We have continued to receive an incredible amount of support from the community for our events and fundraisers including the Drive In, Cocktails in the Courtyard and Murray to Moyne.

The Watermark Charity House Committee toured our Operating Theatre in May to see how the first instalment of project funds supported a \$220,000 digital Theatre upgrade. The upgrade will significantly increase access to laparoscopic surgical procedures, improve patient care and recovery and create better working conditions for surgeons and nursing staff. In acknowledgement of their efforts and commitment to the project, the Charity House Committee were recipients of the 2015 Minister for Health Volunteer Award for Innovation.

Our aged care facilities hosted several open days in May, with visitors enjoying afternoon tea and tours and really getting a feel for the excellent care and country feel of our services.

New carpet, curtains and furnishings have given the nursing home at Penshurst a facelift, thanks to a very generous donation from Mr Leo (Sandy) O'Brien.



Plans for a new cancer treatment centre at Hamilton Base Hospital are currently being scoped to enhance treatment options and facilities in the region. The project will modernise and increase the capacity of the current chemotherapy treatment area.

This year's Handbury Lecture guest speaker, Professor Susan Sawyer, from the Centre for Adolescent Health in Melbourne, gave an informative lecture on the importance of Adolescent Health in shaping health outcomes throughout the life course.

A new Community Hub for consumers has been created in consultation with our Community Advisory Committee. Located next to the HBH Education Centre, it provides a friendly, welcoming environment for patients, clients and Health Service users to seek information and provide feedback.

From a staffing perspective, we have introduced new core values to guide staff interactions across the organisation. The Health Service is also participating in a program to increase awareness of health careers and employment opportunities for Aboriginal people.

To close, I would like to thank Coleraine's John McMeekin, who has retired after 21 years of service to the Coleraine community and the Coleraine and District Health Service.

I would also like to take this opportunity to thank retiring Board Chair, Mary-Ann Brown for her very significant contribution to the Health Service over the last 13 years. Mary-Ann has been a passionate advocate for the Health Service and the community and we wish her all the best.

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Rohan Fitzgerald Chief Executive

## Charity House digital Theatre upgrade

New monitors to display ultra-high resolution medical imagery and a pendant arm and monitor to allow surgeons more options for viewing procedures are key elements of a Theatre upgrade carried out with the first instalment of funds raised from the Watermark Charity House project.

Charity House Committee members visited Theatre in May to see first-hand how \$220,000 of the \$600,000 raised has been allocated to perform a digital refurbishment of Theatre 2 at Hamilton Base Hospital. Four new scopes at a cost of around \$30,000 each were also purchased as part of the upgrade to increase the fleet of scopes available for endoscopic surgery. A CO2 system to assist with patient recovery and new medical imaging software was also introduced to allow surgeons to save and print procedure photos from the scopes.

Watermark Charity House Committee Chair, Hugh Macdonald said it was exciting to see the equipment installed and to get an understanding of the benefits for the community, surgeons and staff.

"It's fabulous to be able to understand exactly what we've been able to provide for the community; it's what it's all been about really," Hugh said.

Several specialist teams from Melbourne, and more locally, worked on the installation in April / May and the project took around three weeks to complete.

Acting Theatre Unit Manager, Michelle Walkley says the upgrade will allow surgeons to perform more procedures in both Theatres, substantially reducing waiting periods for endoscopic surgery.

"The upgrade will create better patient outcomes, reducing waiting periods, recovery times and the length of hospital stays and enable more informed and detailed case analysis.

It will also increase access to equipment and create a better working environment for surgeons and nursing staff and allow for the introduction of new endoscopic hardware into the future," Michelle said.

Olympus Representative, Jason Apostolopoulos, was on hand to discuss the technical aspects and use of the equipment and said the technology was becoming the standard across Australia.

"Most young doctors coming through are now training on this equipment, so it's really important to keep abreast of technology to ensure that you retain staff; because this is what they're all learning on now," Jason said.

Chief Executive, Rohan Fitzgerald thanked all those who supported the project and said that further equipment



purchases with the remaining Charity House funds were being planned for acute areas of Hamilton Base Hospital.

"After seven years of planning and construction, the Committee and the community can now see a tangible asset for their investment in the project.

We thank everyone who was involved for their contribution, which will make a huge difference to our Operating Theatre capacity, staff working conditions and patient care and recovery.

We are currently putting together a portfolio of equipment to be resourced with the remaining Charity House funds, so that we can continue to develop our Theatre and ED facilities," Rohan said.

## New information and feedback hub opening at WDHS

A new 'Community Hub' at WDHS will provide a relaxed space for consumers to seek information and provide valuable feedback on services.

Located in the Education Centre at Hamilton Base Hospital, the 'Hub' has been set up with the assistance of the WDHS Community Advisory Committee.

"We felt there was a real need for a consumer space with a relaxed atmosphere where people could find information and provide feedback about the Health Service," said Chris Phillips, Community Advisory Committee member.

"The Health Service responded by designating an area where people can get information on health and the range of WDHS services through brochures and TV presentations. The area is also a quiet place where people can jot down their suggestions and feedback.

We are always looking at ways to assist the community to be more active participants in shaping the Health Service and the 'Hub' will be another step towards supporting that goal," Chris said.

WDHS Chief Executive, Rohan Fitzgerald says consumers have a very important role to play in helping the Health Service deliver quality care and programs across the organisation.

"We are very grateful for the feedback that we receive from consumers and recognise the important role they play in providing feedback and suggestions to help us to improve our services.

WDHS has implemented several new initiatives in the last few years to encourage consumer engagement and the new Community Hub will provide another avenue for people to find out more about the Health Service and communicate their needs," Rohan said.



WDHS Community Advisory Committee member, Chris Phillips with WDHS Director of Primary and Preventative Health, Rosie Rowe in the new 'Community Hub'

### Patient participation essential for student learning

Patients and clients are the most valuable resource for our students and WDHS is encouraging health service consumers to support students as observers and participants in their care.

Clinical placements are an important aspect of healthcare education, giving students the opportunity to apply the knowledge, skill and attitudes they are taught in the classroom to 'real life' settings.

Last year WDHS supported over 142 student nurses, 19 medical students and 15 other students on placement from <u>13 different ed</u>ucation providers.

WDHS Chief Executive, Rohan Fitzgerald says patient and resident feedback is so important for students' teaching and learning experience at the Health Service.

"The opportunity for students to work in a professional clinical environment and learn from the diverse mix of patients and residents who interact with WDHS for a wide range of health needs is invaluable, providing a critical opportunity for students to translate theory into practice and learn in a clinically supervised setting.

Actual users of the hospital and the community at large are ultimately served by learners being educated about quality care in a well supported, high quality clinical learning environment.

Consumers are encouraged to provide feedback about their experiences of our teaching Health Service and we welcome suggestions for improving our teaching activities and our efforts to involve students in care and service delivery," Rohan said.

Best Practice Clinical Learning Environment (BPCLE) Project Coordinator, Martina Whelan says that the Health Service is mindful that student learning is not invasive for the patient and supports and challenges students appropriately.

"We are very aware that consumers and patients are a resource that we must work with in the most respectful and minimally



Deakin University students on placement at WDHS L-R : Bohdeen Gerritsen, Sophie Warnock, Imogen O'Brien, Casey Burow, Mikaela Rigby, Jess Hutchins, Laura Giblin, Chrystal Van Run and Ruth Campbell.

inconvenient way, ensuring that their care is never compromised by the need to provide learners with learning experiences.

Students at WDHS are well oriented to the organisation and their placement team and are appropriately assessed and receive individual training that incorporates the ability to practice and build knowledge and skills.

There are established systems for communication and feedback with students and our aim is to provide high-quality and consistent supervision by well-trained clinical educators and supervisors.

Our students are also encouraged not to be passive recipients of education and training; they have an important role to play in ensuring their clinical education experiences are of value to themselves and WDHS," Martina said.

WDHS works closely with a number of education providers who share an interest in developing the healthcare workforce of the future.

"WDHS works only with premium education providers who attract the highest calibre students. This ensures the best performing students, committed to a career in regional healthcare and demonstrating our organisational values, join the workforce," Martina said.

## Jaymie loving her aged care placement

Like many teens, Enrolled Nurse (EN), Jaymie McFarlane experienced a few bumps in the road when she was in high school, but after deciding on a career in nursing she has never looked back.

A Hamilton girl, Jaymie completed two years EN training at RMIT in Hamilton to be close to family. Jaymie then started the Graduate Nurse Program at WDHS and is currently on an Aged Care placement at the Grange.

"My family are all so proud of me, I think I gave them a bit of heartache in my teenage years, but I just love what I'm doing now.

I like the interaction with people and the profile in aged care, you really get to know people and form a bond, you feel like you are doing something important and enriching people's lives," Jaymie said.

Jaymie's 'nan' is a nurse and she has close relationships with all of her grandparents, which influenced her decision to work in aged care.

"I like to be bubbly and vivacious in my work, because in aged care you often see people who don't have a lot of family and I like to make a difference in their lives and show them some love," Jaymie said. As part of the Enrolled Nurse Graduate Program, Jaymie has spent two months at Penshurst and is now on seven months placement at the Grange. She will complete her Aged Care EN placement at the Birches later in the year.

The WDHS Enrolled Nurse Graduate Program supports first year nurses in their practical and professional development over a 12 month period

and includes rotations throughout its Aged Care facilities.

Jaymie hopes to go on to complete registered nurse training and specialise in wound management in an Aged Care setting.



Graduate Nurse, Jaymie McFarlane at a study session in the Clinical Skills room at WDHS

## The importance of having the conversation

Having the conversation about the care that you or someone close to you wishes to receive near the end of life is difficult, but discussing and documenting your own, or a family member's care requests is becoming increasingly important in a health care setting.

With advances in medical technology, doctors and families feel a tremendous responsibility to extend life if there is a chance of survival, however small.

For many however, quality of life, not quantity of life is important and an Advance Care Plan (ACP) can give the people close to you, and those caring for you an understanding of what you see as important. It can also help them to understand the level of healthcare and the quality of life that you would want if you were unable to participate in discussions around your care.

"Whether you, a family member or friend would like to be resuscitated, whether you want to be put in an ambulance, or whether you want to stay in your aged care home, these are some important discussions that can be documented in an Advance Care Plan," said Lee Donald, Nurse Unit Manager at the WDHS Grange Residential Care Service.

"Advance Care Plans have been around informally for a decade or so, but now it is a more formal process, not just for the aged, but for people who are well, over the age of 18 and thinking about what they want, and for anyone with a chronic illness," Lee said.

Aggie Cook, who's mother lone passed away at the Grange

recently, says that although writing a plan was difficult for her emotionally, just knowing that her mother's wishes were on paper gave her and her mum peace of mind.

"Mum hadn't been well for a number of years and she was actually quite cut and dried about it when it came to doing the plan. I think it was a great relief for her to put it down on paper," Aggie said.

Manager of Care Coordination at WDHS, Usha Naidoo says people need to make sure they choose someone they can trust to make decisions about their medical treatment and to really think about what they value in life.

"When preparing a plan, people should consider questions including what they think is an acceptable recovery from illness; what amount of daily activity they would be happy with; and what level of care they would want if they were permanently unable to feed themselves, talk or recognise their family and friends.

Everyone's answers are different, so it is really important that they are documented and accessible to family and health care providers, so that those wishes can be carried out.

Providing the information to the Health Service to put on your medical file, also means that the details are accessible to medical staff and families.

A copy can also be left at home on the fridge for the ambulance team to bring with them, together with your list of recent medications," Usha said.

### Getting started with an Advance Care Plan:

- Talk about your values and preferences with people closest to you and to your health care provider.
- Write your wishes in an Advance Care Directive document, or record them on the MyValues website at www.myvalues.org.au, which will allow you to print a card to keep in your wallet with a code for emergency services to access during your hospitalization.
- Authorise a person (your 'attorney') in a legal document called a 'Medical Enduring Power of Attorney (MePOA)' form to make medical decisions on your behalf. Your MePOA can be anyone you trust to carry out your

wishes, such as a family member, friend or professional adviser.

- Provide copies of your Enduring Power of Attorney to WDHS (to be added to your medical history), to your family and your GP. Your information will remain confidential and will only be used if you are in hospital.
- If your circumstances change or your Enduring Power of Attorney changes, please ensure that you redistribute your altered Advance Care Plan to all those you sent the original plan to.

## WDHS sponsors Boomers All Ability Football Team

WDHS has committed to sponsoring the Hamilton Kangaroos Boomers All Ability Football Team for the next two years.

Chief Executive, Rohan Fitzgerald says it is a wonderful opportunity to support a community initiative that promotes sport and encourages participation for all.

"We are very proud to be a major sponsor of the Boomers; it's an opportunity for WDHS to help ensure that team sports can be enjoyed by everyone.

The Health Service is always looking for ways to promote more active communities, and the Boomers are a truly inspirational example of how we can all participate in team sports and get active," Rohan said.

After kicking off with a demonstration match in 2014, the Boomers will play five matches this year against teams in Horsham and Warrnambool.

HKFNC Boomers Committee Member, Paul Block says the team hopes to build on its skills this year and eventually the goal will be for the players to participate in a match at the hallowed MCG.



Boomers Committee Member Paul Block with players Daniel Whennen and Tom Brody and WDHS Director of Primary & Preventative Health, Rosie Rowe at the 'pie night' and Jumper Presentation for the Hamilton Boomers.

"We'd like to try and get a representative side from the Wimmera and South West region to participate in a game against a metropolitan team at the MCG.

We hope to get approval to use the ground say during half time of an AFL match," Paul said.

## WDHS Board Chair Mary-Ann Brown retires

After 13 years on the WDHS Board, and seven of those at the helm as Chair, Mary-Ann Brown retired at the end of June.

Appointed to the Board in 2002, Mary-Ann says that while not everyone in the community wants to take on a role of responsibility, if you want to change things you've got to put your hand up.

"I wondered what I'd got myself into initially, as I wasn't familiar with the complexities of health and there was a lot of reading to do, but it's been a wonderful experience.

WDHS is a great organization to be involved in, it's very dynamic, challenging and complex and you really feel like you are making an important contribution," Mary-Ann said.

Some of Mary-Ann's highlights during her time on the WDHS Board include facilitating the funding and construction of the new Coleraine health precinct, the establishment of the National Centre for Farmer Health and several other important capital works projects, such as the Grange redevelopment.

The ongoing community support has also been a highlight and Mary-Ann says she's often talked at Board level about how the community just keeps on giving.

"We are averaging over a million dollars a year, even when times are tough and the recent Charity House project is a great example of the fantastic level of support we receive," Mary-Ann said.

Mary-Ann believes that this support reflects how the Health Service engages with its community and builds its reputation and is seen as a vital part of the region's infrastructure.

"People see the Health Service as being an important part of their community and really want to ensure that it's sustainable and this is reflected in the support it continues to receive.

Perhaps the biggest challenge faced by the Board is that you never get enough money to fund services, the financial pressures are ongoing, but I believe that it is the role of the Board to advocate for the community to maintain as many services as possible.

It's essential that the Board continues to be vigilant in terms of maintaining the status and position of the Health Service, because we are in an environment where our region is not a growth community at this point in time, and there are other growing communities competing for the same funding.

I think it's really important that we continue to provide services that our community needs and



Retiring WDHS Board Chair, Mary-Ann Brown

look for better ways of doing that – whether it's coming up with more cost effective alternatives, or ways to better support people in their communities," Mary-Ann said.

When asked about her plans for the future, Mary-Ann said with a wry smile that she hopes to take things a little easier and pursue some other interests.

WDHS Chief Executive, Rohan Fitzgerald says that Mary-Ann has played a key role in helping to strategically steer WDHS over the last seven years and create better health outcomes for people in the region.

"Mary-Ann leaves the organisation in a very sound position with a robust governance culture.

On behalf of all of us at WDHS we thank her for her significant contribution over many years and wish her all the best in her future pursuits," Rohan said.

# \$4million funding announcement breathes new life into NCFH

The National Centre for Farmer Health (NCFH) will rebuild and carry on many of its important and internationally recognised programs thanks to an injection of \$4 million over four years from the Victorian government.

Minister for Agriculture, the Hon Jaala Pulford MLC made the announcement at the National Centre in April and spoke of the importance of the Centre's work, not only for farming families and the industry, but for the Victorian economy as a whole.

"Victorian farmers experience higher incidences of injury, illness, mental health issues and work-related fatalities than most other industries, yet they have more limited access to health services.

Victorian agriculture production contributes \$11.8 billion to the Victorian economy and for food and fibre production to grow, we need to give our farmers the support they deserve," Minister Pulford said.

The funding will help secure the future of the NCFH after cuts made since 2012 lead to a reduction in staff numbers by 75 per cent and left the Centre, established in partnership with Deakin University in 2008, with only three full time positions.

Centre Director, Clinical Associate Professor Susan Brumby said the renewed Centre would continue to save farmers lives by building on previous work and growing the capacity to respond across Victoria in particular.

She also thanked the staff that had worked hard through



Minister for Agriculture, the Hon. Jaala Pulford, NCFH Agrisafe Clinician, Tam Phillips, WDHS Chief Executive, Rohan Fitzgerald and NCFH Director, Dr Susan Brumby take a tour of the NCFH facilities

periods of funding uncertainty and the public for their ongoing support.

WDHS Chief Executive, Rohan Fitzgerald welcomed the announcement and said the funding and support from the Andrew's government guaranteed the survival of the Centre for many years to come.

"With funding certainty the Centre can continue to deliver its renowned education programs, clinics and research.

We will also be looking at ways to make the Centre more financially independent and sustainable into the future," Rohan said.

#### Western Wellbeing



Security footage of a koala visiting the Hamilton Base Hospital Emergency Department (ED) has created unprecedented interest and kept staff busy fielding calls and emails from media outlets across the globe.

The curious koala was picked up on camera early one morning sauntering into Emergency for a casual inspection of the ED facilities, creating a spectacle for doctors and nurses on duty.

After exploring the waiting area for several minutes 'Blinky Bill', as he was affectionately nicknamed, safely saw himself out through the automatic doors.

WDHS Chief Executive, Rohan Fitzgerald heard about the incident from night shift staff and thought the footage might be worth posting on Facebook, but was surprised by the response.

"Our Community Liaison Department was inundated with dozens of requests for the footage from international news organisations and from Australian media wanting to do radio interviews and get comments.

We had calls and emails from many of the large international news agencies, major television stations like CBS, NBC and the BBC, and we were even asked if the footage could be aired on Adam Hills 'Last Leg' program in the UK," Rohan said.

The Facebook post which sparked the initial interest was also

viewed by millions of people worldwide.

"It really does demonstrate the power of the internet, I'm not sure if we had any expectations about the popularity of the footage when we posted it, but if we did, it well and truly exceeded them!

I think this demonstrates that people are really looking for some light-hearted news to counter a lot of the negativity we hear and read daily," Rohan said.

WDHS Community Liaison Officer, Brigid Kelly said the response to the koala video was quite unexpected but says the interest undoubtedly increased the profile of WDHS and Hamilton.

"We woke up to an email request from the Today Show in the US and I must admit, I initially thought it was a prank, but then the emails and calls started streaming in from other national and international media outlets.

We couldn't believe the interest the footage generated overnight and we had to very quickly shift into 'koala mode' for the next few days.

I think it shows what an incredibly powerful marketing tool social media can be, and demonstrates that sometimes promotional opportunities present 'out of the blue' and a little 'left of field'," Brigid said.

## Charlie Watt Volunteer the Month



October – Joan Taggart Hospital Opportunity Shop Volunteer

January – Louise Emsley Palliative Care Fundraising Volunteer



February – Dr Elizabeth Arthur Honorary Medical Historian

November – Steve Sykes

**Coleraine Campus Volunteer** 



December – Thelma Wombwell Driver and coordinator for the Coleraine Community Transport Service



March – Cheryl King Hamilton Base Hospital Ward & Planned Activity Group Volunteer

## Employee the Month



November – Brigid Kelly Community Liaison Officer



February – Stephanie Julian Hospital Medical Officer



December – Natasha MacDonald Personal Services Assistant, The Birches Residential Care



March – Tonia Evans Acting Nurse Unit Manager, Medical Unit



January – Anthony Jackson Environmental Services Assistant, Allied Health



April – Amber McDonald Nurse Unit Manager, Surgical Unit

## Events, fundraisers & donations









