

JULY 2023

BSHS NEWS

MESSAGE FROM THE CEO

MERYN PEASE | CEO

We have received the final reports for the Aged Care Quality and Safety Commission for the re-accreditation of Ripon Peace and Delama facilities. I am pleased to report that we have been re-accredited for a further three years, until 6 July 2026, having met the accreditation requirements for all eight standards, with no suggestions or recommendations. This outstanding result reflects the high standard of care you all provide to our residents and patients.

Our next accreditation process will be for the Skipton Medical Clinic, with assessment conducted prior to December 2023. Then we focus on the re-accreditation of Brigadoon and McKinnon facilities, which should occur before February 2024.

This year's participation rate for the 2023 People Matters Survey was 62%, an increase on last year's rate of 58%. I sincerely appreciate the time that staff have taken to complete the survey. I know it is obvious to you, but the higher the participation rate the stronger your voice in telling us how you feel about working at BSHS.

IN THIS ISSUE

NEW
WEBSITE NOW LIVE

VICTORIAN
CONCERT ORCHESTRA

BSHS
NAMED AS FINALIST

BEAUFORT
REACCREDITED

SOCIAL
SUPPORT GROUPS

SKIPTON MEDICAL
PRACTICE REGISTRAR



Beaufort

28 Havelock St, Beaufort
5349 1600

Skipton

2 Blake St, Skipton
5340 1100

Beaufort and Skipton Health Service acknowledges the Wadawurrung people, as the traditional custodians of the land and their continuing connection to land, water and community.

We pay our respects to them and their culture, and to elders both past and present.



We should receive the 2023 People Matters Survey report in late July, so please look out for the results and our new action plan.

I would like to announce the appointment of Dr. Francesco Iannello, as our new General Practitioner Registrar, working at the Skipton Medical Clinic. Dr. Francesco commenced on Monday 10 July and is undertaking his fellowship training with us, under the supervision of Dr. Badrika. Thank you to everyone involved in supporting Dr. Francesco. This is an important step for BSHS, to ensure we have a sustainable medical workforce and medical service for our communities.

The Board of Directors and the Executive team have made the decision to transfer our internal information communication and technology (ICT) services to BoldMedia Group. BoldMedia Group have extensive experience in delivering reliable and sustainable information, communication and telephone services to large and small businesses across a range of industries including health.

Over the next few weeks you will see staff from BoldMedia Group onsite, working to seamlessly transition our system. This change ensures we remain contemporary with our systems to be well placed to meet future digital technology requirements. Already we are seeing the shift to the Victorian Virtual Emergency Department as a key priority for us.

We have been selected as a finalist in the 2023 Victorian Training Awards, in two categories. Small Employer and Trainee and Apprentice Development. I would like to thank each and every one of our staff for their commitment and dedication to the services we provide to our community. Across the board we have delivered good results from clinical care, financial and audit results to food service standards. You are a wonderful team and I am so lucky to be working with you all. Please let me know your ideas on how we can improve our services for our community.

Regards Meryn

BOARD DIRECTOR REPORT

DAVID LENEHAN | BOARD CHAIR

The BSHS Board of Directors held its monthly meeting on Wednesday 28 June 2023. It was pleasing to note that current Directors, Nigel Jarvis and Professor Marg Way have been reappointed by the Governor in Council for further three year terms, commencing on 1 July 2023. We also welcome Maree White who will join the Board from 1 July 2023.

Director of Medical Services, Dr. Craig Winter advised the Board that a number of accreditation and supervision requirements have been approved for the Skipton GP Clinic and a new GP Registrar commenced in July. This will enhance GP services at Skipton and the Board expressed their appreciation to Craig for the work involved in obtaining the necessary approvals to enable to expansion of GP services to the Skipton community.

A highlight of the meeting was a report from Director of Clinical Services, Mary Cushing, regarding the excellent outcome achieved at the recent accreditation audit of our Beaufort Aged Care services. The Board noted that feedback from the Assessors was overwhelmingly positive with all standards being met and no areas of concern raised. This excellent outcome is a tribute to the commitment by managers and staff, to provide care that is personalised, compassionate and respectful.

There was also good news on the financial front with the Department of Health recognising the work of the Health Service by providing additional funding to meet expenses associated with the cost of living increases that we are all experiencing.

Chief Finance Officer, Chris Nykoluk also reported that we are now forecasting a break even financial position at 30 June 2023. Chris also reported on recent audits by the Victorian Auditor General Office and our internal auditors which confirmed that our financial management and accounting processes are well managed with only a couple of minor issues to be addressed. This is an excellent result and our congratulations go to Chris and the Finance team for their work during the 2022/23 financial year in achieving these results.

There has been a significant amount of work undertaken over the past few months in reviewing our IT, communication and network services and in particular the level of support services that will be required going forward due to our ever increasing reliance on digital technology. This has resulted in a detailed report and recommendation that we engage a new communications technology provider to support BSHS communications, technology and information services for the next three years.

These are critical services and the Board endorsed the recommendation to move to a new provider and thanked Support Services Manager, Kel Oswin, for his work in reviewing our services and identifying the best option to support our ICT services going forward.

On behalf of the Board can I thank all managers and staff for their achievements and excellent results across all areas of the Health Service over the past 12 months.

Regards David

BSHS NAMED AS FINALIST IN VICTORIAN TRAINING AWARDS

Beaufort and Skipton Health Service have been named as a finalist in the 'Small Employer of the Year' and the 'Employer Award for Apprenticeship Development' categories of the 2023 Victorian Training Awards.

The Victorian Training Awards recognise the excellence in the vocational education sector, celebrating the achievements of apprentices and trainees, students, teachers, trainers, employers and training providers throughout the state.

Traineeships for several sectors were developed and implemented, including Diploma of Nursing, an apprenticeship upskilling cooks through a Certificate III in Commercial Cookery, and a Diploma in Community Health for community case managers.



RIPON PEACE AND DELAMA REACCREDITED

MARY CUSHING | DIRECTOR OF CLINICAL SERVICES

We have received official confirmation that both the Ripon Peace (Beaufort Nursing Home) and Delama (Beaufort Hostel) have received full accreditation for the next three years. Both sites are fully compliant with all 42 requirements.

This results validates the excellent care and services that you provide every day to each resident and the hard work that continues daily to maintain this.

Congratulations and well done. We are very lucky to all be part of such a caring and positive organisation.



Australian Government

Aged Care Quality and Safety Commission

VICTORIAN CONCERT ORCHESTRA

Cave Hill Creek are hosting the Victorian Concert Orchestra (VCO) in August. The VCO has been a group of talented musicians for multiple generations, with the Orchestra being first established nearly 100 years ago in 1926. They travel to regional areas regularly to enrich the communities with classical and empowering music from musicals, movie scores and the great composers.

Cave Hill Creek have generously offered this event as a fundraiser for the Health Service and funds raised will go towards the purchase of kitchen equipment. Tickets are on sale now at chc.venueregistrations.net/victorianconcertorchestrachc

6 AUGUST

THE

**VICTORIAN
CONCERT
ORCHESTRA**

AT CAVE HILL CREEK

2 PM

110 THE GLUT RD, RAGLAN

Beaufort & Skipton
Health Service

CAVE HILL CREEK

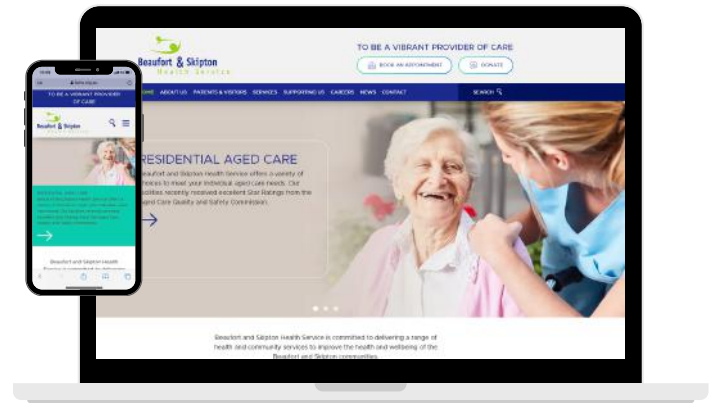
Pyrenees
Shire Council

NEW BSHS WEBSITE NOW LIVE

Beaufort and Skipton Health Service's new website is now live.

Visit www.bshts.org.au to view all of our services and keep up to date with the latest news.

Staff are also able to access Grampians Learning Hub, Prompt, RosterOn and Webmail via the new website.



BOLDMEDIA GROUP

KEL OSWIN | SUPPORT SERVICES MANAGER

We are thrilled to announce our new partnership with The BoldMedia Group. The Bold Team will now be providing Beaufort and Skipton Health Service with all of our IT and telephone support moving forward.

After conducting a thorough evaluation of our systems, infrastructure, and operations, as well as considering our future goals in the technology space, we have taken the "Bold" step to team up with this supplier who we know to have great experience and skill in this area.

We are confident that this partnership will help us overcome the challenges that lie ahead. As we continue to progress, we will keep you updated on the exciting developments.

If you ever need IT support, be on the lookout for the appearance of the Icon  on your lower right screen.



Joel Gaskell (BoldMedia Director), Meryn Pease (CEO), Stef Stanway (BoldMedia Technical Accounts Manager)

SOCIAL SUPPORT EXERCISE CLASSES

The Health Service's Social Support Exercise Classes run weekly in both Beaufort and Skipton. HACC-PYP funding recently allowed us to purchase a new treadmill that is being used by the exercise groups in Skipton. Staff have also been able to benefit from the purchased treadmill.

In addition, 10 large exercise balls, a foam balance pad, wobble cushions, a quoits set, a giant darts set, resistance bands, and a game of scatter have also been purchased and have increased the social connection and enjoyment of participants.



SKIPTON MEDICAL PRACTICE GP REGISTRAR

It is with great pleasure that we welcome Dr. Francesco Iannello as a General Practitioner Registrar to Skipton Medical Practice. Dr. Francesco will be working four days a week, Tuesday-Friday.

Dr. Francesco is looking forward to being involved in multiple different domains of care, including primary, acute and subacute.

Please introduce yourselves to Dr. Francesco and welcome him to our team.



PUPPY VISIT



RECIPE OF THE MONTH

Burger Tacos

INGREDIENTS

4 lean beef burger patties
8 small tortillas
5ml extra virgin olive oil spray
4 cheese slices, low fat
100g lettuce, shredded
1/3 cup pickles
200 g cherry tomatoes, quartered
1/2 small red onion, finely diced
1/4 cup burger sauce



METHOD

1. working one at a time, spread half a patty over 1 tortilla, leaving a 1cm border. Lightly spray with oil. Heat a large frying pan over medium heat. Carefully place tortilla in pan, meat-side down.
2. Cook tortilla for 3 minutes or until charred and patty is cooked through. Working quickly, flip tortilla over in pan. Top patty with cheese. Remove tortilla from pan and keep warm. Repeat.
3. Top each tortilla with lettuce, pickles, tomato and onion. Serve with burger sauce.

REPURPOSING OF EQUIPMENT

At Beaufort and Skipton Health Service we are keen to see if there is opportunity to repurpose equipment that is no longer required or not fit for our purpose. It helps us to not only declutter our own space but also ensures that these items are given an opportunity to serve a purpose and benefit others.

By donating our surplus equipment to local community clubs and groups, we are able to support their activities and enhance their facilities.

Recently an old TV from Delama has now found a new home with the Raglan Hall Committee, where it can be used for various events and gatherings. Additionally, the donation of a physiotherapy table to the Beaufort Football and Netball Club will aid in their players' recovery and performance. It is truly gratifying to see how repurposing equipment can make a positive impact on the community and contribute to the success of these organisations.

FINANCIAL WELLBEING WEBINARS

ERICA SMITH | PEOPLE & CULTURE MANAGER

Aware Super are presenting a series of webinars on financial wellbeing. These webinars are open to everyone, not just Aware Super members.

To find out more information or to register [click here](#).

Here's a snapshot of just a few sessions:

- Investing made easy
- Home buying basics
- Superannuation - How to make it work for you
- How to develop a plan for retirement
- Better money habits
- Building resilience
- Leading others through change and many more



Register at aware.com.au/workplace or scan the QR code below for more information.

NATIONAL NAIDOC WEEK

National NAIDOC Week is held across Australia in the first week of July each year, to celebrate and recognise the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. This year's theme was 'For Our Elders'.

Our residents enjoyed being involved in the week and learning about the rich history and culture of Aboriginal and Torres Strait Islander peoples.



RESPECT AT WORK

ERICA SMITH | PEOPLE & CULTURE MANAGER

Workplace Gossip

While gossip may appear harmless, it can be pretty destructive, especially for the person who serves as its unwitting target. When you consider that, according to one study, gossip is up to 2.7 times more likely to be harmful than positive, it's easy to see how damaging it can be. Negative chatter tends to spread quickly and can infiltrate the entire organisation.

How to Identify Gossip When you Hear it

Gossip exhibits one or more of the following characteristics:

- The conversationalist seem to be taking pleasure in the misfortune suffered by another employee.
- The conversation is taking on a negative tone or appears to be perpetuating conflict.
- You would be uncomfortable telling what you've heard to the person being discussed by the individuals.
- You're hearing unsubstantiated rumours about an employee's job status.

What are the Harmful Effects of Gossip?

As gossip spreads, it can have numerous detrimental effects on the workplace culture, including:

Erosion of trust: Trust is essential to creating a positive, productive work environment. Negative gossip erodes trust. Those who engage will likely wonder if the group members gossip about them behind their backs, and those who are targeted won't be able to trust their colleagues.

Low morale: Excessive gossiping creates a backstabbing environment that can become an unbearable workplace. Low morale leads to high turnover rates, putting the organisation at a competitive disadvantage.

Hindering teamwork: Gossip can be detrimental in work situations that require collaboration. When workers discover they are the target of gossip, they are less inclined to want to cooperate with their colleagues who perpetuate the negative talk. This typically creates a toxic work environment where employees are more concerned about the disruptive actions of their co-workers than getting the job done.

Litigation: When gossip turns malicious, the individual on the receiving end may view it as harassment and they might pursue legal action.

Disciplinary action: Gossip doesn't always involve personal attacks against others, it can also entail disclosing sensitive or proprietary information to individuals who should not have access to it. This can result in violating a BSHS policy, which may lead to disciplinary action, including termination.

HOW TO AVOID BEING INVOLVED IN GOSSIP

ERICA SMITH | PEOPLE & CULTURE MANAGER

Change the subject

If you find yourself in a conversation that is heading in a negative direction, tactfully change the subject. Start talking about the footy or movie you watched the night before, or ask about everyone's plans for the weekend. If you can't move the topic to another track, politely excuse yourself and tell everyone you must return to work.

Say something positive

You can deflect negative gossip by making a positive statement about the attacked person. For example, mention when someone did a favour for another team member or took up some slack when the department was shorthanded.

Address the lead perpetrator

A group of gossipers typically has a ringleader who initiates negative conversations and encourages others to join. Try talking to this individual in a private site with specific examples of how their behaviour disrupts the environment.

Talk to your manager

If the gossip gets out of hand, you may need to present the situation to your supervisor. Most bosses want to know about your circumstances that negatively impact team morale and productivity and will take appropriate steps to rectify the situation, while safeguarding your anonymity.

LEADERSHIP PROGRAM

KIM STEVENS | LEARNING & DEVELOPMENT MANAGER

We will be launching a new Leadership Program in August, for all Associate Nurse Unit Managers and team Leaders. This program aims to providing you the tools to develop your leadership and to bring the whole organisational team into alignment. The course is online on the Grampians Learning Hub and will come with information on your responsibilities. We will enrol you into the course and provide you with information that will ensure an understanding around the what, when, where and who of the program.