

DECEMBER 2023

# BSHS NEWS

## MESSAGE FROM THE CEO

MERYN PEASE | CEO

On behalf of the Beaufort and Skipton Health Service Board and the Executive team, I wish you all a very happy Christmas and a healthy and safe 2024.

It has certainly been a year full of achievements and challenges, including the continuing waves of COVID-19 in the community and our risk management approaches.

Our ICT system has also had some hiccups over the past year, but with our move to Bold Media, this has seen an improvement in our systems stability and reliability.

Congratulations to all our staff for the acknowledgement of your outstanding work across the organisation, achievements such as Ripon Peace and Delama accreditation, Mackinnon and Brigadoon accreditation, Skipton Medical Practice Accreditation, the Victorian Training Award and the Australian Training Award – Small Employer of the Year.

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### Gold Recipient

Australian  
Small Employer of the Year

Beaufort and Skipton Health Service acknowledges the Waddawurrung 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.



For the very first time BSHS has taken on a General Practitioner Registrar position, with the appointment of Dr. Francesco Iannello, who joined our team in July.

Our fantastic People Matters Survey results which over the past four years have shown continued improvement, to the point where the Victorian Public Sector Commission have acknowledged our strong results for positive culture and employee engagement, and indicators such as organisational integrity, safety climate and leadership.

The Board have delivered a new Strategic Plan for 2024–2028, which sets out our clear direction for the next five years.

My grateful thanks to all the fabulous BSHS staff, our dedicated volunteers, and our outstanding team of GP's for their hard work, expertise and commitment that has enabled BSHS to have another great year of achievement in meeting the healthcare needs of the Beaufort and Skipton communities.

My thanks and good wishes go to our many partner agencies for their support during 2023.

Our care and support are especially with our staff and members of our community who have lost loved ones during the year and, for whom facing this Christmas season can be particularly difficult. You are in our thoughts and hearts.

Special thanks to our many staff who will be working over the festive season. We can only hope that it will be a joyful time free of external events, such as bushfires.

My hope is that all members of the extended BSHS family have an opportunity for some rest, time for reflection and have a special time with family and friends over the next few weeks, and that this will equip us well into the New Year with energy and optimism. My thanks and very best wishes to you all.



*Dr. Margaret Way (Board Chair) and Meryn Pease (CEO) at the 27th Annual General Meeting*

*Regards Meryn*

# BOARD DIRECTOR REPORT

DR. MARGARET WAY | BOARD CHAIR

Beaufort and Skipton Health Service held its Annual General Meeting on Wednesday 22 November, with good attendance from Board members, staff and community. The agenda included a presentation of the Chairs report and the financial statements. A copy of the Annual Report and the 2024-2028 Strategic Plan was available to attendees and this has now been provided to the Department of Health and is available to view on the BSHS website. In addition, staff received service awards and the Gill Checkley Memorial Scholarship was presented to one of our Nurse Unit Managers, Nicole Clarke.

The BSHS Board of Directors held their monthly meeting on Wednesday 13 December. We recently heard about one of our residents who was admitted with chronic leg ulcers and painful wounds, which had the potential to require surgical intervention. The nursing staff assigned to her care demonstrated remarkable dedication and skill, and their efforts resulted in a significant improvement in her condition. This resident was overjoyed to report that, for the first time in her memory, her legs are no longer in pain and the wounds have healed. The Board wrote a letter to all the staff involved in her care to thank them for providing exceptional care. We are privileged to have such a remarkable team of nurses.

After winning the 2023 Australian Training Award – Small Employer of the Year, Executive and management have been contacted by other groups who are interested in our unique approach to tailoring learning experiences, achieving organisation goals and our learning and development strategies, methodologies, and key learnings. The annual Board appointment process is underway with a very good indication of interest for these positions. We have two current Board members who are retiring from their positions, David Lenehan and Tony Edney. We would like to thank them for their years of service to the Beaufort and Skipton Health Service and community. Interviews will be held in the new year and recommendations provided to the Department of Health.

Wishing you all a Merry Christmas and an exciting year ahead.

*Regards Margaret*

# HEALTH SERVICE CELEBRATES SUCCESSFUL YEAR

The Health Service recently reported a successful year of operations, both financially and operationally at the 27th Annual General Meeting.

Board Chair, Dr. Margaret Way, acknowledged former Board Chair, David Lenehan, who recently completed his appointment as Board Chair. David's experience and leadership has contributed to the Health Service's success in reaching a stage of stability and achieving a stronger financial performance.



*Meryn Pease (CEO), David Lenehan (Former Board Chair) and Dr. Margaret Way (Board Chair)*

Highlights for the year included receiving funding through the Regional Health Infrastructure Fund for planning of additional single rooms at Ripon Peace, being awarded Small Employer of the Year at both the Victorian and Australian Training Awards, continued growth in Home Care Packages, an operational surplus and a 2024-2028 Strategic Plan.

## STAFF SERVICE AWARDS

**20 Years** | Renae Dickie, Rhonda Hocking, Cherise Jones

**15 Years** | Anne Williamson, Jenni Gordon,  
Tony Grundell, Nikki Elliot, Laura Osbourne,  
Jenni Pett

**10 Years** | Petrina Phillips, Rhonda Cowell,  
Bonnie Howlett, Leonie Tellefson



# HEALTH SERVICE TAKES OUT NATIONAL AWARD

The Health Service was pleasantly surprised at the recent Australian Training awards, where we were honoured with the prestigious Gold Award for being Australia's 'Small Employer of the Year'.

This follows the earlier success in winning the Victorian Award in August. CEO, Meryn Pease, Kim

Stevens (Learning and Development Manager), Jody Sutherland (Workplace Trainer/Careers Advisor) and Mary Cushing (Director of Clinical Services) attended the function in Hobart where they were presented with the award.



*Meryn Pease (CEO), Gayle Tierney MP (Minister for Training & Skills) and Kim Stevens (Learning and Development Manager)*

This award serves as a testament to the hard work and dedication of the entire staff, as well as the unwavering support from the community. The Education team have assisted with providing training opportunities enabling 64% of permanent non-clinical staff to gain a certificate or diploma qualification in the last two years.

The Health Service's emphasis on continuous learning and professional growth played a significant role in the organisation's selection as finalists for the esteemed award. It was noted by representatives of the judging panel that the Health Service was recognised that each employee was treated as an individual with individual aspirations, empowering staff to explore new study and career pathways.

**AUSTRALIAN  
TRAINING  
AWARDS  
2023**

**Gold Recipient**

Australian  
Small Employer of the Year

# CELEBRATION OF FIRST NATIONS ARTIST

As a proud Wangkatha women from the Wongai Mob in the eastern goldfields of Kalgoorlie in Western Australia, Diane McLeod or Aunty Di as she is referred to, is now a local of our Shire and a well recognised artist. Aunty Di's artworks tell of her journey, travelling through different communities and over rock holes. Her totem is the kangaroo and the tracks of the kangaroo appear in all her artwork. As a resident of Mena Park, Aunty Di sees both Beaufort and Skipton as places of healing for the local First Nations community. She travels from Beaufort to Skipton a lot and passes through Mount Emu, enjoying the peacefulness these areas offer.



*Renee Bosworth (Grampians Health Aboriginal Health team),  
Diane McLeod and Meryn Pease (CEO)*

Her artwork's are hanging in the foyers of the Beaufort and Skipton campuses and depict a journey. Skipton is exhibited by a circle on the left, Beaufort on the right, with Mount Emu creek running between them. Mount Emu is at the base of the artwork. The artwork provides a vibrant and meaningful touch to the Health Service with a unique perspective and services to inspire both staff and patients, while also promoting a sense of inclusivity and respect for First Nations culture. We look forward to continuing our journey in building relationships and connection for all First Nations people to feel culturally safe in accessing all the services we have on offer.

## GILL CHECKLEY SCHOLARSHIP

The Health Service would like to congratulate Nicole Clarke for receiving the 2023 Gill Checkley Memorial Scholarship to support her to gain her double Diploma in Leadership and Management and Competitive Systems Practices.

Congratulations and well done!



# TRAFFIC LIGHT REPORT

## ACTIONS COMPLETED OR UNDERWAY

- New server has arrived and is scheduled to be installed
- BSHS wins Australian Training Awards Gold Recipient Small employer of the Year
- New fire safety equipment installed in Delama
- New composting area completed
- Fire emergency and evacuation drill conducted at Beaufort and Skipton with exceptional results
- GP Registrar employed
- Duress alarm installed at Allied Health desk at Skipton
- Second workstation working in Beaufort Administration office

## ACTIONS COMPLETED OR UNDERWAY

- Clean up at Beaufort and Skipton storage areas to continue
- Staff picnic table for Skipton underway
- Acute ensuites upgrade scheduled for commencement in late January
- Kitchen Garden project scheduled for commencement in late January

## Well done!

- Sheryl for supporting Support Services, ensuring equipment needs are procured promptly
- All for supporting clean up around storage areas
- Robbie for his great working supporting activities for residents
- Maintenance team on the grounds and gardens continuing to look great
- Nicole for help and support with the Support Services team
- Erica, Jody, Tracy and Kate for great work on recruitment
- Allied Health Administration team for being flexible and working at both campuses in different Admin roles and for being positive about the ongoing changes in UNITI
- Kel addressed safety issues straight away
- Night shift team working well
- Katrina kind, caring and goes above and beyond
- Caitlin being very supportive and an excellent leader

# INTROUCING MEDPOINT

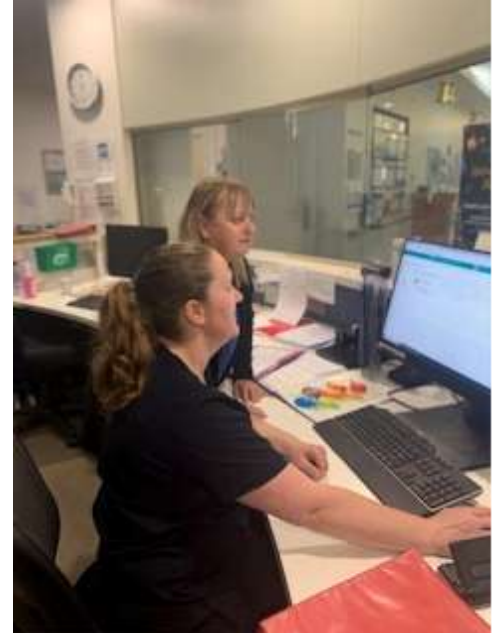
JOEY DUNNE | SKIPTON NURSE UNIT MANAGER

## INTRODUCING MEDPOINT

Beaufort and Skipton Health Service in partnership with Telstra Health have introduced MedPoint, a new electronic National Residential Medication chart (eNRMC) system into all our residential homes. MedPoint is an electronic module that seamlessly connects aged care facilities, prescribers and pharmacies.

## WHAT IS MEDPOINT?

MedPoint allows prescribers serving residential aged care to update a residents medication chart electronically, which now removes the manual process of sending charts to the pharmacy for aged care providers and supports efficient pharmacy workflows.



## BENEFITS OF MEDPOINT

- The medication software is fully integrated with Clinical Manager to ensure there is one record and to reduce risks associated with duplicate data entry.
- We will no longer need to manually send medication charts to the pharmacy, reducing administration burden and creating more free time for resident care.
- Prescribers can create and update a resident's chart electronically – both in the facility and remotely – reducing medication safety risks by having one source of truth.
- Pharmacists can access and manage residents' charts electronically to improve timely provision of medications.
- Our Residential Aged Care Services (RACS(s)) are compliant with Electronic National Residential Medication Chart (eNRMC) government requirements.
- MedPoint provides additional reports required for National Aged Care Mandatory Quality Indicator Program (QI Program)
- Ensures that we are operating with complete and current information about every medicine a patient has been prescribed/is taking.
- The system works in real time to ensure medicines are safely dispensed and supplied.

The program went live on November 27 and has been widely welcome by all.



# RESIDENT CHRISTMAS PARTIES



# RESIDENT CHRISTMAS TREE WINNERS

Congratulations to the residents of Delama for coming third in the Christmas tree decorating competition at the Beaufort Twilight Market recently.

Judged by Labor Member for Ripon, Martha Haylett and Indie from Lake Bolac Primary School, the Hostel were winners alongside Beaufort Primary School, Beaufort Kindergarten, Beaufort Girl Guides and Beaufort CWA.



*Rita, Joyce, Rhonda (Leisure and Lifestyle), Margaret and Gladys*

Thank you to Beaufort Community House for organising a great evening.

## TRANSITION CARE PROGRAM BREAKFAST CLUB

KYLIE SCOFIELD | TRANSITION CARE PROGRAM COORDINATOR

This month the Transition Care Program Breakfast Club commenced at Beaufort with Skipton ready to begin shortly.

This was requested by a client and our wonderful team were able to make it happen. All feedback is very positive and our clients are enjoying it.

Thank you to those involved and those who made it possible to purchase kettles, toasters, microwaves, placemats and salt and pepper shakers. Thank you to all Support Services staff who have been amazing and helped to get the food needed.



# MENTAL HEALTH TIPS FOR MANAGING THE HOLIDAYS

## HAVE A PLAN

- Set realistic and achievable goals based on your individual needs
- You are allowed to say no
- Have something simple to look forward to
- Laugh and enjoy the small moments
- Set aside a time to worry each day

## KEEP YOUR ESTABLISHED HEALTHY HABITS DURING THE FESTIVE SEASON

- Do what works for you
- Have a good sleep routine
- Rest when you need to

## SUPPORT IS AVAILABLE

### Lifeline

13 11 14

### BeyondBlue

1300 224 636

### Kids Helpline

1800 551 800



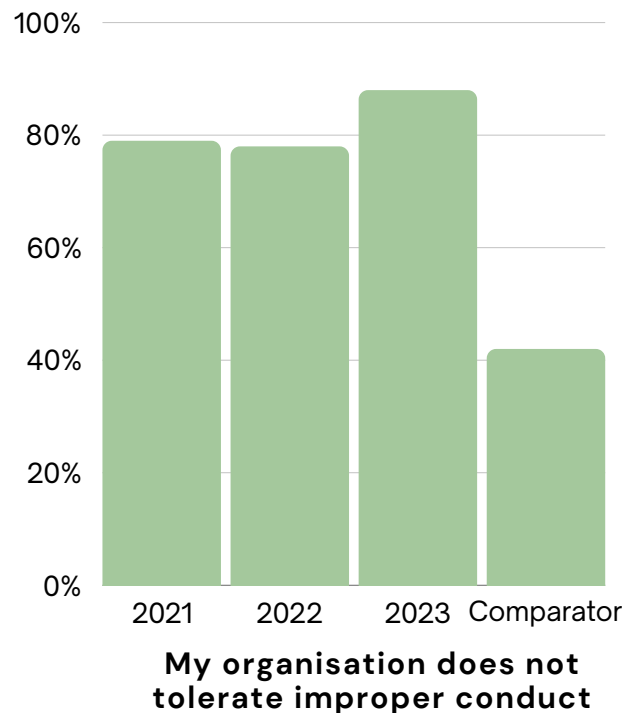
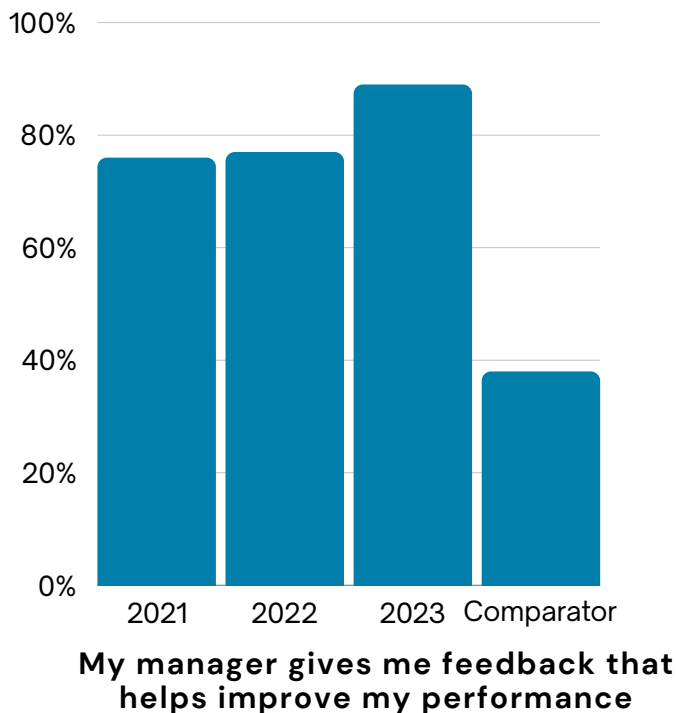
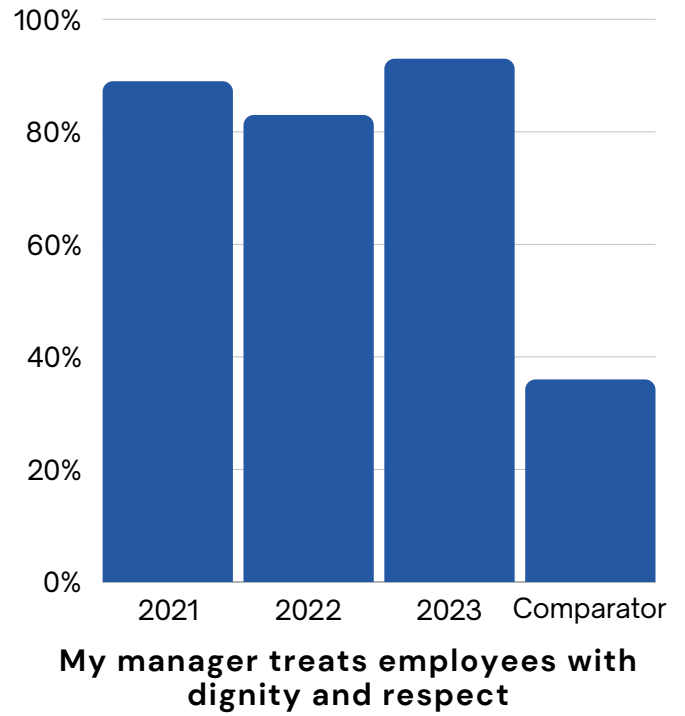
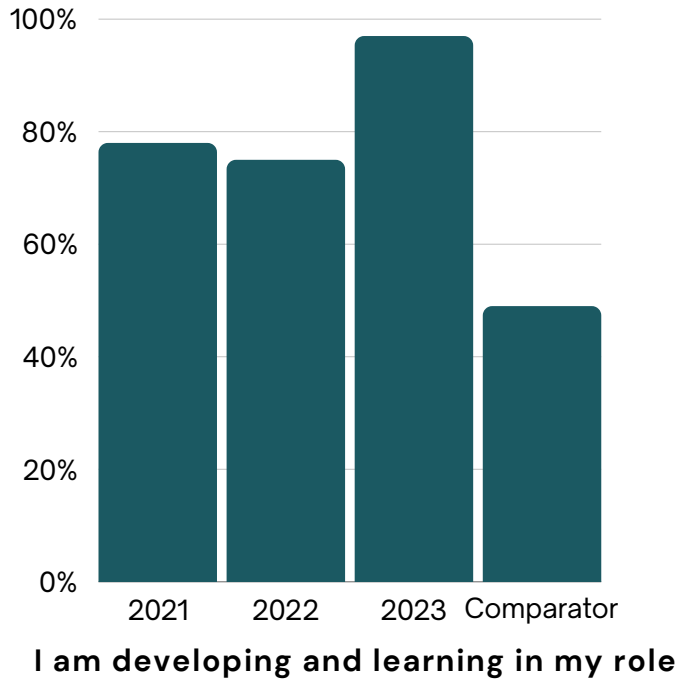
# EMPLOYEE ASSISTANCE PROGRAM

Converge International is our employee Assistance Program provider. With Converge you have access to free and confidential counselling with friendly professionals. You can use it at any time, without the need to speak with People and Culture, a manager, or health professional.

Call 1300 687 327 to make an appointment or go to [www.convergeinternational.com.au](http://www.convergeinternational.com.au) for more information.

# PEOPLE MATTER SURVEY

ERICA SMITH | PEOPLE AND CULTURE MANAGER



# CHALLENGING GENDER INEQUALITIES

ERICA SMITH | PEOPLE AND CULTURE MANAGER

Understanding how Victorians challenge gender inequalities across all settings where they live, work, learn and play is critical to measuring progress towards the prevention of family violence and violence against women. Various measures are used to gauge gender inequality including the division of unpaid labour and childcare, parental leave, the gender pay and superannuation gaps, and the proportion of women in executive/senior management positions, judicial roles, and the labour force more broadly. Understanding other forms of diversity – including sexual orientation, cultural and linguistic background, Aboriginal identity, and disability status – in senior leadership positions, also aids in measuring progress towards reducing intersecting drives of violence such as discrimination and oppression.

**\$269.10**



**\$224.10**

The gender gap in average weekly fulltime pay has decreased between 2012 and 2019

Survey of Average Weekly Earnings, 2019



**2 in 5** manager and executive roles in the Victorian private sector are held by women

Workplace Gender Equality Agency, 2020-21

**1 in 250**

senior leadership positions in Australian organisations were held by people with an Aboriginal or Torres Strait Islander background

Leading for Change, 2018



The median length of parental leave taken by partners for the birth of their child was **2 weeks**

Pregnancy and Employment Transitions Survey, 2017

Victorian women spend around **double** the amount of time on unpaid care work than men



Household, Income and Labour Dynamics Survey, 2020

# DEALING WITH CHRISTMAS EMOTIONS

ERICA SMITH | PEOPLE AND CULTURE MANAGER

Christmas is dubbed 'the happiest time of the year', but for some the festive season throws up stressors that most of us would rather avoid.

Family conflict, loneliness, finances and coping with loss are all brought to the fore every December, and these emotional stressors can really ruin what is supposed to be a happy time. Despite the onslaught of added pressures and negative emotions that can come with Christmas, there's a variety of measures you can implement to protect your mental health. We all deserve to enjoy Christmas, especially after the trying and confusing year we've all had.

Remember just because some things are 'supposed' to be fun and festive around holiday time, doesn't mean that you will automatically feel happy and joyous. Respect how you feel and try to manage as best you can without putting too much pressure on yourself.

Accept that the festive season is a stressful time and allow yourself to have feelings about it. Remind yourself that the feelings will not stay forever, and you have the ability to make things better. When you are feeling sad, overwhelmed, or stressed, ask yourself "What can I do right now to feel better?".

If you are having a hard time managing feelings of stress, anxiety, or depression, it can be a good idea to talk to someone you trust, contact a counsellor or telephone helpline service such as Lifeline.

If you are seeing a counsellor or doctor already, make an appointment close to the holidays and discuss a plan with them to help you manage. Telephone counselling services are available during the holidays and are willing to listen and help.

Most importantly take care of your own wellbeing. Try not to place too much pressure on yourself or other people because you feel you have to. Enjoy the holidays in whatever way is best for you and whatever way will cause the least amount of stress and anxiety.

# A CULTURE OF WELLBEING

ERICA SMITH | PEOPLE AND CULTURE MANAGER

The culture of an organisation shapes the employee experience, behaviours, beliefs and values, social norms, and creates a sense of community. We are committed to maintaining a culture that supports the wellbeing of all of our staff.

## AUTONOMY

The freedom to make decisions, express creativity, and navigate their professional journey with a sense of control.

## SAFETY

A safe working environment where they feel comfortable to share how they are feeling and thinking.

## FLEXIBILITY

Flexible start and end times to work days



## SECURITY

To feel safe financially and in their job future.



## INCLUSIVITY

Employees desire an environment where their unique perspectives are not only acknowledged but celebrated.

## CONNECTION

Building meaningful connections at work is crucial. Genuine relationships with colleagues and managers.

## INTEGRATION

Wellbeing integrated into the design and ways of work.



## SKILL DEVELOPMENT

Employees seek opportunities for skill development and career growth

## RECOGNITION

To be recognised for their effort and contributions.

# RECIPE OF THE MONTH

## Barbecued Potato Salad

### INGREDIENTS

1kg white washed baby potatoes  
1 tbs extra virgin olive oil  
1/4 bunch rosemary, finely chopped  
60g baby spinach leaves  
1 Lebanese cucumber, thinly sliced  
1 bunch radish, thinly sliced  
1 small red onion, thinly sliced  
1/2 punnet dill, sprigs picked

### *Dressing*

3 tsp Dijon mustard  
1 1/2 tbs white wine vinegar  
2 tbs extra virgin olive oil



### METHOD

1. Place potatoes in a large saucepan and cover with water. bring to boil, simmer for 25 minutes or until potatoes are tender. Drain well. Put potatoes in large bowl. Add oil and rosemary. Season with pepper.
2. Heat a barbecue plate on medium-high heat. Place potatoes on barbecue plate. Gently squish potatoes with back of spoon. Cook for 5 minutes each side or until golden and tender.
3. To make dressing, place mustard, vinegar and oil in a small bowl. Season with pepper. Whisk with a fork to combine.
4. Place spinach on a serving platter. Arrange potatoes, cucumber, radish, onion and dill over spinach. Drizzle with dressing.

W I S H I N G   Y O U   A  
**MERRY**  
*Christmas*