

Health Chat

THE OFFICIAL NEWSLETTER OF THE MACKAY HOSPITAL AND HEALTH SERVICE

March 2019



Creative and visual creator Dr Sue Pillans was at the Closing the Gap Community Engagement Forum to depict key ideas discussed to improve the health of Aboriginal and Torres Strait Islander people.

Closing the Gap Forum p2-3

Renal services start at Bowen Hospital p5

Tele-Handover model provides smooth transition p6

Cardiac Cath Lab marks five years p8-9



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Closing the Gap Forum highlights priority health areas

More than 80 community members and local health, families, education, youth justice, housing, economic development and domestic violence organisations gathered on 7 March at the region's first Closing the Gap Forum.

The forum was organised by the Mackay HHS Aboriginal and Torres Strait Islander Health Unit with support from the Media and Community Engagement Teams. Sponsorships was also provided by the Northern Queensland Primary Health Network.

The forum aimed to explore the Closing the Gap refreshed priority areas and discuss how, as a community, we can be part of our region's drive to close the gap in health outcomes for Aboriginal and Torres Strait Islander People.

In 2008, Australian government entities committed to specific targets for reducing inequalities in Aboriginal and Torres Strait Islander life expectancy, mortality, education and employment. In 2018, a draft refresh Closing the Gap framework was released to include the above priority areas.

As a localised commitment to improve outcomes for Aboriginal and Torres Strait Islander people, Mackay HHS released a Statement of Commitment to Reconciliation in July 2018 to strengthen our partnerships with Aboriginal and Torres Strait Islander people and organisations to work towards Closing the Gap.

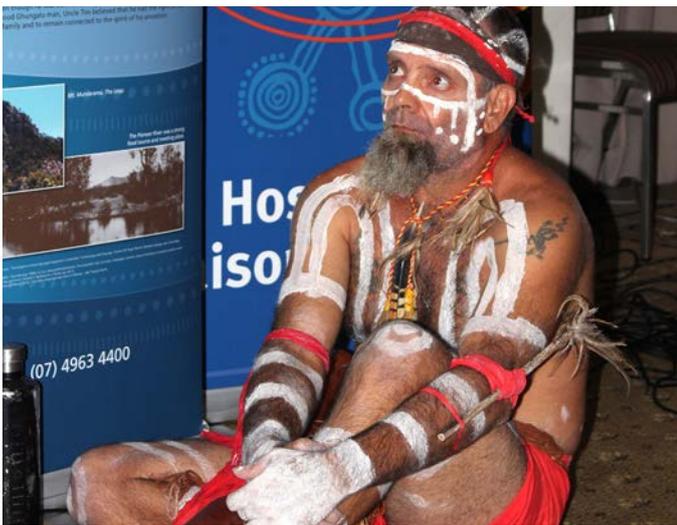
Presenters at the forum provided an overview on what their organisations are seeing in the community, the projects or

services offered and their future direction.

Opportunities to network and collaborate at breakout sessions were also available where participants could discuss health related perceived strengths and challenges for the future of the community.

One of the many outcomes resulting from the forum was to establish a Mackay Strategic Committee focused on Closing the Gap. Applications for the committee are now being accepted from interested parties.

More information on the Mackay Strategic Committee is available from Regional Indigenous Operations Manager Trudi Sebasio on trudi.sebasio@health.qld.gov.au or 4885 6027.



Derek Blow played the didgeridoo at the forum.



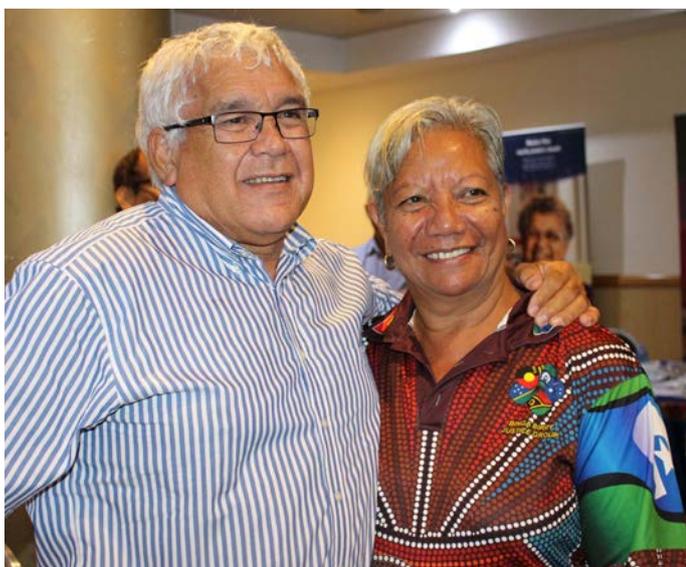
Irene Nichols with Dr Jacinta Tobin, Clinical Director Paediatrics.



Mackay Base Hospital at the forum.



Trudi Sebasio addresses the forum.



Keynote speaker and former Aboriginal and Torres Strait Islander Social Justice Commissioner Mick Gooda with Alma Hawdon.



Uncle Philip Kemp, Alma Hawdon, Jenny Binsiar and John Kennell.



Staff from Girudala Community Society join Mackay Base Hospital staff



Uncle Philip Kemp opened the forum with a Welcome to Country.



More than 80 people attended in inaugural forum.



Mackay HHS Aboriginal and Torres Strait Islander Health Team members with Uncle Philip Kemp and Mick Gooda

Allan gives back through operational role

Accepting the role of an operations officer was an easy decision for Allan Ruddell. Working with Mackay Base Hospital for almost six years now, Allan says it was a positive personal experience that encouraged him to work in patient care.

“In 2009, my wife Angie was diagnosed with Non-Hodgkin Lymphoma for which she underwent treatment,” Allan explained.

“Unfortunately, we received news in 2012 and again in 2014 that the disease had returned. We spent several months at Townsville and Royal Brisbane Women’s Hospitals where Angie received extensive treatment, including a stemcell transplant.

“The staff’s approach to Angie’s care was faultless. During this time, I greatly appreciated the staff and day-to-day operations of hospitals.”

While still employed as a security guard at one of Mackay’s coal ports, Alan first began working as an

operations officer with the Base Hospital on his days off.

“It got to the point where I looked forward to my days off because I really enjoyed coming to work and the diversity that the hospital offered.

“An opportunity to work fulltime came about in 2015 which I happily accepted. The hospital welcomed me with open arms and I feel very fortunate to be working with such kind staff.”

Thanks to his wife’s positive hospital experience, working in patient care has now become a family affair – Allan’s daughter Kellie is a registered nurse and Angie works in the disability sector.

“Just a simple smile, friendly face or light conversation can make a very positive impact on a patient and their family’s stay in hospital. I see it as my way of giving back and hopefully making a difference in people’s lives.”



60 seconds with... Allan Ruddell Operations Officer

What aspect of your role do you enjoy the most?

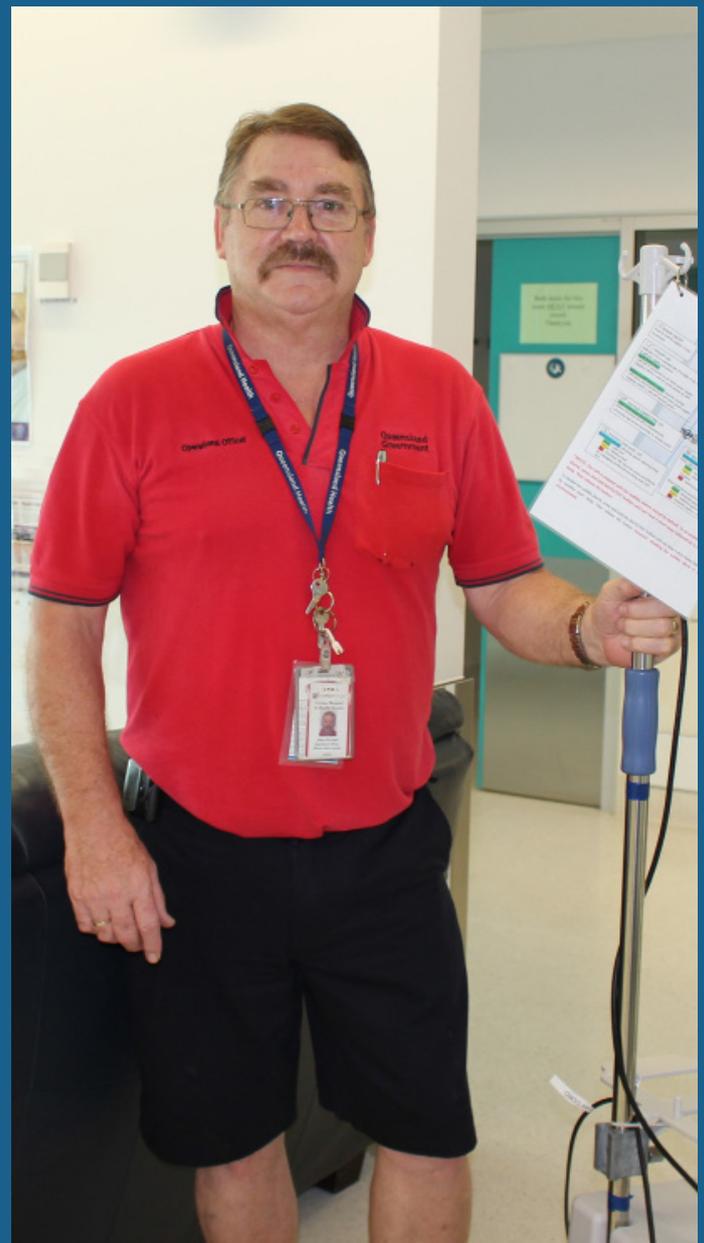
By far it would be interacting with patients and staff. People are at their most vulnerable when they come to hospital so being part of the support network here leaves you with a sense of fulfilment.

If you could switch jobs with anyone, which job would that be?

I wouldn’t change my job with anyone. After what my wife went through, I feel I am able to give back to the kindness we were afforded through my role at the hospital.

Where in the world would you like to visit?

Last year for our wedding anniversary we took a cruise to the Pacific Islands, which was great. And in a few days Angie and I are heading off to NZ, we’re really looking forward to. With what we’ve been through we tend to make the most of every opportunity.



Bowen Hospital brings renal services closer to home

Bowen Hospital is now providing renal satellite services to residents living with chronic kidney disease in Bowen, Collinsville and Whitsunday.

State Government funding of more than \$300,000 has equipped Bowen Hospital's unit with three new dialysis chairs, dialysis machines including reverse osmosis water treatment.

Mackay Hospital and Health Service and Queensland Health worked with the Bowen Hospital Community Reference Group and identified the need to establish the renal service.

Patients located in the northern region can now be assured of a dialysis service in their community.

A specialist renal unit nurse has been appointed at Bowen Hospital to administer patient dialysis and will be supported by Mackay's renal unit during the establishment phase.

The opening is welcomed by 86-year-old Bowen resident Les Irwin who has made the two-and-a-half hour drive twice weekly for almost three years with his wife Irene, who receives dialysis treatment at Mackay Base Hospital.

Mr Irwin said the addition of a renal service at Bowen Hospital is a relief and will change their lives



Bowen Hospital's newly established renal unit.



Bowen resident Irene Irwin was the person to receive renal dialysis treatment at Bowen Hospital.

Tele-Handover model provides smooth patient transition



Mackay Hospital and Health Service continues to optimise virtual care models and technology to place patients at the centre of care, aided by Telehealth Emergency Management Support Unit (TEMSU) facilitation.

The introduction of Tele-Handovers at Mackay HHS will enable a video conferenced team-to-team clinical handover for patients who are transferring to a hospital or between healthcare facilities where they will continue their rehabilitation or ongoing care.

Marilyn ‘Popsy’ Flohr is the first patient to receive a clinical handover facilitated by the Virtual Health Team.

Popsy was admitted in November 2018 after suffering a stroke in her hometown of Clermont,



leaving her unable to walk and with vision loss.

For the past four months, she has been in Mackay Base Hospital working with the rehabilitation team to get to a point where she can be transferred back into her community hospital.

Tele-Handover Project Coordinator Judi Cavanagh said the Tele-Handover model allowed Popsy and her rehabilitation team in Mackay to talk in real-time with her carer, family and treating team at Clermont Hospital.

“The Tele-Handover discussed Popsy’s transfer and ongoing care plan, and allowed Popsy and her family to ask the clinicians any questions they may have had,” explained Judi.

“The process aims to improve understanding between teams while building strong relationships and trust. For patients, it means higher quality handovers and better continuity of care.”

Popsy has now been transferred to Clermont Hospital where she will continue her rehabilitation in preparation for discharge and return home.

If you would like to propose a Tele-Handover or require more information, contact Judi Cavanagh on 4885 7553 or 0422 442 756.



MIRI

Mackay Institute of Research and Innovation



Popsy Flohr (third from left) is the first MHHS patient to receive a Tele-Handover assisting her transition back to Clermont.

Health service celebrates International Women's Day

Mackay Hospital and Health Service recognised staff who work on the front line and in the background caring for our community and supporting the delivery of healthcare.

Mackay Base Emergency Department staff celebrated with a cake shared with their Queensland Ambulance Service (QAS) colleagues.

The MHHS Revenue team marked the day with morning tea following a successful smooth transition of the MediRecords Billing System.

While the health service represented well at the Aspiring Women Leaders' Summit in Brisbane. The summit is organised by Queensland Health each year to empower women to reach their full career potential.



Base Hospital and QAS staff shared a cake in celebration of IWD.



The Revenue Team celebrated IWD with group morning tea.



Staff from Mackay Base Hospital attended the Aspiring Women Leaders' Summit in Brisbane.

Cardiac Cath Lab celebrates five-year anniversary

Mackay Base Hospital's Cardiac Catheter Laboratory is celebrating five years of providing life-saving services to the community.

The milestone was marked on February 23 with Mackay hosting its first Cardiac Forum which attracted 60 participants from around Queensland.

Chief Executive Jo Whitehead said more than 4300 procedures had been done to diagnose and treat heart conditions since the Cath Lab opened in 2014.

"Establishing and growing a Cath Lab service has put Mackay HHS residents on an equal footing with people living in larger cities and we can all be proud of that," she said.

Director of Cardiology Dr Michael Zhang, who came to Mackay to establish the service, said it was a proud milestone for his team.

"When I arrived in Mackay they were still building the new hospital, and the space for a Cath Lab was just a bare concrete room," Dr Zhang said.

"It has been a career highlight to build this service from the ground up and recruit a high performing team that is making a real difference in our community," he said.

In the first year 463 angiograms to diagnose blockages in arteries were performed and in 2018, 852 were done.



Caitlin Johnson and Andrea Ciesiolka.



Eddie Blattman, Dr Raibhan Yadav, Dr Sumit Yadav, Dr Greg Starmer and Dr Shanti Vaidya.



Thank you to our sponsors! Karen Hall (Medtronic), Fiona Boyden (Bayer), Eddie Blattman (Abbott), Ben Chin (Biotronik), Trish Skinner (Astrazeneca) and Suzy Davy (Bio Excel).



Dr Siva Sivanujan, Dr Stuart Baker and Fiona Boyden.



Audrey Kenny, Linda Grima, Jasmine Menzies and Tina Mansell.

Cardiac celebration dinner



Dr Shanti Vaidy, Dr Muntaser Musameh, Trish Skinner and Suzy Davy.



Dr Paul Garrahy.



Anne-Patricia O'Sullivan, Zoe Quakawoot and Cathy McFarlane.



Luke, Nina and David Zarb and Dr Michael Zhang.



Anna Townsend and Jody Euler.



Karen Hall and Mustafa Al-Janabi.

Bowen Hospital raises kidney health awareness

Last week, Bowen Hospital staff turned red for World Kidney Day!

An estimated one in 10 people have chronic kidney disease but most don't realise is.

You can help keep your kidneys well by getting your blood pressure checked regularly, leading an active healthy lifestyle and maintaining a healthy weight.

More tips at www.kidney.org.au



Volunteers offer massage therapy to renal patients



Meet Jenny Scott and Marg Matthews. Jenny and Marg are volunteers with Kidney Support Network Inc. who regularly visit the Base Hospital's renal ward and Nelson Street Renal Home Therapies Unit offering our renal patients hand massages and good company.

Massage benefits include blood flow stimulation, can help reduce cramping and enhances mood.

Proserpine SWAPNet supports rural service delivery

Proserpine Hospital perioperative staff have participated in the inaugural Statewide Anaesthesia and Perioperative Care Clinical Network (SWAPNet) training.

The Rural Perioperative Team Training Program (RPTTP) is a scenario-based multidisciplinary team training program that supports clinicians to deliver and maintain safe, sustainable service delivery in rural and remote Queensland.

The Rural Perioperative Team Training Faculty comprises anaesthetists, GP Rural Generalists, medical officers, surgeons, perioperative nurses, perioperative nurse educators, midwifery educators and technical support officers who volunteer their time to deliver the training.

“Clinicians working in perioperative environments in rural sites have been waiting for localised training of this kind for many years,” SWAPNet Co-chair Dr Ivan Rapchuk said.



SWAPNet training at a glance

- The Rural Perioperative Team Training Program is an initiative of the Statewide Anaesthesia and Perioperative Care Clinical Network (SWAPNet), sponsored by Clinical Excellence Queensland.
- The scenario based education and training program consists of technical and non-technical skills with a focus on team communication.
- The training scenarios (four 'core' based on the Australian and New Zealand College of Anaesthetists (ANZCA) emergency response activities) and five 'elective' include can't intubate/can't oxygenate; cardiac arrest; management of haemorrhage; management of anaphylaxis; general anaesthetic for abdominal emergency surgery; management of sedation; local anaesthetic toxicity; management of malignant hyperthermia and trauma.
- Training sites are required to select four scenarios consisting of a minimum of two core scenarios.



Bowen Hospital hosts child protection in-service

Queensland Health and the Department of Child Safety Youth and Women representatives came together to talk with Bowen Hospital staff about child protection.

The multi-agency approach to education united guest speakers from Mackay and Bowen Child Safety Centres, Family and Child Connect Support and MHHS Child Advocacy Services.

The session provided valuable information on referring families to support services available in the local area and protecting the most vulnerable members of the community – children.

The face to face session also allowed for a collaborative discussion to reduce potential barriers regarding service delivery to families who require support around children placed in out-of-home care.

Through strengthening interagency communication, engagement and service integration between the two government entities, Queensland Health is striving for better outcomes for the Bowen Community.



From left: MHHS Child Protection Liaison Officers Kellie Haratsis and Sally Roberts, Mackay Child Safety's Lucia Atta, Bowen Child Safety's Joanne Ward and Family and Child Connect's Pam Jackson at yesterday's Child Protection in-service.

Quota donates trauma teddies



Children facing a stay in Proserpine Hospital will continue to receive some extra comfort thanks to a fresh donation of trauma teddies from Quota Club Whitsunday.

Quotarians Coleen Hill and Margaret Perkins generously made and distributed the trauma teddies to the hospital as part of Quote Cares Month.

Pictured: Quota Whitsunday representatives Coleen Hill and Margaret Perkins (second and third from left) presented Proserpine Hospital's Sherri Atkinson (RN), Dr Kate Anderson, Tabitha Field (RN) and patient Baylee Stevens with trauma teddies.

SIU presents performance improvement activities

The Service Improvement Unit team were excited to present an update to the Board on their achievements over the last year working on hospital performance improvement activities.

Priding themselves on their stakeholder engagement, they invited the G2 Ward Flow project team to join them.

The Board were extremely impressed with the work SIU are doing and delighted to hear directly from such an engaged group of clinicians working above and beyond to improve their ward.



Jade Daniel, Belinda Berg, Declan Arnow, Kirsty Scoble, Arlene Yusi, Kym West, Susan Smith and Lachlan Frank.

CAP members farewelled

A big thank-you to the members of our Consumer Advisory Partners! Last week we farewelled and said thank-you to our Mackay HHS Consumer Advisory Partners (CAP) for the contributions they have made to local healthcare over the past two years.

Tuesday 26 February marked the last meeting for the current members as their terms of appointment come to an end. Members of the group are

appointed for a two-year term to ensure the experience and interests of a variety of people are captured across the Mackay, Whitsunday and Coalfields areas.

During the past two years CAP members have participated in more than 45 co-design workshops by contributing feedback based on their own personal experiences and connections with community. Their feedback has helped to

improve patient information brochures, patient waiting and quiet areas and also influenced the way we delivery healthcare services.

We are now seeking expressions of interest from people wishing to join our consumers and community groups across the Mackay, Whitsunday and Coalfields regions.

To find out more about what's involved visit our website [here](#).



Mackay Hospital and Health Service

Become involved in your healthcare!

Join our Community Reference Group and become part of the change.

Mackay Hospital and Health Service is now seeking Expressions of Interest from consumers and community members who are interested in contributing to healthcare across the Mackay, Whitsunday and Coalfields areas.

More information and application forms are available at www.mackay.health.qld.gov.au.



Applications close 10 March 2019



Engagement Coordinator on (07) 4885 6819



mhhsengagement@health.qld.gov.au



Lisa's passion for rural health leads to new role

Proserpine Hospital Nurse Unit Manager Lisa Milne has been appointed to the executive committee of the Association of Queensland Nursing and Midwifery Leaders.

Lisa has worked in Queensland Health for her entire career which spans 24 years in Rockhampton, Mackay and Proserpine.

Rural nursing is Lisa's passion and she is passionate about working within her community, providing health services close to home.

Caring for people and their families is a privilege and Lisa loves that she can do that for people she has a connection with.

She has worked as a Clinical Nurse and NUM at the Proserpine Hospital since 1999 and has enjoyed being part of developing the hospital from a small community service to providing rural health care to people which decreases their need to travel.

Over the years, the hospital has grown and services have

increased and Lisa is immensely proud that this has been positive for her community.

"Proserpine Hospital is a great place to work with fantastic staff that makes me feel like I am part of a caring and loving extended family," Lisa said.



60 seconds with... Lisa Milne Proserpine Nurse Unit Manager

Why did you choose nursing as a career?

I love being able to help people and nursing seemed to fit in with that. I always thought I wanted to be a teacher however I was in a situation in year 12 where a lady collapsed in front of me and watching the emergency staff help her was inspiring so I changed my plans and became a nurse!

How would you describe an average day at work?

Variable! As a rural NUM there are many days that I cannot leave my office and other days I can't get into it. Being a rural nurse is never the same day twice!

What is the most important personal attribute that you bring to your job?

My ability to problem solve and think on the run!

What's the most valuable piece of career advice you've ever been given?

Seek challenges outside your comfort zone – something I am still trying to master.

Explain the importance of teamwork and leadership when facing challenges such as when Tropical Cyclone Debbie struck Proserpine Hospital in 2017

When Cyclone Debbie devastated Proserpine in 2017 there was one thing that I still marvel about - people's ability to help others. There was never any doubt that our team would pull together and get the job done in making sure that our

patients were well cared for, but I never expected other nurses, doctors, radiology, operational and administrative staff to offer their assistance in an area that had no power, water or the comforts of home.

I was in awe of these people who gave our team a break so that we could see our own families and clean up our homes. I was extremely humbled to be able to work with these special people and this experience taught me a lot about leadership and teamwork.



Telehealth model extends to Bowen Hospital

A collaboration between the Mackay Hospital and Health Service with their Rural Services Division, Bowen Hospital, Virtual Health and Integrated Health teams and Telehealth Emergency Support Unit (TEMSU), aims to enhance outcomes for aged care residents and reduce avoidable presentations and admissions to Bowen Hospital.

The Bowen telehealth model of care will provide support to aged care facility nurses, residents and family through consultation with a medical officer at the Bowen Hospital using telehealth.

“Bowen Hospital is excited to be able to provide the telehealth model to our community residents. They will have access afterhours on weeknights to 10pm

and on weekends,” Ms Minogue said.

“The benefits to our residents who will be able to access this service from their bed will mean they do not have to be transported to the hospital and wait for review and treatment.”

The model of care will establish a strong communication network between Bowen Hospital and the local age care facilities by utilising virtual technology as routine.

Implementation of the Bowen Telehealth model of care will commence in February and has the potential to be expanded to independent living sections at Bowen nursing homes.





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Institute of
Research and
Innovation**

NATIONWIDE PILOT PROJECT

Mackay Base Hospital's Orthopaedic team participate in nationwide pilot project

Mackay Base Hospital is one of 10 Queensland sites participating in a national pilot project collecting Patient Reported Outcome Measures (PROMs) led by the Australian Orthopaedic Association National Joint Replacement Registry (AONANJRR).

The AOANJRR was established in 1999 and has been particularly effective in improving the outcome of joint replacements nationally. The Registry has recognised that to achieve further improvements in joint replacement surgery there is a need to undertake more comprehensive assessments using a wider range of outcomes.

The pilot aims to assess the feasibility of establishing a system to collect PROMs for all joint replacement patients nationally. PROMs provide quality information on the extent of pain and the disability prior to surgery as well as the extent of timing of recovery.

Dr Michael Cheesman is the Principal Investigator for Mackay Base Hospital. "The Orthopaedic Surgeons and staff at Mackay Base Hospital are supportive of being involved in the AOANJRR PROMs pilot project and believe that the data collected will assist in achieving optimal patient outcomes."

Patients undergoing hip, knee or shoulder replacement surgery are eligible to participate in the AOANJRR PROMs pilot project. Clinical Trials Administration Support Officer, Chelsea Xu assists patients with completing the electronic questionnaire prior to surgery.



Mr Jeffery Hansen undertaking the PROMs survey with Ms Chelsea Xu

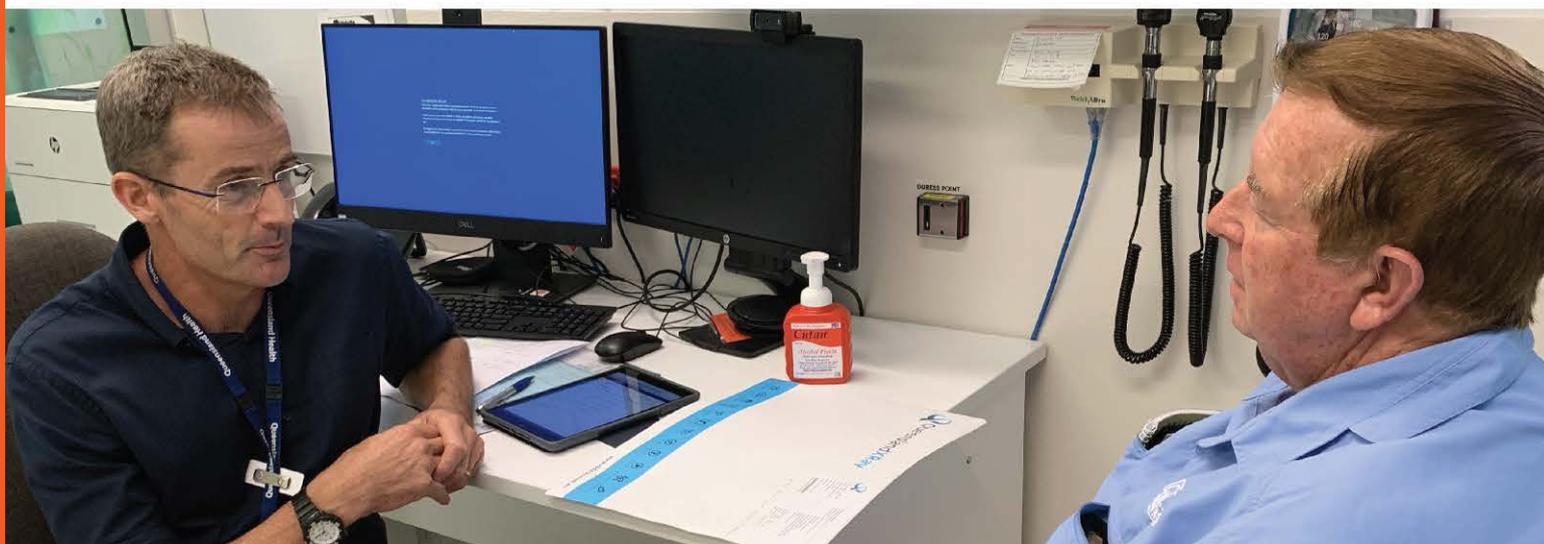
"My role is to help the patients navigate the website and complete all the pre-operative requirements. It is a pleasure to be part of this pilot project and is a valuable opportunity."

"PROMs would not be a success without the strong collaboration and support of all involved; from the Project Manager at AOANJRR, MHHS Orthopaedic Surgeons, to the nurses in Outpatients" said Ms Xu.

The pilot commenced in August 2018 and to date Mackay Base Hospital has registered 102 patients. "We wouldn't have been successful in registering all these patients without the hard work of Chelsea" said Dr Cheesman.

Dr Cheesman and his staff are looking forward to the review of the results with the pilot due to end in October 2019. "We're looking forward as Orthopaedic Surgeons to review the results at the completion of the project and to see PROMs form part of a routine process."

Below: Dr Cheesman and patient Mr Russell Bailie



TOLL GROUP INSPIRE THEIR TRIBE!

The Let's Shape Up! team recently took their Health Check program to the Toll Group in Paget, where they conducted HBA1C, blood pressure tests and risk assessments on staff.

Toll Group are part of our HealthFull Alliance, a group of leaders who are taking a positive action toward stopping the progression of obesity and type2 diabetes.

Throughout the course of the day over 30 employees from the three Toll Group depots participated. Many were currently on a health journey already and were excited to share their success stories.

One employee started 12 months ago making 'small, not radical changes' to her daily routine and has gone from a size 22 to 16 'and still going'.

We are grateful for the support Toll Group have shown for the Let's Shape Up! project to Inspire their Tribe to make healthy lifestyle choices.



Above: A/Project Manager Renae German addresses Toll Group at their toolbox session



Above: Mr John Reed, RN Stephanie Taylor and LSU! project officer Jessica Mifsud

Local artist creates special piece for Let's Shape Up!

Let's Shape Up! is excited to be commissioning local artist Tanika Alberts to create a local artwork that will form part of the project's key promotional material.

We are excited to share the final artwork in the coming month.





Nurses of Mackay Base Hospital

Saving lives with care, compassion and a gentle smile is matched with medical knowledge, training and teamwork at Mackay Base Hospital.

We meet three nurses, all at different stages in their career, to get a glimpse into their lives.

BARB NICOL

Time as a nurse: 11 years

As a daughter of a nurse who was a single mum, growing up Barb spent most of her weekends in the aged care facility. Here she would call bingo, chat to the residents and make them cups of tea.

For Barb it was a natural progression to becoming a registered nurse.

"I couldn't image myself doing anything else. I love working with people and that every day is different," said Barb.

Barb has two dogs, two cats and a loving partner. They live near the beach and often have friends round who they entertain poolside.

Most memorable moment as a nurse

I worked in the same emergency department for 5 years and a gorgeous 4-year-old girl would often come in post chemo with neutropenia, she had lost all of her hair due to the chemo. The first time I met her she put the tourniquet on herself and told me which was her best vein to use to put a cannula in. This broke my heart that a child knew about these things.

Then I didn't see her for about 12 months. Then, on the day of my last shift at this hospital, this girl came running up to me with gorgeous long red hair saying "Hi Barb". At first I didn't recognise her, then it dawned on me this was the same gorgeous girl I had cared for with neutropenia. She was so vibrant, looking fabulous and beaming ear to ear. She asked me "do you like my hair?" It is moments like this that remind me why I became a nurse!

SEANA CLARKE

Time as a nurse: 39 years

A staunch advocate for nursing, midwife Seana, loves making a difference in people's lives. Even after 39 years she is continuing to learn, constantly updating her knowledge and skill base which keeps her job fresh and interesting.

One of her most memorable experiences is working with a health care team in a rural hospital.

"We provided care to a close-knit community, making a difference in people's lives from birth through to aged care," said Seana.

When she takes her nurses hat off at the end of the day, Seana is proud mum to two grown-up sons and grandmother to a little boy. She also has a dog and a cat who are part of the family. In her spare time she loves to swim, water ski and practice Yoga.

KATE PRIVILEGGIO

Time as a nurse: First year

Recently graduated, Kate is experiencing the fast pace of Mackay Base Hospital for the first time. Over the course of the next six months she will be working on rotation in the Specialist Outpatients Department as part of the Post Graduate Program.

"I wanted to choose a career that is challenging, interesting and makes a difference in people's lives on a daily basis," said Kate.

Coming from a large family of six siblings, plus three dogs and a cat, Kate is comfortable with a little chaos which certainly helps with her chosen career!

In her spare time she enjoys watching a movie or catching up with friends.

What is the most challenging moment for you so far in your career?

When I was a student a patient passed away unexpectedly whilst I was doing daily hygiene tasks on them. I had to notify the family who were waiting outside of the patient's room. It was quite difficult to let them know before they walked back into the room.

I AM MORE THAN A CULTURAL CAPABILITY OFFICER

I am also a...

**Father.
Kids taxi.
Indigenous
entertainer.
Humanitarian.**

**RESPECT
OUR STAFF**

Violence in the workplace affects much more than just me.