

Northern Exposure



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Dr Kate Odgers-Jewell

Northern EXPOSURE

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Executive update



Lynne Weir – A/Chief Executive

We're probably all familiar with the saying 'the only constant in life is change', but that doesn't mean it's always easy.

Dr Dennis O'Grady puts it like this: "Change has a bad reputation in our society. But it isn't all bad – not by any means. In fact, change is necessary in life – to keep us moving, to keep us growing, to keep us interested. Imagine life without change. It will be static, boring, dull."

There seems to be a growing list of changes we are currently facing, both in our personal lives and more broadly in the workplace. From interest rates, to cost of living issues, to global conflicts, to rebuilding our communities, there is

a level of uncertainty which can be daunting.

In our health service, we are also experiencing change in many areas, including our senior leadership, recent restructures, new services, many new faces in our workplaces, and a major transition on the horizon with the move to the Tweed Valley Hospital fast approaching.

Change can be exciting, when you discover something new or a better way to do things, but it can often cause a level of anxiety. We can feel fatigued or overwhelmed, and we need to be kind to ourselves and others.

Dealing with change takes energy.

There are resources and tips provided by our staff wellbeing partner, LifeWorks, which can assist us in dealing with change. There are a few simple questions we can use to re-set our approach or view things through a new lens.

- Am I getting enough support or recharging enough?
- Am I being patient and compassionate with myself in dealing with the changes?

- Can I react differently to this change?
- How will I view this situation in 6-months' time?

You can find some great, simple resources **on our intranet**, and confidential support from our EAP team is available over the phone by calling 1300 361 008.

One of the keys to helping each other deal with change is good communication. As we, like other health services around the world, continue to navigate many challenges, the executive and I commit to keeping you informed as best we can.

So far, our Executive Leadership Team has set the scene for what we'll be focusing on throughout 2023. You can read about our five strategic priorities on page 7.

I acknowledge the current level of change may be unnerving for some of our staff. The Executive are committed to supporting and working with you to embrace positive change and the opportunities this brings to improve our workplace and the services we deliver.

From the Chair



Peter Carter – Board Chair

'Ancora Imparo'. These are the words of Michelangelo in his 87th year, and also the words adopted by Monash University as its motto. The English translation is 'we are still learning'.

This describes well my activities in recent months and what I try to achieve as a matter of course.

I was fortunate to attend an international healthcare quality and safety conference late last year, I am participating in monthly workshops with a peak body for global health regulation and, as I write this, I am meeting with various state health network colleagues in Adelaide.

While learning from, and benchmarking with others in this way is important, as Board Chair nothing is more important for me than learning from you, our workforce, and from our community.

COVID-19 and floods interrupted the hospital rounding and visits to other facilities by Board members for a time. Despite this, the previous Board Chair and I did manage to get to several sites immediately after the floods to understand the impact

the floods had on our people and our infrastructure, and other visits by Board member did take place.

Now, our Board needs to step this up once more.

The Deputy Chair and I will be visiting sites, starting this month, and Board members will also be part of many of these visits.

We want to do more than just meet and greet, we want to learn more about the strategic issues that you believe we, as a Board, should be addressing.

I look forward to hearing and learning from you throughout this coming year.

Ancora Imparo – we are still learning.

The biggest welcome yet!

This year we welcomed our largest ever cohort of 178 new graduate nurses and midwives to our District in late February.

Newly qualified nurses and midwives are integral to our nursing and midwifery workforce, and they will be working across a range of hospitals in the Clarence Network, Richmond Network and Tweed Network.

Many new faces join the ranks though the Northern NSW GradStart program. Gradstart provides a structured and coordinated approach to clinical and practice development, promotes a climate conducive to workplace learning and enhances collaboration and communication across the District.

"We are very excited to welcome our 2023 graduates to the nursing and midwifery workforce," said Jennifer Richter, Acting Nurse Manager, Nursing and Midwifery Workforce.

"This year we offered our graduate registered nurses a number of new and exciting opportunities including the choice to work full-time or part-time, and we have also offered rotations through our critical care areas of Intensive Care and Emergency Department. We

were successful in obtaining two midwifery scholarships from the Ministry of Health which helped us increase the number of positions offered at Grafton Base Hospital and, for the first time ever, a position with Byron Midwifery Group Practice.

"We have seen more staff

complete the preceptorship program, which provides on-the-ground support and guidance to our graduate registered nurses and enrolled nurses. We also run a successful Midwifery in Mentoring program to support our up-and-coming midwives.

"It's been really lovely to visit some of the graduates on their wards or units to see how well they have settled in and what a valued part of our workforce they are becoming."

Welcome aboard! We're excited to have you here as part of the team.



Top: Tweed graduate nurses and midwives
Middle: Richmond graduate nurses and midwives
Bottom: Clarence graduate nurses and midwives

Generational change maker

For several years, the Tweed Alcohol and Other Drug Service has provided a position for an Administration Trainee, enabling participants to spend 12 months completing a Certificate 3 in Business Administration (Medical).

After engaging with the staff and observing client interactions, many trainees are then inspired to complete university studies in various disciplines.

Samantha Walker, our most recent graduate from the traineeship program, has been motivated and encouraged by the nursing staff to enrol in nursing.

Samantha is raising three children on her own and is one of the first in her family to progress into university study.

"Samantha should be proud of her decision to study, as she is a 'generational change maker' for her children and an inspiration as she completes her dream," Tweed/Byron/Ballina AOD Operations Manager, Mitch Dobbie said.

Samantha has not only successfully passed the first year, but has received the academic excellence award for her grade point average (6.25) during 2022. Well done, Samantha!



Tweed/Byron/Ballina Alcohol and Other Drugs Operations Manager Mitch Dobbie and Samantha Walker (future nurse)

Mental Health nurses put down roots

Congratulations to the 12 graduates of the 2022 Mental Health Transition to Practice program!

This year's graduates come from a range of backgrounds including beauty therapy, graphic design and midwifery.

In a great boost to local mental health services, ten graduates will be staying on as permanent employees.

"These graduates have been an asset to our workforce, facing challenges of the pandemic and 2022 floods," Transition to Practice Educator, Anna Howell said.

"We look forward to welcoming them as permanent employees and working alongside them to provide safe, patient-centred care."



Back row from left: Kate Currey (Nurse Educator, representative Southern Cross University), Syrahn Lock (RN Graduate, Kurrajong Mental Health Unit, Nick Smith (RN Byron Mental Health Acute Care), Dee Robinson (Director Mental Health, Alcohol and Other Drugs), Jennifer Dann (RN/Midwife), Rachel Elliott (RN Tweed Treatment team), Kelly Ward (RN Kurrajong Mental Health Unit), Jaqueline Dandzo (RN Kurrajong Mental Health Unit), Nellie Miller (RN Kamala Mental Health Unit), Vanessa Tyler (Director of Nursing, Mental Health, Alcohol and Other Drugs). Front row from left: Anna Howell (Nurse Educator, District Mental Health), Mercedes Oliver (RN Tallowood Mental Health Unit), Rose Pulikkottil (RN Westmead Hospital), Laxmi Budhathoki (RN Tallowood Mental Health Unit). Absent: Hanna Kock (Tallowood Mental Health Unit) and Demi Giroussis (Kurrajong Mental health Unit).

Cadetship leads to career with confidence

Meet Mahaila Daley and Tiarna Brown, Grafton Base Hospital's newest Aboriginal Nursing cadetship graduates.

Now working as a Registered Nurse in emergency, Mahaila said the cadetship set her up for success, helping her to complete her studies.

"Becoming a cadet allowed for more education and support whilst studying for my Bachelor of Nursing," Mahaila said.

"I gained more confidence in my clinical skills on the wards, and as a bonus my uni grades improved. I can't rate the cadetship program enough!"

"You get to learn something new each day. I love to chat as well, so I enjoy hearing about people's life stories. I feel like I'm making a difference being a nurse."

Tiarna is now a Registered Nurse working in Surgical Services.

"I was born in Grafton, a local Bundjalung gal and lived here till I was 25. Then I moved to Armidale to become a preschool teacher but found it was not for me, so I moved

back to Grafton and started my nursing career and loved it!

"Getting the cadetship helped me so much, making me feel confident in approaching the wards and getting familiar with my peers."

Tiarna really enjoys helping her patients feel safe and comfortable in hospital, particularly Aboriginal patients.

"Having the acknowledgment of an Aboriginal person in the hospital setting assisted when a patient identified as Aboriginal, since I could make them feel more comfortable and educate the staff on their needs."

"I am such a people person and love a chat, so I also like getting to know my patients and finding things in common. I had a goal to become a RN before I turned 30 and I have achieved this which makes me so proud," Tiarna said.



Tiarna Brown and her grandmother Caroline



From left: Rebecca Stanton, Ray Daley, Mahaila Daley and Brody Matheson (Mahaila's partner)

Do you have worries about a child or family being at risk?

The NSW Child Wellbeing Unit is for people who work with children and young people at risk, and who would like assistance from professionals who can help with assessing and managing concerns.

To contact the NSW Health Child Wellbeing Unit:

Call 1300 480 420 or email hnelhd-ncwu@health.nsw.gov.au

Monday-Friday 8:30am -4:30pm

The NSW Health Child Wellbeing Unit can:

- assist you to identify appropriate actions and referrals in response to concerns
- give you relevant information held about past child protection related concerns
- provide guidance around how to raise your health, safety and wellbeing concerns with parents.

You should call the NSW Health Child Wellbeing Unit when:

- the outcome of completing the NSW online Mandatory Reporter Guide directs you to do so

- you need advice or information about the safety, welfare or wellbeing of a child, young person or unborn child and their family.

Child Wellbeing Coordinator

The District's Child Wellbeing Coordinator (CWC), Marishia Crooks is part of the Integrated Prevention and Response to Violence Abuse and Neglect (IPARVAN) service.

Marisha is available Tuesday – Thursday to:

- offer support and guidance in preventing abuse and neglect and responding early whenever there is a concern regarding a child's safety, welfare or wellbeing
- provide advice about Child Wellbeing Units and the Child Protection Helpline
- assist with responding to complex cases including vulnerable families, children and young people within our District

- assist other government and non-government agencies with referral pathways advice and information sharing
- provide education and resources to internal and external services around identifying, consulting and responding to children and young people at risk of harm
- Marishia also coordinates important events such as Child Protection Week and NAIDOC celebrations.



Marishia Crooks

Contact Marishia to arrange client consultation or an education session (during business hours):

nswlhd-childwellbeing@health.nsw.gov.au or 0417 344 459

Supporting you to screen for DV

A new Domestic Violence Prevention Officer (DVPO), Joanna Martin, has joined the IPARVAN stream. Joanna comes with a wealth of experience and knowledge in Emergency Nursing, Child and Family Health Nursing and as a Domestic Violence Prevention champion.

Joanna will assist with Domestic Violence Routine Screening (DVRS) education for staff across the LHD in conjunction with the Education Centre Against Violence (ECAV).

Joanna will also implement, monitor and evaluate domestic violence initiatives to improve short- and long-term outcomes.

Training:

The Education Centre Against Violence is running the following training days, available to all LHD staff:

- practical skills in responding to people who experience domestic and family violence 8-11 August 2023 – Ballina
- Domestic Violence for Psychosocial staff: screening, follow up, assessment and referral 30-31 August 2023 – Murwillumbah
- Domestic Violence for Psychosocial staff: screening, follow up, assessment and referral 10-11 October 2023 – Ballina.



Joanna Martin

Further information or to request training contact Joanna: nswlhd-domesticviolenceprevention@health.nsw.gov.au

For more information on courses available ecav.health.nsw.gov.au

Putting the puzzle pieces together – a critical element in supporting children at risk

Northern NSW Local Health District has a new Child Protection Information Exchange Officer, Elise Michell, to support information sharing to protect and prevent harm to at-risk children.

Elise was previously a long-standing member of the Lismore Base Hospital Medical Records team and brings with her years of experience and expertise in the information and privacy space.

Government legislation advises that we must share information, and that we do so without breaching privacy. The information exchange provisions under Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998 are designed to promote the sharing of information between government agencies, non-government organisations and certain medical practitioners known as 'prescribed bodies'. This facilitates collaboration when providing services to at-risk children and their families.

Sometimes it only becomes clear that a child or young person has been harmed, or is at risk, when information from several sources is combined to create a complete picture about their circumstances.

Together, the legislation, policy and procedures around exchanging information all assist in identifying harm from a combination of factors.

Training – simple rules about what can be shared

Elise creates and delivers training to NNSWLHD staff and external services (including Department of Communities and Justice and non-government organisations) around requesting and providing child protection information and is always available to assist you.

If you need any child protection information exchange assistance, contact Elise on:

nswlhd-childprotection1@health.nsw.gov.au or 0417 327 357 during business hours. More information is also available on the [intranet](#).



Elise Michell – Child Protection Information Exchange Officer

A clear vision for 2023

2023 will see Northern NSW Local Health District continue to recover from recent challenges by focusing on five key areas of our health service.

First and foremost is the recruitment, retention and wellbeing of our workforce. As always, the quality and safety of the care that we deliver will be a key priority.

We will focus on leadership and communication across the District and continue to empower Aboriginal people to improve health outcomes for our Aboriginal population.

Financial sustainability is essential and will underpin our planning and decision-making.

Throughout 2023, our five key priorities are:

1. workforce recruitment, retention and wellbeing
2. quality and safety of patient care
3. empowering Aboriginal health together
4. leadership and communication
5. financial sustainability.

This year's priorities will build on what we have already achieved, while continuing to deliver our fundamental goal of a healthy

community through quality care, not only for today but in the years ahead.

These priorities align with the LHD 2019-2024 Strategic Priorities (found in our Strategic Plan) and are a reflection of our most important focus areas in the immediate 12-month period.

During the year, we will communicate the actions we're taking to address these priorities.



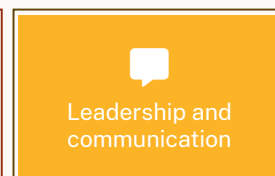
Workforce
recruitment, retention
and wellbeing



Quality and safety
of patient care



Empowering
Aboriginal health
together



Leadership and
communication



Financial
sustainability

Streamlining mental health care for our young patients

Providing mental health care to children and young people across Northern NSW is now easier, thanks to the introduction of the Child and Adolescent Mental Health Service (CAMHS) stream.

Introduced in mid-2021, the CAMHS consists of eight specialist mental health services for children and young people, bringing together services previously distributed across other general mental health teams.

The services are: Kamala Inpatient Unit, Whole of Family Team, CAMHS Community team, School

Link, 'GotIt', Safeguards, Child and Adolescent Specialist Eating Disorder Service (CASEDS), and the Perinatal Infant Mental Health service (PIMHS).

Providing assessment and treatment for children and young people experiencing varying degrees of mental health problems, the services include early intervention

aimed at changing the trajectory of emerging disorders, minimising risk for vulnerable and high-risk families, and clinical services for children and young people with moderate to severe mental health problems.

"The establishment of CAMHS has been a great benefit," Leanne Friis, Manager CAMHS said.

"For patients, there is better integration and coordination between our services, and we've also been able to introduce new specialist services – Safeguards and CASEDS."

For staff working in the CAMHS, the new structure is delivering better training opportunities as well.

"We are embarking on an exciting two-year staff development program to assist and develop staff in CAMHS and other health services to improve their support for children, young people and families experiencing mental health issues.

"The CAMHS stream has meant better staff support, improved access to targeted learning and development, and greater consistency about roles and responsibilities," Leanne said.



From left, Leanne Friis (Manager, Child and Adolescent Mental Health Service), Glen Darke (Team Leader, Whole of Family Team), Shae Somerville (Team Leader, Safeguards), Paula Sheehan (CAMHS Community Manager), Tania Wittleton (Team Leader, GotIt Program). Absent are Dr Amol Deshmukh (Acting CAMHS Clinical Director), Tim Dilli (Nurse Unit Manager, Kamala) and Eric Bellin (Team Leader, Child and Adolescent Specialist Eating Disorder).

Fraud Prevention

Don't turn a blind eye

If you suspect or are aware of any fraudulent activity by staff or contractors, let us know. Any information you provide will help ensure the integrity of the NNSWLHD. Examples might include:

- timesheet fraud
- theft
- unlawful use of NNSWLHD property or services
- disclosure of confidential or sensitive information - for personal gain
- corruption of a tender process

Training supports Multicultural and Refugee Health Plan

As part of the District's Multicultural and Refugee Health Plan, it's a priority to provide culturally responsive care and information to our culturally and linguistically diverse communities (CALD).

We can do this by:

- working with interpreters for communicating with CALD people who have language barriers or low health literacy
- using trauma informed care in our practice and communications.

Free training is available by STARTTS (a specialist support service for people who are survivors of torture and trauma).

"The STARTTS training is extremely high-quality, and while it is focused on people with refugee experiences, it also relates to the health issues and needs of vulnerable CALD populations in general," Kathryn Watson, A/Director of Integrated Care and Allied Health Services, said.

"I encourage all our staff to consider attending training sessions conducted over Zoom."

Training includes:

- working with interpreters
- providing trauma informed care
- free on-demand webinars

Find out more

www.startts.org.au/training



Free online STARTTS training for staff

Brief 1-3-hour online sessions

www.startts.org.au/training/request-training

Pink is the new black

The staff working for the BreastScreen NSW service across the North Coast came together in mid-February to celebrate their team's resilience through recent challenges.

All clinics across Northern NSW and Mid North Coast Local Health Districts were represented, with staff coming from Tweed Heads, Lismore, Coffs Harbour and Port Macquarie to be upskilled and to connect.

"It was an opportunity to meet face to face, to acknowledge that we are strong as a team when facing challenges, and to highlight that we deliver a safe, efficient and effective service to the women on the North Coast," Jane Walsh Director BreastScreen NSW North Coast, said.

"It was great to see everyone in the same place reconnecting. This was the first face to face training for a few years (thanks COVID!), so it was a good catch-up."

BreastScreen services were closed five times during the pandemic and the flood events whilst staff were deployed to work in other services.



Northern NSW and Mid North Coast LHD BreastScreen NSW team members

Kate Odgers-Jewell

A love of chemistry, maths and food has led Kate Odgers-Jewell to have a diverse and exciting career; now she joins the LHD as the first Conjoint Allied Health Academic Researcher.

Nowadays, Kate is an Accredited Practising Dietitian (APD) with experience and expertise in a range of clinical, research and teaching areas, but her love of science began at an early age.

At high school, Kate discovered a love of math and chemistry which led her to a Bachelor of Biomedical Science, with a plan to progress into a Master of Nutrition and Dietetics, a combination of her three loves - chemistry, maths, and food.

During her honours project and time working as a clinician within Queensland Health, Kate realised that teaching and research could provide a greater opportunity to positively impact people's lives.

"I recognised that I could make a more substantial difference through research, and by nurturing and educating the future health workforce, than I could through working with individual patients. This has remained one of my key drivers as an educator and researcher," Kate said.

In 2016 Kate went on to complete her PhD, consolidating her research focus on empowering and educating individuals with chronic health conditions. Her research is across a broad theme of education and is underpinned by a person-centric approach.

From there, Kate worked in a not-for-profit Aboriginal Community Controlled Health Service.

"I was able to develop my cultural competence and consolidate my passion for improving health equity, reducing barriers to accessing healthcare and providing opportunities for current and future health professionals to practice in a person-centred, culturally safe way."

Throughout her career, Kate has taught in various undergraduate and postgraduate health programs across many South East Queensland Universities. In 2019, she returned to Bond University as Assistant Professor of Healthcare Innovations, where she further developed her skills as an educator and established a strong platform for her future research.

At the start of 2023, Kate became the first ever Conjoint Allied Health Academic Researcher with Bond University and Northern NSW Local Health District. In this role, she'll work closely with Allied Health professionals within the LHD to build research capacity and contribute to the research culture within Allied Health.

"I'll be supporting the Allied Health workforce to develop their capacity to translate research

into practice and conduct research so that we can improve the health outcomes of patients and the wellbeing of communities in Northern NSW," Kate said.

Kate's current research is focused on group-based self-management education for people with type 2 diabetes, and on developing a culturally safe workforce through co-designed, co-constructed, strength-based Aboriginal and Torres Strait Islander health curriculum and student placements.

"I love that research allows you to be curious, challenges the way you think about things, and can positively impact on healthcare practice! Research can be interactive, interesting, fulfilling, and exciting, and it enables you to meet and collaborate with people that you might not have had a chance to work with otherwise."

One of the first projects that Kate will focus on will be to engage the Allied Health workforce to complete a survey to understand the research capacity and culture within Allied Health. This will enable Kate to plan research capacity building initiatives and support the Allied Health workforce.



PROFILE

Generous giving from young Aiden

At 13 years of age, Aiden Really spends most weekends holding and organising fundraising events, together with the help of his mum Veronica. Ever since his life was changed by the loss of a loved-one from cancer, Aiden's goal has been to make the lives of those receiving cancer treatment a little bit easier.

Recently, Aiden and Veronica generously delivered over \$20,000 worth of fuel vouchers and gift cards to patients and their families at the Grafton Base Hospital Oncology Unit.

Aiden has become quite well known within the Clarence community for his fundraising efforts and works with a range of local businesses, who are all incredibly supportive of his initiatives.

The young hero has hosted a range of activities such as sausage sizzles, donation drives, cupcake stalls and more. In the time that he has been fundraising, Aiden has raised a total of \$37,000!

"This is the second time we have been able to distribute the petrol and gift vouchers to our patients thanks to Aiden's compassion and generosity," Grafton Base Hospital Oncology Nurse Unit Manager, Norelle McIntyre said.

"Every single person has been so appreciative and amazed by what Aiden is achieving. This is real assistance to people who are going through a challenging time. They are touched by this young man's thoughtfulness and dedication to his community."

Aiden Really, Norelle McIntyre (Oncology NUM) and Cherie Shiels (Registered Nurse).



Extra, extra! Media and corporate communications resources to help you

The Northern NSW Local Health District Media and Corporate Communications Unit is your one stop shop for communications resources and guidance.

We look after:

- screensavers
- Northern Exposure
- website updates (excluding intranet)
- official social media accounts
- branding and graphic design
- all media enquiries
- and more!

On the intranet you will find a range of resources and links to help you get started, such as document templates, branding guidance, media and web request forms, and other tips and links.

<https://intranet.nswlhd.health.nsw.gov.au/media-unit>



Left to right: Ricardo Gutierrez (Graphic Designer), Fiona Baker (Media and Corporate Communications Manager), Monique Ryan (Media Officer), Amy-Leigh Eyears (Media Officer)

Let's get over 65s moving again!

Staying physically active is the single most important thing people can do to stay independent as they age, according to Professor Cathie Sherrington, NSW Fall Prevention and Healthy Ageing Network Lead Advisor.

The COVID-19 pandemic changed routines for many over 65s, often leading to a more sedentary lifestyle.

April Falls Month, supported by the NSW Falls Prevention and Healthy Ageing Network, encourages older adults to become more active and to reduce falls. This year's theme is Better Balance for Fall Prevention.

"During ageing, our bodies lose muscle strength and coordination, so the more active we remain, the better chance we have of maintaining our physical function," said Professor Sherrington.

Eight out of ten injury hospitalisations for older adults are due to falls. Regular exercise (30

minutes a day, at least five days a week), that also includes balance (for example, tai chi, tandem stance for seniors) reduces the risk of falls by almost 40%.

Improving strength and balance allows us to complete regular daily activities more easily, such as getting up and down stairs, in and out of cars, negotiating uneven surfaces and reduces the risk of falling.

Community-based falls prevention programs such as Stepping On, regular tai chi, group exercise programs, gym sessions, or simple exercises at home to improve muscle strength and balance are all great options for active ageing.

Top tips for supporting active ageing as a health professional:

1. take the time to do a FROP-COM Community Fall Risk screen with older patients
2. educate patients or clients about the role of physical activity in ageing well and falls prevention
3. direct older adults to the class or program that is right for them at activeandhealthy.nsw.gov.au for
 - an exercise class search function which helps older adults find low cost group classes near them
 - Healthy and Active for Life Online, an online program for adults who are not active but who would like to be
 - Stepping On, a face-to-face program for over 65s who have fallen or fear falling.
4. stay active yourself!

APRIL FALLS MONTH. Better Balance for Healthy Ageing
GET STRONG, GET GOING!

Best results with at least 150mins per week = Functional strength exercise + High balance challenge

Supported by COTA NSW SOUTH WALES For older Australians

Falls prevention is everybody's business!

NSW Fall Prevention & Healthy Ageing Network

More information:

April falls information and promotional materials from the NSW Fall Prevention and Healthy Ageing Network in collaboration with the Clinical Excellence Commission: fallsnetwork.neura.edu.au/aprilfalls

Falls prevention information from the Clinical Excellence Commission: healthupnorth.info/falls



Say hello to the Centralised Recruitment Unit

The Recruitment Redesign project across Northern NSW Local Health District is approaching its six-month milestone.

One of the key pillars of the redesign is the new Centralised Recruitment Unit, with a dedicated team of Recruitment Partners who are trained systems experts and can relieve the burden on frontline managers needing to recruit staff.

This organisation-wide project has heralded some significant changes to existing working arrangements and is already yielding improvements in processing times for recruitment.

The teams involved in this redesign process are now firmly focused on achieving the NSW Health 40-day Key Performance Indicator for the end-to-end recruitment process.

Project Sponsor and Director of Workforce, Richard Buss, said this renewed focus on recruitment

turnaround times is already making the process smoother.

"We are facing considerable challenges in the current recruitment market, and so by speeding up our processes, we are able to improve our position as an employer of choice for candidates who are looking for rewarding roles amid their busy lives," Richard said.

"There is increasing evidence that candidates will only engage with a prospective employer when there is a well-supported and streamlined process in place, right through from lodging a job application to onboarding within the organisation and the work unit."

The implementation of the redesigned system has brought significant benefits, one of those being a strong sense of shared accountability across the various teams involved. The Recruitment Partners are working in close collaboration with the Facility Partners at each site to ensure that progress with each recruitment exercise is tracked closely.

"The feedback from our facilities has been very positive in terms of the value in having a dedicated Recruitment Partner from the CRU," Leanne Morris, Manager, Recruitment Services, said.

Acting Chief Executive, Lynne Weir, will formally launch the Centralised Recruitment Unit in Lismore in early April.



Front row from left: Gill Bolton, Mel O'Reilly, Jo Gahan, Jorja Blair, Nicole Dawson. Back row from left: Leanne Morris, Brooke Logan, Paul Woolcott

Farewell Dirkje Pera

Lismore Base Hospital Registered Nurse, Dirkje Pera, retired in March after more than 50 years of nursing.

Dirkje started nursing in her home country of South Africa in 1972, later heading overseas at the age of 48.

Working first in New Zealand, and then moving to Australia from Christchurch just a month before the earthquake in 2009, Dirkje said Lismore Base Hospital was the 'best place in Australia'.

"I worked in Warnambool Base Hospital for three years. We came on holiday to Byron a few times, and the third winter in Warnambool I said to my husband 'I'm not spending another winter in this place. Get the map of Australia, where shall we go?'"

"The biggest lesson I've learned through working in three different counties in many different situations, is that people's needs are exactly the same," Dirkje said.

"It doesn't matter where you

work, what culture people are, they all have exactly the same needs."

LBH Acting Director of Nursing and Midwifery, Sandra Vidler, paid tribute to Dirkje at her farewell.

"Thank you for everything

you have done for me, and for our profession. You have done so much as a nurse and what you role model as a nurse just means so much to me and to our nurses," Sandra said. "Being your manager and working alongside you I've learnt a lot."

All the best for your retirement, Dirkje!



From left, Joel Organ (LBH Acting Deputy Director of Nursing and Midwifery), Dirkje Pera and Sandra Vidler (LBH Acting Director of Nursing and Midwifery)



Mid and North Coast
HEALTHPATHWAYS

Action Plans

- ✓ accessible from the HealthPathways homepage
- ✓ use these action plan templates to help patients:
 - identify new or increasing symptoms and intervene quickly, decreasing the chance of their health significantly deteriorating
 - manage their condition better and know who to contact if they become acutely unwell or feel sicker.
- ✓ COVID-19
- ✓ general
- ✓ asthma
- ✓ anaphylaxis
- ✓ chronic kidney disease
- ✓ COPD
- ✓ delirium
- ✓ diabetes – type 1 & type 2
- ✓ heart attack
- ✓ heart failure
- ✓ keep Me Safe – Suicide risk management plan
- ✓ lowering opioid dose



Mid and North Coast
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Northern **Exposure**

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Front cover

New nurses and midwives in the Clarence Valley

Back Cover

Big Scrub rainforest