

Auricle

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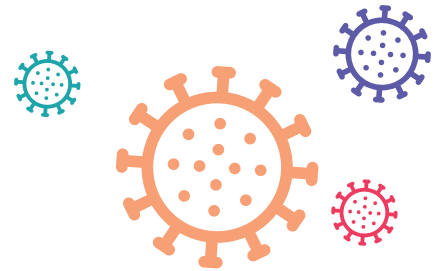
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Fun facts

COVID-19 testing at Barwon Health
(as of 3 February)



TOTAL TESTS - **97,454**

MOST TESTS IN ONE DAY -
1230 (AUGUST 4)

TESTS AT BARWON HEALTH
NORTH - **55,485**

HEALTHCARE WORKERS
TESTED - **11,517**

POSITIVE CASES - **577** IN
BARWON SOUTH WEST REGION

IN-HOME TESTING - **280**

Cover: Narelle Wilde from the High Risk Accommodation Response Unit, Barwon Health client Jack Tori, and disability liaison officer Ebony Smale.



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Message from the Chief Executive

As we begin a new year, it has been a good time we reflect on what we experienced in 2020.

It was a year like no other and I'm really proud of how Barwon Health stepped up to the challenge. Staff have had to make a lot of adjustments since COVID-19 became part of our lives, and it's been fantastic to see the way people have responded so quickly and with such flexibility to the challenges that come our way. The community is to be supported by a really strong health service that's absolutely committed to making sure we can deliver our services and I am confident that we are stronger heading into whatever comes our way in 2021.

As we are establishing our 'new normal' or 'COVID normal', I have been impressed with the enthusiasm and flexible problem-solving that staff are applying to the task. This new way of working will be with us for some time and means we need to have sustainable practices in place for the protection of our staff and our community. Our COVID preparedness activities continue across Barwon Health, the broader community and region. We are working with public and private health and aged care services, together with community organisations, to minimise the risk of outbreaks in the region. We also have an important role to play in the roll-out of the COVID-19 vaccine across our region, and it's exciting that we can move into this next phase of responding to the pandemic.

Our local contact tracing team's success has been recognised, and the function is now well established; we are pleased that this model will become a permanent part of our service. A regional Public Health Unit (PHU) has been created with an immediate focus on COVID, with plans for future development into other public health areas. Professor Eugene Athan has been appointed Director of the PHU and Misha Coleman will join Barwon Health as co-director of the unit. Associate Professor Daniel O'Brien will be Acting Director Department of Infectious Disease for the next 12 months.

The recent State Budget provided funding for important new infrastructure at Barwon Health, such as the new 16 acute mental health beds to be built at McKellar, and funding to support the next planning stages of the Women's and Children's Hospital.

There are two initiatives that received funding in the State Budget – Better Care at Home, which will support the continuation of some of the home-based and telehealth care models that were rapidly introduced last year, and funding to support 'catch up' or deferred care. This is particularly relevant for surgery, where we have increased capacity by fitting out Building B to respond to COVID-19 and make it available for surgery services.

Congratulations to everyone who participated in the Barwon Health Foundation's fundraising events of the past few months, including Run 4 Geelong and the virtual Gala Christmas concert. When these events take place, it's heart-warming to see the community rally together to support the work of our

organisation and we're extremely fortunate to have such an expression of appreciation for the services we provide the region.

I am pleased to announce that Dr Simon Woods will continue in his role as Chief Medical Officer at Barwon Health. This is a critical role providing overall medical leadership as well as leading the Quality, Safety & Patient Experience team. I would also like to acknowledge two individuals who retired late last year after long and loyal service to Barwon Health and the broader community, Dr Rudi Gasser, who has led StaffCare for more than 20 years, and Roy Hoevenaars, who has led the Dietetics team for 32 years. We wish them well in the next exciting phases of their lives and thank them for their service to the community.

Thank you to the more than 600 people who watched our livestreamed virtual Annual General Meeting on 16 December, and the almost 2000 people who have watched it since then. It was an experimental format with the restrictions in place at the time and we appreciate your support and interest in the event, looking back at such a unique year. This was also an opportunity for us to announce the overall winners of the Barwon Best Care Awards, so congratulations again to all of the nominees who have been celebrated over the past month.

I am grateful that more than 3000 staff responded to our most recent staff survey, which will be critical to understanding the needs of staff and how we can better support our people across Barwon Health. The results will be available early this year, as we continue to work on focus areas arising from the 2019 People Matter survey. With our Strategic Plan 2020-2025 now published, we have outlined our plan for the future and we are pleased to have this document to guide decisions within our vision for the next 25 years.

Frances Diver | Chief Executive



Baxter 6 NUM Linda Gleave and CRU recruitment and retention co-ordinator Gail Joordens, who is also the Royal Geelong Show's homecraft co-ordinator.

BLANKETS AND BEANIES KNITTED WITH LOVE

Knitted beanies and blankets are warming the hearts and heads of Barwon Health patients in the Special Care Nursery (SCN) and oncology ward.

Crafted by members of the community for the Royal Geelong Show in 2019, dozens of blankets were eventually

donated to the SCN when restrictions eased in November.

SCN nurses were among the judges at the Geelong Show and were grateful to receive the donation for babies who need more warmth in special care.

About 150 beanies were also knitted by the Geelong community and donated to the oncology ward for patients of all ages.



Gail Joordens and Special Care Nursery NUM Alyson Smith show some of the donated blankets.

CONTINUING PHYSIOTHERAPY CLINICAL PLACEMENTS DURING PANDEMIC

Physiotherapy students completing clinical placements have expressed their gratitude to the staff supporting them through a challenging year.

Physiotherapy clinical education co-ordinators Jane Dow and Emma Edwards have worked collaboratively with the physiotherapy team, tertiary providers and the Clinical Education and Training Department to find innovative and novel solutions that fulfil all student commitments during 2020.

Emma said students completing their placement without delay meant there would be opportunities for new graduates to enter the 2021 workforce.

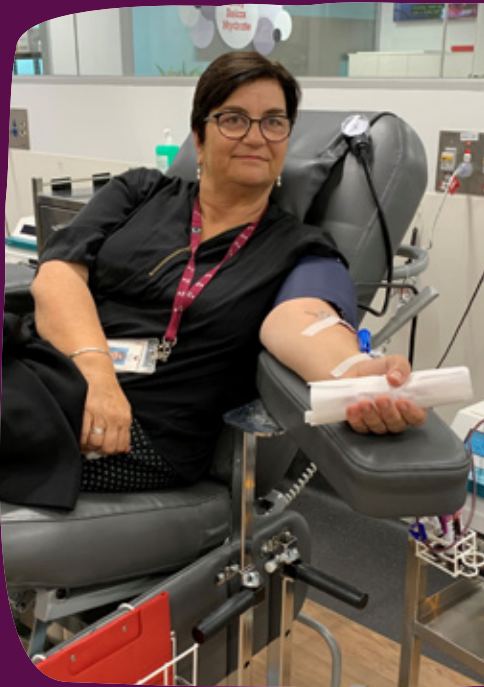
"The physiotherapy team has shown flexibility in their practice, quickly adopting telehealth into their clinical practice, and in many areas hosting physiotherapy clinical placements that involved assessing and managing clients over the telehealth platforms," she said.

"Virtual tutorials and workshops have replaced traditional face-to-face formats, whilst orientation has moved to a partially online format.

"This approach has allowed for social distancing and avoided cross-site travel, whilst unexpectedly demonstrating time and resource efficiencies that will likely continue for future clinical placements."



Physio students show their appreciation to staff who have supported them on placement through the pandemic.



UNITED, WE GAVE

Barwon Health employees have again proved to be Victoria's most generous health service, according to Australian Red Cross Lifeblood.

Between 1 May and 31 July, Barwon Health staff took part in the annual Health Services Blood Drive, giving a total of 213 blood, plasma and platelet donations, saving the lives of hundreds of patients.

With the challenge of people staying home, Australia still needs 31,000

donations every single week to help patients with medical conditions such as cancer, or difficult pregnancies.

When you give blood next, make sure you sign up to Barwon Health's Lifeblood Team to track the lives we save together.

For more information or to make an appointment to give blood, call 13 14 95 or visit www.lifeblood.com.au.

Pictured: Chief executive Frances Diver was among the Barwon Health staff to donate blood during the pandemic.

NEW ROLE TO ADDRESS FAMILY VIOLENCE IN EMERGENCY CARE

Social Work has joined the Emergency Department to help identify cases of unmet psychosocial need, including family violence, children at risk, and elder abuse.

The new permanent clinical Social Work role and a time-limited project role is partly in response to an increased focus on responding to family violence, as well as an increased awareness of people presenting to the Emergency Department for psychosocial needs due to COVID-19.

Karen Todd, manager of the Barwon region's Strengthening Health Service Response to Family Violence (SHRFV), said the role showed the progress of Barwon Health's focus on this issue and would help develop a model of care that provides the best clinical response to family violence, particularly in the emergency setting.

"While any Barwon Health clinician can offer support, we encourage people to ask for a social worker if family violence is a concern," she said.

"The ED medical and nursing staff have found it beneficial to have a permanent Social Work presence within the department, because regular and visible access to Social Work means more patients who would benefit from their expertise are captured and reviewed before being discharged".

Social Work project worker Lauren Tyrell said the role also provided an opportunity for ED staff to learn more about how they can support people who might be experiencing family violence.

ED social worker Briony Croft said she enjoyed collaborating with staff across the ED to care for patients as best as possible.

"For many people seeking treatment at the ED, it's their safe place to be," Briony said. "They might come through with a medical condition, but there can be other things sitting with that story and our clinical teams are really good at taking a contact history, profiling patients, and that's where we often get red flags for other things going on."



Jacinta Bourke, Social Work acting manager Jacinta Bourke, Strengthening Health Service Response to Family Violence (SHRFV) manager Karen Todd, ED social worker Briony Croft, and SHRFV project family violence clinical lead Lauren Tyrell.

Staff experiencing family violence can find support on the People & Culture One Point page, including information on Family Violence Contact Officers, family violence leave and family violence support services.

HeadtoHelp mental health hub opens in Geelong

People in the Greater Geelong area experiencing mental ill-health due to the stresses of COVID-19 can now access support services at a new HeadtoHelp mental health hub at Barwon Health North.

The new mental health service is one of 15 being set up around Victoria and among six in regional Victoria, following \$26.9 million in funding from the Federal Government.

Western Victoria PHN (WVPHN) CEO Rowena Clift said HeadtoHelp – Barwon Health North was available to anyone in the community with or without a GP mental health treatment plan.



Psychosocial programs manager Michelle Zarafa (centre) with HeadtoHelp clinicians Megan Turner and Rameen Razmara.

“Mental health issues don’t discriminate. Many people in the Geelong area may have never experienced mental ill-health before and are facing new challenges due to COVID-19,” Ms Clift said.

“HeadtoHelp provides a welcoming place for those people alongside anyone else who needs mental health and wellbeing support.

“The Geelong community has been hit hard by the consequences of the pandemic including increases in unemployment over recent months and strains on local businesses taking their toll on many households.

Barwon Health clinical director of Mental Health, Drugs and Alcohol Services, Associate Professor Steve Moylan, said his team was excited to work with the PHN to deliver the important initiative that has enhanced the services available to people with mental health concerns in the region.

“This service enhances existing mental health services across Geelong, providing further options for people to access care when and where they need it,” he said.

GEELONG SURGEONS SET THE STANDARD

Barwon Health’s latest class of training surgeons has overcome the challenges of the COVID-19 pandemic this year to achieve a 100 per cent pass rate.

The four surgeons, Jessie Cole, Bushra Othman, Yit Leang and Shantanu Yoglekar completed their final exams following five years as part of Geelong’s surgical training hub, each now hoping to work in the Barwon South West region after completing their fellowships.

Training supervisor and Professor of Surgery Glenn Guest said the result was a credit to the surgeons’ resilience in a challenging and uncertain year of studies.

“They have had to endure a reduction in the amount of training time spent in the operating theatre, as well as the psychological

challenge of having the exam rescheduled from the start of the year,” he said.

“At short notice, they were given enough time to prepare for the exam in a different format and a different location to what they would normally expect.

“With all that uncertainty, they remained focused during their training and each passed the exam on their first attempt.

“These results demonstrate a consistently high pass standard, as we are the only one out of eight training hubs in Victoria to achieve a 100 per cent pass rate.”

Prof. Guest said one of the surgeons would remain in Geelong while others hoped to complete fellowships and return to the region.

“In the past when we didn’t have our own surgical training hub, they’d often be



attracted to the bright lights of Melbourne, but nowadays when we train them locally, they tend to come back,” he said.

“The surgeons who have trained with us before, who are now working in the region, were particularly active in preparing these candidates, so we’re reaping the benefits of this training program that’s been running for eight years.”



NAIDOC Awards

The NAIDOC Week Awards were held in November, recognising excellence in Aboriginal healthcare across Barwon Health.

The Innovation and Change in Aboriginal Health Award

Brooke Caldwell, Blair Johnston, Tamara Jennings and Katherine Bieser - McKellar Community Rehabilitation Centre care co-ordinators

Brooke and the care co-ordinators demonstrated innovation and change in their work to address identification of Aboriginal and Torres Strait Islander patients at the McKellar Community Rehabilitation Centre. They liaised with the Aboriginal Health team to identify potential service data gaps and then initiated changes to the assessment templates to ensure correct identification of Aboriginal and Torres Strait Islander people accessing the rehabilitation services. Their enthusiasm and commitment to this process has been significant in the continuous improvement of cultural awareness in rehab services.

Aboriginal Engagement and Participation Award

Joanne Durdy - Personal Services Assistants (PSA) Co-ordinator - Central Resource Unit

Joanne demonstrated ongoing goodwill and encouragement of her personal services assistants' team, to engage with, and learn more about, the care of Aboriginal and Torres Strait Islander patients. Joanne has consistently engaged her

team in cultural training and always participates in training herself, each time asking questions and encouraging others to join in. Joanne places great importance on Aboriginal culture and gives the training increasing time during the PSA course to ensure her team are culturally adept. Joanne is highly motivated in sharing and learning new cultural knowledge with others.

Leadership and Governance in Aboriginal Health Award

Andrew Love Cancer Centre - Accommodation Services

The Accommodation Services team at the Andrew Love Cancer Centre has gone above and beyond in their work to support Aboriginal patients and their families. No request has been too large or small for this effective team. There have been many requests and challenges presented to the team, and they have met these with good humour and a willingness to assist.

The Accommodation Services Team are always courteous and responsive to the Aboriginal Health Unit requests for accommodation and have been responsive to individual family needs over the duration of their stay, often responding at short notice when health status or circumstances change unexpectedly.

Pictured, clockwise from left: Brooke Caldwell, Blair Johnston, Tamara Jennings and Katherine Bieser - McKellar Community Rehabilitation Centre care co-ordinators; Barwon Health chief executive Frances Diver with the Andrew Love Cancer Centre Accommodation Services team; Joanne Durdy with Barwon Health chief executive Frances Diver.



THE HEART OF THE MATTER

PROGRESS MADE IN ABORIGINAL HEALTH



Each year, NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. Last year's usual celebrations in July were postponed across Australia, due to COVID-19 restrictions. Barwon Health's annual NAIDOC awards were also postponed, and we were thrilled to celebrate them in November.

RENEE OWEN | BARWON HEALTH ABORIGINAL HEALTH PROGRAM MANAGER

Despite the postponements and setbacks caused by COVID, a number of virtual activities have been held, to acknowledge the importance of Aboriginal Culture and to honour the achievements of our First Nations people, including scientific discoveries, social changes and personal triumphs. Adaptability has been a constant theme as we reflect on the past eight months, and our staff have been innovative and creative in ways to engage with clients and patients across Barwon Health's wide range of services.

Our Aboriginal Health Team is responsible for keeping the well-being of our Indigenous community in constant focus. I am proud of the staff in my team and their incredible

work, to empower our community through education, improving health outcomes, and connecting Aboriginal and Torres Strait Islander people with employment opportunities. We are pleased to report that we successfully recruited more Aboriginal people to the organisation despite the setbacks of the pandemic, increasing from 36 to 40 Aboriginal and Torres Strait Islander employees. By working alongside the Wathaurong Aboriginal Co-Op for a healthier community and breaking the cultural barriers that have unfortunately existed in the healthcare system, we've seen our work create more opportunities in education, training, employment, and other areas

in which Aboriginal people want to excel. We love seeing people in our community reach their potential and we know from experience that this independence all starts with good health.

Just like our original NAIDOC Week plans, COVID-19 has forced us to adjust and adapt to new ways of working. Working from home, and not being able to visit many of our clients and patients, has presented many challenges for roles that rely so much on face-to-face interactions, and building trust and rapport through shared experiences. The Aboriginal Health Team has done an outstanding job of supporting our community, despite the high-risks of COVID-19. We have had



“One of Barwon Health’s goals in our Reconciliation Action Plan is to raise the profile of Aboriginal health and provide culturally appropriate services to Aboriginal and Torres Strait Islander people across the region, while serving as an example to other regional health services.”

Renee Owen

to learn quickly about respiratory health and telehealth, with a greater reliance on technology to communicate and access our services. Even though we have mostly been working remotely since March, we have been able to continue contact and respond to patients’ needs on the wards, using social media and other methods like Facebook, FaceTime, and Zoom calls. We have been able to build and strengthen relationships with colleagues across the hospital in areas including social work, nursing managers, and allied health staff, who were able to provide face-to-face contact with our patients when necessary.

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) CEO Jill Gallagher AO has congratulated our Aboriginal and Torres Strait Islander communities for going the distance in the fight against COVID-19.

Barwon Health is proud to play a significant role in helping create a more welcoming space for Aboriginal patients and families, whether that space is at one of our many sites, or within an online, virtual healthcare setting. One of Barwon Health’s goals in our Reconciliation Action Plan is to raise the profile of Aboriginal health and provide culturally appropriate services to Aboriginal and Torres Strait Islander people across the

region, while serving as an example to other regional health services. In the upside-down world of the pandemic, where everything is different and often changing from week to week, it would be easy for this focus on Aboriginal health to be neglected. This region is fortunate to have an Aboriginal Health Team that works so hard to continue striving for progress in this area, and as part of NAIDOC Week we thank them for their achievements, as well as the achievements that have been made possible in our local community, thanks to their contributions.

People of the Pandemic

As an extension of the Living our Values staff recognition program, we put a call out for nominations for staff who have gone above and beyond during this challenging year.

Here are some of the teams that gained recognition through our People of the Pandemic series, but we thank all staff working through the challenges of the COVID-19 pandemic.



CLINICAL TRIALS TEAM

Bree Sarah, Alannah Sarah, Kate Ellis, Jo Chambers and Louise OCallaghan

Barwon Health's Clinical Trials Unit continues to work tirelessly during the COVID-19 pandemic, ensuring our trials are successful, participants are accommodated, and the needs of our stakeholders are always met.



PHARMACY PURCHASING TEAM

Claire Passlow, medication safety pharmacist: "The pharmacy purchasing team do an amazing job at the best of times, and it wasn't really until I stepped into this support role that I appreciated their work. If we didn't sort out the medicine shortages (source, substitute or alternate plan), then there were downstream implications – for clinicians, who were already struggling with their own disruptions, and for patients, who might not get the medications they needed."



PLANNING AND REFERRAL TEAM (PART)

The Planning and Referral Team (PART) play a pivotal role in hospital flow and coordinating discharges from the acute sector to rehabilitation, aged care, home with supports and Transition & Restorative Care Programs as well as contributing to complex discharge planning within the organisation. The team has adapted and maintained their service to the organisation, despite many team members being seconded to areas like Contact Tracing.



CET STUDENT COORDINATORS AND BARWON HEALTH STUDENT LEADS

Sara Davies and Mark Kelly

Student coordinators within Clinical Education and Training and all student leads across Barwon Health have shown extraordinary commitment and creativity to find ways to keep as many student placements going throughout the pandemic. They ensure clinical services are well-prepared for students in the current context and have implemented new technologies like telehealth to help keep placements going.



OT TEAM

Cassandra McKeown, Kirsty Liddle, Annie Clapham, Belinda Drummond, Nadine Hobson

The Occupational Therapy (OT) team has remained committed to staff wellness, health and morale during the COVID-19 pandemic. Cassandra, Kirsty, Annie, Belinda and Nadine are members of the WHAM (wellness, health, acknowledgement, morale) working group, which is one of just two working groups that continued to meet throughout the pandemic due to the importance of staff wellness.



OT STUDENT COORDINATORS

Nikki Lyons and Moira Bowman

The Occupational Therapy Student Educators and Program Coordinators developed innovative ways to address challenges to ensure student placements continued wherever possible. Nikki and Moira developed many strategies to meet demand while maintaining safety, including reducing placement length to double student numbers, reducing sites to avoid travel and upskilling Grade 1 OTs as observational facilitators.



ICU nurse unit manager Donna Robertson with artist Ammie Howell at the unveiling of the new-look visitor area.

Fresh look for ICU visitors

Some new artworks have given Barwon Health's Intensive Care Unit (ICU) a fresh look for those waiting to visit a loved one.

In response to consumer feedback, a small grant from the Barwon Health Foundation has funded the artworks from Ammie Howell, whose style would be familiar to those who have visited the Koorie Birth Suite.

ICU regional project co-ordinator Gerry Keely said the art was unveiled as a beautiful representation of Wadawurrung Country, titled "Colours of Country", coinciding with NAIDOC Week in November.

"The painting depicts, among other things, Wurdi Youang, known as the You Yangs, which means big hill and symbolises home to Ammie," she said.

"While the artist was busy, we painted the visitor area walls, added some wallpaper, some hanging pots with greenery, replaced the existing cool lights with warm lights and added an aromatherapy diffuser."

She said staff also had an opportunity to influence the new look of the visitor area by submitting photos for a competition display.

"We had nearly thirty submissions and our panel chose their favourite nine, which are now framed and hanging on the wall.

"We are very proud of what we have managed to achieve and we're very grateful to the Barwon Health Foundation."



NEW PROMPT ROLLS OUT ACROSS VICTORIA

A new-look Prompt was fully rolled out to Victorian health services in November, offering a more streamlined system for managing shared documents.

Prompt provides a single point of entry for easy access to both an organisation's own policies, procedures and guidelines, as well as access other organisations within the Prompt network.

The recent rollout was a major project milestone for the Barwon Health-developed system, which was created in 2007 and now has an organisational base of 96 clients.

Barwon Health chief information officer Andrew Macfarlane said the upgrade to Version 3 was made possible with a funding grant from the Department of Health and Human Services.

"Barwon Health started using the subsequently redeveloped new Prompt in August 2019, with early issues now resolved for rollout to other Prompt clients, including Monash Health, Bendigo Health, Northern Health and Dental Health Services Victoria," he said.

"To support the project, Barwon Health went out to tender, which saw Geelong IT company EvoLogic partner with a New Zealand-based Lancom to take on the redevelopment of the system.

"Not only was the platform refreshed, a number of improvements were also made to the document management system, including a new in-drafting module.

"A massive effort ensured a successful rollout by the Prompt Rollout Team, led by our Prompt manager Joanne McGowan, and also included change manager Karen Hollins and Prompt application specialist Greg Shalles."

Walking challenge unites staff

Emergency workers at University Hospital Geelong have taken more than 43 million steps together in the name of unity and fitness.

A new wellness program at Barwon Health's Emergency Department has encouraged staff to exercise and track their steps and strengthen social support networks in a "COVID-safe" environment.

Staff and residents of Wallace Lodge also assembled a walking tour to keep active during the pandemic, catering to ambulant walkers, wheelchair users, and motorised electric vehicles with adjusted distance targets for each group.

A passport of favourite walking spots was designed, with a total distance travelled of 32,240 kilometres, according to lifestyle officer Andrea Wood.

"The participants are able to engage in the walk at any time, recording their scores with Lifestyle staff," she said.

"This is not only great fun for the residents, but also great fun for lifestyle staff involved.

Now that the weather is much improved we are able to take our residents into a warm, attractive environment, which allows them to feel that they are safe to venture out by themselves. "

Emergency Department consultant Dr Minnie Seward said the 10,000 Steps - North to South Coast Tournament had given about 150 staff a new way to interact since social distancing had impacted support networks, with less opportunities for gatherings outside of the workplace.



Emergency Department staff Libby Ellis, Leonie Frick and Cherry O'Toole take a walk on one of their breaks. Photo: Geelong Advertiser

"We work in a pretty dynamic and potentially very stressful environment at the best of times, especially in a pandemic, so our support network is really important," Dr Seward said.

"The concept of working as a team is so incredibly vital and when your team changes every day, you need to have good communication, interaction and relationships with everyone you might work with.

"The walking challenge united us in teams across the floor, including staff from security, mental health, nursing and medical, PSAs and cleaners."

The free mobile app 10,000 Steps tracked walking distances travelled over time, with a goal of 38 million steps per team – equal to the 3040km distance from Port Douglas to Hobart.

Dr Seward said morale had been boosted since starting the challenge, as well as fitness levels, even after the six-week program finished earlier this month.

"Some staff have continued with the walking and have even self-started additional

walking challenges to keep it going with their colleagues, family and other friends," she said.

"Some people have done as many as 50,000 steps a day, getting really fit and active.

"It's been quite contagious - some of us took up running again or taking walks during lunch breaks or after night shifts.

"It brought staff members together from different working groups and it's been a social outlet for people to do together or even with their families on the weekend.

"The walking challenge united us in teams across the floor, including staff from security, mental health, nursing and medical, PSAs and cleaners."

– Dr Minnie Seward

"It's been really encouraging as we motivate each other to stay active and mildly competitive."

The six-week program involved some fundraising with prizes and a weekly newsletter with challenges such as treasure hunts.



Narelle Wilde from the High Risk Accommodation Response Unit, Barwon Health client Jack Tori, and disability liaison officer Ebony Smale.

Disability liaison program supports clients accessing health services

A new Disability Liaison Program has been set up at Barwon Health to identify and address the barriers people living with disability experience in accessing health services.

The team of three Disability Liaison Officers (DLO) are focused on a number of key areas, including strategies to facilitate access and inclusion in the healthcare setting, improving the experience of people with a disability in accessing Barwon Health services, working on the objectives of the Disability Action Plan and much more.

Disability liaison officer Ebony Smale says the COVID-19 response is currently her main priority.

“The initial focus of the DLO team will be to ensure that people with disabilities remain

engaged and supported throughout the COVID – 19 pandemic,” Ebony said.

“Once we’re past COVID, we’ll be focusing on the barriers people with a disability face when they’re accessing healthcare and implementing the Barwon Health Disability Action Plan.”

Disability Liaison Program client Jack Tori is excited to work with the DLOs because it is a chance for him to talk about what he wants and needs when visiting a health service.

“I can share my experiences with the DLO to help other people like me manage,” Jack said.

“I want people to be understood and listened to, like I am, and be in control of their own health.”

For referrals to the Disability Liaison Program, email DisabilityLiaisonOffice@barwonhealth.org.au or call 0434 856 014, Monday to Friday between 8.30am and 4.30pm.

YEAR OF ACTION FOR MEDICAL GROUP

The Barwon Health Senior Medical Staff Group (SMSG) supported and engaged with its members throughout 2020, achieving its goals despite the disruption of the pandemic.

The group’s elected office bearers represent medical staff, aiming to engage with the Barwon Health executive team around important matters including safety and quality, best practice, service capacity and strategic direction.

This relationship aims to offer support and engagement to its members to assist in making Barwon Health an organisation where medical staff will find fulfilling work, providing leadership and value.

Some key achievements this year include:

- Making a \$10,000 charitable donation shared between the Give Where You Live and CleftPals charities
- Awarding of the annual Hassan Al-Khayyat award to Dr Callum Davey
- Awarding of the Richard Hallowes prize to Dr Anna Davis
- Support for the annual Geelong Clinical School medical student prizes
- Co-ordinating consultation and feedback for the upcoming Enterprise Bargaining Agreement
- Advocating about the importance of sustainability and responding to climate change with a fundamental focus in Barwon Health’s strategy and goals
- Representation at the Victorian Committee of Chairs meetings, Barwon Health medical credentialing committee, Barwon Health sabbatical committee and Barwon Health Medical Advisory Council.



CANCER NURSE ASSESSMENT CLINIC

Barwon Health's Cancer Nurse Assessment Clinic is a specialist clinic located within the day ward at the Andrew Love Cancer Centre at University Hospital Geelong.

The clinic opened in May last year with the Andrew Love Cancer Centre redevelopment, aiming to offer support in the home for Barwon Health patients receiving anti-cancer treatment and who are experiencing treatment-related side effects.

Cancer Nurse Assessment Clinic nurse Olivia Darby explained the service provides nursing support over the phone and in the clinic.

"When and where it's necessary, we consult with our haematology or medical oncology doctors, as well as pharmacy to ensure continuity and holistic patient-centred care" she said.

"Our team can work with patients to manage or improve symptoms at home, or by providing necessary treatments and testing in the clinic itself.

"We aim to keep patients at home and out of the Emergency Department with symptom advice, education and support for families and carers, related to cancer treatment.



Cancer Nurse Assessment Clinic nurses Olivia Darby, Lucy Nelson and Vicki Ubergang.



"We make a difference to people's experience and we can empower patients through education to feel as though they're in control of managing what they can control. That's the goal."

- Olivia Darby

"We make a difference to people's experience and we can empower patients through education to feel as though they're in control of managing what they can control. That's the goal.

"We're also keeping people from unnecessarily waiting for GPs and lessening the stress of a very stressful experience. From immunotherapy chemotherapy, and oral treatments, the side effects are very different and people want to do everything they can to have the best recovery.

"Clear communication and follow-up is really important and we know we need to be accessible. It's such a fantastic team to work in and we all contribute to giving patients positive experiences."

To foster a shared care relationship, patients, GPs and other health providers are encouraged to call the clinic for advice on symptom management, pre-treatment education and referrals to services such as Barwon Health dietitians, social workers and oncology rehabilitation.



A MESSAGE FROM THE BOARD CHAIR

With the AFL offseason well underway and COVID-19 cases far more under control in Victoria, I've found it's a good time to reflect on what was certainly an incredibly difficult year for everyone in our community. Through my roles as Geelong Football Club CEO and Barwon Health Board chair, I've seen two very different groups handle the disruption of the pandemic in two very different ways.

BRIAN COOK | BARWON HEALTH BOARD CHAIR AND GEELONG FOOTBALL CLUB CHIEF EXECUTIVE

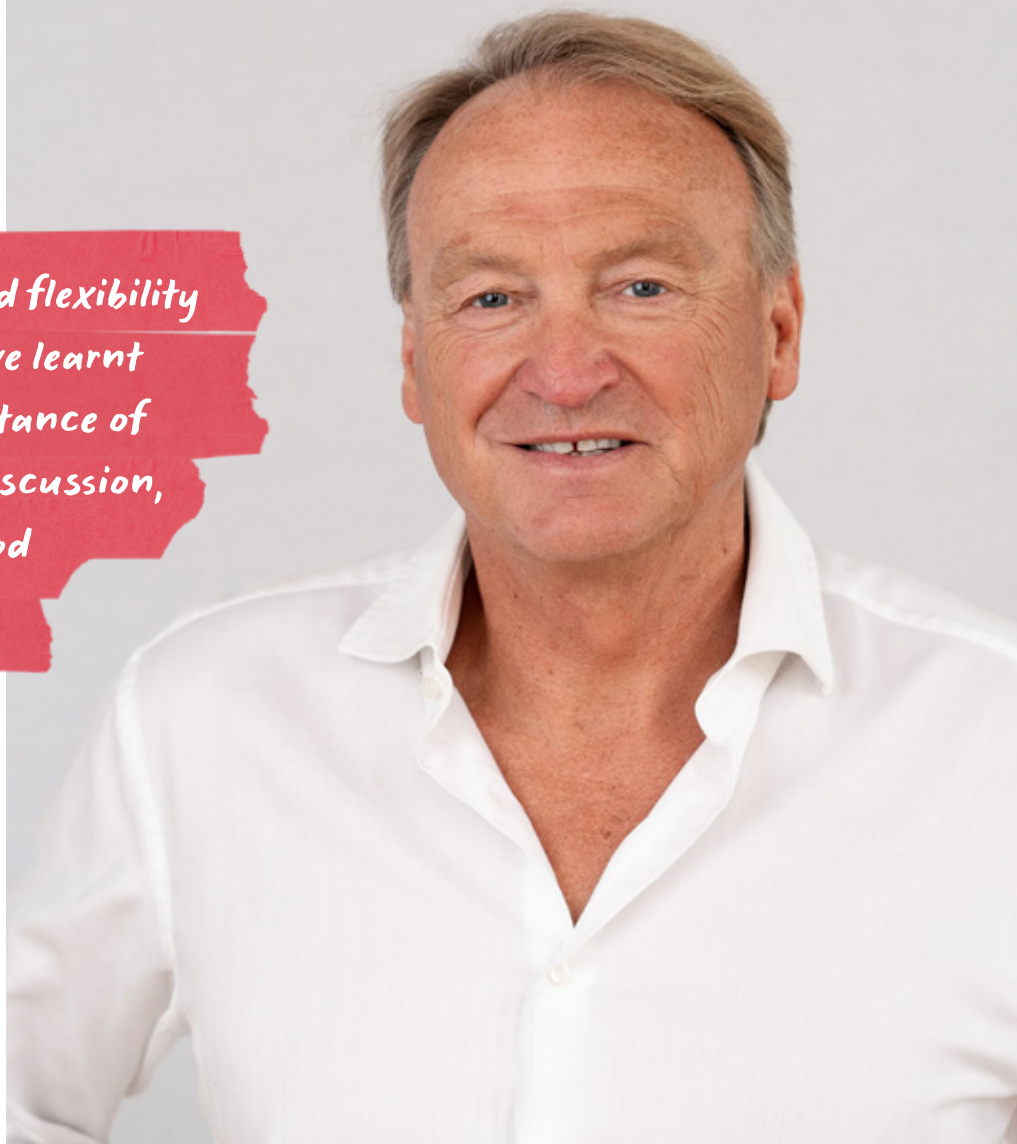
For Barwon Health, it's been all hands on deck with a rapid response to minimise health risks and continue caring for the community. For the Cats, the outcome resembled an almost unrecognisable environment, playing in a different state, with reduced staff, and very few supporters at games. No one ever could have anticipated this a year ago. The way it played out meant I had to watch Geelong work its way through the pandemic from afar for 120 days, living in five different states as the AFL responded to ever-changing circumstances. However, there were common themes I noticed across the community, with a high level of resilience, care and compassion.

We are fortunate that although the pandemic was unexpected, Barwon Health was prepared with a pandemic plan that could quickly be adjusted around the specifics of COVID-19. While this required a lot of changes to the usual ways of working, our healthcare staff in Geelong are resilient and flexible, so there has been very little disruption to the crucial services and care that takes place at Barwon Health. On the other hand, the football club found the situation challenging because the effects are so unprecedented in the sports world. We didn't have models to go back on and there was no experience that had prepared us for the pandemic. A lot of the issues we faced were completely new, and even our

contemporary crisis management models were irrelevant. No one predicted these things could happen and the normal process of crisis management went out the window. The issue at hand was that we didn't know the answers.

Whether it was in my role with the Barwon Health Board or at the footy club, all we could do was try to develop the best processes possible and find the best option available. Sometimes those options were the best out of a bad bunch, particularly in the football world. In both instances, we formed crisis management teams and we tried to manage the process regularly in a collaborative way, ensuring the process

I've seen resilience and flexibility in many ways, as we've learnt more about the importance of collaboration, open discussion, transparency and good communication.



Barwon Health Board Chair and Geelong Football Club chief executive, Brian Cook.

was the best it could be. It was important that we tried to communicate regularly and with transparency, keeping our community and our supporters informed. A lot of our decisions were contingent measures and we always had to have a flexible approach, because in each case, a decision was never in place forever. Changes could be made for one day before rules also changed, whether it related to restrictions or border security, so we had to understand that nothing was final and complete.

Developing partnerships was also a key part of the process for both organisations. At Barwon Health, it was important to partner with other health groups and we saw this done magnificently through collaborations with aged care services in the region, with the Wathaurong Aboriginal Co-op, and supporting businesses and communities with outbreaks, as well as working in contact tracing across the state. Many of these partnerships worked because of the previous 10 to 20 years of building relationships - it doesn't work just by clicking your fingers. The same principle was true within the footy club when we called upon our members, donors, staff and players to support us through trying times. Fortunately, we've been able to keep 99 per cent of our members and more than 80 per cent of our sponsorship dollars because we have invested in building relationships over

many years. This means the footy club can weather stormy scenarios like the ones this year that have proved tumultuous for many organisations forced to adjust to new ways of working. Obviously, losing the Grand Final was bitterly disappointing, but if we focus on what was achieved, we can see it was a remarkable year of challenge that bred resilience and helped many of us thrive in both individual roles and as a team unit. It's been difficult seeing most of our football and administration staff stood down, with some not returning and others taking pay cuts, but these sacrifices have in turn offered a morale boost to inspire our players to make the effort worthwhile. I have no doubt this enthusiasm will continue into next season as the Cats make a run for the Premiership once again.

Geelong is fortunate to exist as a tightly-knit community with lots of caring leaders who have been able to manage this crisis unbelievably well. I've seen resilience and flexibility in many ways, as we've learnt more about the importance of collaboration, open discussion, transparency and good communication. This has been especially true with Barwon Health's responsibility to care for the community and keep us all safe. I believe we will look back on 2020 proudly, remembering what was accomplished in this community despite the hardships. We are Geelong, and when we work together, we can endure and overcome any obstacle.



2020 Barwon Best Care Awards

The winning team of the People's Choice Award was announced at the 2020 Annual General Meeting, including team members from maternity and ultrasound departments.

The Barwon Best Care Awards were announced in December, focused on aligning the whole health service and its community on delivering the highest quality care to every patient, every day.

The awards recognised effort by individuals and teams to deliver projects and innovative initiatives aligned with the Barwon Best Care principles and Barwon Health values. New categories were introduced this year to recognise outstanding clinical and non-clinical work undertaken to support the health service during the recent extraordinarily unprecedented times, including COVID-19 regional response and Code Yellow cyber incident.

Living Our Values Awards	Winner
Respect	Ingrid Petterson
Innovation	Holly Lewtas
Compassion	Caroline Bennett
Commitment	Christeen Brice
Accountability	Brendan Crowe

Workforce Health and Safety Award	Winner
Smart Moves/Smart Lift trainer of the year	Kate Lillico
OHS Excellence and innovation	Swanston Centre Acute Mental Health Unit
OHS Leader of the year	Kerrie Smith
Health and Safety Representative of the year	Gaye Coles

BBC Awards

Safe Care	Introducing 'IDDSI' – the International Dysphagia Diet Standardisation Initiative	Lidia Davies, Joanna Ford, Sally Nepean, Speech Pathology Department, Dietetics Department, and Food Services Department
Personal Care	Keeping Connected Program Percy Baxter Lodges	Ruth Richter, Percy Baxter Lodges Lifestyle Officers
Effective Care	HealthLinks Chronic Heart Failure Project	Jo Stevens, Deborah Kay, Michelle Wilson, Alistair McKinnon, Lilly Anne Breach, Wendy Hodgkins , Anne Maree Barlett Corry, Nicole Negri , Colleen Mazani, John Boyes , Tina Calisto, Sandra Di Cesare, Melissa Coleman, Angela Stewart
Connected Care	The road to certification: a collaboration between ultrasound and maternity services	Lauren McAuley, Yasmin Verbunt, Mary Hibble, Michelle Harding, Dr. Kevin Shaw
Board's Choice	HealthLinks Chronic Heart Failure Project	Jo Stevens, Deborah Kay, Michelle Wilson, Alistair McKinnon, Lilly Anne Breach, Wendy Hodgkins , Anne Maree Barlett Corry, Nicole Negri , Colleen Mazani, John Boyes , Tina Calisto, Sandra Di Cesare, Melissa Coleman, Angela Stewart
People's Choice	The road to certification: a collaboration between ultrasound and maternity services	Lauren McAuley, Yasmin Verbunt, Mary Hibble, Michelle Harding, Dr. Kevin Shaw

Clinical Education and Training

Point of Care Education	Dr Anoushka Perera	Sensitive and effective patient-centred teaching in the workplace
Creativity in Education	James Polmear, Sharmilla Perinpanaphan, Deb Friedman	Partnered Pharmacist Medication Charting (PPMC)
	Public Affairs and Communications, Emergency Department	The "You Just Never Know" Project – E.D. Trauma Video
Education Leadership	Kellie Symes	Awarded for championing teaching and scholarship in the clinical workplace

BBC Special Project Category

Project Title

Team Members

Code Yellow	Passphrase Reset Project	Nick Latimore, Casey Merrett, SWARH IT Customer Services Team, Chris Deane, Roger Ramkhelawon
COVID19	Understanding Goals of Care during COVID 19	Jill Mann, Dr Charlie Corke , Debbie Neale, Kirsty Yates, Tim Fitzpatrick , Toni Prisco, Phillipa Jones
	Clinical activity and outcomes during Geelong's general surgery response to COVID19	Glenn Guest, Dr Will Anderson, Dr Tess Asgill, Dr Pia Bernardi, Dr Elliot Bowden, Dr Jessie Cole, Dr Jordy Dangen, Dr Steve Lau, Dr Yit Leang, Dr Ellen McMahon, Dr Eileen Mary Moore, Mr Sonal Nagra, Dr Sally Ooi, Dr Bushra Othman, Dr Sam Pellegrino, Dr Matthew Shears, Associate Professor Douglas Stupart, Dr Kirk Underwood, Professor David Watters

Consumer Participation Award

Team Members

The WISE Consumer Program

Lorraine Mason, Bernie Wilson, Lynda Hopkins, Kathleen Buckingham, Elizabeth Thomas, Linda Salo, Darryl Towers, Glenis Olsen, Bev Park, Bruce Butler, Deb Wynd, Simone Stevens, Murray MacDonald, and Christine Corby

Swanston Centre redevelopment underway

Building works began in September to redevelop Barwon Health's Swanston Centre, paving the way for a new model of care for mental health, drugs and alcohol services.

The project will modernise the facility's layout to improve safety and provide better care, with a high dependency unit for specialist care.

Associate Professor Steve Moylan, clinical director of Barwon Health's Mental Health, Drugs and Alcohol Services, said the refurbishment, due for completion in late-2021, was the result of consulting with staff, clients, their families and carers.

"We are very excited about the improvements and outcomes this will bring to our care at Barwon Health," he said.



Associate Professor Steve Moylan, clinical director of Barwon Health's Mental Health, Drugs and Alcohol Services.

"In this time of uncertainty, we all have a role to play in caring for our community. We can all reach out to support our loved ones to

help their mental health; however, there are times when professional help is needed, and Barwon Health is here for those times.

"More than ever, it is important for our community to know they are supported and cared for, with access to the safest and highest quality health services.

"We have spent a long time talking to our staff, consumers, and their carers about how the Swanston Centre can be improved to offer better mental health, drugs and alcohol support.

"The redevelopment will improve the facility's layout to better meet the safety needs of clients, with a high dependency unit that will provide specialist care for those most in need."

The Swanston Centre will continue to operate during construction, with minimal interruption to services.

HARM REDUCTION SERVICE LAUNCHES SWAG - STREET WISE ADVISORY GROUP

Health issues connected to homelessness and substance abuse will be tackled by a new advisory group led by people with lived experience.



Peer overdose response worker/needle and syringe program worker Sarah Clay.

Barwon Health's Harm Reduction Service (HRS), an arm of Drugs & Alcohol Services (DAS), formed the group to engage and reconnect with consumers after COVID-19 interrupted the face-to-face interactions that are important to their work.

The recent closure of the fixed-site CBD needle syringe program made it even more crucial to hear the voices of clients and address their needs in a challenging time.

The Street Wise Advisory Group (SWAG) was conceptualised in August, working with the support of the Mental Health Drug and Alcohol Services Lived Experience team, and reimbursing clients for their time to attend two-hour monthly meetings, which started in November.

Peer overdose response worker/Needle & Syringe Program worker Sarah Clay said the diverse group aimed to include people specifically experiencing homelessness, or possessing strong knowledge of the complexities surrounding substance use and rough sleeping.

"A strong connection with our clients may also enable their peers the opportunity to be recruited to assist with the facilitation of training to internal and external stakeholders," she said.

"This is especially important in the provision of education relating to stigma and discrimination experienced in healthcare settings by people who use drugs.

"The advisory group also allows us to continue pursuing harm reduction education opportunities as identified by group members, while Naloxone is offered at each and every meeting, as well as sterile injecting equipment if needed.

"By designing our services together, we aim to enrich services for our consumers utilising the expertise that those with lived experience can bring to our design and development.

"This helps to ensure our consumers' needs are at the forefront of design, development and delivery of our service."



Planning brings comfort for residents and families

The Advance Care Planning Team has been recognised for its effort to respond to the pandemic.

The uncertainty of the COVID-19 pandemic has motivated a highly proactive approach to supporting the development of aged care residents' end-of-life plans.

As a part of Barwon Health's COVID-19 response, the Advance Care Planning (ACP) team was redeployed into the organisation's residential care facilities to ensure all residents had a valid and current, documented clinical deterioration plan.

ACP program manager Jill Mann said the initiative's overall aim was to ensure residents had documented goals of care, using a person-centred and shared decision-making approach.

"Spending time with residents in the facilities allowed our team to audit existing documentation, including previously completed Goals of Management (GOM) forms, Advance Care Directives (ACD) and legal appointments," she said.

"This also gave us an opportunity to trial the newly-developed Goals of Care and Deterioration Management (GOC) form for aged care residents.

"We were able to liaise with GPs to discuss outcomes and provide agreed treatment plans, as well as timely

signing of GOC forms, which provided comfort to some 320 residents and their families facing the uncertainty of the pandemic.

"Our skilled clinicians were able to assist with communication between all parties based on the resident's, or what was known of the resident's, values and preferences to document a values-based GOC.

"The majority of residents and families were appreciative of the time and opportunity to review or discuss what was most important to the resident with regard to acceptable outcomes of any medical treatment offered, albeit in a less than perfect environment requiring much discussion taking place over the phone due to restrictions."

"There is also a level of confidence and comfort for the healthcare staff caring for residents who provide care and treatment according to the residents documented GOC."

Tech approach to community care

Virtual models of healthcare have experienced close to 900 per cent growth at Barwon Health due to the COVID-19 pandemic, with staff adopting creative, flexible and innovative approaches to healthcare delivery.

In 2020, the impact of COVID-19 led to a significant increase in the number of clinics and clinicians using telehealth to provide ongoing access to care for our consumers.

Sharon Andrews said telehealth allowed Barwon Health to provide safe, personal, effective and connected care, without patients having to leave their home or community.

"We hope this cultural shift will be strengthened and encourage all services and models of care to consider the use of telehealth as a part of their normal practice, increasing choices available to both clinicians and patients so a variety of options are available to access care," she said.

"Our challenge is to embed this high quality care provided by Barwon Health clinicians for people at home and in communities using our regional expertise and resources to engage, collaborate and coordinate best care practices so consumers are confident in accessing healthcare over distance.

"We would like to acknowledge the dedication of all healthcare teams across Barwon Health that delivered care at home, to our consumers in need using Information and Communications Technology, especially video calling via Healthdirect."

She said one of the main objectives had been to develop staff skills and knowledge to embed telehealth access to provide ongoing consumer-centred care across all areas.



Telehealth consultations have eliminated the need for patient travel; reducing time, money and fuel spent attending appointments. Since July this year, telehealth has reduced carbon emissions by a staggering

71,602 KG

(CO2 calculated at 0.146Kg/Km and calculated using a standard sedan vehicle @ 6L/100km)

Between July and December 2020, telehealth has saved: more than

490,500 KM

travelled – equivalent to circumnavigating the world 10 times; and

8062 HOURS

of travel to appointments – equal to watching more than 3225 AFL games



Telehealth video call appointments have increased each year, but rapidly in the pandemic:

2016-17: 235 consultations

2017-18: 462

2018-19: 914

2019-2020: 4613

Since 1 July 2020: 8945

TIME OF REFLECTION AND REMEMBRANCE OFFERED IN TIME OF GRIEF

An annual service that helps people process their grief has gone virtual to help those forced to be socially distant during and after their loved ones' final months.

COVID-19 has disrupted the usual habits and routines many have in place, making it as important as ever to set aside time to focus on reflection and remembrance.

The Barwon Health Palliative Care program turned its attention to planning the annual *Time of Reflection and Remembrance* as a virtual event instead of face-to-face.

Palliative Care Program manager Jacqui White said one of the most significant challenges the Palliative Care team had identified this year was how people were trying to process a loved one's death and grieve without the usual social support network in place.

"Very often this year, the opportunity to visit loved ones in hospital during their terminal phase has been impacted or simply not possible and most certainly, in 2020 a funeral looks very different," she said.

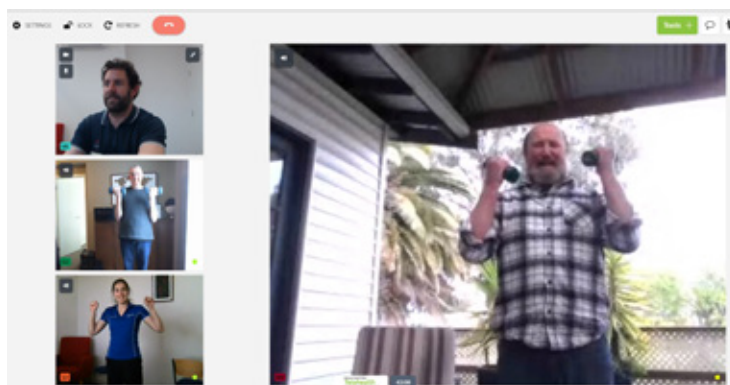


Supportive Care worker Russell Armstrong speaks during the Time of Reflection and Remembrance virtual event.

"Bereavement support available to families has been reduced with little access to community based supports or the more formal support mechanisms, such as walking and coffee groups, which would normally be accessible for people to share their experiences.

"For many, the grieving process has been an isolating experience with little capacity to engage directly with anyone in their community. Grief can be tough at the best of times, and grieving now amidst the social restriction of COVID-19 has proven to be even harder."

The reflection and remembrance service was streamed to bereaved families on 24 November, with Palliative Care volunteers providing additional support required prior to the event. The service available to view until the end of 2020, allowing people to watch it a convenient time.



(Clockwise from left) Senior clinician physiotherapist and researcher Matthew Ely leads a cachexia telehealth appointment with participant Marinus Van Dalen, physiotherapy student Stephanie Dimattia, and participant Greg Coombes.

Barwon Health Palliative Care Research awarded Western Alliance Project Grant

The rapid adoption of telehealth in palliative care due to COVID-19 will be the target of a new study, thanks to a \$10,500 research grant.

The collaborative research group Western Alliance awarded the grant to the Barwon Health Palliative Care Research Group to assess the advantages to patients and health services improving telehealth, including access to multi-disciplinary specialists, cost savings, and more options to care for remote or immobile patients.

Lead investigator Dr Peter Eastman said community-based palliative care services had seen a sudden and dramatic change in practices, with the predominantly face-to-face model of care no longer possible under the social distancing restrictions of COVID-19.

"While Australia has largely avoided the tragic scenes we have witnessed overseas, it seems likely that future healthcare provision will not be 'business as usual', but rather a blended model involving both direct and indirect contact with health care professionals," he said.

"As such, understanding how palliative care patients and healthcare professionals have experienced telehealth during the COVID-19 crisis, and how telehealth compares to more traditional face-to-face care, will be crucial in planning community palliative care services moving forward.

"This planning is crucial because no one knows what the future holds including if/when a similar situation might arise again."

Along with Dr Eastman, Barwon Health investigators Anna Dowd, Jacqui White, Matthew Ely and Jill Carter will evaluate palliative care patient and health professional satisfaction with telehealth in the context of the sudden changes caused by COVID-19 and investigate preferences around what modes of service delivery people feel work best.

Palliative care

In recent years, there has been a large focus on addressing the stigma around death and dying. This extends to palliative care, which is still a commonly misunderstood part of the healthcare system. Here are some common myths our Palliative Care Program encounters, which can be dispelled in everyday conversations.

ISN'T PALLIATIVE CARE FOR PEOPLE AT "DEATH'S DOOR"?

While managing people in the last stages of their lives is a really important part of palliative care practice, it is not the only thing palliative care does. Importantly, palliative care also provides specialised care to manage pain and other symptoms that can arise when someone has an advanced disease. This basically means addressing the needs of that person along with their family and loved ones so that they can live, die and grieve well. Palliative care is not all "doom and gloom".

ISN'T PALLIATIVE CARE JUST FOR PEOPLE WITH CANCER?

Palliative care is available to anyone who has been diagnosed with an advanced or incurable disease. Often this will be a cancer but there are also many non-malignant conditions for which palliative care involvement can be of benefit. These include advanced emphysema, motor neuron disease and end-stage kidney disease to name just a few.

PALLIATIVE CARE MEANS GOING TO HOSPITAL TO DIE.

Palliative Care is about person-centred care. There are no rules about where someone has to be when they die. Some people prefer to be in a hospital setting whereas many others have a preference to die at home. Palliative care can be provided wherever the person desires – home, long-term care facility, hospice or hospital. The Palliative Care program does everything they can to support the person to have both their ongoing care and ultimately their death in the place of their choosing.

CHILDREN NEED TO BE PROTECTED FROM EXPOSURE TO DEATH AND DYING.

Like adults, children also need to process death and this often means taking time to say goodbye to people who are important to them. Allowing children to talk about death and dying can help them develop healthy attitudes that can benefit them as adults.

PALLIATIVE CARE MEANS MY DOCTOR HAS GIVEN UP HOPE FOR ME.

Palliative care is an extra layer of support to help you maintain quality of life, navigate the healthcare system, and explore treatment options. Palliative care teams work closely with the other healthcare practitioners involved in your care to try and work out the best way forward for you. Even in situations where there may no longer be hope for a cure, palliative care can help shift the focus to new goals – centred on living each moment as fully as possible. It is a type of care that aims to support you to achieve the best possible quality of life, whatever that means for you, throughout the course of your illness. While specialist palliative care teams are available across all health care settings, every health professional can play a role in trying to optimise quality of life. Palliative care is everyone's responsibility.

New services round out family care at Barwon Health North

Child and family health services have added to the range of healthcare options available to the local community at Barwon Health North.

A multidisciplinary team of 17 staff joined the Norlane site in October, providing developmental assessment, support and therapy for children from birth up to primary school commencement in Geelong's northern suburbs.

Community Health clinical director Toni Hogg said the team offered allied health, medical and mental health services with a



Children like Leo, aged four, will benefit from the range of allied health, medical and mental health services now available families at Barwon Health North.

paediatric focus, including speech therapists, psychologists, social workers, occupational therapists, a physiotherapist, mental health nurse, audiologist, allied health assistants, child psychiatrist, dietitian, and paediatrician.

"Barwon Health is leading the way with this innovative new service in the community health sector," Dr Hogg said.

"For the first time, we're combining the work of our multidisciplinary therapy team

with community paediatricians and a child psychiatrist to provide intervention and support for preschool-aged children from the northern suburbs with developmental delays.

"This program is able to offer assessments, short-term therapy, and family support, while acting as an important liaison with a range of other support services connected to Barwon Health."

CHIME: NEW BARWON HEALTH & DEAKIN UNIVERSITY CENTRE OF EXCELLENCE TO IMPROVE MENTAL HEALTH

Change to Improve Mental Health Centre of Excellence (CHIME) is a newly formed translational research partnership between Barwon Health and Deakin University.

This initiative aims to deliver an evidence-based, consumer-centred and co-designed approach to mental health service improvement, drawing on Barwon Health's deep knowledge of the local population and mental health service delivery. It will also leverage the world-leading research, innovation and online education and training capabilities of Barwon Health's partnership with Deakin University.

CHIME was launched on 23 November with a webinar hosted by the *Convergence Science Network: Transforming Mental Health: the Barwon Region Experience*.

CHIME interim director Renae Carolin said next generation artificial intelligence and digitally

enabled technologies and platforms would be accelerated to provide a world-leading and uniquely effective response to improve mental health service delivery in the region.

"Mental health is increasingly being recognised as one of the most important and yet challenging issues of our time," Ms Carolin said.

"Across the board, consumers, carers, mental health care providers, governments and communities acknowledge that the mental health system is under considerable stress, and that there is an urgent need for reform.

"Barwon Health and Deakin University, through the newly formed CHIME partnership, have an opportunity to take a leadership role in these reforms.

"I hope to see CHIME transform how we undertake and translate research into our mental health services, and that it will leverage new treatments, technologies and therapeutics, new ways of delivering services

and enhance consumers' and carers' agency in their own treatments and services."

The CHIME launch event was a unique opportunity to discuss transformation of the mental health system in the Barwon region from the perspective of people with a lived experience and community leaders, researchers and practitioners and policy makers at both the state and federal levels.



CHIME interim director Renae Carolin.

Shaka Up for Mental Health spreads vital message

The Barwon Health Foundation has run a new social media campaign to highlight the mental health issues many people faced during the pandemic.

The Shaka Up for Mental Health campaign, held during Mental Health Week, encouraged people in our community to check-in with friends and family and help raise much-needed funds for vital mental health initiatives at Barwon Health.

The campaign raised \$15,000 for vital mental health services at Barwon Health and thanks to supporters and ambassadors such as Emma Hawkins, Sally Fitzgibbons, Dale Vine, St Joseph's College, AFL Barwon and Surfing Victoria, the important message of 'checking in on a friend or family member' was spread throughout the community.

**THE CAMPAIGN
RAISED
\$15,000
FOR VITAL MENTAL
HEALTH SERVICES AT
BARWON HEALTH**



New look Gala inspires the community

The Barwon Health Foundation held the first virtual Gala Day event in its 104 year history with a Christmas concert on 12 December.

The event featured two familiar faces playing host, with Barwon Health ambassador Denis Walter OAM and Barwon Health Foundation Board Director Roxie Bennett leading night of Christmas festivities live on the Barwon Health Foundation Facebook page. The live streaming format allowed the community to experience some Christmas cheer and joy in the comfort of their own home.

The family festive concert included performances from local artists such as The Sweethearts, Dara Hession and Luke Biscan.

Of course, no Gala Day would be the same without the much-anticipated arrival of Santa and Mrs Clause.

Walter and Bennett have been stars of the Gala Parade for many years and enjoyed the new-look event. Walter said he was optimistically looking toward the end of the year.

"The Gala Christmas Concert was a wonderful way to celebrate with family after the turbulent year we have had," he said.

Bennett said there had been a clear excitement in the community as the festive season reached full swing.

"After such a tough year for our health service and the extraordinary way our healthcare workers have stepped up across the past 10 months, we were excited to come together and celebrate Christmas with our community," she said.



Virtual run raises over \$115,000

An AFLW running team was joined by some canine friends.

Close to 2000 people came together virtually on Sunday November 15 to raise \$115,687 for Barwon Health.

Participants signed up online, received their Run 4 Geelong t-shirt and then completed their chosen distance in an area of their choice. The Barwon River and Geelong's beautiful waterfront were popular locations, but the iconic red t-shirts were spotted along the Surf Coast, Bellarine Peninsula, Otways, interstate and even overseas.

Fundraising was a massive focus this year, with several participants taking on the extra challenge of raising funds for a Barwon Health area close to their hearts above their donation of their registration fee. The top three fund-raisers respectively contributed almost \$10,000.

The leading two Barwon Health staff teams were occupational therapy and acute mental health, collectively raising close to \$6000 for their departments to purchase comfort and care items for patients.

The Barwon Health Foundation is extremely grateful to the Geelong community for the support Run 4 Geelong has received in 2020,



Team Rainbow LGBTQIA+

especially given the difficult time a lot of people have gone through, according to Zoe Waters, Barwon Health Foundation executive director.

"To have achieved the result we have in 2020 is so incredible," she said.

"We are overwhelmed by the generosity and support of the Geelong community and our supporters who have made Run 4 Geelong such a success this year.

"We are looking forward to another great event next year on 14 November."



TENET

Rated M. Starring John David Washington, Robert Pattinson.

The plot

This was the Christopher Nolan-directed film released to bring movie-goers back to the cinemas after 2020's social limitations. It's an end-of-the-world, action/sci-fi for those who enjoy being twisted and turned and left wondering. It's uncertain at times what this is about, but in the tradition of Nolan's *Inception*, it may be all about the ride, the opportunity to leave the house and enjoy watching a film on the big screen once again.

Best bits

Brain-bending action moments.

Favourite characters

Kenneth Branagh as a power crazy villain.

Any weak bits?

Sci-Fi confusion.

Hit or miss?

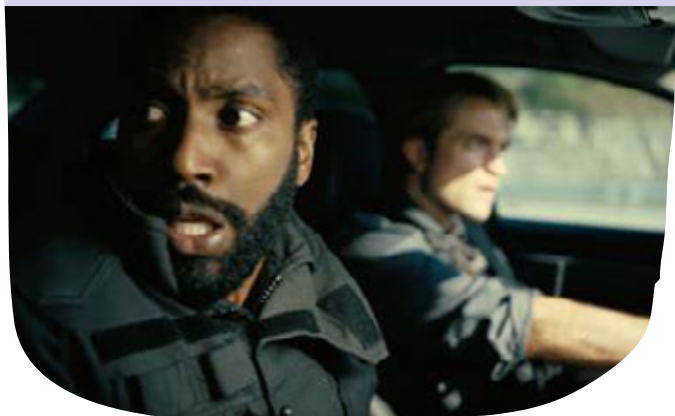
Mind-blowing hit with endless visual effects and storyline twists.

Rating (1-5)



Sam Napier is a Barwon Health Clinical Application Specialist, Staff Activities Club treasurer, and movie buff.

John David Washington and Robert Pattinson are the stars of Tenet.



L-R: Social Supports Program participant Denise Berry, Scarlett Baulch from Ariston City Learning and Care kindergarten, activity worker Caroline Bennett, participant Maureen Hunter, and program co-ordinator Linda Kar.

KNITTING FOR A CAUSE

Some of Geelong's most vulnerable and isolated residents have teamed up for a community knitting project to support local mothers in need.

Barwon Health's Social Supports Program, which partners with the Ariston City Learning and Care kindergarten, connects isolated people to keep them active, independent, and engaged in their community. Without face-to-face meetings during the pandemic, this has presented even greater challenges and required innovation to continue operating.

Through conferencing and phone calls, the program has reached out to the program's participants, which includes older people, those with a disability, memory loss, or people looking for more social interactions.

Social Supports Program co-ordinator Linda Kar said a community knitting project had engaged participants who could no longer socialise outside their home, with a united effort to contribute towards eight colourful cot and pram blankets for non-profit organisation Geelong Mums.

"Staff delivered instructions, wool and knitting needles to each person's home, allowing them to knit squares that could be crafted together into the blankets for families in need, distributed by Geelong Mums," she said.

"The adaptability and resilience of the participants during this challenging year of isolation has been an inspiration.

"While the program has received more than 40 new referrals during the COVID-19 lockdown, we all look forward to returning to our centre and growing the program into the future."

Program participant Maureen Hunter said the program had made her lockdown experience a lot more enjoyable and she was very pleased with the final products.

"The blankets are so individual and colourful that they would brighten up any room and be a great comfort," she said.

"If I was a mum handed one of them, I'd be thrilled to bits.

"Because of lockdown, it was something to keep our minds and fingers working. I love craftwork, so knitting those squares was a pleasure."

Staff acknowledgements

Tribute recognises mental health excellence

Swanston Centre Acute Unit therapy coordinator Wayne Casey has been awarded this year's Peter Foyster Award for his commitment to coaching, mentoring and development in mental health. The award was established last year in tribute to former Barwon Health mental health nurse Peter Foyster, who tragically died in 2018. The annual recognition is designed to honour the qualities and ideals Peter held, with a focus on coaching, mentoring and development of others for the provision of better care and service.



Peter Foyster Award recipient Wayne Casey, pictured with the late Peter Foyster's wife Charlene Guest and daughter Hannah Goodgame.

Farewell to Rudi

StaffCare has bid farewell to Rudi Gasser who is heading off on long service leave and then retirement. In 20 years as head of StaffCare, Rudi has been a tireless champion of staff health and wellbeing. As an occupational medicine specialist, Rudi has brought a depth of understanding about the impact of work on health, as well as the benefits of good work and the importance of an integrated and collaborative approach. Rudi's unwavering commitment to the health of individuals and the health of the organisation will be sorely missed. We wish him well in his plans, which include more time cruising around Anglesea with his grandchildren and his new puppy.

Prof Trisha Dunning receives international award

As part of World Diabetes Day 2020 celebrations, Professor Trisha Dunning AM was awarded the Federation of European Nurses in Diabetes (FEND) 25th Anniversary Recognition Award for her significant contributions to diabetes care, research and education. Prof Dunning, lead of the Centre for Quality and Patient Safety Research, is a leading nurse, diabetes clinician, qualitative methods researcher and educator, with an international profile and reputation. She has published widely and is acknowledged as an expert on diabetes management and care guidelines, particularly for older people and people receiving palliative or end of life care. This recognition follows on from the establishment of the Diabetes Victoria Trisha Dunning Scholarship earlier this year. In early February, Trisha was farewelled in her retirement after a long career with Barwon Health and Deakin University.

Pharmacist tops Monash studies

Barwon Health pharmacist Tenay Rankin has been awarded the Master of Clinical Pharmacy Prize for completing studies at Monash University with the highest average mark. Tenay is in the multidisciplinary team on the Acute Neurosciences Unit, has worked as a pharmacist for 10 years and since completing her Masters of Clinical Pharmacy, has been appointed as a specialist medicine pharmacy team leader at Barwon Health.



IMPACT leaders among world's most influential

IMPACT research leaders Professor Michael Berk, A/Professor Olivia Dean and Professor Felice Jacka have been rated among the world's most influential researchers in their fields, according to the annual Highly Cited Researchers 2020 list from Clarivate. The list of Highly Cited Researchers for 2020 identifies scientists and social scientists who have demonstrated significant and broad influence through publication of multiple highly-cited papers during the last decade. Researchers are selected for their exceptional performance in one or more field - demonstrated by production of multiple highly-cited papers that rank in the top one per cent by citations for field and year.

Vale Irene Janetzki

Former Barwon Health staff member Irene Janetzki passed away in October after a long illness. Irene was a friend to many in the Outpatients department and was known for her commitment to Barwon Health after 38 years with the organisation, commencing her employment in the Medical Records Department in 1982. She later moved to the IT department to do data entry in preparation for the hospital changeover to computer systems. Irene transferred to work full-time in the Outpatients department, remaining there for 25 years. Irene had an infectious personality and made many great friends through her working life at the hospital, until retiring in late-2019. She loved to travel in her caravan alongside her husband Ian and loved a party. Irene was a grandmother and Mum who reassured her family giving much time to her children and grandchildren.





Length of Service

10
years

Congratulations to the following staff who celebrated Length of Service milestones between September and December 2020!

Andrea Louise Petrie
Georgina Hammond
Brenda O'Connor
Diana Mrzljak
Melissa Mew
Jandi Kim
Tony McDonald
Caroline Rowe
Linda Solly
Kate Greig
Duncan Brown
Geoffrey Wilson
Val Skinner
John Eden
Gillian Thomson
David McCormick
Meghan Stammers
Lan Anh Nguyen
Matthew Parrott
Mark Brant
Silva Baard
Robyn Munro
Craig Harvey
John Turner
Darren Yeatman
Monica Harrop
Jeffrey Willis
Karen Joyce
Jo Chambers

Michelle Webb
Jacinta Scanlon
Maria Davies
Cheryl Russell
Rachel Crawford
Louise Wilson
Carmen Burns
Karen Andrews
Jeanette McWilliam
Melinda Baulch
Jennifer Carr
Sharon Bear
Melissa Hill
Andrea Chenery
Tracey Fabian
Shannon Ryan
Kim Bhullar
Michael Shun
Lisa Pepers
Caroline Duggan
Tenay Rankin
Debby Myers
Robyn McGeary
Terri Caldwell
Bec Hartwich
Michelle Sawers
Simon Quick
Mei Yang
Jennifer Robe

Tara Roy
Remy Carino
Angie Breen
Andrew Hui
Christine Oliviera
Elizabeth Zawislak
Kacey Baldwinson
Otto Lengyel
Catherine Suzanne Bull
Gayle Hiscock
Sue Van Der Horst
Tanya Hansen
Helen Ballantyne
Philip Oyang
Marita Clamp
Anne Mulvey
Anna Lozar
Naomi Costa
Darryl Johns
Jacqui Pawlak
Sue Timms
Rob Ciuffetelli
Lynne Bannister
Teresa Eadie
Jackie Trent
Julie Lavery
Judy Wilson
John McBride
Barb Wallace

Kylie Whitcher
Mel Marshall
Siviya Morely Benny
Tracey Naylon
David Nestorovski
Jen Bennett
Nathan Lawrentschuk
Michael Jones
Jennifer Bohne
Tony Freeman
Marie Lengyel
Pauline Espig
Mick Parker
Darlene Russell
Kirsty McColl
Aimee Clutterbuck
Cath Peake
Wendy Shannon
Jenny McManus
Megan Edwards
Tracy Thomason
Paul Haas
Karen Higgins
Sally Nepean
Emma Emanuele

Please note, names and employment commencement dates are taken from official Barwon Health records. Please contact Workforce to check or update your details - hrservices@barwonhealth.org.au.



years



years



years

Jennifer Burns
 Gabrielle Chalk
 Julie Heath
 Anne Hotchin
 Helen Skoglund
 May Nobel
 Kim Keating
 Karen Hewitt
 Laura-lee Harding
 Dawn Sergent
 Sam Breguet
 Rosie Mawer
 Michelle Grundell
 Susan Ryan
 Jennifer Stelling
 Monika Hucker
 Michael O'Donnell
 Jon Wood
 Richard Knight
 Leanne Cunningham

Rebecca Stone
 Anita Ciach
 Dean Grundell
 Christine Uebergang
 Jo Ryan
 Cena Jovanovski
 Faith Cahill-Low
 Sherryn Johnson
 Gail Lee
 Virginia Van Deuren
 Lorel West
 Julie Dew
 Pamela Gomularz
 Michelle Fox
 Norma Renders-Allen
 Paul Sutton
 Lisa Miller
 Katharine Flynn
 Margaret Wheat
 Julie Ling

Terry Edwards
 Amanda Synot
 Maria Mangas
 Jennifer Gungl
 Peter Morris
 Margaret Wardrop
 Gina McKiernan
 Jane Avery
 Christine Lewis
 Ceclia Murphy
 Garry Johnson
 Mark Evans
 Meredith Smith
 Debbie Zonneveld
 Christine Wiggett
 Michelle Wilson
 Wendy Friswell
 Janelle Droomer
 Christine Stares

Julie Forster
 Barbara Haines
 Philip Brough
 Julie Warner
 Jennifer Sumner
 Alison King
 Maree Hansen
 Nigel Wood
 David Mayer
 Kerri McConachy
 Janene Campbell
 Robyn Scholl
 Josephine Howells
 Julie Sestito
 Shayne Bow
 Karen Harrisson
 Trisha Wade
 Dana Dimmick

Margaret Wagner
 David Williams
 Julia Larcombe
 Cheryl Power
 Marianne Reid
 Garth Birdsey
 Christopher Fryar



135
businesses have supported us



53
vital signs monitors funded



COVID Appeal
raised \$1.1million



\$477,000
in bequests received

\$2,500,000

pledged for clinical trials research



4,322
Healthcare Heroes cups of coffee

728,952

connections through social media

3
Resuscitation Trolleys



\$1,300,000
raised from Trusts



\$5.72 million
Total funds raised in 2019/2020

through the wonderful support of our community.



\$291,802
funded through Foundation grants



1,116
new donors

2926
donations received



50
patient beds



\$238,000
donated via direct mail



3,250
Healthcare Heroes meals provided



300
Kindness Care Packs



\$531,000
in community support

OVER
\$10 million
raised for Barwon Health in last 2 years



58
beds for aged care



349
In memory donations



Barwon Health
Foundation

barwonhealthfoundation.org.au

Our Health.
Our Community.

The Barwon Health Foundation proudly supports

