

South West Hospital and Health Service

PULSE

SPECIAL EDITION 2024

Staff Awards



Special Edition

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Cover Image: Board Chair Award recipient Peta Hart with Board Chair Karen Tully at this year's South West HHS Staff Awards in St George.

This newsletter is produced by the South West Hospital and Health Service. All feedback and contributions are welcome. All published material has been approved by the Health Service Chief Executive.

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We respectfully acknowledge the traditional owners of the lands across the South West. We also pay our respects to the current and future Elders, for they will inherit the responsibility of keeping Aboriginal and Torres Strait Islander culture alive, and for creating a better life for the generations to follow.

We believe the future happiness and wellbeing of all Australians and our future generations will be enhanced by valuing and taking pride in Australian Aboriginal and Torres Strait Islander peoples—the oldest living culture of humanity.

SOUTH WEST TRADITIONAL OWNERS

Augathella – Bidjara (Bid-jara)
Bollon – Kooma (Coo-ma)
Charleville – Bidjara (Bid-jara)
Cunnamulla – Kunja (Koun-yah) with other interests
Dirranbandi – Yuwaalaraay/Euahlayi people (You-wal-a-ray/ You-al-e-i)
Eromanga – Boonthamurra (Boon-tha-murra)
Eulo – Budjiti (Bud-ji-ti)
Injune – Bidjara (Bid-jara)
Mitchell – Gunggarri (Gon-gari)
Morven – Bidjara (Bid-jara)
Mungindi – Kamilaroi (Car-milla-roy)
Quilpie – Boonthamurra, Mardigan, Wongkumara with other interests
Roma – Mandandanji (Mand-an-dand-gee)
St George – Kooma (Coo-ma) with **Kamilaroi, Mandandanji, Bigambul and Gunggarri** interests
Surat – Mandandanji (Mand-an-dand-gee)
Thargomindah – Kullilli (Coo-lee-lar)
Wallumbilla – Mandandanji (Mand-an-dand-gee)



QUALITY



COMPASSION



ACCOUNTABILITY



ENGAGEMENT



ADAPTABILITY

“A party without cake is really just a meeting”

Julia Child
(American chef, author, and television personality).

From the Board Chair

In recent weeks, I have attended four South West Hospital and Health Service (HHS) celebratory events which have involved cake, in honour of noteworthy achievements. After all, no celebration is complete without cake!



On 29 October, four staff members were recognised at the annual Staff Excellence Awards for achieving impressive long-service employment milestones with the hospital and health service. Forty-five years of dedication were noted for Jan Pallisier from Mitchell and Leonie Smith at Mungindi. Forty years of exceptional service and commitment were also observed for David Laverty and Keith Mawn, both from Roma. Keith was present at the Awards in St George, and cut the celebratory cake, which guests who attended the awards enjoyed for dessert. Jan, Leonie, David and Keith – your unwavering dedication and continuous contributions to the Health Service are truly inspiring and genuinely appreciated.

A new Allied Health building was opened in Charleville on 26 September. Before moving into this facility, the Charleville team had worked from a myriad of locations in an assortment of old-style buildings located on the hospital campus and beyond. The opening of this building was celebrated with the cake being cut by distinguished traditional owner and Bidjara elder, Dawn Willet. The Charleville Allied Health staff are now working from a state-of-the-art contemporary, culturally appropriate, and bright clinical space which features modern consultation areas.

On the same day, long-term Morven resident and Community Advisory Network (CAN) member Dulcie Nielsen cut a cake to acknowledge the momentous occasion of the opening a stylish and spacious Clinic in Morven. This purpose-built building will provide access to local nurse-led care as well as visiting services, telehealth and other virtual models-of-care that will enable locals to remain healthy, whilst minimising the need for additional travel to other centres.

On 30 October, Trish Morris, a Kamilaroi woman from St George did the honours of cutting the cake at the opening of the new St George Community and Allied Health building. Previously, Allied Health services had been provided out of the 80-year-old former St George Hospital maternity building.

Trish herself was born in the old maternity building; gave birth to her daughters in the same building and worked for Community and Allied Health when it was located in the old maternity wing. The team are currently working in a capacious and modern facility that enables best-practice healthcare and has been designed with the comfort of patients in mind.

The South West Hospital and Health Board met in September in Charleville, where we had a Finance Committee meeting, followed by a Board meeting and a community engagement event. Additionally, we visited the Charleville Hospital, Waroona Aged Care facility and the Royal Flying Doctor Service – Charleville base.

St George was the venue for the October Board meeting, the Safety and Quality Committee meeting, as well as a ‘meet and greet’ with community members. Volunteer CAN Chairs from various locations throughout the South West convened in person and virtually in St George, for the 10th Annual CAN Forum, which was also attended by various HHS staff members, Directors of Nursing and Board members. That evening, over 100 people gathered for the Annual HHS Staff Excellence Awards. The final event whilst in St George was the opening of the Community and Allied Health Building.

Our South West Hospital and Health Board members are proud to acknowledge the commitment of Jan, Leonie, David and Keith who have enriched and strengthened the South West HHS for decades, as well as lauding the opening of new buildings, which encompasses a look back at the past, and heralds progress and positive change for the future of health and wellness provision in South West Queensland.

Kind wishes
Karen Tully, Board Chair



From the Health Service Chief Executive

It gives me great pleasure to share with you this special edition of the Pulse which reflects on our recent Staff Awards celebration in St George.

In another record breaking year, almost 150 nominations were received which was a truly significant achievement and is testament to a strong and supportive culture of colleagues and peers who take time to recognise and share appreciation for those who inspire them.

I extend my congratulations to all who were nominated and our overall recipients. Day in and day out across the South West, and across all roles and positions, our focus on compassion, patient centred care and sustainable service excellence is unwavering, and I'm both proud and privileged to serve alongside you all.

None of us come to work for the glory or to be placed in the spotlight – and some days may admittedly be harder than others – but by continuing to work together with purpose, I know we will achieve better outcomes for a healthier tomorrow.

I'd also like to thank everybody who took time to nominate a colleague or team. Through your simple act, please don't underestimate the power your submission has in terms of the joy it would have brought to those you have nominated. I also extend thanks to our awards panel who had the unenviable task of selecting the best of the best from submissions received.

On the night it was also wonderful to be able to celebrate some of our longer standing members of the South West team, who are an inspiration to us all. Special mention must also be made of our tireless Awards Team who did so much to make the night a memorable one.

Regardless of where you are based or the role you play in supporting patient care, I look forward to seeing and hearing about many more examples of your selfless commitment to service in the weeks and months ahead, which we will also recognise at our 2025 event in Charleville.

In the meantime, please remember that our monthly *#SWSpirit* is always a great way to recognise and celebrate the quiet achievers among us who do so much for our communities and each other both on the front line and behind the scenes.

Please enjoy the following pages and thank you again for your continued commitment to providing safe, effective and sustainable rural and remote health services in partnership that people trust and value.

Dr Anthony Brown
Health Service Chief Executive





ABOUT OUR STAFF AWARDS



The annual South West HHS Staff Awards is a much-awaited event that recognises and celebrates the exceptional dedication of our colleagues and teams.

This year, following Roma's turn to host in 2023, we brought the celebration to St George and online across the South West and beyond, underscoring our commitment to inclusivity and appreciation.

The event, held on the evening of Tuesday 29 October 2024, was a fantastic opportunity to honour those who embody our core values of Quality, Compassion, Accountability, Engagement, and Adaptability.

These values, along with the esteemed Community Volunteer, Jim and Jill Baker, the Fiona Holmes and Board Chair's awards – alongside our Clinical Excellence and Deadly Achiever awards – stand as a testament to our dedication to excellence in rural and remote healthcare.

In addition to our monthly *#SWSpirit* recognition, these awards are not only a platform to recognise outstanding achievements, but also a way to share the remarkable stories of individuals and teams who consistently go above and beyond, ensuring the best healthcare for our communities, regardless of the challenges they face.

We also use the celebration as an opportunity to recognise some of our longest standing members of the South West HHS and their commitment to the needs of their local communities.

The following pages provide you with a behind the scenes look at the process, shares highlights of the evening itself and recognises our nominees.

With St George pulling out all the stops to lay on a fantastic evening this year, we look forward to getting back together in Charleville for an even bigger and better event in 2025 as we continue to lead the way in rural and remote healthcare!

OUR NOMINATIONS PROCESS

The South West HHS Staff Awards is a peer nominated recognition process which ran between 12 August and 16 September 2024.

This year, we once again increased the record number of nominations received with almost 150 submitted across our values categories, and the following special awards:

- The **Community Volunteer Award** to celebrate a consumer / community member or team who demonstrates commitment to their local community and health facility.
- The **Jim and Jill Baker Award**, for the employee / team who demonstrates a culture of excellence.
- The **Fiona Holmes Award**, in honour of the late Fiona Holmes, one of our wonderful and dedicated midwives who helped so many women, in celebration of our midwives who go above and beyond for the communities they work in.
- The **South West HHS Clinical Excellence Award** (presented by the South West HHS Clinical Council), in recognition of the very best of service excellence for the communities we are privileged to serve.
- The **Deadly Achiever Award** (presented by the South West HHS Aboriginal and Torres Strait Islander Leadership Advisory Council), to recognise a staff member or team that has made the biggest difference to Closing the Gap and supporting reconciliation during the past 12 months.
- The **Board Chair Award**, presented by the South West Hospital and Health Board Chair to the person / team who best exemplifies our full range of values and overall purpose.

While staff worked on their nominations, a staff led volunteer working group diligently worked behind the scenes to make all the necessary arrangements for the event.

In addition to collating nominations as these came through, issuing invitations to a range of dignitaries the team also prepared packs for our selection panel which had the unenviable task of selecting our overall recipients.

Our selection panel comprised:

- South West HHS Board Chair, Karen Tully
- Acting Health Service Chief Executive, Rebecca Greenway
- Mungindi Community Advisory Network (CAN) Chair, Katherine McMillan
- First Nations Cultural Capability & Engagement Officer, Rodney Landers Snr



South West Hospital and Health Board members Dr Mark Waters, Jan Chambers, Ray Chandler, Chair Karen Tully, Ethan Capewell and Tonia de Bruin

“Working through the nominations was a huge task, but a rewarding one as the panel was fortunate enough to see all of the great testimonies submitted by colleagues right across the South West,” Rebecca said.

“Although this was a privilege, this also made the selection difficult – and I’m sure the process must get harder and harder every year. It’s fantastic to see our South West values in action in so many different ways and contexts – and, on behalf of the panel, I’d like to thank everyone who took time to champion their peers and colleagues, and for giving us such difficult, but welcome, decisions to make.

“I’d also like to congratulate everyone who was nominated for this year’s awards, for all your achievements and continuing support and dedication to your communities and to each other.”

OUR VALUES AWARDS

1. Quality

We strive for excellence and the highest standards of care.

2. Compassion

We treat people with the same kindness, respect and dignity.

3. Accountability

We are reliable and take ownership.

4. Engagement

We connect with others to work effectively and inclusively.

5. Adaptability

We constantly learn, change and grow.



The Wellbeing Centre dressed to impress!

The aim of the decorations and table centre pieces was to highlight St George and the Balonne Shire. This was done through a natural, earthy colour scheme which also highlighted the colours associated with the South West HHS logo.

The table centrepieces were a way of promoting the main agricultural industries that bring the community together. The wheat, cotton, wool and grape industries were all represented, with the blue fairy lights representing the many rivers and creeks that flow through our towns.

Each site in the Southern region was highlighted – grapes for St George, the wheat from Mungindi, the wool in the bales from Bollon and in each gift bag, a freddo frog to represent Dirranbandi (which means croaking frog). Each centrepiece also displayed a photo that was unique to St George, beautiful pieces of photography from a local artist.

SETTING THE SCENE

The Community Wellbeing centre is a great asset for the St George Community and was the perfect venue to host the 2024 Staff Awards. There were many hours of hard work undertaken to deliver three days of fantastic events and celebrations for staff and stakeholders of the South West HHS.

Kick starting the week with the monthly South West HHS Board meeting, followed by the annual Community Advisory Network Chair Forum, and opening of the Community and Allied Health Building; it seemed fitting to celebrate our hard work and achievements by rolling out the red carpet to welcome our staff members and guests to the 2024 Staff Awards.

Awards coordinator, Sam Thrupp said the night was a testament to the dedication, creativity and commitment of the incredible staff awards working group.

“What an unforgettable evening,” Sam said.

“From the earliest planning stages to the final details on the night, the working group poured their passion and persistence into crafting a memorable event, ensuring every element was perfect. They brought their ideas to life, rolled up their sleeves, and accomplished a phenomenal amount of work to make the evening truly shine.

“With an inspiring increase in nominations, we knew our work was cut out for us this year and were committed to ensuring that everyone attending whether in person or online felt included and truly part of something special.

“From managing the logistics of a packed schedule to coordinating each detail behind the scenes, the team navigated a sea of tasks with skill and determination, making the evening flow seamlessly. The energy was further heightened by wonderful contributions from the energetic and talented Gamilaraay dance group and the dedicated Goondir Big Buddy volunteers, whose involvement made the night even more special.

“As it was my first time attending and helping to organise this event, I was both honoured and inspired by the experience. The night was incredibly rewarding, and I am thrilled to support Charleville next year, eager to bring our learnings and enthusiasm to make the 2025 event our best celebration yet!”

WHAT A NIGHT WE HAD!

With the venue having already hosted the 10th annual Community Advisory Network Forum during the day – and which will be covered in the December edition of the Pulse – guests, including invited dignitaries, mingled before the event with colleagues from across the South West and beyond joining online to also enjoy proceedings.

Board Chair Karen Tully formally opened proceedings with our MC for the evening, Health Service Chief Executive Dr Anthony Brown inviting the Gamilaraay Dance group to deliver a wonderful traditional dance performance to kickstart the event.

A special welcome was also addressed to our special guests for the evening who joined South West Board members, Executive Leadership Team and of course our nominated colleagues both in the room and online:

- Cr Samantha O’Toole, Mayor of Balonne Shire Council
- Flloyd Leedie, Chief Executive Officer, Goondir Health Services
- Consumer Advisory Network Chairs and Members; Directors of Nursing and other colleagues

Dr Brown also gave thanks and appreciation to Chris Lamb and the Goondir Big Buddy Team who had volunteered to support the hosting of the evening and were a huge help in assisting with the catering, with the initial announcement of the five Quality Awards which were introduced and presented by South West Board members.

Following a pause for the main course, attention then turned to our Special Awards, introduced by Board Chair Karen Tully (Volunteer Award, and Board Chair Award), Balonne Shire Mayor, Samantha O’Toole (Jim and Jill Baker Award), Executive Director Nursing and Midwifery Services, Chris Small (the Fiona Holmes Award), the South West HHS Clinical Excellence Award (presented by Clinical Council Chair, Mitch Rigby) and our Deadly Achiever (presented by Aboriginal and Torres Strait Islander Leadership Advisory Council Chair, Shelley Lawton), alongside recognition of some of our longest standing employees.

Following the announcement of the Board Chair Award, and a vote of thanks shared for our dedicated Awards Team, the evening concluded with recognition of our long service recipients, before the ceremonial cutting of our traditional end of proceedings cake, which was enjoyed as desert by attendees.

Big Buddy St George

Open to Indigenous Youth aged 12-17 years, the Big Buddy Program empowers indigenous youth to achieve their full potential and thrive through improving social inclusion, mentoring, and promotion of Life Skills and Education.

The program, operating in St George out of the Community Wellbeing Centre, is funded by the Western Queensland Primary Health Network and aims to assist youth to identify enabling behaviours which deter them from drugs and other substance use and guide them towards a positive and healthy future.

[Find out more →](#)



CONGRATULATIONS TO OUR 2024 RECIPIENTS



Quality

We strive for excellence and do our best to deliver person-centred care.



Quality Award recipient Rylie Mullins with Board Member Ray Chandler

Rylie Mullins

Assistant in Nursing, Dirranbandi

Rylie Mullins is a young, soon to be Registered Nurse working full time hours as a USIN and AIN at Dirranbandi. Rylie exemplifies the South West HHS value of Quality by showing dedication and commitment to all patients in her care; most particularly the aged care residents.

Rylie not only provides high standards of personal care and attention to each resident, but she has also voluntarily taken on the role of 'lifestyle officer'. Rylie brings quality and joy to the Dirranbandi residents through a range of fun activities including cooking, board games, bingo, craft, gardening, pampering days and lunch dates.

Rylie introduced the monthly activities calendar and is the author of the MPHS newsletter that is distributed to residents' families and the community. Rylie gives 100% to her studies and work and has a bright future in nursing and the team at Dirranbandi are very proud of her.



Compassion

We treat people with the same kindness, respect and dignity as we would our own family.



Compassion Award recipient Donna Burke with Board Member Dr Mark Waters

Donna Burke

Board Governance Officer, Roma

"I was incredibly honoured and humbled to receive the Compassion Award and for its importance of treating others with kindness, respect and dignity, values that I hold dear. Thank you sincerely to those who felt I was worthy of this award and nominated me.

This award is not about me but it is for all the people in the South West Hospital and Health Service who I have the privilege of interacting with. Our daily interactions with each other are important and have the power to uplift each one of us and inspire those around us.

The small acts of kindness and respect shown by many in the organisation demonstrates the positive culture we enjoy and promote. These acts by everyone form part of a larger tapestry where we all contribute to the vision of the South West HHS living out our organisational values each day. We never know the difference we might be making to someone's day through a compassionate and respectful approach. Again, thank you to my colleagues for this very humbling experience in receiving this award."



Accountability

We are reliable and own what we do and do what we say we will do.



Accountability Award recipient Lee McGrath with Board Member Jan Chambers

Lee McGrath

Recruitment Business Partner, Roma

“I was extremely surprised and speechless to be nominated for not only one but two awards (my mind was blown)! I personally haven’t been nominated before and it’s really touching and refreshing that someone has taken the time out of their day to nominate me, it would be very time consuming, and I know we all are very busy people.

Looking at the nominees for all the awards, shows we have a lot of extremely awesome and dedicated people who only want the best for our employees and our South West HHS. To be in this company is fantastic and extremely humbling. After years of working within the HHS, not only being nominated for the awards, but winning the award for accountability, I was speechless. I am aware there are so many hard-working employees of the HHS who would have been worthy recipients of this award. Reflection of my continuous work within the HHS, I am extremely appreciative of the award and this recognition is overwhelming. I wish to thank the Board, the HHS and the team in St George for hosting such a lovely evening of acknowledgement for the staff across the South West HHS.

And an extra special mention to the person/people who nominated me. Forever grateful for your recognition and time taken out of your day to nominate me.”



Engagement

We work effectively and inclusively with others.



Engagement Award recipient Mellissa Doolan

Mellissa Doolan

School Based Youth Health Nurse, Charleville

Mellissa has been working in the School Based Youth Health nurse position and covering the Charleville State High School for almost a year. The way she has engaged with the school students and community has been wonderful to see.

Mel has spent countless hours playing handball with the students and learning the students interests and ways to build rapport and trusting relationships with them. Many compliments have been received from various school staff and families regarding the profound positive impact Mel has had on various vulnerable students.

Mel has found ways to engage the students whether it be starting a run club, inspiring students to participate in various programs, promoting careers in health and supporting children to receive vaccinations. In her time at the school Mel has also worked to deliver various programs and education such as Peer Skills, ASPIRE to health and sexual health education.

Mel has taken the time to get to know the students and treats them with dignity and compassion, building trust and relationships. This has resulted in Mel being able to work with disengaged students and providing support to them with various challenges which they wouldn't have ordinarily disclosed. Mel's enthusiasm and ability to approach the position, thinking outside of the box has demonstrated wonderful engagement and her work is a credit to her.



Adaptability

We learn, change and grow.



Adaptability Award recipient Belinda Chiconi receiving her award from EDFICS Linda Patmore

Belinda Chiconi

Manager Revenue and Analysis, Brisbane

“I am incredibly honoured and humbled to receive the Adaptability Award. Thank you to my colleagues for the nomination, kind words, and recognition. I am truly fortunate to be part of such a supportive team and have a line manager who values and encourages our work together.

In my 11 years with South West HHS, I've had the privilege of building strong working relationships with so many dedicated individuals, both within our health service and with our external partners. Working in a complex and often challenging health environment has been both rewarding and fulfilling. I'm grateful for the opportunity to assist our health service in navigating these challenges by supporting compliance, legislative requirements and optimising revenue opportunities through effective systems and processes.

Thank you once again for this incredible honour, and I look forward to continuing to grow and support our team.”

Community Volunteer Award

Dirranbandi Hospital Auxiliary Team

Awarded to an employee, Community Advisory Network representative or volunteer who has gone above and beyond for the South West HHS and their local community.



Dirranbandi Team

The Dirranbandi MPHS is very fortunate to be so wonderfully supported by such an active and generous group of community members. The Auxiliary have contributed in many ways including:

- new linen, doonas and blankets that kept all our residents warm and snug during winter;
- 4 leather recliners. these recliners have been shared between the acute patient rooms and the residents rooms. These 4 chairs have made a remarkable difference to the every day quality of residents who love to sit in them and relax with their feet up as well as to the acute patients and their families, as family members can now comfortably sleep beside their loved ones while in hospital over night or happily sit for long hours during the day.
- the tireless work that goes into keeping the beautiful Memorial Rose Garden looking magnificent, with blooms able to be cut and fill the hospital and medical centre with colour and scent.. This garden brings so much joy to not only the hospital but the community as a whole.

Jim and Jill Baker Award

Awarded to the employee or team who demonstrates excellence in their chosen field



Jim and Jill Baker Award recipient Keeley Allwood with Balonne Shire Mayor Cr Samantha O'Toole

Keeley Allwood

Clinical Nurse/Clinical Nurse Educator, Dirranbandi

Keeley embodies what it means to be in service to our South West HHS community through her dedicated leadership of the Nursing team and constant steadfast commitment to the Dirranbandi community.

Keeley has an unwavering love for Dirranbandi and to the South West HHS. Her loyalty to her team and health service is evidenced by her continued and unwavering support of her team and facility. She does this without complaint, working with an attitude of duty and service. Keeley shows devotion to her professional practice through continued learning, she leads confidently by example in the workplace and always puts others first.

South West HHS Clinical Excellence Award

In recognition of the very best of service excellence for the communities we are privileged to serve.

Sharon Young

Sexual and Women's Health Nurse Practitioner, Charleville



Clinical Excellence Award recipient Sharon Young

"I would like to acknowledge that I accept the clinical excellence award on behalf of the amazing staff and communities within the South West HHS.

Special mention goes to my manager, Melinda Brassington and Louisa Dufty who supported me to hone my skills, and trusted me without question, to address the needs of the South West HHS communities. I would also like to thank all those who have assisted me including but not limited to:

- Administrative Officers who work tirelessly to fill my clinical appointments
- School Based Youth Health Nurses (SBYHNs) who assist me in delivering the sexuality education across the HHS
- Ninette Johnson who has been pivotal in helping me to establish the South West HHS sexual assault service
- Anna Ferrier and Sam Burey who have worked alongside me to establish the Nurse led pessary clinic
- My Nurse Practitioners (NP) peers
- The Flying Obstetricians and Gynaecologists and their Clinical Nurse Consultant (CNC) Catherine Lane,
- Pharmacists and Pharmacy assistants
- Social workers and Physiotherapists
- Midwives and Child Health Nurses
- Aboriginal Liaison Officers
- General Practice staff
- Specialist Outpatient Department (SOPD) teams
- Headspace staff
- Organisations such as TRAAC, Healthy Aging, CWA, Women's empowerment group and various Community Advisory Networks who have requested my health promotion sessions which have in turn promoted the service.

Finally, thank you to the numerous staff who have trusted me with their healthcare and in doing so have been the most vocal advocates for the service. All the above elements have together helped me to create this service of clinical excellence. I am most grateful and humbled to receive this award."

Fiona Holmes Award for Midwifery

in celebration of a dedicated midwife who always goes above and beyond in their role for the communities they serve.



Fiona Holmes Award recipient Sarah Sheedy receives her award from EDNMS Chris Small

Sarah Sheedy

Registered Nurse / Midwife, St George

It was an immense honour and privilege to be nominated for such a prestigious award that recognised Fiona Holmes and her incredible midwifery legacy to the South West HHS.

I often attended midwifery education with Fiona. She was such a remarkable person, and a passionate and inspiring midwife. Fiona was always happy to help anyone, and share her experiences to encourage both junior and senior midwives with learning.

Fiona's love for midwifery extended far beyond the hospital walls and out into the community.

I hope to continue to behold all of Fiona's positive attributes, incorporating them into the care I provide to my patients.

Thank you.

South West HHS Deadly Achiever Award

In recognition a staff member or team that has made the biggest difference to Closing the Gap and supporting reconciliation during the past 12 months.



Deadly Achiever Award recipient Mikaela Parlett with Melinda Brassington

Mikaela Parlett

Indigenous Liaison Officer, Charleville

Since starting in the role in 2022, Mikaela has worked tirelessly to engage with her communities of Charleville, Quilpie and Augathella and work towards better health outcomes for First Nations people in those areas. She passionately supports and advocates for her clients at a high level and is a valuable member of the First Nations Workforce in the South West.

Mikaela demonstrates compassion and treats all people with kindness, dignity and respect in the performance of her duties by;

- showing compassion in understanding our mob's needs and the challenging circumstances they are experiencing
- respecting the rights and dignity of mob and their families
- provides service and care in a professional manner, exceeding the expectations of our consumers and community
- promotes excellence, best practice and innovation to improve levels of service to our patients of the South West communities.

BOARD CHAIR'S AWARD

Presented to the person / team who best exemplifies our full range of values and overall purpose.

Congratulations

Peta Hart

Director Primary Care and Programs,
St George

Peta demonstrates excellence in leadership as Service Director Primary Care and Programs. She is a leader who supports her team and fosters great workplace culture. In Peta's time with South West HHS General Practice, she has supported all General Practice clinics to bring them all to a higher standard of performance against key performance indicators and maintaining excellent levels of service delivery. Peta's alignment with South West HHS values is to be commended and is demonstrated every day.

We are very lucky to have Peta as part of our team.



“Being awarded the Board Chair Excellence Award is an incredible honour and deeply humbling experience. It recognises the commitment and dedication that I strive to bring to my role as Service Director Primary Care and Programs. This award isn't just a reflection of my efforts, but also of the hard work, resilience, and collaboration of my entire team. Together, we've focused on elevating service standards and achieving meaningful results that positively impact our patients and community.

It's been my privilege to support our General Practice clinics and work alongside passionate colleagues who share a commitment to South West HHS's values. Each day, I'm inspired by their dedication to fostering a positive workplace culture and delivering high-quality care. Receiving this award is a testament to our collective achievements and the impact we make as a team. I'm grateful for the opportunity to lead such an exceptional group and am committed to continuing our journey of excellence together. Congratulations to all nominees that were nominated and all recipients of awards.”

Our highly commended colleagues:

Name	Position	Location	Comments
Kimberley Clark	Community Health Nurse	Dirranbandi	Kimberley is an exemplary nurse with the highest standards of commitment and passion. She leads by example, proactively connects wider colleagues through regular meetings and supports staff across all streams within the Dirranbandi Health Service to improve service delivery. She is also a strong advocate for patients and community. Most weekends, you will find Kimberley volunteering at a local community event.
Leanne Patton	Director of Nursing	Charleville	Leanne has worked tirelessly over the past year or so to get our new Community Allied Health Building to fruition. I have seen her with builders going to meetings, then working all hours from early in the morning to late at night whilst also ensuring the community continues to receive the best outcomes. Leanne never looks for thanks, but she always goes above beyond the call of duty in pursuing excellence.

Our highly commended colleagues:

Name	Position	Location	Comments
Tim Lyons	Director Governance Risk & Corporate Support	Governance, Risk and Corporate Support	<p>Tim has been instrumental in progressing South West HHS's commitments towards environmental sustainability over the past 12 months by overseeing a dedicated working group that developed our first Climate Sustainability Plan.</p> <p>Tim also recently represented South West HHS at a statewide Queensland Health Sustainability Workshop event and Q&A, representing rural and remote considerations in a realistic yet honest way as part of a wider expert panel.</p>
Wendy McAlpine	Recreation Officer Healthy Ageing and Assistant In Nursing	Surat MPHS	<p>Wendy goes way beyond all expectations of her job description. With the kindness and patience of a saint, Wendy has the rare ability to engage our residents with so many interesting topics to discuss, and such a vast array of stimulating activities, that they enjoy so much.</p> <p>I feel that the residents of Surat MPHS have such a happier, more fulfilled life, because of the excellent work Wendy does. Wendy is also very active member of the Surat community, being involved in organising many events.</p>
Charleville and St George and Community and Allied Health Service Directors: Melinda Brassington and Robyn Brumpton			<p>Robyn and Mel were integral to the successful outcomes of the recent new Community and Allied Health buildings for St George and Charleville.</p> <p>Whilst juggling the work demands of the Service Director positions, they worked effectively with multiple stakeholders to advocate, engage and negotiate to ensure our new buildings were fit for purpose and suitable for staff and community needs.</p> <p>Robyn and Mel worked tirelessly, and extended their working knowledge of building and project management well beyond their usual scope. They did this with good humour, enthusiasm, respect and diligence. The magnificent buildings that are now in St George and Charleville are only as functional and appropriate as they are because of their commitment.</p>
South West HHS Paediatric Medicine Service			<p>In collaboration with the Children's Health Queensland, South West communities now benefit from an expanded visiting Paediatric Medicine Service supported by two Telecare Paediatricians who specialise in behavioral issues.</p> <p>Expanding a service model relies on the strength of the care team's relationships with each other – being courageous, adaptable and flexible to navigate the day to day to design new ways of working that best meets the needs of the families that we serve.</p> <p>And to further strengthen the service, a new Nurse Practitioner Paediatrics and Ambulatory Care position was created in July 2024 to further support access to timely paediatric specialist services and ongoing complex care coordination closer to home.</p>
Westhaven Residential Aged Care Facility Team			<p>The beautiful thing of working in an aged care facility is the relationships you build with residents and families, and this is very evident at Westhaven.</p> <p>This team embodies true excellence and continues to strive towards improvement, in spite of any challenges thrown their way. They never lose sight of our core values or the importance of the resident experience.</p> <p>They never forget that our residents are not a diagnosis or a task, but human beings with lived experience and lives worth living, and this is evidenced by the wonderful care they provide each and every day.</p>

2024 Staff Awards – our Values Award

Informed by our core values, the following citations from peer and community nominations demonstrate the varied and many talents right across the South West¹.

Quality



Our Quality Award is in recognition to an employee or team who demonstrates:

- a commitment to excellence in the delivery of quality person centred care
- continuously strives for improvement and excellence in all that they do
- the highest standards of patient care and reliability.

Congratulations

Rylie Mullins

Assistant in Nursing, Dirranbandi



Rylie exemplifies the South West HHS value of quality by showing dedication and commitment to all patients in her care, most particularly the aged care residents. She not only provides high standards of personal care and attention to each resident, but she has also voluntarily taken on the role of 'lifestyle officer'.

Rylie brings quality and joy to the Dirranbandi residents through a range of fun activities including cooking, board games, bingo, craft, gardening, pampering days, and lunch dates. She introduced the monthly activities calendar and is also the author of the MPHS newsletter that is distributed to residents' families and the community.

Rylie gives 100% to her studies and work and has a bright future in nursing.

Our highly commended colleagues:

Name	Position	Location	Comments
Alex Cherry	Executive Support Officer	Roma	Alex consistently delivers top-notch team work and shows remarkable dedication to her role and support to the HSCE / Executives and beyond. Her commitment to improving and maintaining high standards is evident.
Ashleigh Collyer	Senior Medical Officer	St George	Dr Ashleigh works tirelessly and continuously strives for improvement and excellence in all she does. She provides exceptional patient care and has clinical skills beyond her years and, through her outreach to Dirranbandi and Mungindi, demonstrates her commitment to excellence in delivery of quality person centred care.
Chloe Scherini	Clinical Nurse Educator	Roma	Chloe continuously aims to improve the care provided to Emergency Department presentations and Inpatients department by supporting the continuing education needs of all teams.
Claudette Duiker	Manager, Operational Services	St George	Claudette is a fair, happy and compassionate leader who continuously strives for positive change to maximise the productivity, service and excellence in the operational team. She always has a smile to greet everyone, has an amazing attitude, an incredible work ethic and is proud of St George, the hospital, the South West and her culture.

¹ We thank all colleagues for taking time to submit nominations. Please be advised, due to page constraints, nominations have been summarised.

Our highly commended colleagues:

Name	Position	Location	Comments
Danielle Lee	Senior Program Officer, Oral Health	Roma	Danielle's exceptional contributions to South West Oral Health through health promotions epitomise our commitment to excellence and quality in person-centred care. She consistently puts the needs and preferences of patients at the forefront of her practice, ensuring everybody receives personalised and compassionate care tailored to their unique circumstances.
Donna O'Donohue	Operational Officer	Injune	Donna always strives for a high standard and plans tasks to accommodate all customers and priorities. She is always reliable and trustworthy.
Emma Humphreys	Director Activity Based Funding	Roma	Emma's leadership qualities are inspiring. She consistently demonstrates an unwavering commitment to excellence, making a significant impact on our team and the whole organisation. Emma always leads by example, never shies away from a challenge and has a natural ability to guide and support others to achieve the highest standards.
Emma Thornton	Administration Officer, Corporate Support Services	Roma	Emma consistently demonstrates a commitment to excellence to the highest standards. In every role she undertakes, her dedication to delivering quality, person-centered care is evident in her approach to every task. Her focus on maintaining these high standards, and her reliability, has been a significant asset and inspires those around her to elevate their own standards.
Fiona Harvey	Service Improvement Manager	Roma	Fiona wears many hats in the Quality and Safety Team and ensures consumers are satisfied with complaint management and follow up, and she is always helpful in helping to facilitate more complex matters. Fiona helps to keep us all honest and compliant – she is a treasure which we need to clone.
Jane Mackney	Director of Nursing	Waroona	Jane successfully led the Waroona RACF to a full re-accreditation result in 2024, for the first time since 2019. Despite significant staff and agency turnover, Jane's leadership has maintained systems and processes, ensuring safe and quality care throughout the year – achieving a fantastic outcome for the residents and staff.
Janis Green	Assistant in Nursing	Surat	Janis is committed to excellence, especially for our aged care residents, is very responsive to their needs and always eager to lend a hand or share handy tips and tricks from her many years of experience in providing exceptional care. Janis also is an active hand hygiene champion, committed to keeping our patients and staff safe.
Jenna Nunn	Director of Nursing	Quilpie	Jenna works tirelessly to ensure patients and residents are happy, well accommodated and well cared for. She is also an excellent role model and advocate for her staff. Jenna thinks outside the box with a holistic viewpoint, works well with the community and always looks to close the quality loop whenever possible.
Jennifer Burton	Senior Clinical Program Manager, Primary & Community Care	Roma	Jennifer strives for excellence in all that she does and consistently produces high quality work. She is an excellent problem solver, always looking for innovative solutions to complex problems. Her strong work ethic and knowledge across a broad range of sectors which support clinical services makes her an extremely valuable member of South West HHS.

Our highly commended colleagues:

Name	Position	Location	Comments
Johnwyn Radford	Healthy Ageing Administration Officer	Roma	<p>Jo assists the wider Community Care Team to ensure we can provide services to keep older members of our community living independently for as long as possible.</p> <p>Jo has helped deliver enhanced accuracy in data collection and financial viability of our programs over the past three years, and is also supportive of our clients with any enquiries.</p>
Lily Collier	Registered Nurse	Mungindi	Lily is an asset to Mungindi MPHS, she grew up in the town and works with her soul to deliver quality care to the residents and patients. Lily also goes out of her way to explain processes and teach critical thinking and autonomous actions and is a very efficient and dedicated person.
Megan Belot	Senior Medical Officer	Charleville	<p>Dr Megan is a very caring member of the Charleville Hospital Team, she strives for excellence and has made a definite impact to improve the health and wellbeing of the community and also Waroona residents.</p> <p>Megan possesses a very soft-hearted approach whilst being professional – she is sympathetic and has a great work ethic.</p>
Robyn Brumpton	Service Director, Primary & Community Care	St George	<p>Robyn is an exceptional service director who consistently upholds the highest standards in her work and maintaining operational excellence.</p> <p>Her leadership is defined by clear communication, she leads her team with professionalism, fostering a collaborative environment and is approachable – always making herself available to staff and addresses concerns with care and efficiency.</p>
Sonja Brady	Director of Nursing	Bollon	<p>Sonja's extraordinary commitment towards providing the Bollon community with high-quality care and welfare is genuinely admirable.</p> <p>Her commitment to motivating the Bollon team and make constant improvements is also incredibly motivating – as is her unwavering drive for advancement, professionalism and dedication towards the Bollon community.</p>
Taneale Lawton	Service Manager, First Nations Health	Charleville	<p>Taneale has been an instrumental member, and a key driver, of South West HHS's steps towards greater reconciliation and service improvements through <i>Our Way – Together</i>.</p> <p>In all her interactions, Taneale displays the highest standards of attention to detail and is always looking to further grow and expand her knowledge – which is inspirational to see.</p>
Nobuhle Mpofo and Amanda (Gidyee) Adcock	Special Outpatient's / Perioperative Services	Charleville	<p>The Charleville specialist outpatients' team are committed to the delivery of high quality care.</p> <p>They go above and beyond to ensure that their patients are always at the forefront of any decision made regarding wait lists and appointments in an ever-changing service schedule.</p>
Injune MPHS Operational Stream		Injune	The most caring and compassionate team, who always treat our patients with the utmost quality care.
Injune Medical Practice Team		Injune	<p>Injune Medical Practice team are quiet achievers who consistently achieve excellence in KPIs and patient care.</p> <p>Dawn, Wendy and Kristina are very humble people who are reliable, kind, compassionate and accountable. They exemplify striving for excellence and ensuring the highest standards of care.</p>

Congratulations to all our Quality Award nominees

Compassion



Our Compassion Award is in recognition to an employee or team who continually demonstrates compassion and treats all people with kindness, dignity and respect in the performance of their duties through:

- showing compassion to clients in understanding their needs and the difficult and personally challenging circumstances they are experiencing
- respecting the rights and dignity of clients and others
- demonstrated respect towards staff, clients and families.

Congratulations



Donna Burke

Board Governance Officer, Roma

Donna exemplifies our values of kindness, respect, and dignity that this award celebrates. She shows deep compassion in understanding the needs and challenges each day brings in this continuing evolving world. She consistently treats everyone with the utmost respect and care, ensuring that each person feels valued and supported.

Her dedication to maintaining the rights and dignity of everyone, is evident in every interaction. No matter what challenges Donna faces, she remains a pillar of support and empathy and her ability to embody these core values daily truly stands out.

Donna's unwavering compassion and respect for others make her a deserving recipient of the Compassion Award.

Our highly commended colleagues:

Name	Position	Location	Comments
Allyson Russell	A/General Practice Manager West	Charleville	Allyson has unwavering dedication to both staff and patients in her roles as an administrator and more recently whilst backfilling General Practice Manager West position. In both capacities, Allyson consistently demonstrates genuine respect and empathy treating everyone with dignity professionalism and understanding, even in high-pressure situations.
Amanda Walker	Operational Services	Injune	Amanda's care and attention for the needs of our patients always goes above and beyond.
Andrew Lewis	Operational Services	Injune	Andrew does more around Injune campus than he realises for the residents, staff and the facility. He never complains and is always helping out.
Berriney Campbell	Operational Services	St George	Berriney takes pride and ownership in what she does, treating everybody with kindness and respect. She holds herself with pride and goes beyond to help others in the community people, and also supports visiting families with kindness – doing the littlest thing behind the scenes such as making them a cuppa when it's most needed.
Carmel Partridge	Assistant In Nursing / Operational services	Mungindi	Carmel is reliable, friendly and compassionate. Our residents relate to her, and she is always a nurturing person, helping our new staff settle in. She is also a proud lady with a lot to give and it has been an honour for me to work alongside her as a student during my placement.

Our highly commended colleagues:

Name	Position	Location	Comments
Donna O' Donohue	Recreational Officer / Assistant In Nursing	Injune	Donna is passionate advocate for the residents of Injune MPHS. She is invested in ensuring our residents have the best care at all times and goes above and beyond to make sure our residents are happy and have everything they require.
Gail Donges	Clinical Nurse	St George	Gail has been a dedicated employee for a number of years and, when I did my placement, she generously shared her wealth of knowledge, support and advice. Gail holds herself to high standard and is a quiet achiever amongst her team – it's never about her it's about what's best for the patient.
Hayley Ewert	Main Reception, Roma Hospital	Roma	Hayley deserves recognition because of her work ethic – she is always very helpful and compassionate, and nothing is ever any trouble for her. Her kindness and respect in dealing with patients requiring travel to access specialist services also shines through in a consistent and quality manner, alongside her warm personality.
Isabella Munoz	Executive Assistant – Director of Nursing	Roma	Isabella has unwavering commitment to excellence, work quality and staff wellbeing. She displays high standards that reflect her dedication and profound compassion for her colleagues by actively enhancing their workplace experience through initiatives such as the Lunchtime Logies at Roma Hospital, which fosters a supportive and motivating environment and enhanced staff morale.
Janell Lobb	Nurse Navigator	Cunnamulla	Janell is very compassionate about the care given to her clients, she goes above and beyond to make sure the appropriate care is given to each client with respect, dignity and on their terms.
Jody Tully	Registered Nurse	Augathella	Jody demonstrates exceptional commitment to treating everyone with kindness, respect, and dignity – so that clients and colleagues alike feel heard, valued, and understood. Within the team, she is always willing to lend a helping hand and offer words of encouragement, setting a powerful example of what it means to truly care for others.
Karrin Mathieu	Assistant In Nursing	Injune	Karrin is a selfless member of the team, that strives to support the residents of Injune MPHS. Whenever Karrin is available, the residents are always brought together to play social games as a family unit of the facility. Karrin never complains about tasks required of her and residents are very lucky to have her help and compassion.
Kelly Smith	Director of Nursing	Westhaven	Kelly continually demonstrates so much respect towards families and her and team at Westhaven, and its greatly appreciated.
Laura Pfeffer	Senior Medical Officer	Roma	Laura is one of the most compassionate doctors I have ever come across. She treats everybody with kindness and shows respect to everyone she encounters. Laura is compassionate wherever she is working – at all times her abilities in showing compassion and respecting dignity and rights. She makes coming to work a little more enjoyable, and reassuring knowing you get to work with someone as amazing as her.
Lindsay McCay	Executive Support Officer, Executive Director Primary & Community Care	Roma	Lindsay has been key in ensuring the streamlined, efficient flow of communication required for our service to operate. Regardless of the complexity or urgency of the request, Lindsay demonstrates compassion and is the epitome of calm. Lindsay's capability in this role is admired and appreciated by everyone who works with her.

Our highly commended colleagues:

Name	Position	Location	Comments
Melissa Russell	Clinical Nurse	Augathella	Melissa has been really understanding, compassionate and supportive of me since coming to work at Augathella Hospital and her support has been much appreciated.
Nicarla Kneen	CN Telehealth	Charleville Hospital	Nicarla always keeps an open door to assist, support and encourage her colleague, and never fails to check in with staff across all areas. With a wealth of knowledge and skills, she relates to staff in a very down to earth, open, transparent and respectful manner that uplifts and inspires her colleagues and is a true credit to herself.
Onam Shrestha	Registered Nurse	Westhaven	It's always really great to work with Onam – she is kind and polite with every member of staff.
Stephanie Delaivuna	Clinical Nurse	Surat MPHS	Stephanie goes above and beyond her normal duties to provide not only excellent patient care, but also compassion, hope and dignity. Her simplest act of kindness can have the greatest impact on the quality of a patient's life. Stephanie encourages selfless acts and promotes altruism and compassion in future generations of health care providers.
Tina Jackson	Director of Nursing	Cunnamulla	Tina has been so supportive of Clinical and Operational Staff members at the Cunnamulla MPHS Service. On a personal level, she has also been one of my biggest supports since the sudden and unexpected loss of my Mother/ Co-worker Jennifer Mctiernan. And, if I am honest, I couldn't think of a more deserving candidate.
Nina Jordan and Janell Lobb	Indigenous Liaison Officer / Nurse Navigator, Cunnamulla MPHS	Cunnamulla	Nina and Janell are often out on the road ensuring care for our wider communities throughout the Far South West. This dynamic duo are truly humbling and inspirational – their easy going manner often disguises their dedication and commitment to ensuring everyone is treated the same, in a compassionate and non-judgemental manner, on their terms.
Charleville Nursing Team		Charleville	The team are so kind and caring, regularly receiving positive feedback on their professionalism, humanness and caring – they are excellent listeners and genuinely care about the patients, their significant others / families and wider community. They always go that extra mile to ensure patients are pain free, comfortable, well-nourished and, where possible, entertained and that families have what they need as well.

Congratulations to all our Compassion Award nominees

Accountability



Our Accountability Award is in recognition to an employee or team who:

- holds themselves and others accountable to the code conduct and ethical behaviour
- addresses the appropriateness of their behaviour in relation to our values
- demonstrates accountability and commitment at the highest levels.

Congratulations



Lee McGrath

Recruitment Business Partner, Roma

There are many policies, procedures and processes which impact the work Lee performs in the Recruitment Team. On a daily basis, Lee is required to ensure the recruitment processes which come across her desk are managed in line with those requirements, whilst advocating strongly for candidate care.

Lee is always very accountable in the performance of her role and engages well with recruitment leads across her portfolio.

She is also very knowledgeable and is always willing to share learnings with others to improve their performance around recruitment and onboarding duties.

Lee is often required to navigate difficult conversations which she also handles professionally, whilst gently enforcing process requirements. Lee has been longstanding in her current position and, over many years, has upheld the values of South West HHS to ensure compliance with recruitment processes.

Our highly commended colleagues:

Name	Position	Location	Comments
Casey Mujdrica	Registered Nurse	Injune	In support of our aged care residents, Casey works diligently and methodically and sets a high standard of herself as well as taking on additional responsibilities. Casey takes great pride in her work and has worked hard to keep the standards of the facility in line with new standards and has educated others to do the same.
Catherine Palmer	Registered Nurse	Injune	Catherine has a high moral compass which she uses to guide her practice and is always willing to take on extra accountability to complete tasks. She has also learnt a lot of policy and procedures and teaches safe practices to incoming new grads – is not a scared to advocate for her patients and seek the most appropriate care and best work culture.
Charlotte Wall	A/Corporate Support Officer	Charleville	Charlotte is a highly knowledgeable and motivated member of the team and demonstrates accountability in a very demanding role and seeks to pass on skills to reduce errors and workarounds, even when this requires difficult or awkward discussions. Coordinating travel requirements is a complex, demanding, and often stressful role – but she responds promptly, prioritises, and ensures that we all get where we need to go and with somewhere to sleep in a calm and approachable manner.
Deborah Harrigan	General Practice Administrator	Dirranbandi	Deb is an asset to Dirranbandi Medical Practice. She is reliable and efficient. She consistently works at a high standard and ensures smooth operation of the Practice. Deb also has great knowledge in her position and is very approachable and willing to help – she is very accountable and committed to her work.
Grace Zabala	Registered Nurse	Westhaven	Grace demonstrates accountability and commitment at the highest level at all times.

Our highly commended colleagues:

Name	Position	Location	Comments
Hayley Ewert	Admin Officer (PTSS)	Roma	Hayley is the face of PTSS at the Roma Hospital. She ensures consumers are provided with the correct information, travel claims are entered and processed in a timely fashion and escalates approvals when travel is urgently required. Hayley also manages conversations calmly, professionally and honestly where expectations of our consumers may not have been met in full.
Jennifer Burton	Senior Clinical Program Manager Primary and Community Care	Roma	Jen's highest standards of dedication are vital to ensure the smooth running and effective functioning of a dynamic area across a range of accountability requirements. Earlier in the year, during a short secondment, Jen's expertise greatly benefitted the progression of a dedicated project to drive reforms in our palliative care service for the wider benefit of our communities.
Melonie Back	Nurse Unit Manager	Charleville	Mel demonstrates high levels of commitment and exceptional leadership for the safety and wellbeing of both staff and patients under her care. Her accountability shines through by making sure she leads by example, rectifying issues as they arise in a compassionate way whilst owning accountability.
Nadia Eketone	Clinical Nurse	Westhaven	Nadia always demonstrates accountability and commitment at the highest level.
Nicole Renea	Enrolled Nurse	St George	Nicole is fully dedicated to the care and treatment of her patients, strives to be better and takes ownership of actions, leading to a better outlook towards her professional practice.
Samantha Mawn	Nurse Unit Manager, Perioperative Services Unit	Roma	Samantha manages the Roma Hospital Perioperative and Specialist Outpatient services as if it were her family presenting for our specialist care. Constantly juggling schedules to suit planes, locum rosters, after hours emergency care and available staff – all whilst proactively working with teams to troubleshoot issues and minimise any delays – Sam leads a tight ship with pride, respect and a fully engaged team.
Sharon Edwards	Nurse Educator, Perioperative Services	Roma	Sharon's position title doesn't describe all of her role – she works tirelessly to extract and analyse data for our three hubs, ensures staff are given the opportunities to learn as well as backfilling in perioperative roles herself when facilities are short. Even when the chips are down, she is always smiling and proactive – Sharon is a champion who can always be depended upon.
Shelley Badcock	General Practice Administration Officer	Mungindi	Shelley is our first point of contact for the Mungindi Doctor's Surgery and represents the service and South West's values very well. She consistently sets a high standard in her work, and has great dedication and work ethic.
Sian Hardy	General Practice Administration Officer	Dirranbandi	Sian is an asset to Dirranbandi Medical Practice. She is very approachable and helpful to patients, and is very accountable and committed to her work. Excellent at multi-tasking and driven to achieve, she consistently works at a high standard and ensures smooth operation of the Practice.
Tim Lyons	Director, Governance, Risk and Corporate Support	Governance, Risk and Corporate Support	Tim manages a diverse portfolio yet consistently demonstrates exceptional accountability. He is always available as a sounding board, provides timely and consistent advice, takes full responsibility for his actions and delivers on his commitments. His admiration for South West communities is always first and foremost, he also addresses challenges in a professional and respectful manner, leading his team with natural leadership qualities.
Westhaven Residential Aged Care Team		Westhaven	We are blessed to have this fantastic and supportive team in our workplace.

Engagement



Our Engagement Award is in recognition to an employee or team who:

- epitomises the essence of team-work and works inclusively with others in a multidisciplinary environment
- works in collaboration with staff, clients and communities to deliver improved health care
- strives to deliver services in the best interests of our clients and seeks to improve their ability and willingness to manage their own health and care.

Congratulations

Mellissa Doolan

School Based Youth Health Nurse, Charleville



Mellissa has been working in the School Based Youth Health nurse position, supporting the Charleville State High School, for almost a year. The way she has engaged with students and the community has been wonderful to see. Mel has spent countless hours playing handball with the students, learning their interests whilst building rapport and trusting relationships with them.

Many compliments have been received from various school staff and families regarding the profound and positive impact Mel has had. She has found ways to best engage the students whether it be starting a run club, inspiring them to participate in various programs, promoting careers in health and also supporting children receive vaccinations.

In her time at the school, Mel has also worked to deliver various programs and education such as Peer Skills, ASPIRE to health and sexual health education. She has taken the time to get to know the students and treats them with dignity and compassion, building trust and relationships. This has resulted in Mel being able to work with disengaged students and providing support to them with various challenges which they wouldn't have ordinarily disclosed.

Mel's enthusiasm and ability to approach the position, thinking outside of the box demonstrates wonderful engagement and her work is a credit to her.

Our highly commended colleagues:

Name	Position	Location	Comments
Ann-Maree Attwooll	Clinical Nurse Consultant, General Practice	Surat	Since commencing in the role in December 2023, Ann-Maree has consistently demonstrated her ability to engage with a diverse group of stakeholders, to deliver tangible improvements in healthcare outcomes. She is focused on building strong, trusting relationships and understands the importance of fostering an inclusive environment to achieve enhanced service delivery, streamlined processes, and a more cohesive team dynamic.
Belinda Chiconi	Manager, Revenue and Analysis	Brisbane	Belinda has established high-quality working relationships with service delivery managers throughout the organisation, and is always available to answer queries and provide advice to meet governance requirements and pursue new initiatives for revenue generation. She provides expert advice, ranging from Nursing Home Benefits, General Practice charges, Private Health Insurance conversion, Home Care, Dental and Grant of Private Practice Arrangements.
Bob Khalsa	Manager, Disaster Management	Roma	Bob has made a significant impact in the space of emergency preparedness and disaster management. He remains enthusiastic in his work and thoroughly enjoys consulting with stakeholders and partners to strengthen our communities and the healthcare system. Reflecting on where the HHS was in this space two years ago to now is a real credit to Bob – thanks Bob!
Carly Field	Application Specialist	Roma	Since Carly joined the ICT team and began supporting our clinical applications, the impact of her work has been nothing short of transformative. Through building strong, productive relationships with the clinicians she supports the speed and quality of enhancements and technical upgrades have seen a remarkable improvement, a testament to Carly's dedication and ability to bring technical and non-technical staff together to implement change.

Our highly commended colleagues:

Name	Position	Location	Comments
Christina Tincknell	Manager, Risk and Assurance	Mirani	Chrissy has worked across the organisation and with staff at all levels to greatly mature the risk, compliance and assurance function to make sure these activities are well consulted and understood, and act as enablers to clinical care rather than theoretical / back office functions. Her recent work with the Director of Pharmacy to redesign lost and stolen medication reporting, is a highly innovative example of how she uses her position to collaborate across boundaries to simplify processes and improve compliance, efficiency and transparency within the HHS.
Eleanore Murray	Business Manager, Primary and Community Care	Roma	Eleanore is a great business manager who embodies the true spirit of engagement. She works seamlessly with colleagues to ensure their goals are met, always delivering high quality work. Her approachable and supportive nature makes her a go to person, whether for guidance or problem solving. No task is ever too challenging, she tackles every request with diligence and a positive attitude.
Elizabeth (Libby) Burgess	Senior Outreach Pharmacist	Roma	For the past two years, Libby has provided a pharmacist service to our spoke site inpatients, including discharge summaries. Working with doctors, nurses and multidisciplinary teams to get the correct information and best outcomes for our patients in the South West, Libby collaborates with staff, clients and communities to deliver improved health care.
Fiona Forbes	Director of Nursing	Augathella	Fiona is very dedicated and passionate about the Augathella Team, the MPHS and our wider community. Fiona works well with visiting multidisciplinary services to ensure that everyone gets the services they require and is a staunch advocate for patients, residents and their families.
Georgina Rudken	Clinical Nurse Consultant, Aged Care Systems	Roma	Georgina commenced in this new role for the South West HHS in January 2024. The position is regional and targeted at supporting our sites deliver safe and quality care to our aged care residents. Since commencement, Georgina contributed to a number of significant projects with an upbeat and positive 'can do' attitude all with a focus on positive resident outcomes.
Jeff Potter	Director of Nursing	St George	Jeff has been a very supportive and understanding leader as the Hub DON for the St George region. Jeff fosters collaboration and creates a culture of innovation, care and understanding and promotion of best practice, is empowering, offers stability and brings experience, but most of all he is personable and relatable to all staff.
Jennifer (Jenny) Peacock	A/Program Coordinator, HOPE	Charleville	Jenny has worked with the Hope Program for seven years, tirelessly engaging with stakeholders to improve the lives of young people and their families in the South West. Jenny is well respected and is seen to give her all to the job by her community. Jenny is also a mentor, encouraging community members to have a go at exercise and has been the driving force in the steadily increasing numbers participating in Parkrun and the Charleville Tri.
Karan Hibbs	Community Nurse	Surat	Karan delivers care to the community above and beyond the normal. She is compassionate and always has the best interest of her client's forefront. She works tirelessly to keep her community in their own homes through excellent care – admirably displaying everything a community nurse should be.
Keely McDermott	Registered Nurse	Roma	Keely is a great registered nurse with a bright future ahead. She engages with all staff well, is always a bundle of energy and kindness, and will always try to help out. Keely displays kindness with patients and is also inclusive within the team – her friendliness and manner of nursing is truly inspiring.

Our highly commended colleagues:

Name	Position	Location	Comments
Maree Parsons	Communication and Engagement Officer	Executive Director Governance, Strategy and Performance	Maree's daily tasks are dynamic, varied and leave little time to stand still. However, she takes a positive approach despite the many conflicting demands on her time. Maree is also instrumental in our social media presence, generating well received content in relation to key achievements of our staff and teams across our platforms that continue to grow month by month.
Rebecca Halliday	Administration	St George	Rebecca goes above and beyond every day to help our facility. In addition to being the admin team leader, she has also taken on other additional roles and is always happy to help out across the wider team.
Sally Graham	Clinical Nurse Facilitator	Roma	Sally works with numerous partners from schools, education providers, LifeFlight, QAS and staff of all professions to provide students coming to the HHS with an exceptional clinical placement experience. Her enthusiasm is contagious, and Sally has received exceptional positive feedback highlighting her dedication, commitment, compassion and support whilst promoting what working in health care in the bush is about.
Wendy McApline	Recreational Officer / Assistant In Nursing	Surat	Wendy delivers exceptional lifestyle and leisure activities to our residents on both an individual and group level that enhances their quality of life. Having single handily organised the Surat Mini Show, during the recent Cobb and Co Festival in August 2024, she also supports monthly live music mornings at the Surat Shire Hall alongside a whole host of other and much anticipated ongoing social events.

TEAM NOMINEES

Mungindi Assistant In Nursing team	The Mungindi AIN team deserves a shout out due to their commitment to service, daily welfare checks on vulnerable people in the community and for always having their fingers on the pulse. The community they support love them dearly for their efforts and help.
South West HHS First Nations Indigenous Liaison Officers	Our ILO's across the South West demonstrate great teamwork in a professional manner across all disciplines of health from doctors to nurses to the everyday person who comes into contact with the team. Respect and compassion is emphasised and shown by developing a patient / client relationship before any consultation takes place. Our ILOs are also well known in their own communities – so their job doesn't finish when they leave the workplace, as they are often asked various questions about appointments and health care whilst out and about.
Mitchell Medical Practice Team	The Mitchell Medical Practice staff are a great team who ensure that the Mitchell community is cared for at a very high standard. They work very well together and facilitate great health outcomes for patients.
Building, Engineering and Maintenance Services Team, Charleville	The team are always helpful and willing to work with the western facilities to find solutions. They understand urgency and prioritisation and never put anything in the 'too hard basket'. They understand the impact or potential impacts on patient care, safety, security and service delivery. They are always cheerful and willing to provide service. What a team!
South West HHS Palliative Services Team	Between 13 February and 28 June 2024, our palliative care clinicians and their line managers committed to each other wider teams and the community to commence the co-design and re-design process to develop a new expanded service model to meet the unique palliative care needs of the people we serve. This resulted in development an Annual Service Improvement Plan for Palliative Services that will guide development of a new Palliative Service Model of Care and other priority strategies for the next 12–18 months.
South West HHS Corporate Support Unit Team	The Corporate Support Unit (CSU) work tirelessly to support the operations of the business across critical areas of fleet, accommodation and travel. To do this, they are constantly building relationships with key people across the vast South West region, seeking to better understand challenges experienced by each facility, and how they can help support as a team. CSU are constantly looking for ways to improve efficiency and outcomes across the business, implement better solutions and working to support each area – they work incredibly hard to support the business and, ultimately, the best of patient care.

Adaptability



Our Adaptability Award is in recognition of an employee or team who:

- regularly demonstrates adaptability and flexibility in dealing with the daily challenges of their work
- approaches challenges with confidence, professionalism and integrity
- is open-minded in adapting to change, diversity and differences of opinion.

Congratulations

Belinda Chiconi

Manager Revenue and Analysis, Brisbane



Belinda works across all divisions within South West and provides expert advice on Own Source Revenue (OSR) opportunities and legislative requirements, ranging from Nursing Home Benefits, General Practice charges, Private Health Insurance conversion, Home Care, Dental and Grant of Private Practice Arrangements.

Her constant drive to find opportunities for maximising OSR for South West HHS is focused on returning those funds to local operational areas to enhance quality health care closer to home.

Belinda has been a key member of the Finance Management team for many years and has established high-quality working relationships with service delivery managers throughout the organisation, with collaboration on new initiatives for revenue such as applications for Augathella MPHS, Bollon Community Clinic and Morven Community Clinic, ensuring system access, correct documentation, impacts to Health Information collection and requirements for annual reporting has been promptly provided to the facility.

Belinda is always available to answer queries and provide advice throughout all levels of the organisation and has been vital in guiding South West HHS to meet governance requirements.

Belinda, being a previous long term resident in the South West, understands the patient experience and works with compassion in balancing the needs of the organisation with customer care. Her advocacy for rural and remote extends to her roles with state-wide revenue forums where she has a well-developed network across the state, and is acknowledged for her expertise in revenue challenges.

Our highly commended colleagues:

Name	Position		Comments
Andrew Lewis	Wardsman	Injune	Nothing is a bother for Andrew, he works indoors / outdoors, helps residents, does odd jobs but loves his garden (the hospital grounds) the most. Andrew takes time every morning to say good morning to the residents and have a little chat. He probably starts his day with his own plans, but these are soon changed with people asking different things of him, which he takes in his stride.
Rebecca (Beck) Glasby	Recruitment Officer	Roma	Beck is patient and thoughtful in her approach when offering advice to help meet staffing requirements. She remains calm and can offer insightful 'have you thought of...?' avenues alongside the latest processes and practices relating to recruitment. Beck is very responsive and available when needed with a calm approach and a 'it will work out' or 'I can fix this' attitude.
Celia Charlton	Nurse Unit Manager	Mitchell	Celia has a great work ethic and approaches challenges with professionalism, confidence and integrity.
Debra Richardson	Senior Administration Officer	Surat	Debra has demonstrated exceptional adaptability and resilience in her role, whilst successfully backfilling the General Practice Manager East position. She has approached each challenge with unwavering confidence, professionalism, and integrity – seamlessly adapting her extensive administrative skills to meet the demands of General Practice Management – maintaining the high standards expected of her but also building strong rapport with colleagues and clients alike.

Our highly commended colleagues:

Name	Position		Comments
Elyssa Hamad Mkali	Allied Health Team Leader and Senior Podiatrist	Roma	Whether faced with shifting priorities or unexpected obstacles, Elyssa remains calm and resourceful, ensuring that tasks are completed efficiently while maintaining a high standard of quality. Elyssa's open-minded approach to change, demonstrating remarkable flexibility and resilience in her daily work, is evident in her willingness to embrace diverse perspectives and opinions.
Gary Lesleighter	Principal Technology Officer	Roma	Gary consistently demonstrates an unparalleled eagerness and willingness to assist, often putting aside his own priorities to address urgent ICT issues across the HHS. He tackles each issue with remarkable patience and a deep understanding, ensuring every solution is tailored to the unique needs of the situation. Despite facing numerous hurdles, his determination and resourcefulness remain unwavering.
Helen Howse	Administration	Mungindi	Helen shows poise, calmness and professionalism in the most unsettled and stressful situations – all whilst remembering to stay calm, and focussed. This special attribute helps everyone maintain their own professional behaviour.
Jane Ashley	Speech and Language Pathologist	Charleville	Jane is a very quiet achiever who routinely delivers a high standard of services. Jane is also very adaptable in her work and takes on changes with an open mind and calm demeanour. For example, and without hesitation, Jane took the lead role in coordinating new Telecare Paediatrician clinics in which we managed to achieve an amazing result of no Category 3 long waits.
Jennifer Burton	Senior Program Manager, Primary and Community Care	Roma	Jen took on a temporary project position of Optimisation Officer Palliative Care between February and June 2024 working with multiple line managers, clinicians and stakeholders in co-design / re-design conversations, to provide 'close to home' culturally safe palliative care services for our communities. She approached priority work with confidence, professionalism and integrity, demonstrating great adaptability and flexibility when dealing with the daily, weekly and monthly challenges whilst being open minded to last minute pivots or planning changes.
Kelly Smith	Director of Nursing	Westhaven	Kelly took on the DON position in April 2024. Since commencing, Kelly has worked hard to support facility residents and staff navigating leadership changes and culture improvements. Through a consistent and compassionate approach, Kelly has supported and listened to concerns and ideas, trialling solutions and seeking feedback which have been valued by staff, residents and their families.
Lindsay McCay	Executive Support Officer, Primary & Community Care	Roma	Lindsay has been with the South West HHS for approximately seven years, evolving into a constant supportive presence in both the Executive Support team and wider South West community. Lindsay is a pleasure to work with – she is professional, and open-minded and exhibits so much positivity. She is always willing to help others out, nothing is ever a problem to her, and her strength lies in her ability to adapt and grow.
Lisa Johnson	Operational services	Injune	Lisa recently started at Injune MPHS as an operational services officer, and she strives for perfection. The residents appreciate her efforts and taken to her quiet, compassionate nature. Just after starting, the facility went into outbreak precautions and Lisa stepped up to the challenge and increased her work rate to still achieve her usual high standard.
Nobuhle Mpofu	CNC Specialists Outpatients / Perioperative Services	Charleville	Noe regularly has to adapt and be flexible in her role in specialist services. There are almost daily emergent challenges which Noe approaches with the client's needs always first in her mind and is always professional when dealing with clients and colleagues.

Our highly commended colleagues:

Name	Position		Comments
Rachel Dowe	Registered Nurse	Wallumbilla	Rachel exemplifies what it truly means to 'grow your own' having joined South West just over 2 years ago, following graduation in 2021. She has already achieved credentialing as both a nurse immuniser and rural isolated practice registered nurse, trained to be the workplace health and safety representative, upskilled in emergency and become a clinical leader within our clinic.
Samantha Thrupp	Executive Support Coordinator	Roma	Since joining South West HHS in late 2023, Sam has become an integral part of the corporate service and juggles a significant range of responsibilities in a calm and professional manner. Sam also displays goodwill and humour, and it's pleasing to see key wider positions around the ESO network are being filled by substantive postholders giving everyone the opportunity to collectively grow and work together.
Timothy Lyons	Director Governance, Risk and Corporate Support	Governance, Risk and Corporate Support	Tim has navigated significant changes throughout the portfolio in a flexible way and with a positive attitude over the past 12 months, which is a testament to his exceptional skills in translating change into opportunity and driving continuous improvement.

TEAM NOMINEES	Comments
Charleville Health Clinic team	The Charleville Health Clinic has been growing and adapting to provide the best health care possible. The team is always willing to learn and adapt to new processes, by actively listening to patients and are working hard with the Clinical Nurse Consultant for General Practice to better innovate their processes and internal communications.
Charleville Hospital Administration Team	The team's individual members always strive to provide excellent customer service. They have gone over and above to cover the gaps until new staff could be recruited into positions. They care about their work, their patients and the wider community and are always happy to take on new challenges or jump into other areas to help out and cover emergent leave. They are always smiling and friendly despite the need to flex and change and sometimes take on more workload.
Cunnamulla MPHS Team	The team embraces everyone with positivity and are inclusive in creating positive outcomes to the best of their ability and within resources available. The staff have trust in each other and they adapt to situations together as a unit. These strengths become apparent to their patients, who then have confidence in their care and an understanding that everyone is doing their best. Everyone wants a positive end result and work closely with external supports to ensure optimum support and care.
Dirranbandi Operational Services team	The team exemplifies adaptability by being willing to work together to improve the standard of cleanliness, food safety and necessary general daily hygiene and maintenance tasks. The cleanliness and delicious meals prepared fresh daily to resident's requests are a credit to this resilient hard working team. Of note, two staff have also recently completed qualifications to further support our facility, with Cathy Cocks as our new HSR and AWU delegate, and Chrissy Cox qualifying as an xray operator – further supporting medical services in our community.
Morven Community Clinic Team	The team has risen above adversity, working in a continual building site for months and still manage to deliver ongoing quality care and facility services. They have been helpful, friendly and solution focussed at all times. They are a credit to themselves and their community, and deserve their recently opened beautiful new facility.
South West HHS Corporate Support Unit	This team is the very definition of adaptability. Within the last 12 months, the CSU has successfully implemented a number of process that have made processes streamlined and simpler. In their everyday roles, the team are often required to find immediate solutions to all communications and situations, regardless of complexity and urgency, with professionalism and integrity. They are a credit to the South West as we could not deliver high quality, patient centred service without them.
Westhaven Residential Aged Care Team	This team have stepped up during 2024, are a team to be admired and a real credit to South West HHS. They have had multiple challenges, including outbreaks, management and staff changes and the loss of much loved residents. However, the team tackle challenges head on with a smile and continue to understand that our people are at the heart of all we do. The last 12 months has seen real uplift in planning, development and individual engagement towards future what care and services.



Celebrating our long service recipients

Dr Anthony Brown with Keith Mawn

Throughout the year, teams and facilities regularly recognise and celebrate key service milestones of our dedicated staff, with our annual awards celebration also providing an ideal opportunity to acknowledge significant lengths of service, and the support our valued staff have provided to generations of our residents.

With nearly 200 years of combined service between them, we wanted to make particular mention of the following members of the South West HHS family – who would have seen and done so much during their service to their local communities.

We sincerely thank you for your many years of dedication to our purpose of providing safe, effective, responsible and sustainable rural and remote health services in partnership that people trust and value.

40 years of Service

- David Laverty
currently serving as a Theatre Aid at Roma Hospital
- Keith Mawn
currently serving as a Carpenter at Roma Hospital

45 Years of Service

- Jan Pallisier – currently serving in an Enrolled Nursing Accelerated Pathway position at Mitchell MPHS
- Leonie Smith – Registered Nurse, Mungindi



Access a recording of the ceremony here

(South West HHS computers only)

[Watch Now →](#)



2024 Staff Awards – our Special Awards

In addition to our core values, we also recognise colleagues and teams through a number of special awards, as follows¹.

Community Volunteer Award nominations

Community Volunteer

The South West HHS Community Volunteer Award celebrates a consumer, community member or team who demonstrates commitment to both their local health facility and the wider community through:

- demonstrated commitment to both the local community and health facility through a proactive partnership to achieve better health outcomes
- contributing their time and goes out of their way to make a difference
- advocating for consumer and community needs
- partnering to drive continuous improvement in their local communities.

Congratulations

Dirranbandi Hospital Auxiliary Team



The Dirranbandi MPHS is very fortunate to be so wonderfully supported by such an active and generous group of community members.

The Auxiliary have contributed in many ways including, most recently new linen, doonas and blankets that kept all our residents warm and snug during winter and four leather recliners, shared between the acute patient rooms and the residents' rooms.

Another example is the tireless work that goes into keeping the beautiful Memorial Rose Garden looking magnificent, with blooms able to be cut and fill the hospital and medical centre with colour and scent. This garden brings so much joy to not only the hospital but the community as a whole.

In November, the 100th Anniversary of the Dirranbandi Hospital will be celebrated, and we also give thanks to Hospital Auxiliary members past and present – alongside your work in organising this forthcoming celebration for our community.

South West HHS thanks you for your ongoing efforts and generosity – your continued support is invaluable to us and means so much for the patients, residents and staff of the Dirranbandi community.

¹ We thank all colleagues for taking time to submit nominations. Please be advised, due to page constraints, nominations have been summarised.

Our highly commended colleagues:

Name	Position	Location	Comments
Jacqueline Foster	Quality Officer	Service Improvement Team	<p>The Wallumbilla Community benefits greatly from the work of Jackie Foster and her family. In 2024, Jackie worked with a team of volunteers to hold the inaugural Wallumbilla Cattle Camp.</p> <p>Held over three days in April, the camp provided an opportunity for children to come along and learn about the cattle industry from some well known industry experts. Some 60 children – along with parents, sponsors and volunteers – were in attendance.</p> <p>Jackie was instrumental in both organising and assisting throughout the camp. Without her enthusiasm and commitment, such an event would not be able to run in Wallumbilla.</p> <p>In addition to her many hours spent organising the cattle camp Jackie can be relied upon to assist with catering undertaken by the local Parents and Citizens group at events such as the Wallumbilla Cattle Dog Trial and Wallumbilla Campdraft.</p> <p>What a lucky community Wallumbilla is to have volunteers like Jackie.</p>
Mon Hadenfeldt	Dirranbandi Community Advisory Network (CAN) Chair	Dirranbandi	<p>Mon Hadenfeldt has been involved in the Dirranbandi CAN as a member and as the Chairperson for over ten years. During this time, her contribution and continued involvement in the engagement between the Dirranbandi community and their health service has been invaluable.</p> <p>With the CAN acting as a conduit between the health Service and the Community, Mon actively listens to her community and is able to provide accurate and timely feedback to the Dirranbandi community regarding issues that may affect service delivery, evidenced by Mon providing weekly updates to the community via the Dirranbandi Facebook site on the availability of Doctors at the Medical Practice.</p> <p>She is also a great advocate for individuals and business owners in the township and surrounds – and having worked in the Dirranbandi School for many years she also knows people in her community well, which is of great assistance to the DON of the facility when they are not from the area.</p>
Vanessa Ballard	Consumer Representative for Palliative Care Services		<p>The South West HHS Palliative Care Service is most grateful for Vanessa's insights and input.</p> <p>Vanessa's personal experience in palliative and end-of-life care commenced in 2017, when her dad was diagnosed with non-small cell lung cancer, and the challenges that followed with caring for someone in a rural area who is terminally ill at home.</p> <p>Vanessa is a member of Health Consumers Queensland, representing the wider interests and views of healthcare consumers, in a rural and remote context through shared decision-making, shaping policy, person-centred models of care and quality improvements</p> <p>Vanessa has presented the 'consumer perspective of care' at our palliative care workshops and engaged with a number of South West teams in support of co-design and co-delivery of palliative care services, and also provided virtual messages promoting the importance of Advance Care Planning during National Palliative Care Week May 2024.</p>

Fiona (Fee) Holmes Award

The Fiona (Fee) Holmes Award was first introduced in 2023, in honour of an exceptional midwife delivering patient-centred care, and positive outcomes for mother and baby.

Fiona's journey in the field of nursing and midwifery spanned more than two decades, during which she dedicated herself to the well-being of countless mothers and babies at Roma Hospital, and her legacy is celebrated in recognition of:

- a midwife who demonstrates commitment to both the local community and health facility
- in recognition of that 'special midwife' who always puts their hand up to be an active and supportive member in the community for expectant mothers.

Congratulations

Sarah Sheedy

Registered Nurse / Midwife, St George



Sarah is a competent and experienced midwife at the St George Hospital.

She is an active and supportive member in the St George community for expectant parents. Sarah is personally requested by mothers, both new and old, to help them with their antenatal and post natal cares, particularly with breast feeding support. She is caring, compassionate and always takes the time to listen and provides St George families with exemplary care.

Sarah is dedicated, hard working and displays many of Fiona's wonderful attributes – and all the South West Hospital and Health Service values – daily.

Our highly commended colleagues:

Name	Position	Location	Comments
Carolyn Farndon	Clinical Midwife	Roma	Carolyn is a truly inspiring midwife and is well known within the community given her years and years of care and service to Roma and the South West. She is actively involved with multidisciplinary group discussion and ensures care provided to women is exemplary, that any previous trauma is healed through their next experience, and guided many midwives to what they are today.
Stephanie Hudson	Clinical Caseload Midwife	Charleville Maternity	Steph goes above and beyond for her patients. She is caring and remains women centred, regardless of the complexity of needs. Steph has been stepping up into the grade 6 clinical midwifery role for quite some time and leading our often quite junior team in Charleville. She sets a great example for those around her and most of all puts her women first. Great work mate!
Tahni Cosgrove	Graduate Midwife	Roma	Tahni has recently finished her student midwifery degree, and is already an active member within the team and the community – supporting mums to be well and guiding them in supportive positive outcomes for their labour, birth and postnatal periods. Tahni has great communication, maintaining a multidisciplinary team approach as necessary, and will continue to go above and beyond for women she cares for and their growing families – where you can already note aspects that Fee also displayed in her practice. She's simply amazing!
Yoie Thomas	Nursing and Midwifery Educator	Roma	Yoie's heart and soul lies in education and providing education to all staff across the nursing and midwifery sector. She strives to ensure staff are receiving education to keep them both competent and confident while working within their roles in the South West. She is often found working on new policies and procedures, and always willing to lend a hand or being called in after hours to stabilise a neonate.
Sophia McQueen and Claire Ewer	Graduate Midwives	Roma / St George	Sophia and Claire are two graduate midwives who have proven to be exceptionally valuable team members, working well within their respective midwifery and broader multidisciplinary teams. Both are committed to always keeping the woman at the centre of their care and decision making and, as early career midwives, their commitment to midwifery and eagerness to learn and incorporate constructive feedback into their practice is outstanding. The future of the midwifery profession is good hands with Sophia and Claire.

Jim and Jill Baker Award

Our Jim and Jill Baker Award was originally introduced in 2010 in honour of the late Dr Jim Baker, who made a significant contribution to the South West by revolutionising vital services for rural women by founding the Flying Obstetrician and Gynaecologist service back in 1988.

Subsequently his wife Jill, a nurse for many years and member of the Roma Health Community Council and passionate advocate for quality health services in the bush was included in the award after her passing.

This award is presented in recognition of supporting a culture of excellence through:

- fostering a positive culture where people have pride in their health service
- providing service and care in a professional manner, exceeding the expectations of the South West HHS, our consumers and communities
- promoting excellence, best practice and innovation to improve the level of service to the clients, patients and consumers of South West communities.

Congratulations

Keeley Allwood

Clinical Nurse / Clinical Nurse Educator, Dirranbandi



Keeley embodies what it means to be in service to our community through her steadfast commitment to the Dirranbandi community and dedicated leadership of the local and wider nursing team.

Keeley has an unwavering love for Dirranbandi and to the South West HHS. Her loyalty to her team and health service is evidenced by her continued and unwavering support for her facility and wider community. She does this without complaint, working tirelessly with an attitude of duty and service.

In her role as Clinical Nurse Educator, Keeley also shows devotion to her professional practice through continued learning – she leads confidently by example in the work place and always puts others first.

Our highly commended colleagues:

Name	Position	Location	Comments
Brooke Bowden	Business Manager, Roma Group	Roma	Brooke successfully engages managers to be active in reviewing financial reports and acting upon variances. She is always reliable, works hard with good humour and is a valuable member of the team. Often the requests for budget workups are ad hoc and coincide with other priorities yet Brooke manages her workload effectively to always deliver on time and without disappointment. A humble person often dismissing her own contribution, we would be lost without her and appreciate all that she does.
Gary Lesleighter	Principal Technology Officer	Roma	Gary is always ready to support his colleagues across the organisation, especially those working remotely, demonstrating his strong commitment to teamwork and excellent service. His reliability and integrity, dedication and problem-solving skills shine through and are evident in every task he takes on, earning the trust and respect of his peers.
Jane Mackney	Director of Nursing	Warooka	Jane works tirelessly to improve staff training, understanding and practice in aged care and to ensure resident needs are met. She is genuine, kind, considerate and empathetic whilst striving for excellence and, won't just accept the status quo. Under Jane's leadership, the Warooka team also recently achieved accreditation without the need for immediate remedy or improvements for the first time in many years.

Our highly commended colleagues:

Name	Position	Location	Comments
Kathy Snars	CNC Diabetes Roma	PCC Nursing	Kathy has consistently provided best practice diabetes education care and advocacy for our rural and remote areas, including via membership on the Statewide Diabetes Clinical Network. She's also recently presented at the Australasian Diabetes Congress in Perth on providing person centred care, secured and driven participation in clinical trials and provided access for rural residents, and is widely respected and valued by her colleagues, clients and community.
Leanne Patton	Director of Nursing	Charleville	Leanne works tirelessly to improve the general wellbeing of staff and community alike, she fosters a positive culture by always organising morning tea or gifts for staff that are leaving. Her wider advocacy and support for the community behind the scenes is immense, as is her dedication to support both staff and patients alike.
Lee McGrath	HR / Recruitment Services (Charleville)	Roma	Recruitment of the right person matched to the right role is a puzzle of the highest complexity yet arguably the greatest commitment towards providing quality, person-centred care. Lee's knowledge of recruitment is of the highest level which she freely guides, shares, and supports others with her knowledge – nurturing teams through the recruitment processes to identify the best person for the job.
Sandy (Joanne) Ferguson	Operational Service Officer	Surat	Sandy has been a permanent staff member at Surat MPHS for 11 years, has always taken pride in her work and does an exceptional job. With her cheerful nature she always makes an effort with new staff, patients and residents, to make them feel welcome with a smile and a joke and is always helpful and willing to go the extra mile to ensure they feel comfortable and at ease in the facility. Sandy always puts in her own time to ensure Surat MPHS has an amazing display of Christmas cheer each and every year – and also always has maroon colours evident with balloons and streamers, and just a splash of blue, before the big games.
Sarah Burrell	Senior Medical Officer	St George	Sarah is a Dirranbandi local who has returned to the community as Doctor and shown amazing loyalty and commitment in her time. She has driven a number of initiatives which will lead to better health outcomes, is a very kind, caring and compassionate clinician who has clinical skills above her years. The communities of St George, Dirranbandi and Mungindi are the better for having Sarah provide medical care.
Westhaven Residential Aged Care Team			2024 has been a tough year for this team, with multiple changes to facility management, accreditation, new standards and navigating staffing challenges. Despite this, the team still comes to work every day with a smile and are focussed on providing the very best of services to our residents, continually striving for improvement but never losing sight of the fact that the core of what we do is about people. The beautiful thing about working in an aged care facility is the relationships you build with residents and families, and this is very evident at Westhaven.
Fail to attend (FTA) reduction: South West HHS Indigenous Liaison Officers and Nurse Navigators (Cunnamulla MPHS and Charleville Hospital), with Darling Downs Health			This joint project – initiated between South West HHS and Darling Downs Health in March 2023 at the request of the Cunnamulla Aboriginal Corporation for Health – is supporting First Nations residents in Cunnamulla and surrounding communities attend appointments at the Toowoomba Base Hospital, approximately 650km each way. Following introduction, an overall halving in First Nations Fail to attend (FTA) rates, and improved patient experience contributing to better health outcomes, has been achieved in respective communities – setting a new benchmark for continued excellence. On the ground success is down to engaging people wherever they are most comfortable, be that at home, community gatherings or events, building trust and confidence to travel to appointments and share their experiences in order to further improve future interactions.

Deadly Achiever Award



Congratulations

Mikaela Parlett

Indigenous Liaison Officer,
Charleville

Clinical Excellence Award



Congratulations

Sharon Young

Sexual and Women's Health
Nurse Practitioner, Charleville



Staff with Balonne Shire Mayor Cr Samantha O'Toole



Shelley Lawton, Donna Hooper and Taneale Lawton



Susan Klein and Keith Mawn



Leanne Patton, Melinda Brassington and Lee McGrath



Ann-Maree Attwooll, Peta Hart and Michael Wilson



Dr Sarah Burrell with
EDFICS Linda Patmore



SHOUT OUT TO OUR AWARDS CREW!

As we close the book on another successful awards ceremony, we have to give the last word to everyone who took the time to champion a colleague or team by submitting a nomination, as without these we wouldn't have our annual event.

We also wanted to thank Suzie Q catering for the delicious meal, the Australian Hotel for providing our bar service and of course the St George Community and Wellbeing Centre for allowing us to utilise their wonderful venue.

And, of course, we need to send out a massive thank you to the team from Big Buddy St George and for the special performance provided by the wonderful Gamilaraay Dancers.

Finally, honourable mentions must also be made to our wonderful Awards Team who selflessly volunteered their time, alongside their daily commitments, to make this event the best yet.

- Sam Thrupp
- Alex Cherry
- Ashley Duffin
- Bec Halliday
- Billie-Jo Hurlle
- Claudette Duiker
- Clodagh Finall
- Gary Lesleighter
- Jeff Potter
- Jen Burton
- Jessie Moore
- Jilarnie Woltmann
- Leigh Burton
- Lindsay McCay
- Maree Parsons
- Tayla Willis

Thank you so much for all that you have done to make the night so memorable – we look forward to continuing to recognise ongoing staff excellence in 2025 in Charleville!



Maree Parsons and Sam Thrupp



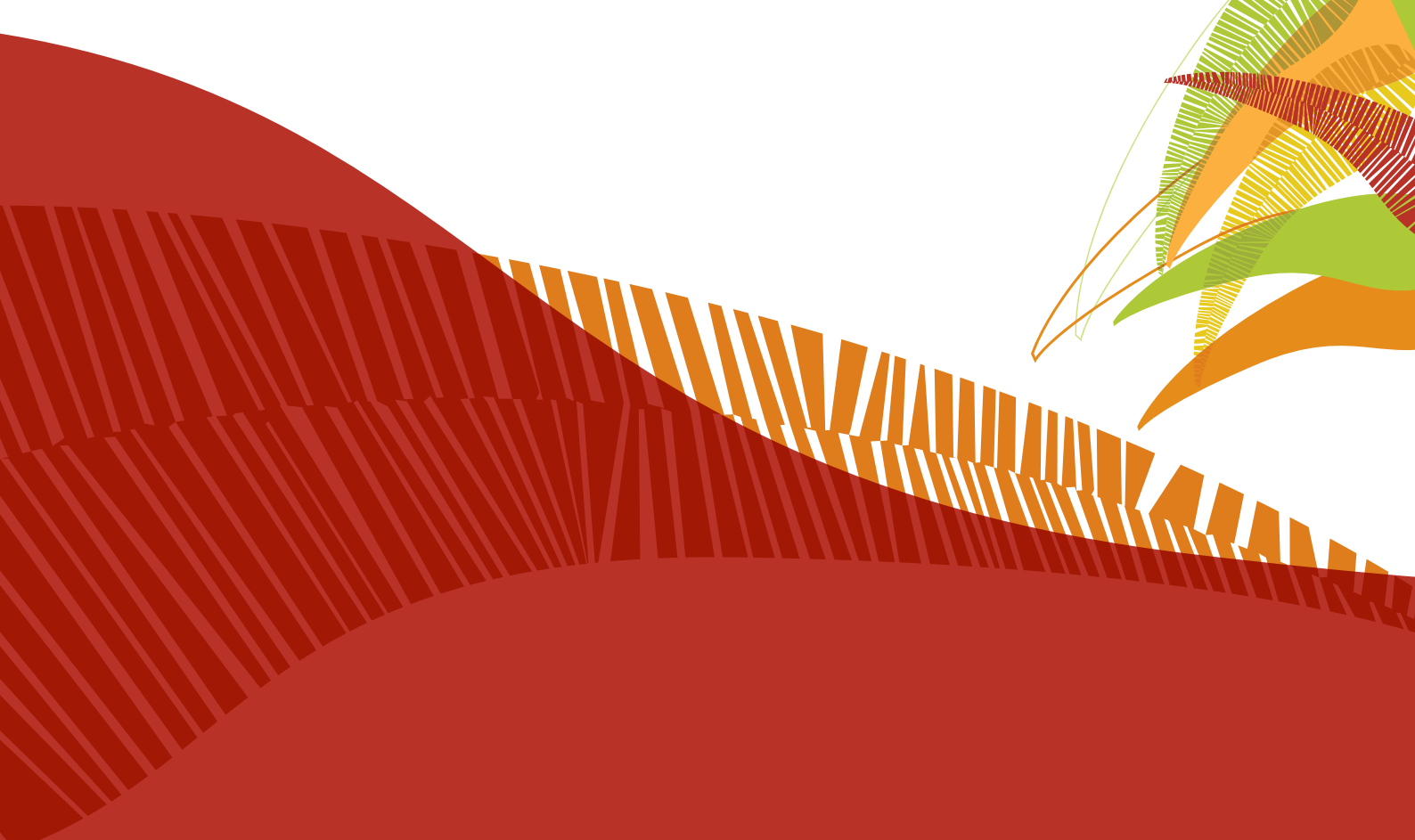
Claudette and Kelvin Duiker



Jen Burton and Alex Cherry



Rebecca Halliday (middle) and Lindsay McCay (right) with Sonya Brady



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