



Dimboola staff members (L-R): Di Russell-Habe, Chrissy Lane, Michelle Edwards, Kellie Laverty, Charlene Kalms, Anu John and Rachel Fishlock, with Dimboola Nursing Home resident Graeme (front).

Thanking our Dimboola staff

A huge thank you goes to our Dimboola staff, who continued to care for our residents with such dedication during the bushfire emergency earlier this year.

Despite the uncertainty, our staff remained within the Dimboola Nursing Home and prioritised the safety of all residents.

Care Community Managers Amy Elliott and Breanna Eldridge were instrumental in managing an evolving and stressful situation, while maintaining the values of our organisation.

General Manager Aged and Community Care, Rachel Fishlock,

commended the staff, residents and the Dimboola community on their support and resilience during this period.

"The close Grampians Health community came together in Dimboola to ensure residents were cared for safely, and staff were supported in a very stressful situation," Rachel said.

"I am extremely proud of the Dimboola team, and the wider Care Communities team who came together to support each other."

The professionalism shown during this bushfire emergency

has exemplified the strength of our values and the deep care we have for our residents.

Together, we have shown that our community, even in the most difficult of times, remains strong.

Like to join our mailing list?

If you would like to join our mailing list please send your name, email and postal address to communications@gh.org.au



The Wimmera regions three generations of nurses – Debra Simmons, Tamika Dockrill-Petering, and Clare Petering.

Celebrating nursing excellence across three generations

The Wimmera region is home to an extraordinary nursing family, sharing over 40 years of experience between the three generations of nurses.

Debra Simmons, an Enrolled Nurse with 15 years of experience, led the family legacy working in aged care at the Dimboola Nursing Home.

Now settling into retirement, Debra feels confident that the health service is in good hands. "I'm proud to watch my daughter and granddaughter continue this work," she said.

Her daughter, Clare Petering, is a Registered Nurse with over 20 years of experience, currently working with District Nursing in Horsham.

It was Clare who first began working in nursing, encouraging Debra to take the leap into a new career, sharing her skills to help Deb's confidence grow.

Rounding out the three generations of nursing is Clare's daughter and Debra's granddaughter, Tamikah Dockrill-Petering.

Tamikah is a Registered Nurse, working in the Emergency Department at Horsham. "I feel incredibly proud to follow in my family's footsteps. The support and knowledge they've shared with me throughout my career have been invaluable," Tamikah said.

We are incredibly fortunate to have these three incredible nurses at Grampians Health; their contribution to our health service ensures our community receives the highest standard of care.

Jan awarded Medal of the Order of Australia

Long-time Dimboola resident Jan Ballard has been honoured with a Medal of the Order of Australia (OAM) for her outstanding service to the community, through local environmental initiatives.

At 85 years of age, Jan's dedication to Dimboola's growth and beauty, particularly through her work with the local gardens and public spaces, has been recognised as a cornerstone of the town's cultural and community life. She was among the 732 Australians awarded honours during the Australia Day celebrations earlier this year, presented by Governor-General Sam Mostyn.

Grampians Health is now fortunate to have Jan and her husband, Bill, calling Dimboola's aged care community home.

Jan, who lives with advanced Parkinson's disease, looks back on her years of industriousness with a sense of contentment.

"I'm very happy to not be so busy," she shared. "I think people find that hard to understand after all the years of being busy, but I'm at peace with being more restful."

Jan's Order of Australia medal serves as a tribute to her enduring passion for her community and her legacy of environmental stewardship and artistic contribution.





Bob's journey from boilermaker to advocate

Dimboola's Bob Hughes is a dedicated advocate for the residents at the Dimboola Nursing Home.

Bob fully embraced volunteering after retiring from his work as a boilermaker in Melbourne; and after his wife Kerry became a resident at the nursing home, he took on a new purpose.

Determined to ensure Kerry's wellbeing, and that of the other residents, Bob began volunteering at the nursing home.

What started as regular visits to his wife, turned into a meaningful role as a resident advocate. He lends a sympathetic ear to those in need and takes a proactive

approach to addressing concerns and fostering communication between staff and residents.

"Reflecting on my experience, I'm grateful for the inclusive environment at the nursing home and the compassionate care that is provided by all the staff that work there," Bob said.

"Knowing that Kerry is in good hands brings me peace of mind, reinforcing my belief in the power of community and collective responsibility."

Kellie McMaster, Volunteer Services Coordinator West, only had praise for the volunteer. "He has taken the time to get to know the residents

individually, building trust so that they know they have a trusting and caring advocate," she said.

Dimboola has found a shining example of the impact that kindness and generosity can have, and we thank Bob for his dedication.

Volunteers play an important role in our health service, selflessly dedicating their time to provide support to our residents, patients, and staff.

If you, or someone you know, is interested in volunteering with Grampians Health please contact Kellie McMaster on **5381 9347** or visit grampianshealth.org.au/volunteer

Cathy retires after 32 years of dedicated service

Grampians Health is bidding farewell to Catherine Ivett, affectionately known as Cathy, who is retiring after an impressive 32 years of service to the healthcare sector.

Cathy's journey in healthcare began in 1988 when she moved from Adelaide to Dimboola to take on the role of dental nurse.

After many years commuting to Horsham, Cathy transitioned from her role as Dental Assistant to Receptionist at Dimboola Medical Centre in 2010, a move that she says has been very rewarding.

Reflecting on her time at Dimboola Medical Centre, Cathy said, "I have just loved working in this role, and I know I'm going to miss the work environment and the daily interactions with the patients and staff."

Grampians Health extends its sincere gratitude to Cathy for her unwavering dedication to the Dimboola community and her exceptional service to her colleagues over the years.

We wish Cathy all the best in her retirement and future travels.



URGENT CARE

When it can't wait,
but it's not an emergency



When you need medical attention that can't wait, consider urgent care (if your condition is not life-threatening).

Urgent care – in person, online or on the telephone – is a well equipped medical service which health professionals have used for some time. It is now available to you, too.

Keep this page handy, so when you need care you know where to go. And remember, keep yourself well with routine visits to your GP, and by following health advice.



Routine care

When you have a medical issue, but it's not urgent or life-threatening, you can make an appointment with your GP / doctor. Many GPs now have same-day appointments.



Urgent care

When you need care that needs immediate attention before your next GP appointment. This can include:

Skin allergies & insect bites

- A rash without pain, vomiting or fever
- Swelling of limbs, fingers, toes, etc (oedema)
- Insect stings
- Spider bites

Infections

- Teeth / toothache
- Sinus
- Respiratory (coughs and colds)
- Small skin wounds (red and inflamed)

Injuries

- Sprains, strains
- Small bones (toes, fingers, ankles, wrists)
- Minor burns (not deep but is red & irritated)

Ear, nose, throat & eye

- Small things stuck in the ear, nose or eye
- Nose bleeds
- Suspected tonsillitis
- Sinus issues

Aches and pains

- Headaches
- Sore arms or legs
- Back pain
- Neck pain

Stomach complaints

- Nausea and/or vomiting
- Diarrhoea
- Constipation
- Urinary Tract Infections

Women's health & obstetric

- Early pregnancy bleed
- Menstrual issues
- Early Mastitis

Other general issues

- Falls or mobility concerns
- Wound dressings
- Abnormal test results



Emergency care

Emergency or life-threatening illnesses and injuries require immediate medical attention and management by an emergency department or hospital. Call triple zero (000) if this applies to you.

Sometimes it is difficult to know if your condition is life-threatening, in which case you should call triple zero (000) or go to your nearest emergency department.

Always access emergency care, not urgent care, for:

- Chest pain or tightness
- Breathing difficulties
- Uncontrollable bleeding
- Severe burns
- Poisoning
- Numbness or paralysis
- Unconsciousness
- Unresponsiveness
- Seizures
- Ongoing fever in infants

Source: <https://www.health.gov.au/find-a-medicare-ucc/when-to-visit>

Urgent Care Options

When you need immediate care, but it isn't life-threatening

Virtual Emergency Department

(Online service – smart phone or computer with camera required)
No appointment necessary | Free service
24 hours, 7 days
Interpreter services available
vved.org.au

Health Direct (Nurse on call)

(Telephone service)
No appointment necessary | Free service
24 hours, 7 days
1300 60 60 24

National Home Doctor (Health Direct)

(Telephone service) After hours GP clinic
Bulk-billed for eligible Medicare card holders | Booking lines open:
6pm weekdays, 12 noon Saturday, all day Sunday and public holidays
13SICK (137 425)

Doctors on Demand

(Online service – smart phone or computer with camera required)
An out-of-pocket fee applies to most appointments.
Book online 24 hours, 7 days
doctorsondemand.com.au

Helplines

- Pregnancy Birth and Baby Hotline 1800 882 436
- Victorian Poisons Information Centre 131 126
- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- Sexual Assault Crisis Line 1800 806 292
- Safe Steps Family Violence Centre 1800 015 188
- Rainbow Door (LGBTIQ+) 1800 729 367
- Kids Helpline 1800 551 800
- 13YARN 13 92 76

GPs and Medical Centres

Find your closest medical service at healthdirect.gov.au

Graceland Medical Centre

Co-payment/Appointment required
9am – 5pm, Monday to Friday
Ph: 5363 7111
154 Lloyd Street, Dimboola

Write down details for your regular GP (doctor):

Emergency Departments

For life-threatening emergencies, chest pain or uncertainty
Call Triple Zero (000) or proceed to your nearest Emergency Dept.
Your nearest Emergency Department is:

Wimmera Base Hospital

No fee
24 hours, 7 days
Ph: 5381 9111
Access from Baillie Street



Emergency: call Triple Zero (000)
Urgent but not life threatening: see options at top of page
Not urgent: see your regular GP

my.gh.org.au/emergency