

Therese Burgess recognised as Life Governor



Therese Burgess has worked the night shift at Edenhope hospital, for four decades.

Her 40 years of service has been recognised by Grampians Health, receiving a Life Governor Award at our Annual General Meeting in November.

Night duty allowed Therese to balance dual roles of provider and parent to three children, who were under the age of 7 when their father died.

In a reference letter dated 1977, her superior described Therese as “very kind and considerate to all patients, especially the elderly”, noting she was often placed in charge of the hospital.

Four decades on, Therese’s peers continue to describe her as “kind” and “considerate”, known for her endless compassion and 3am deliveries of tea, to patients and colleagues alike.

“If I was teaching nursing, bedside manner would be number one; you must gain the confidence of a patient because trust is everything,” Therese said.

“It’s such a privilege to have someone come in and share their stories and vulnerabilities. We’re not necessarily going to have all the answers, but we’re there to share the journey with them.”

Therese is currently on long-service leave, but shared plans to retire in the near future.

Edenhope Campus Manager Tricia McInnes, who has worked alongside Therese for 25 years, said her influence would linger.

“Therese’s impact extends to all of the great nurses working here today, because they have been nurtured and moulded by her over many years,” Tricia said.

“She readily shares her knowledge, without any judgement or pressure, and leads with kindness and compassion in everything she does. We’ve already felt her loss, but Therese continues to shape our culture and service provision in so many ways.”



Jo is urging people to listen to their bodies and seek help immediately if presenting with unexplained symptoms.

Stroke survivor Jo Grant has a message for young people

"My stroke happened in the occipital lobe, in a part of the brain that transmits visual data, so I have blind spots in the right of both eyes," says Jo Grant, Primary Health Coordinator at Grampians Health Edenhope's Health and Wellbeing Hub.

Vision issues were what finally made Jo visit the doctor, 18 years ago, following a list of unexplainable symptoms.

"I was in bed, after doing some exercise, and suddenly got the worst pain in my head; it's described as a thunderclap headache and it was dreadful," she said.

"I was hanging over the side of my bed, with intense nausea."

With hindsight, Jo would have rushed to hospital, but her 28-year-old self waited for the debilitating pain to subside and went to sleep. Today, time-critical stroke medication can prevent lifelong damage to the brain.

The next day, in the office, blurry vision prevented her using the computer to complete work.

She was also exhausted. It was another seven days before she went to the doctor.

"Don't wait if you have unexplained symptoms, because every minute counts when you've had a stroke," Jo said. "I was one of the lucky ones; so many others have died as a result of stroke.

"Listen to your body and seek medical help immediately.

"I ended up in the Royal Melbourne hospital for seven days, but it was too late. You've got four hours to dissolve a clot in the brain, to prevent damage."

In the ensuing years, Jo had to re-learn how to read and juggle her young toddler with an ever-present blanket of exhaustion.

"I don't want people to ever feel alone, like I did in the months and years after my stroke," she said.

"I want the Hub to be a place that people walk into, if they're feeling isolated or confused or struggling to cope.

"We might be able to find equipment and aids to help, link you with a the right service or simply listen."

Signs of stroke include a drooping face, difficulty moving limbs and slurred speech. A sudden, intense headache, accompanied by nausea, should also be treated seriously.

If you, or someone you know, is exhibiting these symptoms phone Triple Zero (000) immediately.

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

Please also contact us if any changes are required to your contact details.

Honouring our dedicated staff members

The average Australian will change jobs every three years, taking on more than 16 roles in their working life.

This confirms that Grampians Health Edenhope staff are above average, with a list of dedicated members recently recognised for decades of service.

This included Therese Burgess, who has worked the night shift at Edenhope hospital for 40 years.

Her children, colleagues and friends witnessed Therese receive a Life Governor award, which signifies an individual's

outstanding contribution and wide-reaching impact.

Community Health Nurse Cath McDonald, Engineering Services Leading Hand Andrew Lloyd and Hotel Services Assistant Vicki Dishon have all completed 35 years of service.

Campus Manager Tricia McInnes and Enrolled Endorsed Nurse Sonya Cryer were recognised for 25 years; Executive Assistant Jodi Finnigan, Enrolled Nurse Rosemary Rudd and Accounts Assistant Maree Emmerton for 15 years; and Enrolled Nurse Carlee O'Bryan for 10 years.

Service awards were presented by Chief Executive Officer Dale Fraser, who expressed admiration and gratitude on behalf of the organisation.

"These individuals have dedicated their lives to the care and health of others, which is already a noteworthy path," he said. "It takes a great deal of character to remain with one organisation, growing and adapting over many years.

"It's a credit to these staff, but also to the culture they've helped create; our Edenhope community is in experienced and capable hands."

*(Back) Cath McDonald, Maree Emmerton, Tricia McInnes, Jodi Finnigan
(Front) Andrew Lloyd and Therese Burgess*



Murray to Moyne 2025

Dennis Sharkey is lining up for his 25th Murray to Moyne cycling event in 2025, to raise awareness and funding for Grampians Health Edenhope.

The annual event involves cycling 520km, in teams of eight to 16, from Mildura to Echuca over two days. Each participant seeks sponsorship, which is injected into Edenhope-specific programs, equipment or services.

The camaraderie is key to drawing Dennis back every year, but he is also driven to support our Edenhope campus.

"For me, it's a way of making a statement about our health service, to say it's important and that we need it to continue," Dennis said.

In the lead up to the 2025 event, on 5-6 April, Dennis hopes to attract a younger crew of cyclists.

"I haven't got a bad word to say about the team, but we're a bit of an old man's club at the moment," he said. "We figured out the average age, in 2024, and the number was in the high 50s. It would be really great to get some younger people involved."

Participants each ride about 150km, over two days, but the relay-style approach makes it more achievable for amateur cyclists.

"We break it up into blocks, depending on conditions and people's fitness, so if you can hang onto your bike for 20km at a go, you'll be right," he said.



"Everyone has their own personal goal and we match our approach to them; some are pushing just to make it through, others are trying to break their own records."

For more information about Edenhope's Murray to Moyne team and 2025 event, phone Engagement Coordinator Dani Grindlay: 0409 215 696.

Madison's pursuing her hospitality dream



You know that moment, following school graduation, when you finally pinpoint a career to match your passions?

Madison Walton has had that moment.

She has returned home to the Bringalbert family farm, after four years away, and started working as a Hotel Services Assistant at our Edenhope campus.

"My main goal, career wise, is hospitality," she said.

"One day, a long way into the future, I would hopefully move up to the chef position here; I know it will take a lot of work and I'm ready for that."

"Eventually I'd love to open my own café, but that's years and years down the track."

She hasn't been at our Edenhope campus long, but the team has welcomed Madison with open arms and fanned her hospitality dream.



Attendees at the 2024 Grampians Health AGM

Enhancing care options through collaboration

Grampians Health has benefited from increased collaboration across our sites over the past year, playing a key role in making care more accessible to regional Victorians and increasing care options across the Grampians region.

Our achievements over the last year were outlined and our commitment to further enhance care was reinforced at the 2024 annual general meeting held on 27 November at Edenhope.

"One of our key priorities when we came together as Grampians Health was to deliver care closer to home and over the past year, I am proud to see the steps we've taken to increase our services and provide care that is responsive to local needs," said Dale Fraser, Chief Executive Officer.

"The collaboration between our campuses has been instrumental in increasing the range and quality of services we offer.

"This teamwork ensures that our regional communities have access to the care they need without having to travel long distances."

Achievements in the last year include increased operational governance and oversight across Ballarat and Horsham Intensive Care Units, an expansion of care at home programs to include paediatric care at home, improved allied health services across its sites, and enhanced oncology services across campuses to deliver care closer to home.

We have also made strides in reducing wait times for elective surgery through a two-year

elective surgery reform project through the Grampians Region Health Services Partnership. In addition to reducing wait times, the project has expanded capacity and maximised throughput of surgical services within the Grampians region.

"These achievements were made possible because of our unified efforts as Grampians Health. Our commitment to working together has not only improved service delivery but also strengthened our ability to respond to the unique needs of our regional population," Dale said.

During the AGM we also took the opportunity to thank outgoing Board Chair, Bill Brown for his service following his resignation. The Hon. Rob Knowles AO has been appointed as Interim Chair.

Murray to Moyne team funds \$25,000 gym re-vamp

A group of cyclists have donated a suite of rehabilitation and exercise equipment, valued at more than \$25,000, to our Edenhope campus.

The local Murray to Moyne team, which cycles 520km from Mildura to Port Fairy every year, raises money for Edenhope-specific programs, equipment or services.

This year they elected to fund two treadmills, two recumbent bikes and an upright bike, to revamp the Elsie Bennett Community Centre gym.

The equipment is designed especially for medical facilities and rehabilitation purposes,

with accessibility and safety in mind.

Murray to Moyne cyclist Chad Eastwood, who also works in maintenance at Edenhope, knew how vital the project was.

"The Murray to Moyne team tries to identify projects that boost what's on offer for the local community, which might not be covered by core funding. This gym upgrade was a no-brainer because so many people will benefit, and we're obviously supportive of physical activity," Chad said.

Community Health Nurse Cath McDonald said the equipment would transform lives.

"We work closely with clients to manage chronic conditions and provide specialised support, so they can stay active and improve their overall health," Cath said.

"The new gym will be used by all ages, right up to those in their 90s.

"Thank you to the incredible Murray to Moyne team; this project will breathe new life into our fitness centre.

"We are deeply grateful to our local riders, support staff and their sponsors, for their kindness and dedication to our well-being."



The 2024 Edenhope Murray to Moyne team.

Avoid mozzie bites this summer!

Warm and wet weather creates ideal breeding conditions for mosquitoes. Avoid mozzie bites by following these simple steps:

- Cover up with long, loose-fitting clothing
- Use mosquito repellents containing Picaridin or DEET on all exposed skin
- Mosquito-proof your home / campsite with flyscreens on doors and windows
- Make sure there is no stagnant water around your campsite
- Use 'knockdown' fly spray, mosquito coils or plug-in repellent where you gather to sit or eat outdoors
- Don't forget the kids – always check the insect repellent label. On babies, you might need to spray or rub repellent on their clothes instead of their skin. Avoid applying repellent to the hands of babies or young children



Edenhope welcomes family of five before Christmas

James Abcede travelled the world to find the best home for his family, studying and working in the Philippines, Saudi Arabia, New Zealand, Melbourne and Sydney before moving to Edenhope, where he now works as a registered nurse.

Despite arriving in the depths of winter and surviving without a car, James sees his future in the small rural town.

"I want to buy a house and settle here," James said. "We're just waiting for my visa approval and I'm going to buy tickets for my family to come."

James' wife and three daughters, aged 13, 12 and 3,

are hoping to call Edenhope home before Christmas.

James said that he values the "high standard" of care in Australian healthcare facilities.

"In the Philippines I'd say it's freestyle care," he said. "In Edenhope it's very organised and better quality, which is good."

Now a proud Australian driver's licence-holder, James is looking forward to exploring the region with his family.

Grampians Health welcomes James, his wife and their three daughters to the Edenhope community.



Digital Health Skills program to upskill workforce

Grampians Health is rolling out a new pilot program to further enhance digital skills of our clinical, administrative, and digital health information technology staff, ensuring they are well-equipped to navigate

the evolving landscape of healthcare technology.

The Digital Health Skills project, which will be delivered in partnership with RMIT and Cisco, is part of the Victorian government's \$4.4 million Skills

Solutions Partnerships program that aims to address critical skills shortages with new training courses to help industries upskill and grow their workforce. Grampians Health's pilot program will seek to advance digital competency of healthcare staff.

In today's rapidly evolving healthcare environment, increasing our digital competency is essential. Healthcare staff need to be proficient with digital tools to provide the highest quality of care, protect patient data, and adapt to new technologies," said Kate Nolan, Chief Information Officer at Grampians Health.

"Grampians Health's Digital Health Skills pilot program ensures our team is ready to meet these challenges head-on, ultimately benefiting our staff, patients and the broader community."



[L-R]: Professor Vishaal Kishore, RMIT-Cisco Health Transformation Lab; Ben Dawson, Cisco Australia & New Zealand; Nithya Solomon, Health Transformation Lab, RMIT; Mohnesh Mahajan and Mel Vasan, Grampians Health; and Marcus Lim, RMIT University.

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



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

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

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

Grampians Health Edenhope Urgent Care Centre

In-person services | No fee | No appointment necessary
24 hours, 7 days
Ph: 5585 9800
128-134 Elizabeth Street, Edenhope

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

Edenhope Medical Clinic

No fee/Appointment required
8.30am – 3pm, Monday to Friday
Ph: 5585 9888
Lake Street, Edenhope

Harrow Bush Nursing Centre

No appointment required for Urgent Care/\$25 non-member fee, \$10 member fee
8.30am – 4.30pm, Monday to Friday
Ph: 5588 2000
24 Blair Street, Harrow

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