



Welcome to the first edition of our newsletter for the Dimboola community.

Grampians Health is committed to providing the best possible health care for its communities. Through this newsletter we aim to keep you informed and updated on what's happening at your hospital.

Updates can also be found on our website **grampianshealth.org.au** or through our social media channels.

Top left: Some of the amazing and caring team at Grampians Health Dimboola

Below left: Care Community Manager Amy Elliott with Gladys Schwartz and the new Pink Lake artwork

Pink Lake brightens care community foyer



A framed picture of Pink Lake has brightened the foyer of our Dimboola campus and provided a local landscape for residents and staff to enjoy.

The picture, taken by Dimboola photographer Andrew Bertuleit, was purchased and donated to Dimboola's aged care community residents by Dimboola Lutheran Bargain Centre.

The charity shop's treasurer Gladys Schwarz said she was really happy that her group was able to purchase the picture for the residents.

"I'm told that the team surveyed the residents and asked what they wanted most and the answer was more brighter artwork around the Care Community," Mrs Schwarz said.

"So I'm really happy we were able to purchase this picture for them."

Mrs Schwarz is a 'regular' at the campus visiting weekly to run a church service for the residents who wish to attend.



Uncle Richard with Director of Aged Care, Joanne Money

Uncle Richard weaves his magic

To all at our Dimboola care community he is known simply as Uncle Richard, but the 77 year old resident is also a Wotjobaluk Elder and an honourable gentleman with a special talent.

Despite being legally blind, Uncle Richard loves nothing better than to spend his day weaving. He learned the craft about 10 years ago and now he has lost count of how many works he has completed.

His artwork is on display throughout the care community and was included in Goolum Goolum exhibitions for NAIDOC Week in Horsham earlier this year.

Uncle Richard said weaving gave him purpose and something to look forward to each day. He gets a feeling of accomplishment on each completion and likes showing his work to his sisters when they visit.

"I have been doing the weaving for a few years now and it keeps me occupied," he said.

"People here seem to like them so it's better than me sitting around all day."

The Meaningful Life team at Dimboola have been able to supply resources and equipment for Uncle Richard to continue his love of weaving and help him get set up each day. He would like to learn how to make baskets or placemats next and the Meaningful Life team are supporting him to do that.

Uncle Richard is one of 20 siblings and spent his childhood living off the land in reserves at Dimboola and Antwerp. He is very proud of his sister Hazel, who is also a Wotjobaluk Elder and is currently advocating to restore the Wergaia language throughout the Wimmera.

Uncle Richard started going blind in his early 30s and moved into independent living when he was 50. He moved to the Dimboola care community in January. He has a kind and gentle personality, with so much to give.

The care community display his beautiful weavings throughout the home. Uncle Richard is even hoping to sell some to Dimboola community members. He likes the AFL, specifically the Bombers and loves creating weaving that reflects his football passion.

Would you like
Grampians Health
to attend your
meeting or event?

Whether you are a community group, social club, school, local government, or any other organisation, we are keen to attend and actively participate in discussions about health care and healthy living.

Our Grampians Health leadership team can provide insights on various healthcare

topics, share updates about our organisation's plans for the future, answer questions related to health services, and collaborate on projects that align with our purpose as a public health service.

Please email details of your request to:
communications@gh.org.au



"Maureen has helped us paint statues of farm animals and she makes other artwork too.

"There is also a display of fish paintings from the Dimboola Primary School students. Colleen who works part time evenings in our kitchen is also a teacher's aid at the school.

"She told them that we wanted more art to display and now they are going to supply paintings on a regular rotation."

Keshia said the campus was also seeking help from the community.

"We would love to get any old animal or bird statues that people don't want any more or that might need a little TLC. If people are happy to donate such items, we can get the residents to paint them up."

Colouring the care community

Word has been getting around about the art on display at the Dimboola campus care community!

Dimboola campus manager Keshia Roche said a major focus has been on brightening up the

campus with art, which includes artwork from resident Maureen (pictured).

"We have residents that love to dabble in art and Maureen really enjoys art activities," Keshia said.

Ned sets the tone in Dimboola



Grampians Health's Ned Tepper has quickly become a popular addition in his new role as support services manager with the Dimboola campus team.

Ned has made his mark quickly at Grampians Health after

answering Horsham's call for support workers to help ease the burden on teams during the height of COVID. He was soon added to the Environmental Services team as an orderly.

For the past two years he has been second in charge of the Environmental Services team and now in his new role, he is overseeing both the kitchen and environmental services teams at Dimboola. Before venturing into the health industry, Ned worked in production at ACE Radio for 13 years where he was also an on-air announcer for the MIXX FM afternoons program.

Like to join our mailing list?

If you'd like to join our mailing list to continue receiving this newsletter please send your name, email and postal address through to **communications@gh.org.au**

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

Meet some of our amazing team



Some of our amazing Dimboola team



Amy Elliott, Care Community Manager



*Maureen and Megan Naylor
(Meaningful Life Co-ordinator)*



Anna Palomeras (General Services Assistant) and Val Terry (EEN)



Dimboola Campus Manager Keshia Roche with Gramscians Health CEO Dale Fraser



Lyn Barber (EEN) & Di Russell-Haby (EEN) with Chief Redevelopment and Infrastructure Officer, Veronica Furnier-Tosco.



Dimboola Campus Manager Keshia Roche with Director of Aged Care, Joanne Money and Chief Operating Officer Community & Aged Care Craig Wilding



New care program at Dimboola

A new Grampians Health program introduced to our Dimboola campus is helping older people to recover after an acute hospital stay.

The Transition Care Program can help older people to recover, gain independence and connect them with the support they need.

The program offers bed-based care in Dimboola's hospital or home based in the patient's home.

Dimboola campus manager Keshia Roche said patients could also start the program in the bed-based setting and move home as their needs changed.

"Until now, the closest site for bed-based TCP had been Horsham so it will be great to be able to offer TCP to people from the Dimboola area in their own community," Ms Roche said.

"The commencement of TCP will not affect the availability of acute care in Dimboola – it is an extra service available for people who need it."

Services provided as part of TCP include nursing, help with cleaning, meals or bathing, help with getting to appointments, social activities, therapy such as physiotherapy, and equipment such as handrails or continence aids.

TCP clients also have a care coordinator who works with them to make a care plan based on their individual goals. The care coordinator also provides support throughout a patient's time on the program and helps to set up a discharge plan and long term support.

Do you have any suggestions for us?

At Grampians Health we take your feedback very seriously, whether it is complimentary to our staff and services or a suggestion on how we can improve.

We employ a Consumer Advocate to manage compliments, complaints and general feedback and have an official process in place to deal with them.

If you would like to speak to the Consumer Advocate, you can call 5381 9331 or email feedback2@gh.org.au

Flush with funds but in fear of folding



Dimboola resident Joyce shows Amy Elliott and Elizabeth King her tilt-in-space wheel chair.

Residents of our Dimboola's care community are able to enjoy the comforts of three new tilt-in-space wheel chairs thanks to the generosity of the Wimmera Health Care Group Dimboola Campus Appeals Auxiliary.

The auxiliary donated \$16,180.24 to pay for the chairs and has also agreed to pay for materials required to upgrade the Anderson Street courtyard.

Auxiliary Secretary/Treasurer Elizabeth King said most of the funds raised by the auxiliary were from its coffee caravan that they would set up at the Lochiel roadside rest stop during peak holiday periods.

"Unfortunately the COVID pandemic put an end to that venture and our committee has since dwindled to less than 10 members," Ms King said.

"These days we don't seem to have any real fund raising projects and there are not enough left on the auxiliary to get something new happening.

"It's a shame because the campus will need that ongoing support into the future but for now we still have plenty of funds to keep paying for items the campus needs."

Ms King said the auxiliary always had a representative from the Dimboola campus to help advise on items they could purchase.

"That used to be me but for the past couple of years it has been care community manager Amy Elliott. "But we are in danger of eventually folding unless we get an influx of new members with new fund raising ideas."

If you are interested in reigniting the auxiliary or have some innovative fund raising ideas that you believe would be ideal for Dimboola, you can email amy.elliott@gh.org.au

Local representation for Community Reference Group

Grampians Health has established four Community Reference Groups (CRGs) to provide input into the provision and implementation of its services on an ongoing basis.

The CRGs represent the regions of each of the four health services that came together to form Grampians Health.

They have been established as an ongoing source of community connection through local representatives who meet with Grampians Health on a regular basis. This was a commitment made at the formation of Grampians Health, to ensure that regional voices continue to be heard and local communities

remain an active part of our health service.

Chairing the Horsham and Dimboola CRG is Merryn Eagle, who is also chair of the Community Advisory Committee (CAC). Each of the CRGs report into the CAC which is the direct reporting link into the board.

The CAC is made up of two members of each of the CRGs - including the respective chairs - and four Grampians Health board members.

The CRGs and the CAC are in place to provide advice on decision making throughout Grampians Health.

For further information or to register your interest in becoming a member, contact Denielle Beardmore, denielle.beardmore@gh.org.au or phone 5320 4025

Who are your CRG representatives?

- Merryn Eagle (Chair)
- Richard Goudie (Deputy Chair)
- Jennifer Noonan
- Sharon Cook
- Lauren Coman

Meet our Leaders

Sarah Kleinitz

Care Community Operations
Director – West



Sarah Kleinitz is the Care Community Operations Director for the West campuses. Prior to the formation of Grampians Health, Sarah was director of residential services for the Wimmera Health Care Group.

Born in the Wimmera, Sarah grew up near Echuca and nursed at Albury Wodonga Health where she worked in the emergency department. Sarah developed her passion for aged care while working at Rural Northwest Health's Warracknabeal campus.

In her role, Sarah visits the Dimboola campus every week to oversee the aged care program and provide support.

Keshia Roche

Dimboola Campus Manager /
Director of Nursing



Keshia Roche, is a dedicated and compassionate leader.

With a strong background as a registered nurse, Keshia has brought a wealth of experience to her role, having come to us from Rural North West Health in Warracknabeal a year ago.

Keshia is deeply committed to providing high-quality healthcare services to the community.

Her experience in a rural healthcare setting has equipped her with the skills to navigate the unique challenges and opportunities that come with serving in remote areas.

Dr Rob Grenfell

Chief Strategy and Regions
Officer



Rob Grenfell is responsible for overseeing the Grampians Public Health Unit, Population Health, Preventative Health, Project Management, Regional Partnerships, Service Planning Improvement and Workforce.

Rob has specialist expertise in health system analysis, strategic planning, governance, health risk management, and equity-focused care. He is passionate about access to healthcare in rural communities and bringing innovative systems to improve equity in regional settings.

"Grampians Health will enable much needed service delivery, locally. Equity of health care, regardless of where you live should be top of the agenda across Australia; I am thrilled to be part of the team that is working to make that a reality across the Grampians," said Rob.



What does the Clinical Services Plan mean for Dimboola?

The Clinical Services Plan is our roadmap for getting where we want to go. It enables us to prioritise clinical service development and identify key capital and infrastructure projects.

There is no role change for Dimboola. It will continue to operate with its existing core services including urgent care, a small acute capacity and residential aged care.

The full Clinical Services Plan is available to view or download from the Grampians Health website, grampianshealth.org.au

“ The Clinical Services Plan is based on extensive research and analysis of the healthcare needs of our communities over the past ten years, and it has identified the need for specific services at each campus so that we can begin to fill these gaps and deliver services where they’re needed. ”

– Dale Fraser, Grampians Health CEO

Key strategies for Dimboola include:

- Enhanced access to virtual clinics at Horsham or Ballarat
- Establishing an ACE program
- An eMR and digital transformation technology that enables real-time remote patient monitoring and management and better connects Dimboola with the other Grampians Health campuses
- Increased capability to manage more complex patients/clients in the community
- Enable videoconferencing and provision of clinical advice and management for UCC patients and Ballarat or Horsham ED

Grampians Health Board Members

The Grampians Health board consists of previous members of the previously existing boards of Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services. More information about our Board and Executives can be found on our website.



Bill Brown
Chair



Anthony
Schache



Rhian Jones



Avril Hogan



Dr Nick Jones



Cora Trevarthen



Marie Aitken



David Anderson



Meghraj Thakkar



Heather Pickard

Grampians Health Executive Team



Chief Executive Officer
Dale Fraser



Chief Operating
Officer Hospitals
Ben Kelly



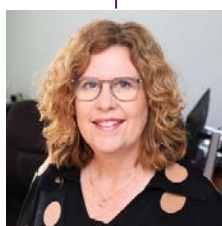
Chief Medical
Officer
Matthew Hadfield



Chief Nursing &
Midwifery Officer
Leanne Shea



Chief Operating
Officer Community &
Aged Care
Craig Wilding



Deputy Chief
Operating Officer
Hospitals - West
Carolyn Robertson



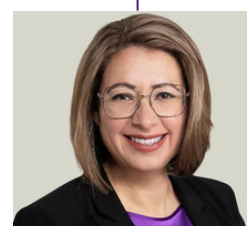
Deputy Chief
Operating Officer
Hospitals - East
Kate Pryde



Chief People Officer
Claire Woods



Chief Strategy &
Regions Officer
Dr Rob Grenfell



Chief Redevelopment
& Infrastructure Officer
Veronica Furnier-Tosco

Our Strategic Plan on a Page

Our community is vast, diverse and unique. In coming together, we aspire to address the growing health and wellbeing challenges faced by the Grampians community.

Our Future
We are leaders in regional and rural healthcare

Our People
Our people are caring, skilled, highly trained and professional

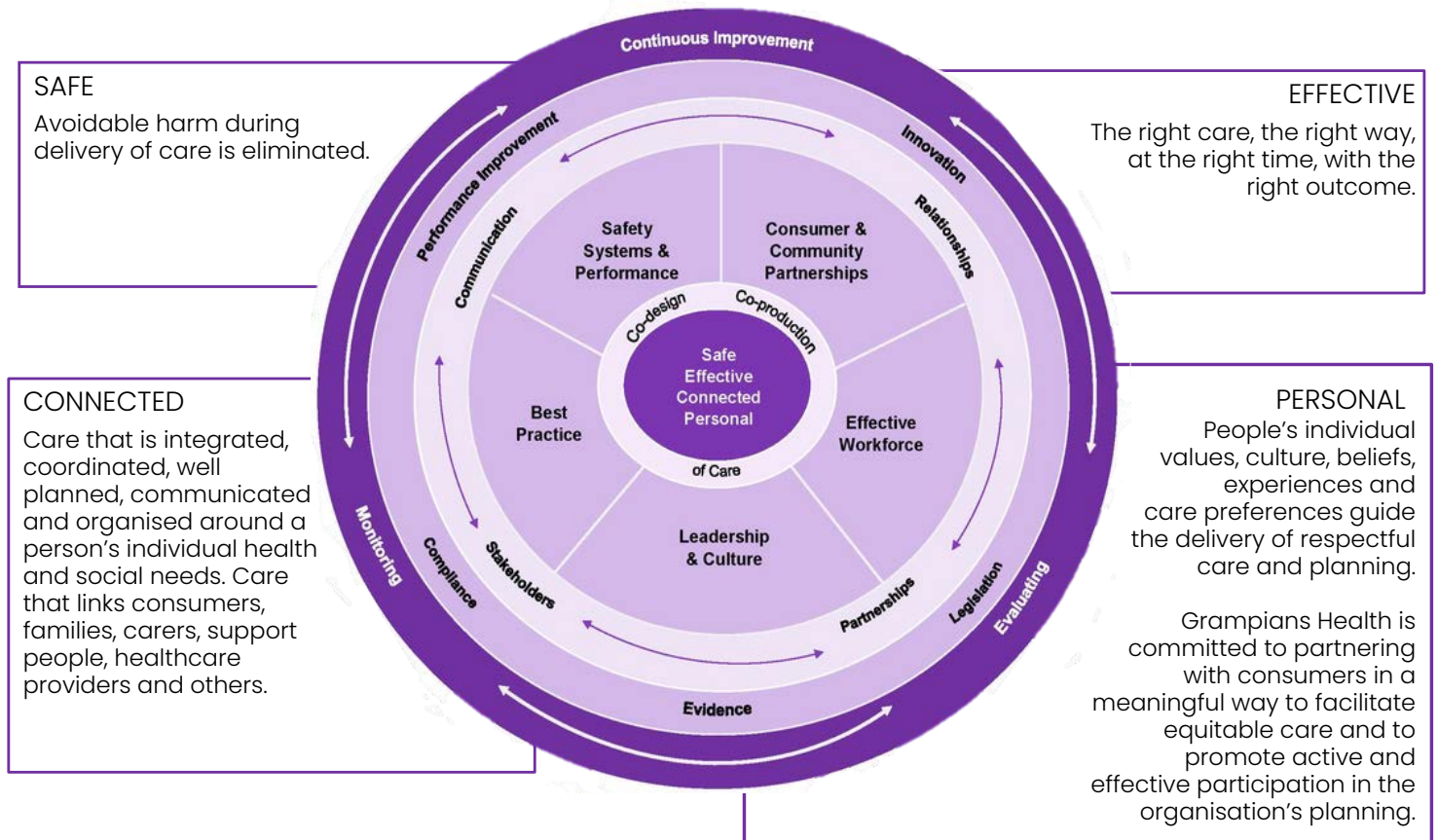


Our Partners
We engage with our community and network of partners to enhance outcomes and deliver connected care

Our Purpose	Our Vision	Measures of Success	Our Values
To deliver quality care for our community through safe, accessible and connected health services.	Grampians Health will be a trusted, progressive and innovative leader of regional and rural healthcare.	Our progress against our goals will be assessed using meaningful and measurable outcomes.	Collaboration Compassion Accountability Respect Innovation

Grampians Health Governance Framework

Ensuring everyone within Grampians Health are accountable to consumers and the community for assuring the delivery of health services that are safe, effective, connected, personal.



CONSUMER & COMMUNITY PARTNERSHIP

Co-design of care involves equal partnership of individuals who work within the system, who have lived experience of using the system and those that design the systems.

Consumer experience and participation is actively encouraged, we are committed to providing a positive consumer experience every time.

Grampians Health will partner with the diverse communities to uphold our commitment to equity and ease of access to healthcare for all.

LEADERSHIP AND CULTURE

Integrated systems are established, and used to improve the safety and quality of health care for consumers.

EFFECTIVE WORKFORCE

The workforce has the right qualifications, skills and supervision to provide safe, high-quality health care.

SAFETY SYSTEMS & PERFORMANCE

Safety and performance systems are integrated, actively managed, monitored, evaluated, and improved in the pursuit of safe high-quality care. Co-production involves working together to design systems using knowledge, resources and shared contributions to improve outcomes for all.

BEST PRACTICE

Safe and appropriate health care is provided based on current evidence to achieve the best possible outcome for the consumer.

Helping Communities Thrive

Grampians Health strives to deliver quality care for all our communities through safe, accessible and connected health services.

Acute Care

5363 7100

24 hour care, managed by our experienced nursing staff and visiting medical officers.

Allied Health

5381 9333

Allied Health resources are based in the Arapiles Building at our Horsham campus.

Services available include:

- Dietetics
- Occupational therapy
- Physiotherapy
- Podiatry
- Speech pathology
- Social work
- Dental and Prosthetic Clinic

Dimboola Nursing Home

(Care Community)

5363 7100

This bright modern home provides facilities that support residents to maintain their connections within the wider community. The nursing home is well supported by Grampians Health and the many services they offer.

Day Centre

5363 7159

Offers a welcoming, supportive environment for our older community and people with dementia and/or disabilities to maintain personal independence and provide support for their carers.

Medical Centre

5363 7111

The medical centre is colocated with the Dimboola Hospital and nursing home.

Appointments are required to see the doctors except in the case of emergencies.

The clinic is private so payment is required for consultations, however all pensioners, children under 16 and health care card holders are bulk billed.

Telehealth

5363 7100

Have your appointment without leaving home, by linking with your clinician using a computer, smart phone or tablet.

For the full range of services and more detail on accessing the services please visit www.whcg.org.au