



## Autumn 2023

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### Feedback and future newsletter submissions

We hope you enjoy this edition of our LCLHN Community Update.

If you have any feedback we would love to hear it,

please email:  
[Health.LCLHNCommunications@sa.gov.au](mailto:Health.LCLHNCommunications@sa.gov.au)



## Introducing our new medical interns



Earlier this year, we were delighted to welcome a group of dedicated medical interns to the LCLHN!

The LCLHN were fortunate to be selected as the location of choice for 10 new medical interns, who hail from around our state and overseas.

As part of the rural junior doctor training and education program, interns are undergoing 12 months of accredited training at the Mount Gambier Hospital, which involves specialised supervised clinical experience in general medicine, general surgery and emergency medicine.

They are also training at local medical centres including Hawkins Medical Clinic, Robe Medical Centre and Kingston Medical Centre, which allows them to gain a broader experience and develop hands-on skills.

These talented interns are a valuable addition to our medical teams, providing exceptional care in a supported and supervised environment. We look forward to seeing their skills develop and hope that the experience of working and living in a regional setting will encourage them to choose to remain in the Limestone Coast to progress their careers.

Photo credit: SE Voice

Back (left to right) – Dr Harry Goffney, Dr Ewurama Dontoh, Dr Marcus Kang, Dr David Assibey-Bonsu, Dr Daniel Makary. Front (left to right) – Dr Luke Green, Dr Titus Leong, Dr Elena Te, Dr Casey Donehue, Dr Steven Shi

## Acknowledgment of Country

Limestone Coast Local Health Network acknowledges the Traditional Custodians of Country throughout the region and Australia. We acknowledge their connections to land, sea, waters and community and acknowledge this land was never ceded and the ongoing impacts of colonisation.

We recognise the history of First Nation Peoples vast knowledge in traditional holistic healing ways. They were our first health care workers.

We pay our respects to Elders past, present and emerging, and extend that respect to all First Nation peoples today.

# Upcoming Dates

## MAY

Thyroid Awareness Month

Quit your way in May

**1-7 May:** Heart Week

**2 May:** World Asthma Day

**5 May:** International Day of the Midwife

**12 May:** International Nurses Day

**15 May:** International Day of Families

**15 - 21 May:** National Volunteer Week

**17 May:** International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT)

**25 May:** Australia's Biggest Morning Tea

**26 May:** National Sorry Day

**27 May:** Anniversary of the 1967 Referendum

**27 May - 3 June:** National Reconciliation Week

**31 May:** World No Tobacco Day

## JUNE

Bowel Cancer Awareness Month

**2 June:** Crazy Socks for Docs Day

**3 June:** Mabo Day

**12-18 June:** International Men's Health Week

**15 June:** World Elder Abuse Awareness Day

**21 June:** Motor Neurone Disease Global Day

**29 June:** World Scleroderma Day

## JULY

Dry July

**1 July:** Coming of the Light

**2-9 July:** NAIDOC Week



## Welcome to the Autumn 2023 edition of the LCLHN Community Update.

Along with many other industries, the health industry is feeling the long-lasting impacts of COVID-19, especially in relation to recruitment and retention of staff. While we continue to recruit, we have been focused on accelerating training programs for medical staff, junior nurses, interns, and GP training programs. We have also been fortunate to have the continued support of a network of highly skilled locums, who are helping to alleviate the pressure on our resident workforce.

Since the SA Government committed to invest \$52.7 million into improving health care in our region, the LCLHN has been making significant progress in relation to these initiatives. One exciting development is that we have commenced the planning stages to upgrade the Mount Gambier Hospital Emergency Department, and efficiently accommodate additional mental health, drug, and alcohol beds.

In line with our service planning, cancer services will be expanding at Mount Gambier and Districts Health Service, with the creation of a dedicated Cancer Care Centre. Aligned with the chemotherapy unit, this Centre will offer expanded access to oncology, haematology, telehealth, and other related cancer services for regional patients.

I would also like to take this opportunity to provide an update in relation to the current conversation in the community on radiation therapy. We acknowledge the local Radiation Treatment Working Group and their passion and drive, demonstrated through the signatories to the petition on the subject. We also note the view expressed by members of the community who have signed the petition.

In the absence of a detailed proposal, the Board has committed to an independent feasibility study and business case to support a regional radiation treatment service in Mount Gambier. There is an absolute need to ensure that any proposal is informed by a clinical service planning process, which takes into consideration the complexity and high-level of care needed for patients who require this treatment. The Limestone Coast community will be consulted with and informed as work progresses.

We look forward to sharing the progress on our health initiatives in future editions.

### Grant King

*LCLHN Governing Board Chair*



In this edition, we're pleased to share the progress we have made so far to implement the Mount Gambier and Districts Health Service: Service Plan. I would like to thank the Steering Group for the enormous amount of energy and time spent in overseeing this project and to the many clinicians, consumers, community members and our partners for their valued input.

Other articles include a profile on our new Consumer Advisor, Victoria Wilson, useful advice from SA Pathology on what happens during a blood test and updates from

the Mount Gambier and Districts Health Advisory Council and Kingston/Robe Health Advisory Council.

Finally, after almost five years as Chief Executive Officer for the LCLHN, it's time for me to say my farewells, as I prepare to return to my hometown in New Zealand. It's been a pleasure to lead the organisation over this time. Despite navigating through the challenges of the COVID-19 pandemic, I'm proud of the progress we have been able to make towards our strategic objectives. I feel so privileged to have been able to work with such highly skilled, passionate and dedicated teams, and feel so welcomed in the local community.

I wish you all good health and thank you for your continued support of the LCLHN.

### Ngaire Buchanan

*LCLHN Chief Executive Officer*

# What happens during a blood test?

If the thought of having a blood test makes you nervous, you're not alone! Having a phobia of needles (trypanophobia) or blood (haemophobia) is actually very common.



To help you prepare for your next blood test, SA Pathology have shared the following advice in six easy steps, so you know what to expect.

- 1 Arrive at a collection centre**
  - When you arrive, you should have your paper request form and Medicare card.
  - At the entrance, there will be a bell and numbered cards.
  - Ring the bell, take a number and make yourself comfortable in the waiting area.
- 2 Going in for your test**
  - When it is your turn, your number will be called.
  - A staff member will guide you into one of the collection rooms.
  - They will take your paper request form and verify your personal details with you, such as full name and date of birth.
- 3 Once you're comfortable**
  - After your details have been verified, a staff member will place a tight strap around your arm.
  - They may also ask you to make a fist.
- 4 Taking the blood**
  - When a suitable vein has been located, a small needle will be placed into your arm, which will feel like a slight scratch.
  - They will use this to collect your blood into one or more tubes and send them for analysis.
- 5 Finishing up!**
  - Once the needle is removed, they will cover the area and apply pressure.
  - You may also be asked to apply pressure to the site before a band-aid or sticker is located and applied.
  - When this is done, you're good to go and enjoy the rest of your day!
- 6 After your blood test**
  - Make sure to keep the covering (band-aid or sticker) in place for at least 30 minutes.
  - Do not lift or carry heavy objects for the rest of the day.
  - Avoid tight or restrictive clothing above or around where the needle was inserted.
  - Avoid any movements which may cause strain to your arm – e.g., playing sports, digging or ironing.
  - Try to rest your arm as much as you can throughout the day.

If you are still unsure about what is required for your test, contact **SA Pathology** on **08 8222 3000** or e-mail: **Health.SAPathologyCallCentre@sa.gov.au**

There are seven SA Pathology collections centres across the Limestone Coast, which means that wherever you live, you will receive the highest standards of diagnostic testing.

# Remote health monitoring

Remote health monitoring became available 24/7 throughout the Limestone Coast from February this year.

The free service allows patients to measure their vital signs at home using a monitoring kit and are assessed by a nurse or doctor live 'on screen' at any time of the day or night, seven days a week.

It aims to reduce unnecessary visits to emergency departments, improve access to urgent care and support rural GPs.

24/7 remote health monitoring is for regional and rural patients at risk of hospitalisation, including people with heart and respiratory disease and infections, regional aged care facility residents and COVID-19 patients with underlying health conditions.



*"The kits are a fantastic aid to provide nurses and GPs with essential information in a timely manner,"* said Pam Schubert, our Executive Officer / Director of Nursing & Midwifery at Naracoorte Health Service.

If you think remote health monitoring could help you, please speak to your GP.

More information can be found on the SA Health website by scanning the QR code



The service is funded by the Country SA Primary Health Network.

Photo: Moreton Bay House Direct Care Worker, Kirrily Jordan, resident Don Crawford, and Executive Officer / Director of Nursing & Midwifery, Pam Schubert using a health monitoring kit.



# Meet members of the Mount Gambier and Districts Health Advisory Council

A major role of the Mount Gambier and Districts Health Advisory Council (HAC) is to discuss health priorities and needs and advocate on behalf of the Limestone Coast community to elevate important issues relating to health services in the region.

In this edition, we caught up with the members of the HAC to find out a little bit more about them and how they provide a voice for health in Mount Gambier.



## 1. Sonya Meziniec

*Presiding Member and Local Government Representative*

Sonya is the Presiding Member and Local Government Representative on the Mount Gambier and Districts Health Advisory Council. She has been a Councillor for the City of Mount Gambier since 2014, has served as Deputy Mayor and is a member of several local committees.

Sonya has worked in various sectors including secondary and tertiary education, research and advocacy. Her recent roles have included establishing 'The Haven' a Women's Information Outreach Service located at the Mount Gambier Library, supporting victims of crime and women experiencing domestic violence.

Throughout her working life, Sonya has been drawn to roles that focus on improving the lives of individuals and providing opportunities for communities, and in particular women. As a community leader and advocate, Sonya is guided by the principals of equality of opportunity, access and inclusion so all individuals, businesses and organisations grow and prosper.

## 2. Celeste Raymond

*Community Representative*

Celeste is an accredited Social Worker and co-owner of the social work and counselling service 'FeelBetter Limestone Coast'.

Celeste has worked within and across the human service sector, holding senior social work positions and has experience creating new pivotal social work models of service for large organisations.

She has worked across a range of sectors, interacting and supporting clients across multiple systems, including domestic violence, education, child protection and disability.

Celeste actively supports proactive positive mental health strategies and initiatives for the local community.

## 3. Sue Szopory

*Community Representative*

Sue has recently retired from the workforce, following an impressive 43-year career in Nursing.

Throughout this time, she worked on the Surgical Ward at Mount Gambier Hospital as a Nurse and Stomal Therapist. Sue also ran a monthly clinic in the consulting rooms as well as a stomal support group.

She joined the Health Advisory Council as she is keen to use her experience in the nursing field to facilitate connections between the community, health services and the government. She is passionate about looking for ways in which health services can work together to provide holistic care.

## 4. John Wright

*Community Representative*

John is from Mount Gambier and has worked within the SA public service for over 30 years.

Throughout this time, he has worked in policy and project roles for a range of agencies including Community Health, Attorney-General's Department, Department of Premier and Cabinet, Parliament House, Aboriginal Affairs and Reconciliation and Child Protection.

Following a stint in Adelaide, John returned to Mount Gambier last year and is a Governance Officer at the Wattle Range Council.

## 5. Maree Thompson

*Community Representative*

Originally from the UK, Maree and her family moved to Millicent when she was 15 years old.

Following a 25-year career in real estate and property management, Maree retired six years ago and is one of the longest serving members of the Mount Gambier and Districts Health Advisory Council.

Maree originally joined the HAC as she is passionate about supporting and advocating for the community. She has a particular interest in palliative care, supports a number of local cancer support groups and is the President of the Sunset Community Kitchen. She is also a Justice of the Peace.

## 6. Travis Fatchen

*Local Member of Parliament (proxy for Troy Bell)*

Travis was born and bred in Mount Gambier and has 25-years' experience as a Diesel Mechanic, and Workshop Manager. He is currently an Office Manager in the Mount Gambier Electorate Office – Troy Bell MP.

Being a member of the Health Advisory Council allows Travis to provide constituents with a voice, by raising their concerns for discussions at HAC meetings.

He has been a Justice of the Peace for almost eight years and helps community members by certifying documents, statutory declarations, affidavits,

# Kingston Robe Health Advisory Council Update

advanced care directives or enduring power of attorneys.

Travis is an active member of the local sporting community and is a Board Member of the Mount Gambier Pioneers. He has been involved with the Apollo Football Club and has played basketball for the Beagle Boys for 37 years.

## 7. Josh Lynagh

*Community Representative*

Josh has been a member of the HAC since 2018, bringing along a background in social media and community engagement to help promote the work of the HAC within the region while engaging with the community to gain a better understanding of their health needs.

Serving as the operator of Limestone Coast Community News for almost a decade as well as managing social media for a local primary school. Josh's experience online has been utilised with the HAC's "Mount Gambier Health News" Facebook page.

Josh is currently in his second term as a Councillor for the City of Mount Gambier, while also working as a community co-ordinator for the Melaleuca Hub where he works with parents to connect with local service providers. He is also an assistant for Minister for Primary Industries, Regional Development and Forest Industries, Clare Scriven.

## 8. Cathy Lunnay

*Community Representative*

Cathy is a proud resident of Mount Gambier, who has raised two children and continues to reside in the community with her husband.

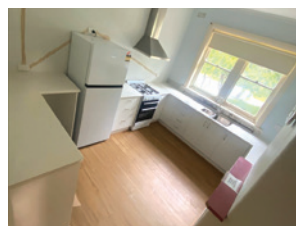
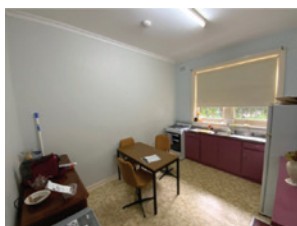
She has enjoyed a career spanning 20 years within Radiology, working in many roles including Administration and Management before moving into IT.

She supports two family businesses while ensuring to give back to her community through various board roles including the Chamber of Commerce.

Joining the HAC meant that Cathy could participate in advocating and providing education for the community to understand what services and choices residents have in relation to their healthcare.

The Kingston Robe Health Advisory Council (KRHAC) plays an integral part in the improvement of services and facilities at our Kingston Soldiers' Memorial Hospital, and they have certainly been busy over the past few months.

One of the major projects that they have been working on is the upgrade of the accommodation that house temporary nursing staff during their tenure. The facility has been treated to a totally brand-new kitchen, new furnishings and a bathroom upgrade. All of which has been possible due to donations from the Kingston Soldiers' Memorial Hospital Auxiliary, Bendigo Bank (Robe branch) and Kingston Lions Club.



The KRHAC has also initiated the entrance upgrade for the Kingston Community Health Centre. Improvements include the installation of a ramp and stairs to the main entrance, allocated disabled parking and undercover entry for pick up and drop off for people using the facility. Funding for this project has been kickstarted with a generous donation made in memory of Mr Tom Brinkworth. With an estimated cost of \$400,000, the remaining funds are being sought by the KRHAC to complete the upgrade.

The KRHAC is also committed to the safety of consumers using the Hospital and Aged Care services, currently focusing on the installation of a fire suppression system. Stage one of the project has been completed which includes a sprinkler system being installed in Lighthouse Lodge.

Earlier this year, the KRHAC met with the LCLHN Governing Board. This gave the KRHAC the chance to discuss their current and future projects, health initiatives that are important to the local community and ways we can work together to improve our facilities and services.



Left to right: Kathrin Rowbotham (HAC Member), Christine Senior (HAC Member), John Irving (LCLHN Governing Board Member), Dr David Senior (HAC Member), Lindy Cook (LCLHN Governing Board Member), Denise Foreman (HAC Member), Grant King (LCLHN Governing Board Chair), Angela Miller (LCLHN Director Governance and Planning) and Rick Wingard (HAC Member).

You can find out more about Health Advisory Councils at: [sahealth.sa.gov.au/HealthAdvisoryCouncils](https://sahealth.sa.gov.au/HealthAdvisoryCouncils)



# Chronic Disease Continuity of Care Pathway

As part of Closing the Gap program, the LCLHN received funding to investigate ways people with a chronic disease can access a smoother and more effective treatment pathway. This program will focus on continuity of care, self-determination, and ultimately reduce or avoid visits to the Emergency Departments.

These pathways are currently being finalised, taking into the consideration the feedback we have received. Once these pathways are approved, we will begin implementation from July 2023.

## A message from Director Aboriginal Health

*Kathy Edwards*

2023 has been a whirlwind of activity for the LCLHN Aboriginal Health team!

We have been conducting consultations, reviewing and developing care pathways, planning Reconciliation events in line with our Reconciliation Action Plan and providing training for our staff.

We have also been able to get out and about to see our community. We love to be able to have the opportunity to have a yarn and hear your ideas for improvements in our health service. This year, we are planning more consumer consultations and we are really looking forward to connecting with you.

## Whats coming next?

- Reconciliation events at each of our sites
- Planning for NAIDOC week activities
- Implementation of Chronic Disease Pathways
- Implementation of Aboriginal and Maternal Health Continuity of Care

## Continuity of Care program

The LCLHN has been selected as one of two regional Local Health Network's for an Aboriginal and Maternal Health Continuity of Care program.

The aim of this program is to engage with mothers of Aboriginal babies and Aboriginal children between the ages of 0 to 5 years old, to help negotiate the health care system and achieve better health outcomes. The initial phase of this program will run for 12 months, starting from July 2023. We are excited to be selected as a testing site and look forward to seeing the outcomes and improvement of care resulting from this program.

## Aboriginal Student Work Expo

The LCLHN in conjunction with UniSA, Flinders Uni, TAFE and Pangula Mannamurna held a work expo on Friday 31 March for Aboriginal students in years 10 to 12.

This was attended by 35 students from across the region and Western Victoria. The day was filled with talks about careers in health and hands on activities.

Thank you to UniSA for organising and hosting this event, to the schools and students that attended and to the services who provided staff and activities on the day. We can't wait to do it again next year!!

## Reconciliation Working Group

The Reconciliation Working Group has been really busy this year!

One of the major works has been the drafting of the second LCLHN Reconciliation Action Plan, which is nearing completion.

The group has recognised how the LCLHN has matured in its journey of Reconciliation and as a result has updated the Acknowledgement of Country that is used across all sites.

## Consumer Consultation

*"From July 2019 to now and beyond"*

In March, we held a Community Consultation session at Pangula Mannamurna to discuss what the LCLHN has achieved since becoming our own Local Health Network in July 2019.

We would like to thank everyone who was able to come and participate in this session. It was a wonderful experience, and we were able to share our successes and have a yarn about what you would like to see happen in the LCLHN in the future.

I look forward to seeing you all again and giving you an update on our progress at our next session.



# Elsie and Gruffalo bring joy as they hit the road with our Speech Pathology team

If you were a client of our Speech Pathology team at Country Health Connect Mount Gambier over the festive period, you might remember seeing some innovative Christmas decorations during your visit.

As part of a staff Christmas decorating competition, the team set up a special 'Gruffalo' themed Christmas Cave (based on the popular children's book character). Clients were encouraged to create their very own 'Gruffie' masterpiece through art therapy as they toured through the cave.

This inventive display won the hearts of clients and our competition judges, and the team were awarded with the inaugural Elsie Award (Elsie a.k.a. LC for Limestone Coast). Elsie is a Christmas reindeer which will be passed on to the winners of future Christmas decorating competitions.

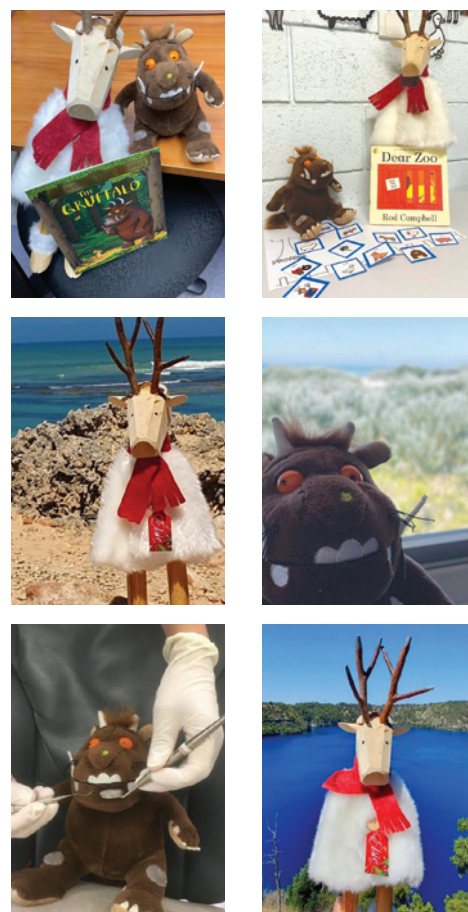
Now, months later, the much-loved Gruffalo and Elsie have been on many adventures, as different team members take them around the region visiting different sites and clients. The pair have even garnered a following on Instagram, both with their own separate Instagram accounts!

Elsie's Instagram account is @Elsie\_the\_christmas\_reindeer and you can find Gruffalo on Instagram at: @gruffaloadventures.

Clinical Senior Speech Pathologist, Michelle Cook, says it's been great to continue the spirit of Elsie and Gruffalo beyond the festive season.

*"They bring some light-hearted joy to staff and clients alike as they travel across the Limestone Coast, and they can really help us engage with clients who sometimes need a little more encouragement. It's been fun watching their journey and followers grow on social media too,"* said Michele.

To learn more about our Allied and Community Health services, you can visit the Country Health Connect website: [CountryHealthConnect.sa.gov.au](http://CountryHealthConnect.sa.gov.au)



Pictured above: Some of Elsie and Gruffalo's adventures across the Limestone Coast region.

## What does a Speech Pathologist do?

Speech Pathologists help people who have problems with their communication and/or their ability to swallow.

Communication problems can affect fluency, hearing, reading and writing, and language skills. Difficulty swallowing can also make it hard to chew, drink and eat certain foods and/or to swallow safely.

Speech Pathologists most commonly work with people with:

- Developmental delays and/or disability
- Language, literacy or learning problems
- Childhood hearing difficulty
- Autism Spectrum Disorder (ASD)
- Brain injuries (e.g., stroke, Parkinson's Disease, Cerebral Palsy)

- Swallowing or feeding difficulties

A person could also be referred to Speech Pathologists for:

- Speech difficulties or problems being understood
- Stuttering
- Loss of voice or a husky voice that is hard to hear
- Early reading and writing skill development

Speech Pathologists work with people in individual or group sessions. They will make assessments and help people find the best way to communicate.

They also provide resources and support for families and carers.



To find out more about Speech Pathology services provided in the Limestone Coast Local Health Network (including how you or a loved one can get referred), please phone 1800 944 912 or email: [CountryHealthConnect@sa.gov.au](mailto:CountryHealthConnect@sa.gov.au)

# Focus on:

## Mount Gambier and Districts Health Service



Mount Gambier and Districts Health Services (MGDHS) provides accident and emergency, acute inpatient care, integrated mental health inpatient unit, cancer and renal services, maternal and neonate services, paediatric services and surgical and outpatient services.

Limestone Coast community and allied health services (Country Health Connect) provide a range of centre-based and community-based allied health and specialty nursing services.

### Service Plan (2022 – 2027)

The Mount Gambier and Districts Health Service: Service Plan (2022 – 2027) identifies a range of service initiatives to support the provision of safe, quality services closer to home, over the next five years.

To develop the Plan, a co-design service planning process was undertaken which

involved community, consumers, health leaders, staff, clinicians, and partners in determining the areas we wanted to focus on to improve our services.

Specific service priority areas identified include, increasing specialisation, expanding access to allied health and community services, enhancing emergency and mental health care, cultivating excellence in paediatric care, strengthening care of older persons, and improving continuity of maternity services.

### Integrating care to improve your experience

We are committed to improving collaboration between each of our departments to ensure each individual patient journey is built on continuity of quality care.

We want consumers to feel they are in control of directing their health care in genuine partnership with caring health professionals. We are striving to improve the connection between our staff both within and across disciplines and ensure they feel valued for the work they do.

In alignment with our strategic priority to grow services, our planning process revealed a need for greater integration across our service areas to improve consumer experiences.

### What we have achieved so far

Formal implementation of the Plan was put on hold due to the need to redirect our efforts in response to the COVID-19 pandemic. However, we have still been able to make progress in many service areas of the Plan, which include the following:

#### Older Persons

- Implementation of the Allied Health Model of Care for LCLHN Residential Aged Care Facilities (RACF), with increased reach for dietetics, speech pathology and physiotherapy
- Social support is available from the Home Support Program
- iCCnet program has been launched for remote health monitoring
- Support is being provided to consumers on how to navigate the My Aged Care system

#### Emergency

- Implementation of the Mental Health Consultative Liaison Service
- [Planning for an Emergency Extended Care Unit \(EECU\) is in progress\\*](#)
- Recruitment of a full-time Hospital Bed Manager
- Five Nurse Practitioner roles are in place in the Emergency Department and Assistants in Nursing (AIN) are rostered on as required



## Areas for growth

The Plan proposes to grow and seek additional investment in the following areas to better serve our community into the future.



- Enhancements made to Emergency Department signage
- Emergency Department Volunteers 'Friends of ED' have returned

### Country Health Connect

- Pilot testing of the Aboriginal Child and Maternal Health Pathways Continuity of Care Protocols and Chronic Disease Continuity of Care Pathways to commence this year
- Undertaking reviews of consultation rooms and office spaces

### Medical Inpatient

- Planning is underway for a dedicated respiratory service
- Increased use of virtual clinical care
- Implementation of the 'Patient Journey Board' and team strategies to facilitate interdisciplinary care and case management
- Trialling of a new 'You are Leaving Hospital' checklist

### Surgery and Anaesthetics

- Allied Health 'on call' support across seven days for Orthogeriatric Hip Fracture Pathway patients
- Aboriginal Health Practitioner role developed

- LCLHN Disability Access and Inclusion Plan launched
- Allied Health practitioner support for day surgery patients

### Maternity and Neonatal

- Extended hours of Maternity Ward Clerk support
- Domiciliary midwife service supporting postnatal care expanded to six days
- Increase of education and training opportunities for early career midwives
- Recruitment of an Obstetrics and Gynaecology Registrar
- Increased Transition to Professional Practice (TPPP) intake (five TPPP midwives for 2023)

### Mental Health

- Planning is underway to establish a six-bed sub-acute mental health unit\*
- Increase in the number of Psychiatrists and Psychiatry Registrars
- Planning is underway to create additional drug and alcohol detox beds\*

### Cancer Care

- Strengthening our Oncology service with a dedicated Cancer Care Centre

- An additional Cancer Care Coordinator role created, and second Oncologist appointed
- Establishment of a Haematology Service
- Activation of Enterprise Chemotherapy Prescribing System (ECPS)

### Palliative Care

- Increased access to specialist telehealth consultations
- Additional Palliative Care Nurse role created
- Voluntary Assisted Dying Act 2021 commenced
- Palliative care nursing training opportunities for our staff
- Designated palliative care rooms upgraded to improve aesthetics and comfort

### Radiology

- Additional CT Machine added which means more CT services can be offered including CT cardiac negating the need for patients to travel to Adelaide.

\*Funded by SA Government in line with health initiatives for the Limestone Coast.

# Shining a light on Victoria Wilson, LCLHN Consumer Advisor



Victoria recently joined the LCLHN in a new Consumer Advisor role within our Quality, Risk and Safety team. The role of Consumer Advisor is incredibly diverse and focuses on helping our consumers to access and improve our health services.

## What attracted you to the LCLHN and the new Consumer Advisor role?

I relocated to Nelson last October. My husband and I now love the area and we're lucky to have a house close to the river.

Once we moved, I started looking for employment and found the advertisement for the Consumer Advisor role. I'm passionate about improving consumer services, and I was also attracted by the diversity, with each feedback case being quite different.

## What does a Consumer Advisor do?

My responsibilities range from coordinating and supporting consumers through the feedback and/or complaints process; developing materials and training to support staff in the consumer feedback process; implementing and maintaining support programs; ensuring accurate complaints data records management; providing guidance to

leadership on consumer feedback trends and policies, and so much more.

## What are you most looking forward to in your work with the LCLHN?

I am looking forward to working with a remarkable group of people striving to give our consumers the best possible care and outcome in an ever-changing environment, where we have to adapt to create and maintain a high standard. I'm also looking forward to growing with the role and demonstrating my ability and competence.

## How can people get in contact with you and/or your team?

We have just developed a new suite of consumer feedback materials that you will see at LCLHN sites (pictured to right).

If you would like to get in touch with me directly, please see my contact details below:

T: 1800 319 753 or 8724 5203  
M: 0468 592 584  
E: Victoria.Wilson2@sa.gov.au

# Your feedback

The Limestone Coast Local Health Network is committed to providing high quality care and services that meets your needs, so your feedback is important to us.

*"I was very impressed with the Aboriginal culture on display in the main entrance of the hospital."*

*"My experience was exceptional. Everyone performed and knew their role, and were courteous to each other and a collective team. All my treatments and tests were thorough and efficient. It's now just over 12 months since I experienced my stroke, and I feel in that time all my concerns were listened to and appropriately acted on. Many thanks to all for your professional care and attention."*

*"Thank you for your care and professionalism caring for our family member. We know he was often difficult, but your dedication and care for his welfare was always evident and gave us piece of mind knowing the care he was receiving was the best support possible. We appreciate your efforts to make his stay an enjoyable and safe one. A big thank you for all you have done in providing excellent care for him."*

*"I want to thank the Home Support Coordinator so very much for all the advice, support and above and beyond level of consideration she has given to me and my beautiful mother. We both are so grateful that she was the one helping to navigate the care process and for so quickly and flexibly organising so many things around improving our life."*

*"Your care and professionalism was exceptional. I felt very comfortable and safe. Thank you very much for helping me when I was vulnerable on an early morning with chest pain. Words cannot express my gratitude."*

*"The care I received from all in emergency, in admittance and once on the ward was exceptional, SO A BIG THANK YOU TO ALL. I felt as if I was in good hands and they all cared about me. I also need to recognise the kitchen on the quality of food that was presented."*



## Ways to leave feedback



Speak to a staff member



Email: [Health.LimestoneCoast@sa.gov.au](mailto:Health.LimestoneCoast@sa.gov.au)



Submit a feedback form online  
Visit [sahealth.sa.gov.au/contactLCLHN](http://sahealth.sa.gov.au/contactLCLHN)



Call us: 1800 319 753



# In pictures: events from around the Limestone Coast Local Health Network



Charla Lodge residents (Bordertown) on their way to enjoy some leisure activities



Former HAC Presiding Member and Board Member Brenton Dohnt (centre) and former HAC Member Jeniene Davies (left) being recognised for their service by Kevin McGrath (right)



Peta-Maree France (Director, People and Culture) represents the LCLHN at The Big Meet Careers Fair held at the Adelaide Convention Centre



Staff members representing the LCLHN at The Big Meet Careers Fair held at the Adelaide Convention Centre



Charla Lodge residents visiting the Bordertown Mainly Music group at the local Lutheran Church



Penola War Memorial staff accepting a generous donation from the organisers of the Penola Rodeo



Charla Lodge Men's Matters group enjoyed a barbeque with local farmer Peter McLellen



Staff from LCLHN, Pangula Mannamurna Aboriginal Corporation and Community members whom attended a recent community consultation session to improve health services



Residents, families and friends of Sheoak Lodge (Millicent) celebrating the opening of the refurbished Zander Function Room





# Join our Aboriginal Health Experts by Experience Register

The Limestone Coast Local Health Network (LCLHN) recognises the knowledge and experience Aboriginal people bring to healthcare for their people and supports Aboriginal self-determination and governance in regards to all aspects of health care.

The Aboriginal Health Expert by Experience Register is a database of self-nominated Aboriginal people and carers of Aboriginal people from across the Limestone Coast who have identified how they would like to engage with the LCLHN.

Joining the Register is a way Aboriginal people and family can tell us what is important to them.

The Register also helps us to ensure they are informed about Aboriginal Health delivered in mainstream health services in our region.



Scan the QR Code to find out more and download a registration form

This artwork was produced by the Corka Mob; Aboriginal and Torres Strait Islander Elders who live on Boandik land. This painting represents the uniqueness of the culture, land and diversity of the land. This work has been reproduced with the full consent of the artists.