



2020 CALENDAR



Key Emergency Contacts

- Police: 000
- Non Emergency Police: 131444
- Fire: 000
- Ambulance: 000
- Emergency: 000
- Poisons Information Centre [24 hours]: 131 126
- Counselling service: 136 169
- SES: 132 500
- Life Line 24 hr: 131 114

RESPECT

Our Vision
Heywood Rural Health
health and well being
of our community

INTEGRITY

Our Values

RESPONSIVENESS CARE



Welcome from our CEO

Heywood Rural Health strives to provide care and services to the community that are personal, safe, effective and co-ordinated. In doing this, we hope that the consumer experience is a positive one and that the community continue to have confidence in Heywood Rural Health as a quality provider of health services.

This report contains valuable information on the care and services we deliver to the community, the people who use them and the team members who deliver them.

It highlights activities and projects from the past 12 months.

On behalf of the Board of Directors, all our team members and volunteers, it is with pleasure we present the 2018-19 Quality Account for Heywood Rural Health.

Roslyn Jones
Chief Executive Officer

Acknowledgment of Country

Heywood Rural Health acknowledges and pays respect to the traditional owners of the land on which we reside – the Guditj Mirring people and pay our respects to the Elders both past and present.

We provide health care and support services to the whole community and everyone is welcome.

About Heywood Rural Health

We are located over in the South West regions of Victoria.

Services we provide:

- 5 Acute beds
- Urgent Care Centre
- 45 Residential Aged Care beds

We have over 127 employed staff who support the health service, in addition to 90 volunteers who devote their time to helping HRH achieve its vision.

Community Home Care Packages

Community Home Care Packages provide care and support to older people who wish to remain living in their own home.

Community Health Services

Community Health Service provides allied health, community nursing and support services.

Our Team

Our teams consist of medical, nursing, cleaning, catering, allied health and maintenance staff.

Our Services

Acute Care

- Inpatients
- Urgent Care

Residential Aged Care

- Permanent Care
- Respite Care

Primary & Community Health

- General Practitioner Services
- Practice Nurse
- Diabetes education
- Dietician
- District Nursing
- Occupational Therapy
- Allied Health Assistant
- Physiotherapy
- Community Health Nurse

Support Programs & Services

- Volunteer Program
- Eating with Friends
- Mens Shed
- Delta Dogs
- Project Respect
- Community Transport
- Meals on Wheels
- Community Care Packages





Improving Food Services at Heywood Rural Health

Catering at HRH

The catering team at Heywood Rural Health produces around 50,000 meals annually to the residential care service. In collaboration with the consumers, family, friends, staff and local suppliers, a five week rotating menu plan is produced, with the flexibility to change as needed.

“The options and choices available for daily living has to be that of their own” says Leigh Beddows – Support Services Manager.

“Through workshops, meetings, feedback surveys and less formally a good old friendly chat, I can get a real feel for the wants, needs and individual tastes.”

Meals on Wheels

Additionally, the kitchen sent 3,515 Meals on Wheels delivered daily by our dedicated Volunteers to local residents within the township, and weekly to the far reaches of the region.

Heywood Rural Health prides itself by using locally sourced produce, from smaller local businesses, and working closely with the dietician to deliver the freshest and most nutritional meals possible.



Partnering with Consumers

Working better together

The people who make up our community are our consumers. Partnering with consumers means that we involve people in their own care and engage with the wider community to improve our health service.

At Heywood Rural Health we aim to offer care and services that meet the needs and expectations of all consumers. We do this by talking to consumers and seeking their views on a range of things. At Heywood Rural Health 'partnering with consumers' means we work together to make our health service the best it can be.

Having input from our consumer's is important to us as it helps us look at what we are currently doing to see if we can do things better. Working alongside consumers also has the following benefits:

- Help consumers to reach their health and well-being goals;
- Lets us know how we are performing;
- Builds on good relationships between consumers and the people who deliver their care;
- Supports keeping people safe because they are given information they can easy understand and follow, and
- Assists us to do our jobs the best we can.

As part of working with our consumers, Heywood Rural Health has devised a 'Consumer Participation Plan' which acts as a guide to ensure we consult, engage and support active participation from all consumers in our community. Progress towards achieving actions in the plan are monitored through the Consumer Advisory Committee.



JANUARY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 New Year's Day Public Holiday	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25 Chinese New Year
26 Australia Day	27 Australia Day Public Holiday	28	29	30	31	

Our Consumer Advisory Committee

There are many ways in which Heywood Rural Health involves consumers in the planning and delivery of care and services. The Consumer Advisory Committee is a key part of how we 'work better together' and alongside consumers.

The Consumer Advisory Committee allows consumers to have direct input into how we run our health service and enables two way communication between Heywood Rural Health and the community.

The Heywood Rural Health Consumer Advisory Committee is chaired by a member of the Board and has ten community member representatives. This group has achieved the following activities during the year by:

- Assisting Heywood Rural Health to produce the annual 'Quality Account'
- Reviewing written material for patients, residents & clients
- Oversight for Heywood Rural Health's regular update in the Community Newsletter
- Participating in accreditation surveys

Patient Experience

What we have done to improve the patient experience

At Heywood Rural Health we are constantly looking at ways to improve the patient experience, which includes reviewing what our consumers are telling us. Listed below are a few of those things we did during the year:

Feeling Worse – Tell a Nurse

This poster is displayed in every acute room as a reminder to patients that they shouldn't hesitate to call a nurse for assistance at any time.

Reflection Room

A special designated area was made available for patients, family and friends so that they could have a space that was private and quiet.

Consumer Information Station

A new area was created in the acute ward which houses key information for patients, family's and carers. This 'one stop information shop' allows easy access to information for consumers to assist in their journey through the health system.

The experiences of our patients help us to improve the care and services we provide to the community



FEBRUARY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5 Consumer Advisory Committee 12:30 pm	6	7	8
9	10	11	12	13	14 Valentine's Day	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Acting on YOUR FEEDBACK

You said...

"We need a new blind at the end of the Sydney Quayle Wing for privacy and sun protection."

"It would be nice to have a quiet reading room in the dementia wing."

"We need greater visibility of disabled car parks outside the medical clinic."

We did...



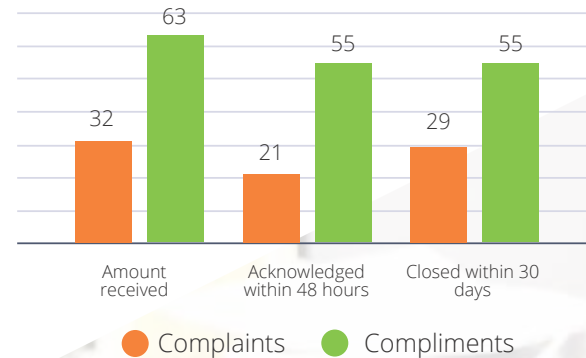
Your Feedback is Important to Us

There are many different ways consumers can provide us with feedback, whether it be a compliment, suggestion or a complaint.

We take all feedback very seriously and see it as a very important part of our quality and safety program. Your feedback helps us to improve by letting us know when something is not right, or when you think we should do something differently.

There are consumer feedback stations at the front entrance of the health service and in the acute and aged care areas. These areas house key pieces of information to assist you in providing us with feedback.

FEEDBACK 2018/2019



We welcome
your feedback
at any time

MARCH 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 Consumer Advisory Committee 12:30 pm	5	6	7
8	9 Labour Day Public Holiday	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Community Health - Care planning made easier

Community Health has been working with other Health Services in the region to make care planning easier for their clients.

A greater focus is on partnering with consumers so that our clients are equal partners in their own care.

A very important part of the process is simplifying care plans so that they are easier to read and understand. They also need to help clients set goals easily and to list the steps to be taken to reach these.



LEST WE FORGET



Keeping Connected with our Community

HRH residents are very involved in Anzac Day and Remembrance Day.

Mrs Nancy Sparrow has been volunteering her time to make wreaths for 70 years. It has been our privilege to support Nancy to continue this activity alongside other residents of Heywood Rural Health.

Flowers are donated from the Staff and Families and on these days the health service is filled with a beautiful aroma.

There is a real art to making the wreaths and the spirit of these days helps keep our residents connected with the Community.

APRIL 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Consumer Advisory Committee 12:30 pm	2	3	4
5 Day Light saving Time ends - turn your clock back	6	7	8	9	10 Good Friday Public Holiday	11 Easter Saturday
12 Easter Sunday	13 Easter Monday Public Holiday	14	15	16	17	18
19	20	21	22 Earth Day	23	24	25 Anzac Day
26	27	28	29	30		

Disability Action Plan 2019-2022

HRH is an inclusive health service that is committed to providing a positive and welcoming environment for all our community, particularly those people with a disability.

The Draft Disability Action Plan has recently been developed as a requirement of our Statement of Priorities (2018-2019). The Plan recognises the diverse needs of people with disability. The Plan aims to address potential barriers that patients, residents, clients family's, carers and staff with disability may face in our Health Service.

We look forward to working with people who have a disability, our staff and consumers so that the plan truly reflect the needs and preferences of people with disability.

Our Volunteers

A little Bit about Kaye

"In October 2012 we learnt that my husband Colin could no longer stay with us at home. Up until that time he lived dependent on his family and his trusty wheel chair for seven years.

We knew nothing about nursing homes but thought a smaller, more intimate home would be best for us. We were very pleased when Heywood Rural Health said they had a place for us.

We enjoy Heywood Rural Health and the care from staff in all areas and the services provided are wonderful.

I have been very grateful for the opportunity to be able to volunteer at Heywood Rural Health and I am honored to be able to contribute in some small way to the everyday lives of these beautiful residents."

Heywood Rural Health has 90 volunteers. Some of the things our volunteers assist with include: Meals on Wheels, Community transport, Gardening, Assistance with activities in our Aged Care Home and the Mens Shed program.

We acknowledge the amazing work of our volunteers throughout the year. During volunteer week in May we celebrated with a guest speaker and enjoyed lunch together.

CEO Ros Jones with staff member Kerry Finck presenting volunteer Thelma Hoggan with a certificate of recognition.



Kaye with husband Colin.

MAY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6 Consumer Advisory Committee 12:30 pm	7 Warrnambool Cup Day	8	9
10 Mother's Day	11	12 International Nurses Day	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Margaret and Susan Turn 90

Twins, Margaret Windsor (left) and Susan Fitzpatrick, who both reside at Heywood Rural Health had a special day in May when they celebrated their 90th Birthday with family and friends.

Whilst not identical twins, Margaret and Susan were born only minutes apart and are best friends. They are very glad to be living at the same place 90 years on.



Hand Hygiene

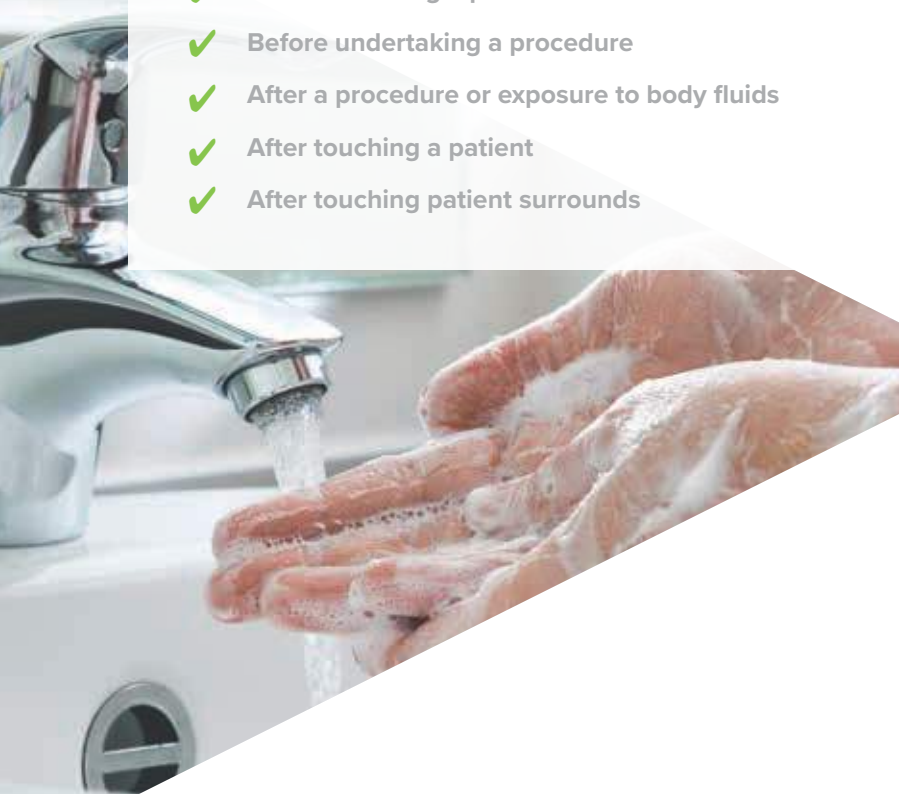
Hand hygiene (HH) is simply the cleaning of hands with either soap and water or an Alcohol-based hand rub. Washing your hands is the most effective way to reduce the risk of hospital-acquired infections.

Alcohol-based hand rubs are more effective against most bacteria and many viruses than soap. An alcohol-based hand rub is the best for HH in healthcare settings and hand washing is used for soiled hands.

We encourage visitors to HRH to be mindful of hand hygiene and use the alcohol-based hand rubs when entering HRH or any resident and patient rooms. Alcohol-based hand rub pumps are located at many points throughout the health service.

5 Moments of Hand Hygiene

- ✓ Before touching a patient
- ✓ Before undertaking a procedure
- ✓ After a procedure or exposure to body fluids
- ✓ After touching a patient
- ✓ After touching patient surrounds



Protecting you from Infection

Compliance with the Hand Hygiene Australia Program	Percentage of healthcare workers immunised for influenza
Our Target 80%	Our Target 80%
Our Results 88.8%	Our Results 93%

Hand Hygiene Overall Compliance (State Target 80%)	
Moment 1	Before Touching the Patient 79%
Moment 2	Before The Procedure 100%
Moment 3	After Procedure/Exposure 100%
Moment 4	After Touching the Patient 93%
Moment 5	After Touching Patient Surroundings 90%

JUNE 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Reconciliation Day	2	3 Consumer Advisory Committee 12:30 pm	4	5	6
7	8 Queen's Birthday Public Holiday	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

A permanent doctor at Heywood Rural Health

Heywood Rural Health has a permanent doctor two days a week on Tuesdays and Thursdays thanks to a partnership developed between Heywood Rural Health and Active Health Portland.

A native of Bangladesh, Samsun Nahar emigrated to Australia in 2009, initially settling in Adelaide. Samsun is married and her husband is also a Doctor, Abdul Mannan who works as a medical officer at Portland District Health. The couple have two daughters aged 14 and 4.



Accreditation

All programs in our health service, including the medical clinic are assessed against a set of standards as a measure of the quality and safety of the care and services provided at Heywood Rural Health.

Aged Care

Assessment Contact Visits

A desktop review for the Nursing Home was held on 19th February 2018 with no recommendations.

The Hostel had an assessment contact visit on the 10th October 2018 with no recommendations.

Re-accreditation Audits

Hostel

The Hostel was assessed on the 21st and 22nd May 2019. The home passed all 44 outcomes, which again is testament to the quality of care and services delivered to residents.

Heywood Medical Services (RACGP)

Heywood Medical Services accreditation review was held on 28th March 2019.

Home Care Packages (CHSP)

Home Care Packages accreditation review was held on 3rd October 2018. Desktop Review 16th April 2019, accreditation was achieved.

Community Care

No quality reviews were conducted during this period.

Acute Care (NSQHS)

Heywood Rural Health were assessed on 7th and 8th May 2019 and a further assessment conducted on 28th and 29th August 2019. Heywood Rural Health were successful in obtaining three years accreditation, with the next NSQHS survey scheduled for 2022.



Are You Worried?

It is important that we have a process for patients whereby they can contact a senior member or the team if they feel that their condition is worsening or they are worried about something.

Heywood Rural Health developed a poster that guides patients or their family through the steps to take if they feel their condition is worsening or they need to speak to someone more senior urgently. This poster is displayed in all acute rooms.



JULY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Consumer Advisory Committee 12:30 pm	2	3	4
5 NAIDOC Week	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Stress down Day - Lifeline	25
26	27	28	29	30 International Day of Friendship	31	

Special Visitors

Heywood Rural Health residents are treated annually with a visit from Jamie & Kims Zoo.

Their collection of Australian Native Animals included a baby crocodile, a wombat, a dingo and possums just to name a few. Their visits are enjoyed by everyone.



Nancy Gibbins with a very friendly possum



Residents at Heywood Rural Health

Husband and wife team Ian and Shirley

A note from Shirley...

"Early January this year Ian began to complain about his stomach being sore. We took him to emergency at Mt Gambier hospital. After tests they found a bowel obstruction that was caught up in a hernia. During the surgery they found two hernias needing to be repaired. After a battle with illness and feeling isolated on the farm we decided we needed to be closer to care.

We chose Heywood Rural Health because it was familiar to me as I had visited residents and had got to know the staff.

The best part for us is that we are encouraged to live as we did at home and have

some independence; we make our own breakfast, do our own laundry and make and change our bed amongst other things. Ian can self medicate so we don't need as much care as some.

Ian loves that he can have his bread maker here and the staff love to sample for him. Ian prunes the fruit trees, the roses and has joined the gardening club.

I like to put my passion for colouring to good use by creating some beautiful art for our residents to identify their rooms.

All in all we are quite happy here, we are treated very well by the staff and cannot fault them."

AUGUST 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5 Consumer Advisory Committee 12:30 pm	6	7	8
9 International Day of the Worlds Indigenous Peoples	10	11	12 International Youth Day	13	14	15
16	17	18	19 World Humanitarian Day	20	21	22
23 Daffodil Day - Cancer Council Appeal	24	25	26	27	28	29
30	31					

Introducing Lauren

HRH Workplace People & Culture Coach

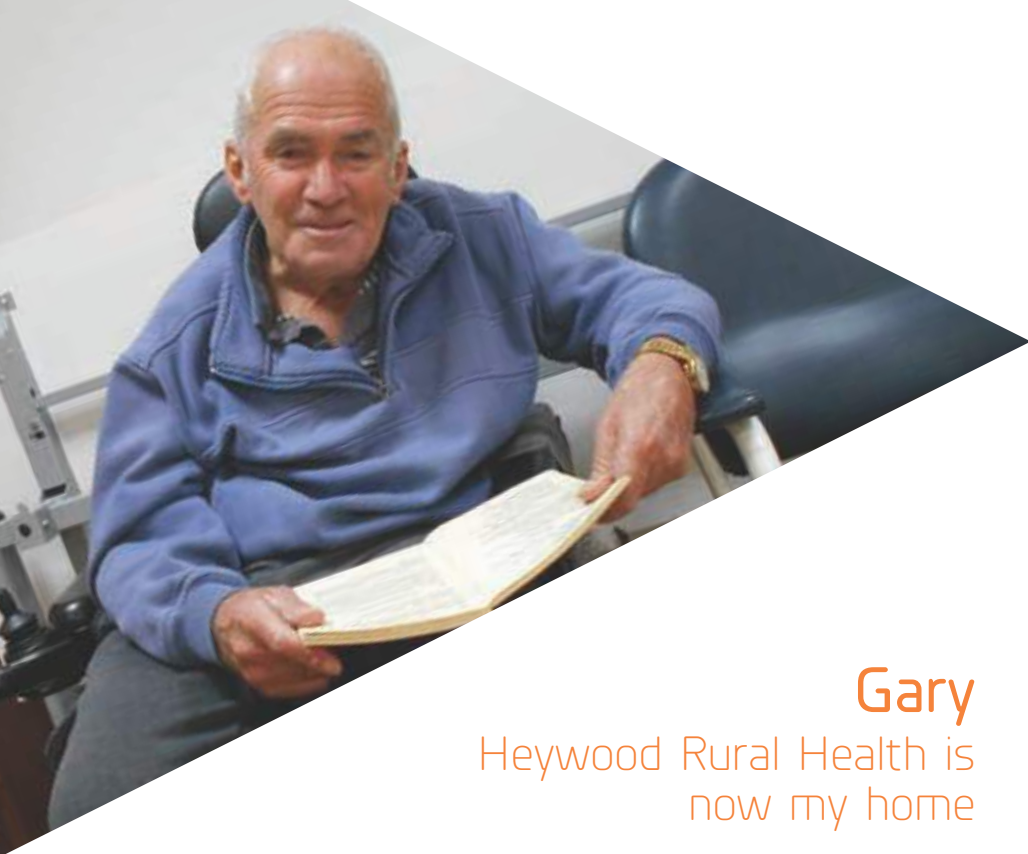


Lauren Newman commenced at HRH in July 2018 as a Workplace People & Culture Coach. This unique 'point of care' model of coaching is a first for a small rural health service. With a high focus on addressing the 2018 People Matter Survey results, Lauren worked closely with all team members.

Together with a focus on workplace wellness and reduction of stress, priority areas included effective communication, addressing bullying, harassment and discrimination in the workplace. Lauren's work also centred around positive 'above the line' behaviours across the health service.

In addition to the work with the People Matter survey results Lauren has:

- Implemented a Contact Officer Program
- Developed and implemented an Occupational Violence & Aggression education package
- Developed an education calendar aligned to identified needs of staff.



Gary Heywood Rural Health is now my home

Gary is proud to tell his story of how he was a keen 21 year old when he had his first ride at the Penshurst Races on Boxing day 1969. Everything was looking bright for Gary who was getting married in the January of the following year. Unfortunately, Gary suffered a terrible fall from the horse, an accident that was to change his life forever.

Doctors told Gary's family that he would never walk or talk again but he defied all the odds. After hospital Gary returned to his

family home where he was cared for by his family. Since they have passed away Gary calls Heywood Rural Health his home. He moves freely around the home on his motorized wheelchair which he rides "perfectly". Gary loves to sit outside and is a cheerful face to greet visitors and staff as they come to work.

It's a credit to Gary and how he has focused on his strengths and his ability to live a full life.

Candice the road to independence

Candice is an Yorta Yorta Indigenous woman, having lived in Portland for most of her life. Candice is very proud of her heritage, and is seen in the photo below wearing a patchwork quilt her mother made for her birthday in the traditional colors. Candice is active in cultural events which she accesses through Windamarra and other indigenous communities supports.

Family is very important to Candice who is one of seven children.

Candice's goal is to move into her own unit and become independent, a goal which she is moving towards very well.

Candice has called Heywood Rural Health home for 2 years with daily routines including a workout on the exercise bike. Candice is hoping to take up swimming soon which will improve her mobility and fitness. Candice states she loves it here as she has lots of freedom and the staff support all her healthcare needs and cultural beliefs.



SEPTEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 Consumer Advisory Committee 12:30 pm	3	4	5
6 Father's Day	7	8	9	10 World Suicide Prevention Day R U OK Day	11	12
13	14	15	16	17	18	19
20	21	22 September Equinox	23	24	25	26
27	28	29	30			

Life Governor Award
**Congratulations
 Gwenda!**

Gwenda Matthews was presented with a Life Governor Award by CEO Ros Jones for her significant contribution to Heywood Rural Health.

Gwenda served 23 years on the Board from 1991 to 2014.



2019 People Matter Survey – Patient Safety Organisational climate

Listed in the table below are the results of the 2018 and 2019 People Matter Survey. As you can see, we improved in all questions compared to the results from the previous year.

Question	2018 result	2019 result	% Improved
I am encouraged by my colleagues to report any patient safety concerns I may have	71%	78%	7%
Management is driving us to be a safety centered organisation	50%	73%	23%
My suggestions about patient safety would be acted upon if I expressed them to my manager	51%	64%	13%
Patient care errors are handled appropriately in my work area.	43%	63%	20%
The culture in my work area makes it easy to learn from the errors of others.	50%	63%	13%
I would recommend a friend or relative to be treated as a patient here	45%	61%	18%
Trainees in my discipline are adequately supervised	49%	61%	12%
The health Service does a good job of training new and existing staff	44%	54%	10%



OCTOBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			Consumer Advisory Committee 12:30 pm	1 International Day of Older People	2	3
4 Daylight Saving Time starts - clocks spring forward by one hour	5	6	7	8 Melbourne Queer Games Festival	9	10 World Mental Health Day
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Halloween

Improvements arising from incidents

At HRH we have your best interests in everything we do. We are our committed to providing personal, safe, effective and co-ordinated care and services to every consumer, every time.

To support us in doing this, we need to know when things go wrong so that we can look at how to prevent them from happening again.

Our staff report and record when things go wrong, and we refer to these as 'incidents'. We take a close look at all incidents on a daily basis and a more in-depth look at more formal meetings, so that we can address any problems as soon as possible. It's about learning from these incidents and improving how we do things so that they are less likely to occur again in the future.

We also have a process where more serious clinical incidents undergo an investigation so that we can see where things have gone wrong, fix any issues and share lessons learned.

In 2018/2019 the top two most reported incidents were:

- Medication errors, and
- Falls

No serious incidents have been communicated to the Department of Health and Human Services.



RESIDENTIAL AGED CARE

As people age they are more at risk to certain things that may cause them harm, such as:

- Falls
- Pressure Injury
- Injury from Restraint
- Using too many medicines
- Unplanned Weight Loss

This is why we keep a close eye on how we are caring for our residents so that every effort is made to keep them free from harm.

Pressure Injury

Pressure injury occurs when there isn't enough blood getting to the tissue underneath the skin. This happens when too much pressure is on any one area of the skin for too long. Pressure injury often occurs where the tissue covers a bone and it is this hard surface that further increases the pressure and slows down the blood flow.

Using too Many Medicines

Every three months we count how many residents are taking nine or more medicines. Sometimes people can be on medicines they may not need anymore and keeping a close watch on the number of medicines can reduce the number they take.

Equipment for Restraint

Sometimes equipment is needed to help keep residents safe from harm, for example, a special mattress to stop residents rolling out of bed. If such equipment is necessary, we need to regularly check on the resident to make sure it is not causing them any harm.

Preventing Falls and Harm from Falls

Older people are more prone to falls as their mobility decreases. Some can't stand without something to support them or walk by themselves. With the risk of falling comes a risk of injury such as a broken bone.

NOVEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Melbourne Cup Public Holiday	4 Consumer Advisory Committee 12:30 pm	5	6	7
8	9	10	11 Remembrance Day	12	13	14
15 International STAND UP to Bullying Day	16	17	18	19	20	21
22	23	24	25 White Ribbon Day: International Day for the Elimination of Violence against Women	26	27	28
29	30					

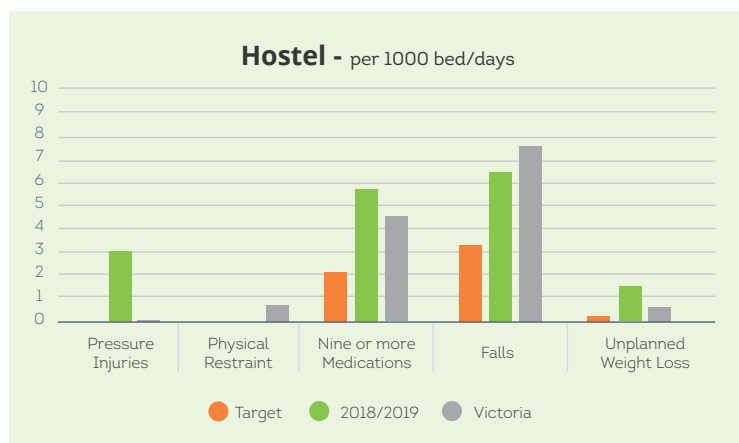
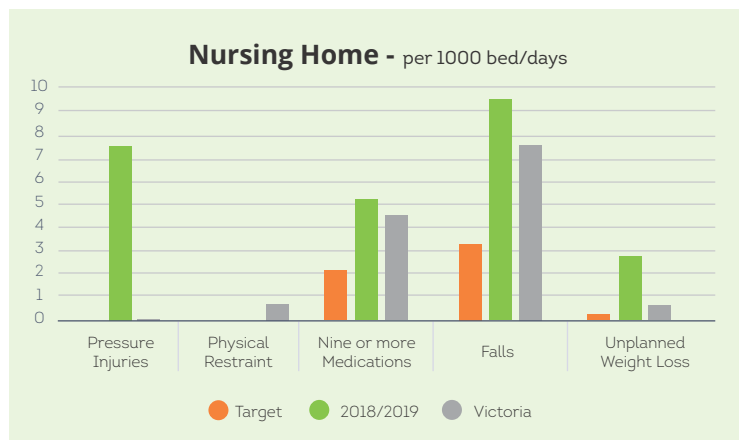
Directors

The Board of Directors at HRH welcomed three new members this year; they are Mr Andrew Bradbury, Mr Max Oberlander and Mr Tony Oxford. Retiring Board members are Ms Trish McLean and Mr Wayne Frost. We acknowledge the significant contributions to Heywood Rural Health from Trish and Wayne and we thank them both and wish them well in future endeavours.



Residential Aged Care Quality Indicators

How are we tracking?



How have we responded to our results?

Unplanned Weight Loss

Making sure residents have access to food outside of meal times has been a priority for aged care. To ensure that residents have access to snacks when they are hungry, food boxes are stocked each day and available to residents.

We have also started a menu review group which meets every two months so that residents can have input into the food and dining experience.

Skin Care

The team have focused on improving skin care, in particular how we manage wounds. Education to staff has been a key focus in this area. We now hope that over time we will see less pressure injuries and better skin integrity.



DECEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 Consumer Advisory Committee 12:30 pm	3 International Day of People with Disability	4	5 International Volunteer Day
6	7	8	9	10 Human Rights Day	11	12
13	14	15	16	17	18	19
20	21 December Solstice - shortest night of the year	22	23	24 Christmas Eve	25 Christmas Day Public Holiday	26 Boxing Day
27	28 Boxing Day Public Holiday	29	30	31 New Year's Eve		

Merry
Christmas!

On behalf of all Residents
and Staff of Heywood Rural
Health we wish you a safe
and festive season filled with
the joy of family and friends.



OUR STAFF



Fiona Williams

I am an Accredited Practising Dietitian, and I work with people to improve their nutritional health. I see outpatients at HRH, and provide a visiting service to Dartmoor, Merino, and Winda Mara Aboriginal Health Service. I provide nutritional care for our aged care residents, act as a resource for nutritional information for our community and am involved in quality improvement activities.

I love the variety of work that being a rural generalist dietitian provides. I see people in all stages of their lives, and for numerous different reasons. Sometimes I am working in preventative health care or health promotion, and sometimes I am treating particular illnesses using diet. My role enables me to travel all over our beautiful Glenelg Shire.

I have worked as a rural generalist dietitian for the past 25 years. I am also passionate about the quality of the care we provide at HRH, and I always aim to continuously improve our health service. Lastly, I try to be a resource and mentor to staff, especially those in the Community Health Hub.



Andrea Thomas

I am Executive Assistant to Ros Jones, CEO. My role is vast, from preparing business papers for meetings, taking minutes, administrative duties, assist with Annual Report publications, to organising events.

I like working at HRH because every day is different. I love seeing the residents and I really enjoy helping people. I am also part of the Murray to Moyne Heywood Hero's team which I thoroughly enjoy. I like staying positive and have a happy smile for everyone!



Leigh Beddows

I am the Support Services Manager at HRH and I oversee the Catering, Cleaning & Maintenance Services. Essential services ensure the safety of all our Residents, Volunteers, Staff, Daily patients & visitors.

I think I bring some diversity to my role having grown up in Wales in a town a little bigger than Heywood, and through the journey of life I have lived and worked in many different places and in many different roles. They've included scuba diving the Gulf of Thailand, cooking on a sail boat on The Great Barrier Reef, running a restaurant in New Zealand, managing a pub in London and owning a food truck in Perth.

Phyllis Moffat

I am the Activities Co-Ordinator at HRH and I plan the activities for the residents with their input.

I enjoy working at HRH with great staff and amazing residents.

I love that I have input into helping residents to feel like they are living in a real home environment.



Erin Wilson

I am a People and Cultural facilitator. I assist the People and Culture Manager, assist with recruitment, advertising, contracts, work cover and return to work plans, facilitate staff development days and support Managers and staff where needed.

I started working with HRH nine months ago and felt welcome from that first day. I love how everyone is friendly as it makes HRH feel like a community rather than a workplace.



I would like to think I bring a positive attitude to and a good work ethic to HRH.

HAVE YOUR SAY

If you wish to provide feedback about the 2018/19 Quality Account:

Send an email to
info.hrh@swarh.vic.gov.au

Send a Facebook message to
www.facebook.com/HeywoodRuralHealth

or call our **Quality and Risk Manager** on
(03) 5527 0555



For more information:
Heywood Rural Health
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www.heywoodruralhealth.com.au