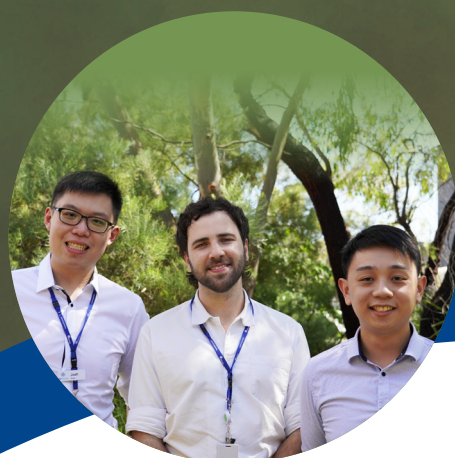




# GV Health

## SHOWCASING 2023



### IT HAS BEEN ANOTHER EVENTFUL YEAR FOR GV HEALTH WITH A NUMBER OF EXCITING HIGHLIGHTS FOR OUR HEALTH SERVICE.

Following a successful one-year pilot, we launched Victoria's first public regional Children's Allergy Clinic. We also upgraded our Maternity Services and held our first ever Jobs@GV Health Day which was a tremendous success for recruitment.

We also recently celebrated a number of our staff achieving incredible milestones of 25, 30, 35, 40 and even 45 years of service. We thank these staff members for their dedicated service and look forward to watching their journeys at GV Health continue.

Work on the \$229 million redevelopment and refurbishment of GV Health's Graham Street Shepparton campus has continued this year with

landscaping outside the Emergency Department and a range of civil works completed. I am looking forward to the commencement of more capital projects in the coming year, including the expansion of mental health facilities and the development of a 10-bed Early Parenting Centre.

In 2023, the GV Health Foundation worked extremely hard, raising vital funds to support our services. The inaugural Ladies Who Lunch fundraising event was a great success, with over \$100,000 raised for women's oncology services at GV Health. Other Foundation highlights have included the Graham Hill Eyecare Pink Ribbon Sunglasses expo, the Biggest Ever Blokes Lunch in

October and the annual Rotary Golf Day in April.

This year we have seen a continued increase in emergency patient demand alongside staff shortages, but despite the difficulties faced, GV Health's staff members have remained steadfast in their commitment to providing exceptional care to our patients and community.

Looking ahead, in early 2024 we will be launching the *GV Health Strategic Plan 2024-2026* which represents a significant milestone in our continued journey towards healthcare excellence. This plan will serve as a roadmap for the future of GV Health's role in our regional healthcare environment.

As we reflect upon all the achievements and challenges of the past year, I express sincere gratitude to GV Health's staff. Their unwavering dedication to the well-being of our patients is truly inspiring. Thank you to all of our staff who continue to go above and beyond. Thanks also to all community members, businesses and service providers who have supported us this year.

On behalf of GV Health, I would like to wish all staff, volunteers and community members a happy and safe festive season. We look forward to continuing to provide outstanding care and services to the Goulburn Valley community in 2024.



# Future in Focus

## GV HEALTH STRATEGIC PLAN 2024 - 2026



On behalf of the Goulburn Valley (GV) Health Board and staff, I am honoured to present the new *GV Health Strategic Plan 2024-2026*. I'd also like to take this opportunity to thank all the members of our community who contributed to the development of this plan, by participating in focus groups, interviews, workshops and online forums.

In the past, GV Health's Strategic Plans have spanned four years, however our new plan will cover a three-year period. This was a deliberate decision from the Board to give the health service some capacity to catch-up, following the turbulent and challenging pandemic period. A three-year plan will allow GV Health to take crucial steps forward and build upon the outstanding healthcare leadership, dedication and passion that has emerged in our region during the past few years.

GV Health's new Strategic Plan has been based around the Quintuple Aims for Healthcare, which is a framework that focuses on five key areas which are all critical to healthcare and form the foundation of the strategic pillars, objectives and outcomes we are aspiring to. An overview of the five pillars is provided below while they will also provide a clear direction, are inclusive and adaptive to the changing times:

- Health and wellbeing outcomes at a community or population level, emphasising prevention and well-being;
- Care experience that is patient-centred, convenient and respectful;
- The well-being and satisfaction of healthcare workers;
- Cost, efficiency and sustainability of healthcare; and
- The importance of equitable care ensuring all community members, regardless of their background, can receive quality healthcare.

This Strategic Plan guides us towards a future where GV Health becomes a beacon for healthcare excellence, recognised locally, regionally and beyond. It provides a strong foundation for GV Health to play a pivotal role as a leader across our regional healthcare community, working in collaboration and partnership with others towards shared regional healthcare goals and outcomes.

Our new Strategic Plan has four key components;

- **Our belief statement** – This is the highest statement of our strategic direction and articulates our vision of the healthcare world we want to be part of. Simply put, we believe everyone should have access to exceptional healthcare - wherever and whenever they need it.

- **Our purpose statement** – This outlines the reason GV Health exists. Our role extends beyond treating individuals within the hospital and encompasses us prioritising preventative care, health promotion and early intervention. We aim to impact the wellbeing of entire communities so everyone can live healthier lives.
- **Our overall goal** – This sums up our primary objective. We will continue to make a substantial impact on the health and wellbeing experience of individuals in our care.
- **Our five strategic pillars** – These represent where we will focus our work over the next three years; each has a specific objective to be met.

I look forward to seeing our community embrace this new Strategic Plan for GV Health and I am excited to be part of the continued growth and evolution of our health service.

We will formally launch the *GV Health Strategic Plan 2024-2026* in early 2024 and I look forward to sharing more information with the community about GV Health's future.

– Michael Delahunty, Chair, GV Health Board

We BELIEVE our staff and partners will deliver exceptional regional healthcare.



Our PURPOSE is to significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR STRATEGIC GOAL

We will work with our communities and partners to grow an outstanding healthcare environment within our region to achieve excellence in health and wellbeing outcomes, consumer and workforce experience, sustainability and equity.

## OUR STRATEGIC PILLARS, OBJECTIVES AND OUTCOMES



### HEALTH AND WELLBEING OUTCOMES

OBJECTIVE: Improve health and wellbeing outcomes for the population in our region.



### COMMUNITY AND CONSUMER EXPERIENCE

OBJECTIVE: Everyone has an outstanding personalised experience.



### OUR STAFF EXPERIENCE

OBJECTIVE: Our staff feel connected, supported, safe and well.



### RESPONSIBLE WORKPLACE

OBJECTIVE: We are sustainable and efficient.



### HEALTH EQUITY

OBJECTIVE: Embrace differences in how we design and deliver healthcare.



# New initiatives to deliver exceptional healthcare

## FIRST RURAL CHILDREN'S ALLERGY CLINIC



Following a one-year pilot, the Children's Allergy Clinic officially launched this year, paving the way for allergy treatment in the Goulburn Valley.

It is Victoria's first regional Children's Allergy Clinic, signifying a new era for children in Victoria and Greater Shepparton who suffer with allergies.

The permanent service allows children up to 18 years of age to receive care closer to home.

The Children's Allergy Clinic team

comprises paediatricians, specialist allergy nurses and dieticians who each share a strong passion for allergy treatment and research within the local community.

"The establishment of a clinic in Shepparton means we can treat people from all over regional Victoria and offer services such as management of food allergies, asthma, eczema, allergic rhinitis and immunotherapy," said GV Health paediatrician, Dr Rachna Verna.

## JOBS @GV HEALTH DAY

The GV Health Talent Acquisition team held a walk-in recruitment day, Jobs@GV Health Day, at our Graham Street campus earlier this year.

The objective was to fill existing non-clinical vacancies and future non-clinical positions as part of our growth plan.

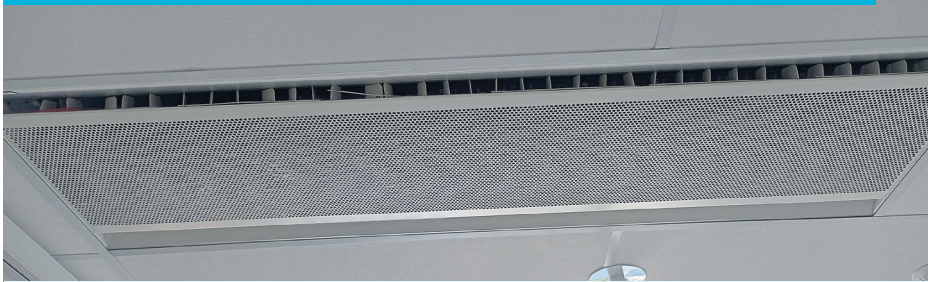
The event exceeded expectations with an impressive turnout:

- 150 job seekers participated.
- 86 individuals showed interest during the event.
- Seven attendees signed up to volunteer.



It was wonderful to see our community come together to strengthen the GV Health workforce.

## COMMITMENT TO A SUSTAINABLE FUTURE



GV Health is committed to ensuring the protection of our environment and ongoing sustainability is a priority in all activities.

GV Health implements environmentally sustainable practices to achieve efficient and sustainable outcomes for energy, materials and water that comply with environmental legislation, regulations, and government policies.

The health service's redevelopment project has an environmental

sustainability design (ESD) consultant appointed to the project.

Some ESD initiatives incorporated within the design include chilled beam cooling systems in inpatient rooms (pictured), use of E-water in the kitchen and an advanced building management system to assist in reducing energy use. Solar panels are being installed at the Tatura Parkville Aged Care Facility and Waranga Health and will be introduced to the Graham Street campus in the future.

## EXCITING CHANGES FOR MATERNITY SERVICES



GV Health's Maternity Services recently implemented several exciting changes to align with the values and needs of the local community.

A community forum was held, and GV Health welcomed the feedback and suggestions from women in the Goulburn Valley community to improve the Maternity Unit.

The feedback was taken seriously, and improvements were made to ensure babies and their families are comfortable

in their stay at GV Health.

These improvements include upgraded single room facilities, allowing a support person to stay during the postnatal period, improved continuity of care, and a public fertility care service.

GV Health also boasts a brand-new dedicated parenting and visitor area in the Maternity Unit where staff can undertake support and assessments for newborns in the ambience of a relaxed, shared environment.

## WOMEN'S RECOVERY NETWORK (WREN)

GV Health has joined Ramsay Health Care and The Alfred to launch our new State-wide Specialist Women's Mental Health Service, known as Wren.

The service is the first of its kind – an expert hybrid of private and public hospital care, developed to fill a gap in female-focused psychiatric care.

The design and implementation of the new service was informed by

recommendations from the Royal Commission into Victoria's Mental Health System, which found gender-based safety issues impacted women's experiences of in-patient mental health care.

The service involves two in-patient places at Shepparton Private Hospital and three hospital-in-the-home places, where women can remain at home during treatment.





# Expertly serving our community

## CONTINUED ADVOCACY FOR ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS

GV Health's Aboriginal Liaison Officers (ALOs) provide emotional, social, and cultural support to Aboriginal and Torres Strait Islander patients and their families.

GV Health's ALOs play an integral role in ensuring Aboriginal and Torres Strait Islander people receive culturally appropriate healthcare, in a safe and supportive environment.

They can provide multiple forms of assistance to those who need it, including attending appointments as a support person or just sitting down for a friendly chat.

The ALOs can also visit Aboriginal and Torres Strait Islander people who are staying at GV Health, to provide in-person support and to help interpret information from doctors and other medical staff where necessary.

GV Health also has a Mental Health Aboriginal Liaison Officer who provides cultural, emotional, and social support to Aboriginal and Torres Strait Islander patients and their families when they use mental health services.

"Some people can be scared about going to hospital so we're here to support them and make the environment culturally safe.



"If they don't understand what's going on, we help them liaise with the medical staff and explain in laymen's terms the medical terminology," said ALO Mark Anselmi.

In addition to the ALO's, GV Health's Patient Liaison Officers work collaboratively to ensure patient flow within the hospital.

"We work with consumers who are having difficulty navigating the medical system and understanding the different doctors coming to talk to their family.

"That's when the Patient Liaison or Aboriginal Liaison Officers get involved and break down the information, and patients tell us that they are grateful to have our support," said Patient Liaison Nurse, Erin Sinclair.

## A LOCAL SUPPORT NETWORK

At the beginning of 2023, life took an unexpected turn for 43-year-old father Guy Dunn.

Discovering a lump in his neck, Guy took the precautionary steps of having it looked at by a specialist.

Unbeknownst to him, the small lump would thrust him into a battle with stage three non-Hodgkin's mantle cell lymphoma.

Guy said his journey had been difficult but credited the staff at GV Health for providing the comfort and encouragement he needed.

"It's been a very hard year but coming into GV Health makes a world of difference, and without the support from the nurses, I don't know how I would have been able to handle it," he said.

"They were constantly reassuring me and made me feel comfortable, and Eva, my main nurse, calls me when I am at home to see how I'm going, which adds that personal touch."

GV Health has partnerships with



St Vincent's Hospital and Peter MacCallum Cancer Centre and offers visiting haematologists and telehealth appointments to ensure patients are treated locally.

"Over the last couple of years, we've had a really large increase in the number of haematology patients we support, which we're really proud of because it means that people can have their treatment locally and don't have to travel to Melbourne as much," said GV Health clinical nurse specialist Eva Driver.

"For patients like Guy, this relieves a lot of stress involved with travelling but also relieves the financial burden," she said.

## PROVIDING MENTAL HEALTH SUPPORT THROUGH A PERSONAL LENSE

Within the establishment of the Women's Recovery Network (Wren), Shantell Smith and Debroh Rachele shine as beacons of compassion and understanding.

Wren provides individuals a choice of in-hospital or hospital in the home places, tailored to the individual's personal journey, creating a safe space of trust and understanding.

As a Consumer Lived Experience Peer Worker, Shantell draws from her personal journey, sharing her own challenges to provide compassion, empathy and insight to those navigating similar paths.

"I'm there from a lived experience perspective supporting the individual along each step of their journey by drawing on my personal experiences. This allows me to bridge the gap between the clinician, families and patient," she said.

Shantell says a big part of her role within the service is to support the individual, identifying goals, support decision making, connection to community and being present in the moment and listening.

"In the short time I spend with our consumers, I encourage learning together, bringing individuality to relationships and being a role model, in sharing the hope and possibilities of



their recovery."

Recognising the crucial role that carers play in the recovery journey, Debroh Rachele, a dedicated Carer Peer Support Worker understands it can be difficult for carers to find the right support.

"Carers play such a significant role in supporting people, so it's really important to support the carer through that experience," said Debroh.

"I make sure carers are well informed about our service, I provide them with information on their rights, promote self-care and offer referrals to internal and external services they can access, as many carers need support beyond our service."

Debroh said her role has received positive feedback from the community.

We've had positive feedback as it helps the service by relieving some of the stress from carers and providing them with the information or support that they need to continue caring.

"It helps foster the relationship between the individual receiving care, the carer and the clinical team and it builds trust and hope for recovery."

## SUPPORT FOR FAMILIES

Since it's upgrade earlier this year, GV Health's Maternity Services has received positive feedback from patients and their families.

One of the upgrades which has had significant positive response from the community has been the introduction of accommodation for partners to stay during the postnatal period.

Midwifery Group Practice (MGP) Clinical Coordinator, Zoe Andrus, said an important need of a mother and their baby is to allow a support person to stay overnight with them.

"It's not just the mum that's had the baby, it's a family unit," Mrs Andrus said.

"Partners are very much more involved now, it's their child as well so they need to be involved in that initial care."

For the Sheldon family, the use of the parent stay room was particularly helpful.

Kia and Nick Sheldon from Moama welcomed their son Alvy into the world on February 14 and were transferred



to GV Health after Alvy was placed in special care.

"It was a very stressful time, and we were worried about where Nick would stay while we were in hospital," Mrs Sheldon said.

"But luckily the Maternity Unit had just started to offer partners to stay, and Nick was the first one.

"This was a huge relief and honestly saved us all so much stress and anxiety over the five days.

"The nurses really tried their best to not increase any more stress and not add to the trauma of it all, especially being an hour away from home," she said.



# GVPHU Here for You

The Goulburn Valley Public Health Unit (GVPHU) team, led by GV Health, consists of people representing all areas of the region we cover. Together we partner with other health services, local councils, and key community organisations to prepare and protect the health and wellbeing of our community. We use our collective local knowledge and understanding of the region to promote healthier living at community level and minimise impact of communicable disease.

## TOP MOMENTS OF 2023



### Converge Multicultural Celebration

The GVPHU worked with partners; Point of Difference, Ethnic Council of Shepparton & District and Shepparton Festival to deliver public health messaging on Mosquito Borne Illness and Japanese Encephalitis Vaccination. This was done through health information sessions at Point of Difference Studio

and a presence at the Converge Multicultural Celebration at Victoria Park Lake, Shepparton. The GVPHU provided 1,800 summer essential packs and over 5,000 units of insect repellent, alongside live demonstrations of the product at a number of events across the region.



### GVPHU celebrating "Tradie's Health Month" with Bunnings Warehouse!

Each year Tradies Health Month is celebrated across the nation, led by the Australian Physiotherapy Association. The GVPHU was present at the Bunnings Warehouse Tradie BBQ Breakfasts at centres

across the region, to chat with local tradespeople to discuss supports and strategies to optimise their mental health and encourage them to stay active and make smart dietary choices.

### Advocacy Training

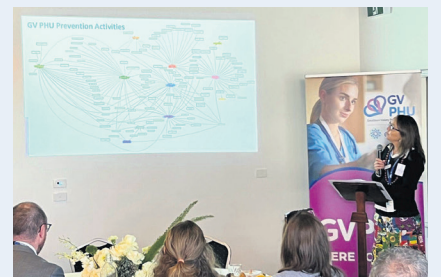
The GVPHU teamed up with Gateway Health Wangaratta to host Advocacy Training facilitated by Dr Mel Stoneham and Associate Professor Christina Pollard from the Public Health Advocacy Institute. In addition, an advocacy in action workshop for health promotion/

prevention professionals from Ovens Murray and Goulburn Valley catchment areas was held in Benalla and focused on public health advocacy, providing relevance using current and local issues, and linking back to local policies and catchment plans.

### GVPHU Regional Tour



The community and our partners attended our regional tours across the Goulburn Valley region in Shepparton, Yarrawonga, and Trawool. The tour gave the GVPHU an opportunity to showcase its work and priorities and to connect our partners who help shape and inform the Primary Care and Population Health and GVPHU Communications and Community Engagement plans. All feedback and responses from our stakeholders were incorporated into



key priorities within our planning. It was great listening to the voices of the community about how we can work with our partners moving forward.

### Women's and Men's Health Week messaging

Women's Health Week and Men's Health Week were opportunities to highlight the importance of forming positive and healthy habits, having regular health screenings, and engaging in regular exercise, to promote overall health and wellbeing. The GVPHU partnered with GV AFL covering the Goulburn Valley and Kyabram Football and Netball Leagues. This partnership collaboratively promoted men's and women's health messaging across a wide variety of areas.





## A MESSAGE FROM THE CHAIR OF THE GV HEALTH FOUNDATION BOARD OF TRUSTEES, STEPHEN MERRYLEES



"I sincerely thank our generous community for their ongoing donations and contributions to the GV Health Foundation. Donating to the GV Health Foundation is a fantastic opportunity to ensure money raised will stay local and be used for the community. We appreciate every donation made to the Foundation, no matter how big or small it may be as it helps ensure that our

healthcare service delivers high quality care to those in our region.

This year, we also appointed Vicki Scott as the first GV Health Foundation Ambassador. Vicki is much loved in the community and is known for her work across various roles within the Greater Shepparton and we are delighted to have her on board."

## SOME OF THE DONATIONS WE'VE RECEIVED THIS YEAR FROM OUR GENEROUS COMMUNITY



The Peter & Maria Copulos Foundation donated money towards scholarships for six Emergency Department nurses to assist with their postgraduate study.



The 'Battery Man,' Paul Archer, donated a generous sum to the Child and Adolescent Unit to fund a new playground for patients and their families. Pictured is nine-year-old Isabella Howells who won a competition to name the new play equipment in the paediatric play area.



Tonieta Mackin alongside her knitting group 'Stitch and Chat' made and donated an astounding number of knitted jumpers and beanies for newborn babies at GV Health.



The new sheltered seat outside the Peter Copulos Cancer and Wellness Centre has been donated by a combination of Goulburn Valley community groups in partnership with the GV Health Foundation.



The GV Health Extended Care Auxiliary donated a new wheelchair to GV Health's Grutzner House which has been much appreciated by its patients.



The inaugural Ladies Who Lunch event was a huge success. The generous amount raised will go towards women receiving treatment at the Peter Copulos Cancer and Wellness Centre.



The Biggest Ever Blokes Lunch Shepparton, Prostate Cancer Foundation of Australia and Bowel Cancer Australia continued their ongoing commitment towards funding for GV Health specialist prostate cancer nurses, Sonia Strachan and Nicole Lewis and specialist bowel cancer nurse, Lynda Morrison.



The Trans Perineal Biopsy machine was purchased with funds raised by the Male Bag Foundation, the Honda Foundation, The Freemasons Foundation and Shepparton's Biggest Ever Blokes Lunch. This eliminates the need for local men to travel to Melbourne to receive a prostate cancer diagnosis.



The Rotary Club of Shepparton Central's annual Rotary Golf Day was a huge success, raising money for six nursing scholarships at GV Health.

FOR MORE INFORMATION OR TO DONATE TO THE GV HEALTH FOUNDATION, VISIT [GVHEALTHFOUNDATION.ORG.AU](http://GVHEALTHFOUNDATION.ORG.AU)



# Creating Careers

## A YEAR OF GROWTH, CONNECTION AND MORE

GV Health is the largest employer in the region, with more than 3,000 staff across five main sites.

Our health service is dedicated to delivering person-centered care. We aim to enhance the patient experience through improved service access, developing partnerships, meeting the growth in demand, implementing innovative service models, and ensuring workforce flexibility.

Looking back, our staff share their career experiences with GV Health.



Matthew Calleri thrives in his role as a senior physiotherapist at GV Health, with a speciality area in musculoskeletal physiotherapy.

"I was given the opportunity to complete a postgraduate study of musculoskeletal physiotherapy whilst working at GV Health.

"It is a career pathway I've always wanted to go down, and working in the outpatient and emergency department has increased my skill set," he said.



After residing and studying in India, Sindhu Joby chose to relocate and work at GV Health because of the work-friendly and family-friendly environment in Shepparton.

"Shepparton is fantastic, my kids and husband have settled in really well," she said.

Sindhu works as a clinical nurse specialist in the Urology Unit, helping Urology surgeons and patients in the recovery areas.



Neonatal nurse in the Special Care Nursery at GV Health, Bree Miller said working with families to achieve their goals is what makes her thrive in her role.

"I have always lived locally, and I want to provide the best level of care I can to regional families,

"I chose to work at GV Health because I love the area, this is where my life is, where my family is, so I feel it is important to give back to the community through my role as a nurse," she said.



Nurse Brad Allot said working at GV Health and treating people in the Dialysis Unit has been a gratifying and fulfilling experience.

"What's special about my job in the Dialysis Unit is I am helping people in situations where it's not really a great time for them,

"I try and help make their time a better and more comfortable experience for them when they do come in," he said.





# New year, new career: professional growth at any stage in your life

EXPRESS YOUR INTEREST IN A GV HEALTH  
CAREER OPPORTUNITY, FROM ENTRY LEVEL TO  
EXPERIENCED ACROSS A RANGE OF DISCIPLINES.

- Allied Health
- Corporate, Administrative and Support Services
- Medical (Senior and Junior)
- Mental Health
- Nursing & Midwifery



## RELOCATING BACK OR NEW TO THE REGION?

We offer a Community Connector Program for new employees and, for Mental Health professionals, a dedicated relocation consultant. Services include assistance where relevant with finding housing, partner employment, childcare/education, social groups and integration into our community.

For more information visit  
[www.gvhealth.org.au/careers/express-your-interest/](http://www.gvhealth.org.au/careers/express-your-interest/)

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