

Heathcote Health Newsletter



Best Care; Every Person, Every Time

Issue No. 1 April 2026



Compassion



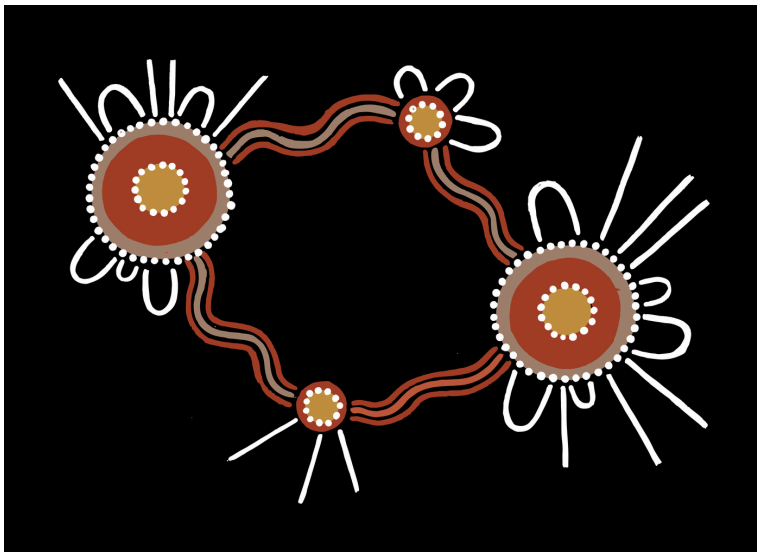
Accountability



Respect



Excellence



In this Issue

1. CEO Message

2. This Month at Heathcote Health

3. Community Connections

4. Staff & Volunteer Spotlight

5. CARE Values in Action

6. Service Updates

7. Upcoming Events

8. Community Notices

Heathcote Health, 39 Hospital Street, Heathcote
03 5431 0900
www.heathcotehealth.org

TOPIC 01

Food, Glorious Food

Updates in our participation in the Trainer Mentor Program, delivered by the Maggie Beer Foundation, Easter celebrations around Heathcote Health, and local cafe's healthy success story.

TOPIC 02

Community connections in March and April

Including engagement with the Taungurung Lands and Waters Council, the wawa biik cultural experience, and reflecting on the art work we are proud to use at HH.

TOPIC 03

Staff Updates

Including welcome's and farewells throughout March and April, celebrating staff members who demonstrate our C.A.R.E. values, and what our Health Promotion Officer has been working on recently.

A Message from Jackie



Welcome to our very first Heathcote Health newsletter. I hope you enjoy the content and see this as an important way for us to stay connected and communicate with one another.

This newsletter will evolve over time, so I encourage you to share your feedback and ideas. We are aiming to publish monthly, and I warmly invite staff to contribute stories that showcase the great work happening across our health service. There is so much to be proud of, and this is a great platform to highlight it.

I have now been in the role of CEO at Heathcote Health for five months and am thoroughly enjoying the opportunity to work alongside such a dedicated and committed team. We have a strong foundation, with skilled staff and services that support our goal of delivering Best Care, Every Person, Every Time. As a new CEO, I bring experience from leading a number of smaller rural health services. Over the coming months, you will see some changes as we continue to align with our peers and respond to new legislative and sector requirements. These changes are important to ensure we remain sustainable, compliant, and focused on delivering high-quality care.

I am passionate about person-centred care and the importance of listening—to our consumers, residents, and staff. Your feedback is critical in helping us improve and strengthen the services we provide to our community.

My priority over the coming months is to implement key changes that support our vision of Best Care. I want to emphasise that nothing happens without you. Change can be challenging, but by working together and supporting one another, we can make the journey a positive one.

Thank you for the work you do every day to care for our community.

Jackie Kelly
Chief Executive Officer



Compassion



Accountability



Respect



Excellence

Learning and Development in May

2026							MAY	
SUN	MON	TUE	WED	THU	FRI	SAT		
					1	2		
3	4	5	6	7	8	9		
10	11	12	13	14	15	16		
17	18	19	20	21	22	23		
24	25	26	27	28	29	30		
31								

Non-Clinical Staff – Safe Manual Handling

When: May 21, 2026

10:00 am - 4:30 pm

Facilitated by Michelle Den Elzen (Manual Handling Coordinator) & Stephen Morley (Safe Patient Handling Coordinator)

This practical session provides non-clinical staff with the opportunity to complete safe manual handling assessments and review workplace-specific tasks.

If you would benefit from refresher training or task-specific guidance, please speak with Michelle to arrange a time on the day.

SCV – Sepsis Awareness

When: May 21, 2026

1:30 pm - 3:30 pm

Presented by SCV & Jen (CNE) in Urgent Care. Sepsis simulation to support sepsis pathway

Staff Induction Day

When: May 28, 2026

8:00 am - 4:30 pm

Training Room (Community Services Building)

Staff Induction Days play a vital role in ensuring that new employees are appropriately informed, supported, and integrated into the organisation from the outset.

Mandatory Training Modules for May 2026

Speak up for safety
(60mins)

Fire awareness and
extinguisher training
(60mins)



Compassion



Accountability



Respect



Excellence

Our People Matter

People Matter Survey 2026



Each year the Victorian Public Sector Commission undertake the People Matter Survey to support public sector organisations:

- build positive workplace cultures consistent with the public sector values
- improve the working environment for their employees.

In 2025, over 97,000 employees from 243 organisations took part in the survey.

The survey enables us to make quality improvements across the whole organisation. This data is incredibly important as we begin our journey to becoming an even stronger organisation. We are aiming to have the best response in the State!

Our Executive Team and Senior Leaders have been encouraging staff to undertake the survey at every opportunity. Our Director of Corporate Services, Andrew Walker, revealing his humorous side with regular themed reminder emails; including analogies for Football, Chef, Pot o' Gold, Race Day, Quest, to name but a few.

On Wednesday 25 March 2026 we held a BBQ lunch for staff to thank them for their participation and to encourage those who had not yet completed the survey.

This year saw our best ever completion rate of 77%.

Once the full survey results are received, we'll share them with our Staff and work together on a meaningful action plan — ensuring this feedback helps shape positive change across our organisation.

We thank everyone who participated for their honesty, and their dedication to helping Heathcote Health be the very best it can be.



Pictured above: Staff enjoying the All Staff BBQ, with thanks to the Facilities & Catering Teams for the All Staff BBQ



Compassion



Accountability



Respect



Excellence

Voices of Home

March 2026 Residents and Relatives Meeting

The Residents and Relatives meeting was held on Tuesday 24 March in the Aged Care Dining Area.

Residents and Relatives meetings in aged care serve as a vital platform for open communication and collaboration. They are designed to:

- **Enhance home care plans:** meetings ensure that everyone involved is on the same page regarding quality care and that resident's needs are consistently met.
- **Improve communication:** meetings provide an opportunity for discussions of concerns, decisions, and planning, which can alleviate confusion and miscommunication.
- **Strengthen support networks:** meetings help create a supportive and inclusive community where everyone feels heard and valued.
- **Facilitate decision-making:** Residents and their relatives can discuss activities, social outings, and policy-making, ensuring that the resident's preferences and needs are considered.
- **Support residents:** by involving family members, the care team can better understand the resident's needs and preferences, leading to more personalized and effective care.



Jackie Kelly (CEO) addressing the March Residents and Relatives meeting

These meetings are not only beneficial for the residents, family members, carers and others but also for us as care providers. The meetings enable us to receive valuable insights and feedback from residents and their families.

The Residents and Relatives Meeting is open to all residents, family members and carers.

The meeting is Chaired by Kalya Clancy, our Aged Care Liaison and Administration Officer.

Executive, Managers, Senior Leaders, and staff are also invited to attend and give report from their Department as well as receive direct feedback on programs and services.



Above: Executive, Staff, Residents and Relatives attending the March 2026 Residents and Relatives meeting in the Dining Area



Compassion



Accountability



Respect



Excellence

Food, Glorious Food

MAGGIE BEER FOUNDATION Trainer Mentor Program

The Trainer Mentor Program pairs aged care home kitchen teams with a qualified chef trainer who will mentor your team to serve flavourful, nutritious food and deliver an enhanced dining experience for residents in aged care homes.

BENEFITS

- Enhance the quality of life for older people living in Aged Care
- Increase in food satisfaction for residents
- Building capability of chefs and cooks on how to source, prepare and serve delicious, nutritious food.
- 5 days of intensive training, monthly follow-ups and regular coursework to consolidate learning, led by a qualified chef trainer
- Receiving support and advice on how to meet the food and nutrition Aged Care Quality Standard

"Food is the fuel of life, of great conversation and memorable meals. Its substance is far more than just the nutrients acquired in the act of eating; it's the knowledge of loving preparation, the anticipation of sharing a beautifully cooked and presented meal and the delicious pleasure of engaging all our senses as we eat. Food is nutrition not just for the body, but also for the soul. It's what fires our appetite for life, no matter what age." Maggie Beer Foundation



The Heathcote Health team are proud of the improvements we have seen since being involved in the Trainer Mentor Program, delivered by the Maggie Beer Foundation. The program paired our kitchen team with a qualified chef trainer, Michael Nam, to help us serve flavourful, nutritious meals for our residents, patients and Meals on Wheels clients.

Participating in this program has strengthened our culinary practices, supported our catering team, and helped elevate the dining experience for our residents.

A heartfelt thank you to Michael, our assigned Chef Trainer Mentor, for his passion, guidance, and dedication to helping our team embrace new techniques and approaches in the kitchen.



Pictured above left:
Staff celebrating the culmination of Heathcote Health's Maggie Beer Program with an 'Alice in Wonderland' themed tea party. Everyone enjoyed it so much they suggested it become an Annual Event

Pictured above right:
Michelle Chapman enjoying our weekly cooked breakfast, which is shared with residents in the Dining Room:



Compassion



Accountability



Respect



Excellence

Food, Glorious Food (cont')



Easter Celebrations

Our Kitchen team went above and beyond in their preparations for Easter this year with bunny themed cakes and decorations.

The Leisure and Lifestyle team ensured everyone joined in the fun, with residents and Social Support Group members coming together for a lunchtime BBQ.

Catering for Good

LOCAL café Fodder was recently approved to be included in the Catering for Good Directory.

Fodder was assisted by Ella O'Bree to negotiate the criteria for inclusion in the directory.

After a lengthy process of getting Fodder's menu and business social impact practices assessed, they are being acknowledged for their commitment to creating a healthier Heathcote.

The Catering for Good Directory is a state-wide initiative developed by the Healthy Eating Advisory Service in collaboration with the Department of Health.

Its primary goal is to assist Victorian workplaces and organisations to find catering services and food options that prioritise health, sustainability, and community support.

Ella will be approaching other dining and food provision establishments in and around our Community to seek their involvement.

The Directory is a free online platform connecting catering organisations with government departments and other organisations looking for healthy and sustainable food options.



Catering for Good Directory can be found on the Healthy Eating Advisory Service website



Compassion



Accountability



Respect



Excellence

Community Connections

In January this year members of the Heathcote Health Executive Team travelled over to Broadford and met with Bonnie Cavanagh-Welch and Kellie Hunter at the Taungurung Lands and Water Council, to discuss partnership opportunities. This gives Heathcote Health a great opportunity to work with an Aboriginal organisation to identify ways in which we can connect with country and gain a greater understanding of what we need to be to support the Health and Wellbeing of the Taungurung peoples.

Thank you to Taungurung Lands and Waters Council for hosting us, we look forward to partnering with you into the future.



At the end of April a number of staff and Board Directors travelled to Nagambie to undertake the wawa biik Taungurung Cultural Experience, **'wawa tabilk tabilk'**

wawa biik means 'hello Country' in Taungurung language

We appreciate the opportunity to learn more about this journey of resilience that spans thousands of years.

For Heathcote Health, this experience is more than a day out, it is part of our ongoing commitment to providing care that is respectful, inclusive, and culturally safe. We are privileged to sit on Taungurung Country, and we believe that truly caring for every person who walks through our doors means taking the time to understand and honour the deep history and culture of the land we share. To us, cultural awareness shapes how we listen, how we communicate, and how we care.

Here are some reflections our staff had from the day:

"The tour was not only beautiful but also deeply educational. It was inspiring to learn directly from Taungurung people and see how culture, land and community are so closely intertwined." – Jaspreet



"The presenters were highly knowledgeable, engaging, and created a welcoming and approachable environment throughout the day. It was an informative and meaningful experience." – Phil

We look forward to continuing to grow our understanding of and respect for Taungurung culture as part of our commitment to outstanding, inclusive local care.



Compassion



Accountability



Respect



Excellence

Community Connections (cont')

First Nations signage and works of art

As you approach Heathcote Health you will notice our updated welcome signs.

These signs welcome all people to our Health Service and acknowledges the rich history of Aboriginal and Torres Strait Island people on the land where we work.

Welcome - Wumindjika

Wumindjika is the Taungurung word for welcome and conveys respect and a cultural protocol dating back to a period prior to colonisation. A Wumindjika ceremony ensured neighbouring tribes were welcomed onto tribal lands, afforded safety, and the right to access Taungurung resources without harassment. Various forms of the same word, is a reflection that Taungurung has a slightly different language from other Tribes of the Kulin Federation.



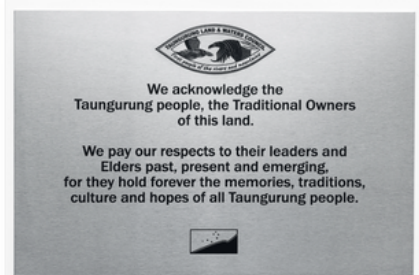
Pictured above: Heathcote Health Welcome signage



Pictured right: Aunty Jo presenting Jade Runnalls (Acting Director of Clinical Care) with the original 'Coming together' work of art

Artist recognition
Aunty Joanne (Jo) Honeysett - Taungurung Elder of the Taungurung People, First People of the rivers and mountains - gifted Heathcote Health with the art work that is used across our organisation.

Artwork name: "Coming together"
Story behind the artwork: People travelling from various locations, meeting and yarning, a happy place, a place of healing.



We proudly display the Taungurung Sovereign Flag at Heathcote Health to visibly reinforce our commitment to strengthening cultural safety at our health service by fostering strong connections to Aboriginal culture, creating a holistic, accessible, and empowering health system.



Compassion



Accountability



Respect



Excellence

Staff Spotlight

Ella O'Bree - Health Promotion Officer



“What inspires me most about Heathcote is that the community spirit already exists in abundance. From the sports clubs to the local schools and the many volunteer-led groups, this community already knows how to show up for each other. Walking into this role, I was immediately struck by how much is already being done by so many committed people. My hope is to join in, and make sure the right support and resources follow.”

Meet Heathcote Health's Health Promotion Officer, Ella O'Bree

What Is Health Promotion?

Health promotion is about far more than encouraging people to eat well or exercise more. It is a broad, evidence-based approach to improving the conditions that shape our health – the environments we live in, the resources we can access, the knowledge we carry, and the social networks that support us. This is why health promotion works upstream: addressing the root causes of poor health, rather than only responding to illness once it appears.

In practice, this means improving health literacy and confidence, increasing awareness of and access to local services, strengthening community connections, and advocating for policies and environments that make the healthy choice the easy choice.

I'm Ella O'Bree, and I'm excited to be joining Heathcote Health as the Health Promotion Officer.

At Heathcote Health, health promotion is guided by six priority areas: physical activity, healthy eating, mental health and wellbeing, gender equity, alcohol and drug harm reduction, and smoking and vaping prevention. I work across all six of these areas, partnering with schools, sports clubs, local businesses, community organisations, and Heathcote Health colleagues to create positive health outcomes.

I'm excited to build on the strong foundations already in place here, and to strengthen partnerships with the community groups and organisations that make Heathcote such a connected and caring place.

If you have an ideas for how Heathcote could be a healthier place, or if there's something affecting your community's health that deserves attention, I'd love to hear it. No idea is too small, and every conversation matters. You're always welcome to reach out through Heathcote Health directly – improving the health of this community is a shared project, and the more voices involved, the better.



Compassion



Accountability



Respect



Excellence



April Health Promotion: April Falls



April is Falls Prevention Month, and this year Heathcote Health marked the occasion with two dedicated education sessions, one for our home support staff, and one open to the broader community. Together, the sessions reached 31 people, and the response from participants was overwhelmingly positive.

Staff Session – Equipping Our Team

The staff session was designed to upskill our home support workers, who are uniquely placed to identify falls risks in the homes of the clients they visit every day. Our staff members improved their self-rated knowledge of falls from good to excellent, with many noting they hadn't previously been aware of just how significant a role exercise plays in reducing falls risk. This knowledge is now helping our team to be even better equipped to support their clients and contribute to the health and wellbeing of the Heathcote community.

Community Session

Fifteen community members joined us at Barrack Reserve for a free morning tea and education session led by our allied health team. Participants learned practical, evidence-based strategies for staying strong and independent at home, and left with a take-home booklet with useful resources, including a home safety checklist to help identify and address common falls hazards, and a balance and strength exercise program to work through in their own time.

Every participant who provided feedback rated the session five out of five, all noted they had specific things they would take away and apply to their own lives, and several requested that further sessions be held in the future. That's feedback we're very happy to receive!

We are proud to have been able to bring this conversation to Heathcote and look forward to continuing this work with our community.

If you would like your own copy of the falls prevention information booklet – including the home safety checklist and exercise program – please contact Ella at eobree@heathcotehealth.org to arrange a pick-up from Heathcote Health.



Compassion



Accountability



Respect



Excellence

C.A.R.E. Values in Action

The following staff members were recognised for living our Heathcote Health C.A.R.E. Values of Compassion, Accountability, Respect and/or Excellence

January 2026

Staff Member Name / Department

C.A.R.E. Value

- | | |
|---|----------------------------|
| • Simone O'Brien / Nurse Practitioner | Compassion, Respect |
| • Jim Staggard / Facilities & Maintenance | Excellence |
| • Damian Holden / Acute & Urgent Care | Excellence |
| • Jade Runnalls / Acute & Urgent Care | Accountability, Excellence |
| • Nicole Payne / Nurse Practitioner | Accountability, Excellence |
| • Pam Wallace / Finance & Administration | Respect |
| • Kaye Massey / Finance & Administration | Excellence |
| • Locki Fraser / Acute & Urgent Care | Excellence |
| • Bee O'Keefe / Support Services (Catering) | Excellence |
| • Fran Byrne / Residential Aged Care | Accountability, Excellence |
| • Charlotte / Student Nurse, Acute & Urgent Care | Compassion |
| • Kim Bullman / Acute & Urgent Care | Accountability, Excellence |
| • Jess Thomas / Support Services & Administration | Excellence |
| • Linda Henness / Support Services & Administration | Excellence |
| • Belinda Hughes / Allied Health | Accountability, Excellence |
| • Beth Zoch / Acute & Urgent Care | |



Linda Henness was recognised as Staff Recognition Award recipient for January 2026.

In recognition of: jumping in and doing whatever is asked of you. In recent days you have been doing the laundry, some cleaning, operating reception and engaging in social prescribing. You do all of this with a smile on your face and a willingness to do whatever is asked of you.

Above (L-R): Jackie Kelly, Linda Henness



Compassion



Accountability



Respect



Excellence

C.A.R.E. Values in Action (cont')

February 2026

Staff Member Name / Department

C.A.R.E. Value

- | | |
|---|------------------------|
| • Phill Goggin / Community Services | Compassion |
| • Michelle Stirling / Support Services (Catering) | Compassion, Respect |
| • Karra King / Leisure & Lifestyle (Aged Care) | Compassion, Excellence |
| • Jess Thomas / Support Services & Administration | Respect, Excellence |
| • Justine O'Bree / Allied Health (Physiotherapist) | Excellence |
| • Jaspreet Kaur [dual recipient] / Community Services | Compassion |
| • Kim Bullman [dual recipient] / District Nursing & Acute | Compassion |
| • Jane Dean / Community Services | Compassion |



Above (L-R): Jackie Kelly, Kim Bullman



Above (L-R): Jackie Kelly, Jaspreet Kaur, Gerry Canny

Jaspreet Kaur & Kim Bullman were recognised as dual Staff Recognition Award recipients for February 2026.

In recognition of: Your compassion and kindness when dealing with a client in a mental health crisis - taking extra time to ensure the client felt safe and had access to the services and supports they needed



Compassion



Accountability



Respect



Excellence

Health & Wellness



The INFLUENZA vaccine is recommended for people aged 6 months and over and is FREE to those most at risk from influenza and its complications.

Ask about the flu vaccine today.

health.gov.au/flu



Flu vaccines are free for certain at-risk groups. Others can access them at pharmacies, GP clinics and community health and local council clinics in most places. Some employers also offer vaccinations for staff, particularly those working in health care.

Influenza has been unpredictable since the COVID pandemic, with off-season circulation. There are also concerns protection might lag at the end of winter. So when is the best time to get vaccinated?

Dr Allen Cheng, the Director of Monash Health Infectious Diseases Service, and Professor Meru Sheel at Sydney University say: "When working out when is the best time to get your flu vaccine, you might be balancing a theoretical benefit by waiting, against a chance of actually getting the flu before you get vaccinated.

If you're travelling overseas, particularly for those travelling to the northern hemisphere in winter, aim to get your flu vaccine around two to four weeks before you leave.

If you're pregnant, an ideal time to get the influenza vaccine is with RSV (respiratory syncytial virus) and pertussis vaccines from 28 weeks of pregnancy. This protects both mother and baby.

Finally, young children getting their first flu vaccines should have two doses four weeks apart. Getting their first dose in earlier in the season will leave plenty of time for the second dose before the influenza season starts."

We usually have to wait until winter approaches before we see an increase in cases of influenza, or the flu. But we've already seen a lot of flu this year, with 25,000 cases reported from January to March - and that's only a fraction of actual case numbers.

Most people with the flu recover without treatment. But it can cause serious complications in older people, young children, pregnant women and those with underlying chronic diseases such as asthma or heart disease. Influenza kills about 3500 Australians a year and lands 18,000 in hospital.

Vaccination is the best way to protect against flu and is recommended for everyone over the age of six months.

Our advice is to get the vaccine when it's available and convenient, sometime around April or May.



Compassion



Accountability

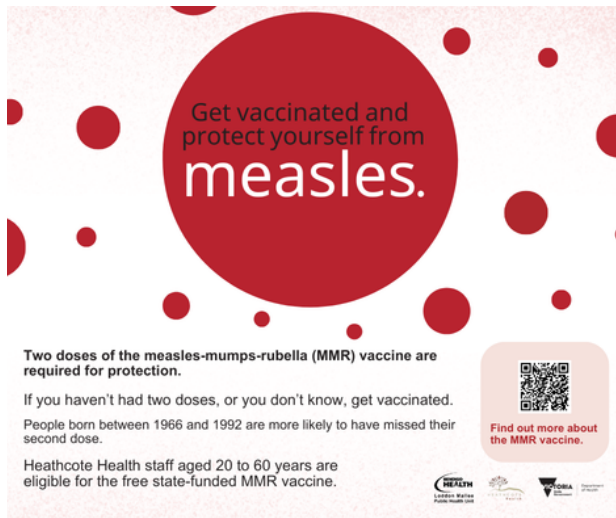


Respect



Excellence

Health & Wellness (cont')



Free MMR Vaccination Program

Measles is a highly infectious disease that can cause serious illness. Two doses of the MMR vaccine are the best way to protect yourself, your family and the community.

In recent years, there has been an increase in measles cases in Victoria and around the world. It is important to ensure that you and your family have had two doses of the measles-containing vaccine (MMR) to prevent the spread and avoid serious illness. If you haven't had two doses, or you don't know, get vaccinated.

The Loddon Mallee Public Health Unit (LMPHU) will be providing free MMR vaccinations for eligible people, funded by the Victorian Department of Health. Adults aged 20-60 years (born during or after 1966) without two documented MMR doses are eligible for a free vaccination as part of this program. No Medicare card is required.

Monica McHugh - Infection Control Nurse

Measles is making a comeback in Australia and the Loddon Mallee Public Health Unit are helping fund thousands of vaccines across the region.

Measles needs high levels of immunisation to create 'herd immunity' to prevent spread. Immunity is only certain when people have had two doses of measles vaccine.

Because some people may not have had two doses, having a vaccination through this campaign will help increase our local herd immunity, stopping the spread to our vulnerable people.

Nurse practitioners and immunisers at Heathcote can help you staff access a dose; and your local GPs can advise you about your eligibility.



Don't Risk It

Vaccination is the best protection against serious winter illness



LMPHU are a locally based team of public health professionals, who can help you navigate the department of health notification process and provide advice in all areas of public health.

They also have a wide range of resources available on their website:

<https://www.bendigohealth.org.au/LMPHU/>



Compassion



Accountability



Respect



Excellence

Quality Matters!

New Posters Helping Keep Quality and Safety Front of Mind

You may have noticed some new posters appearing around staff areas throughout our Acute Services, including on the back of staff toilet doors and communication boards. These posters have been developed by our Quality Team to raise awareness of the National Safety and Quality Health Service (NSQHS) Standards among staff.

What are the NSQHS Standards?

The NSQHS Standards are a set of nationally recognised guidelines that help ensure health services provide safe, high-quality care. They cover important areas such as comprehensive care, medication safety, communicating for safety, and partnering with consumers. These standards apply to Heathcote Health's acute services, including the Urgent Care Centre.

What information do the posters share?

Each poster highlights key messages from the NSQHS Standards in a simple and practical way. They are designed to:

- Remind staff of essential safety practices in their everyday work
- Reinforce behaviours that support high-quality care
- Encourage reflection on how each person contributes to patient safety
- Use clear language and visual prompts to make the information quick and easy to understand—especially in busy environments

NSQHS Standard Spotlight Standard 5: Comprehensive Care

Safe and comprehensive care considers the whole person.

What is Comprehensive Care?

Comprehensive care means understanding a patient's full health needs, risks and preferences to plan safe care.

What this means for our patients

Comprehensive care helps patients:

- Have risks identified early
- Receive coordinated care
- Avoid preventable complications
- Feel respected as individuals

How staff support Comprehensive Care

Every staff member can support comprehensive care.

You support this by:

- **Assessing Risks:** Falls, pressure injury, nutrition, cognition and more.
 - **Planning Care:** Use individualised care plans.
- **Communicating Changes:** Share important updates with the team.
 - **Escalating Concerns:** Act early if a patient deteriorates.
- **Respecting Patient Needs:** Cultural, emotional and personal preferences.

Reflective Questions

- Did I recognise and act on patient risks today?
- Did I communicate important changes to the team?

Safe care looks at the whole person — not just the problem.



Why is this important?

For staff, these posters are a regular reminder that safety and quality are part of every interaction and decision. Even small actions—like effective hand hygiene, clear communication, or checking patient details—can make a big difference.

For patients, this initiative reflects our ongoing commitment to providing care that is safe, respectful, and centred on each patient's needs. By supporting staff to stay informed and engaged with the NSQHS Standards, we strengthen the overall quality of care we deliver.

Working together for safer care

Improving safety and quality is everyone's responsibility. These posters are just one of the many ways we are keeping important information visible, relevant, and easy to act on—helping both staff and patients feel confident in the care we provide.



Compassion



Accountability



Respect



Excellence

Quality Matters! (cont')

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**. These rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE









For more information, ask a member of staff or visit safetyandquality.gov.au/your-rights

Short Notice Assessment Visit on Thursday 9 April and Friday 10 April 2026.

A short-notice assessment by Australian Council on Healthcare Standards (ACHS) means that independent reviewers will visit our service with only a small amount of advance warning. Their job is to check that we are providing safe, high-quality care every day—not just when we have time to prepare.

They will look at how we care for patients, how we keep people safe, and how well our systems work. They may talk with staff, patients, and families to understand what care is like in real life.

The purpose is to help us keep improving and make sure we meet National Safety and Quality Health Service Standards (see image below)

 <p><u>Clinical Governance Standard</u></p>	 <p><u>Partnering with Consumers Standard</u></p>
 <p><u>Preventing and Controlling Infections Standard</u></p>	 <p><u>Medication Safety Standard</u></p>
 <p><u>Comprehensive Care Standard</u></p>	 <p><u>Communicating for Safety Standard</u></p>
 <p><u>Blood Management Standard</u></p>	 <p><u>Recognising and Responding to Acute Deterioration Standard</u></p>



Compassion



Accountability



Respect



Excellence

Volunteer Voices

Volunteering at Heathcote Health .

Heathcote Health is looking for Volunteers to enhance our health service and provide value added services to our patients, residents, families and visitors.

You can make a difference to lives of others, by giving as much or as little time as you can manage.

Volunteers can contribute to the organisation in a number of ways including:

- assisting with patients and residents
- delivering meals on wheels
- fundraising initiatives
- gardening
- administration
- Consumer Advisory roles
- and many, many more

Anyone interested in becoming a volunteer should contact Heathcote Health reception on 5431 0900 or email volunteer@heathcotehealth.org



National Volunteer Week

18-24 MAY 2026

YOUR YEAR TO VOLUNTEER

National Volunteer Week

This year's theme 'Your Year to Volunteer' honours the contributions of volunteers and invites people across Australia to make 2026 a year full of meaningful involvement, in ways that work for them

2026 is the United Nations International Year of Volunteers for Sustainable Development (IVY 2026), recognising the vital role volunteers play in building sustainable, inclusive communities worldwide.

This year is a moment to thank those who already give their time and to invite others to discover how volunteering can create connection, purpose and lasting positive change.



Heathcote Health are proud to partner with Bendigo Volunteer Resource Centre (BVRC). BVRC creates social connections, provides information and resources enabling individuals to make informed choice about where, when and how they wish to participate in community life.



Compassion



Accountability



Respect



Excellence

Welcome and Farewell

During the month of March 2026 Heathcote Health welcomed the following staff:

- Kae Hatjumphon - Food & Domestic Services Assistant (Support Services)
- Lucas Jones - Finance & Contracts Officer (Finance/Admin)
- Grace Talamaku - Enrolled Nurse (Aged Care)

During the month of March 2026 Heathcote Health farewelled the following staff:

- Mary-Ann Farrell - Health Care Worker (Community Services)
- Angie Dredge - Director of Clinical Care (Executive)

Vale Tracie Oates

On behalf of Tracie Oates' family, friends, and colleagues, we honour and celebrate the life of a remarkable woman.

Tracie passed away peacefully at home on Wednesday, 1 April 2026, surrounded by the people and animals she loved so deeply, after fighting with extraordinary courage against cancer.

Tracie was a treasured member of the Heathcote Health community. Since joining us in 2012, she served as an After Hours Manager (Charge Nurse) and as our Infection Control Nurse. Her dedication to her patients was unwavering—Tracie gave every person in her care her full attention, her compassion, and her strength. Many in our community will remember her steady presence in Urgent Care or on the Acute Ward, and the way she always went above and beyond for those who needed her most. She had a gift for noticing vulnerability and responding with kindness, whether it was a patient or a colleague.

During the early and uncertain days of COVID in 2020, Tracie played a pivotal role in preparing Heathcote Health for what lay ahead. She helped establish testing clinics, led outreach efforts across the community, and supported vaccination work with determination and calm. She guided us through countless outbreaks and complex situations, always with clarity, resilience, and a deep sense of responsibility to keep others safe.

Tracie's absence will be felt profoundly across Heathcote Health. Her warmth, her humour, her fierce advocacy for others, and her commitment to her profession have left an indelible mark on all of us.

A celebration of Tracie's life will be held soon, and details will be shared when available.



Tracie and Heathcote Health staff working in full PPE during the height of the COVID-19 pandemic to keep our Community safe



Compassion



Accountability



Respect



Excellence

We value your feedback

Introducing Our New Feedback Form

We are pleased to introduce a new Heathcote Health Feedback Form designed to make it easier for patients, residents, clients and community to share their feedback about our services. Feedback might be a compliment, complaint or suggestion.

What is the purpose of the Feedback Form?

The new Feedback Form provides a simple and accessible way for people to tell us what we are doing well and where we can improve. It captures feedback about all aspects of service delivery and care, so that we can continue to ensure that the services and care provided at Heathcote Health meet the needs of our community.

Why is feedback important?

Feedback plays a vital role in improving the quality, safety, and experience of care. By listening to the voices the community, we can:

- Identify what is working well and continue to build on it
- Recognise areas for improvement and take meaningful action
- Strengthen partnerships between patients, residents, clients and staff
- Support a culture of openness, learning, and continuous improvement

Every piece of feedback is welcomed and valued and contributes to shaping better services for our community.

Consumer involvement in development.

The Feedback Form has been carefully reviewed and endorsed by Heathcote Health's Consumer Advisory Group. Their input has helped ensure the form is clear, inclusive, and accessible, and that it reflects what matters most to health service consumers.



Scan this QR code to provide feedback through the online Feedback Form on Heathcote Health's website

Feedback can be provided in a range of ways

Completed Feedback Forms can be:

- Placed in a Feedback Box located across Heathcote Health's facilities
- Provided to a staff member
- Mailed to Heathcote Health at: 39 Hospital Street, Heathcote 3523

Feedback can also be emailed to Heathcote Health at: feedback@heathcotehealth.org or can be provided through the online Feedback Form on Heathcote Health's website at: www.heathcotehealth.org

We encourage everyone - patients, residents, clients and community to share their experience and perspectives. Your feedback helps us improve and deliver the best possible care.



Feedback Form



We value your feedback



Compassion



Accountability



Respect



Excellence