

HEATHCOTE HEALTH NEWSLETTER



Best Care; Every Person, Every Time

Issue No. 2 June 2026



Compassion



Accountability



Respect



Excellence



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TOPIC 01

Celebrating Staff and Volunteers

This month we recognised the incredible people who make Heathcote Health what it is — honouring our nurses and volunteers on International Nurses Day and National Volunteer Week.

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TOPIC 02

Community & Prevention

This month's highlights include Pink for Breast Cancer, flu vax reminders, a kitchen update, and a look at what's happening in and around Heathcote

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A MESSAGE FROM OUR CEO

There is one thing we can all be certain of in healthcare — change is constant.

In my donkey world teaching donkeys to move from two by two, eight in hand, in harness to four donkeys across in harness took lots of care, patient and repetitiveness for them to trust that we had got it right and they would be safe. It was a fantastic achievement for all involved

Change can be challenging. It asks us to learn new ways of working, adapt our thinking and sometimes let go of practices that have been familiar for many years. That isn't always easy, and it's understandable that change can create uncertainty or frustration.

At the same time, change is how we grow. It gives us the opportunity to improve the care we provide, strengthen our workplace and ensure we continue to meet the needs of our community now and into the future.

My vision is for Heathcote Health to be recognised as one of the best small rural health services in Victoria. That won't happen because of one person or one initiative — it will happen because we work together with a shared purpose and a commitment to continuous improvement.



A MESSAGE FROM OUR CEO

Every one of us has a role to play in shaping our culture, strengthening our practice and enhancing our reputation. When we support each other, remain open to new ideas and keep our focus on **Best Care, Every Person, Every Time**, we create an organisation that we can all be proud of.

We are **Team Heathcote Health**. Together, we will continue to learn, improve and build a health service that delivers outstanding care for our community and is a great place to work.

Thank you for your commitment, professionalism and everything you do each day to make a difference.

June has been an incredibly busy month here at Heathcote Health.

We have all worked hard to close our accreditation gaps and work towards Best Care @ Heathcote Health.

Breast Cancer Awareness is an important reminder to look after yourselves and get your regular check up's

Flu season is here again so please remember to get your flu jab.

We have finalised our RAP and in July will Launch this important document and plan to ensure we are a Culturally Safe and supportive Organisation.

I hope you enjoy our Newsletter and the information helps you to be informed and know what is going on around Heathcote Health.

Jackie Kelly
Heathcote Health
CEO



Pink for Breast Cancer

Thank You for Going Pink

Throughout June, Heathcote Health went pink. Staff wore pink, ribbons were tied around trees throughout town, posters shared why this cause matters so much to our team, and Heathcote Health was lit up in pink lights for the month.

Behind it all was our fundraising team, Pinks and Giggles of 3523, made up of Heathcote Health staff raising money for the National Breast Cancer Foundation. The campaign was held in memory of a cherished colleague we lost to breast cancer. Her loss has had a profound impact on our team, and this campaign has been our way of honouring her memory while making a difference for others facing this disease.

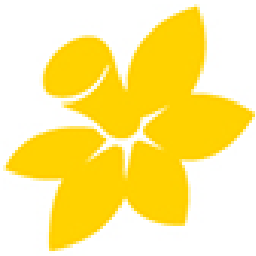
Thank you to everyone who donated, asked questions, stopped to chat about the campaign, and showed their support throughout the month. Your generosity means a great deal to our team, and it has been heartening to see so much pink around town.



Every dollar raised goes to the National Breast Cancer Foundation, which funds world-class Australian research into breast cancer. This includes research into prevention and early detection, understanding how breast cancer progresses and recurs, and developing more effective treatments for hard-to-treat and metastatic breast cancers. Breast cancer remains the most commonly diagnosed cancer among Australian women, and research like this is how outcomes continue to improve. The more that is raised, the more research can be funded.

It's not too late to donate. If you would like to contribute, we would be so grateful for your support. Every donation, no matter the size, makes a real difference. Scan the QR code to give to Pinks and Giggles of 3523.





The Biggest Morning Tea

Heathcote Health took part in Cancer Council's annual event, raising money for cancer support and research

On June 3, staff from Heathcote Health and Heathcote Primary Health came together for Australia's Biggest Morning Tea, raising funds and awareness for cancer support and research.

Australia's Biggest Morning Tea is organised by Cancer Council Australia and held annually between May and June. It's the largest event of its kind in the country, with more than a million Australians hosting morning teas at home, in workplaces, schools, and community venues each year.

This year, an incredible \$14,186,264 was raised nationally, supporting cancer research, prevention programs, and vital services such as accommodation for patients and scholarships for research students.

At Heathcote, the morning was filled with community spirit as staff gathered to share a cuppa and enjoy a fantastic spread of homemade treats. From beautifully baked cakes and slices to savoury favourites, the table was a real highlight, showcasing the generosity and talent of everyone who contributed. There was a great turnout, with donations helping raise a total of \$266 for Cancer Council Australia.

A big thank you to everyone who helped organise the event, donated food, and supported the fundraising effort. Your generosity and enthusiasm helped make the morning such a success, and helped contribute to a cause that supports so many Australians affected by cancer.



Annual Vax Visit

It must be that time of year again...

...and this year, Heathcote Health was delighted to head back to one of our favourite stops on the annual flu vaccination circuit: Heathcote Police Station!

Sergeant Holly led by example, bravely rolling up her sleeve and showing the whole team exactly how it's done.

A huge thank you to the wonderful team at Heathcote Police Station for welcoming our HH staff back in 2026 with such warmth and good humour. It means a great deal to us to be able to bring this service directly to the workplaces that keep our community running — and the crew at the station made it as easy and enjoyable as ever. A few quick pinches, plenty of laughs, and everyone walked away a little better protected heading into the colder months.



Annual Vax Visit

Getting your annual flu vaccination is one of the simplest and most effective things you can do to protect yourself and the people around you this winter. When you get vaccinated, you're not just looking after your own health, you're helping to shield your family, your workmates, and the wider Heathcote community, including those who are most vulnerable to serious illness. That's a pretty powerful thing to do in under five minutes.

The seasonal flu vaccine is updated each year to match the strains most likely to be circulating — so getting vaccinated annually gives you the best possible protection right when you need it most.

If Sergeant Holly and the whole Heathcote Police Station team can do it with a smile and a laugh, there's really no excuse for the rest of us! Don't let the flu catch you off guard this season — book your 2026 flu vaccination with your GP or another health professional today.

Find a location close to you to get your flu vaccine:
<https://www.betterhealth.vic.gov.au/get-vaccinated>



Community Connections

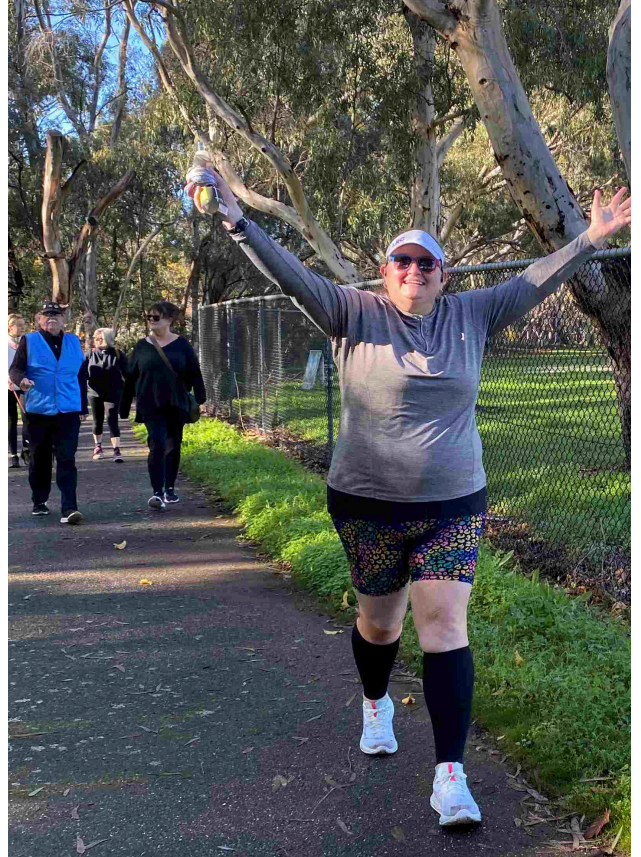
What happened in the community last month?

14 & 28 JUNE **Park Run Trials**

The proposed McIvor Creek Trail parkrun reached a major milestone this quarter, with all required documentation submitted and approval received from parkrun Australia to establish an event in Heathcote. While confirmation of an official launch date from parkrun Global is still pending, this approval allowed planning to move forward with confidence.

As part of launch preparations, two trial events were held on Sunday 14 June and Sunday 28 June, starting outside the Heathcote Swimming Pool. The trials gave the volunteer team the opportunity to practise their roles, test event processes, and refine the course setup, with a small group of local participants invited to take part. Both events ran smoothly and helped build confidence ahead of the official launch.

This opportunity has been made possible through the collective effort of Heathcote Health, the City of Greater Bendigo, Healthy Loddon Campaspe, and parkrun Australia. Updates will be shared via the Healthy Loddon Campaspe Facebook page and local communications.



June 21st

GRATITUDE DAY

On Sunday 21st June, the Heathcote R.S.L. Hall was filled with music, food, and community spirit as Heathcote celebrated its first Gratitude Day, a fundraising event in support of the local SES and CFA.

Organised by the Mudbrick Motley Theatre group in collaboration with the Heathcote R.S.L., provided attendees a light luncheon alongside live performances from local musicians and groups including The Tuans, the Heathcote Ukulele Group, Amanda Collins, and Dave Munro. A silent auction and raffle drew generous prizes from local businesses and wineries.



All funds raised went directly to the Heathcote SES and CFA as a small but meaningful gesture of thanks to the volunteers who give their time to keep our community safe.

It was a lovely afternoon, and a reminder of what this community does best.

Whats on Next Month?

July 4th

Park Run

It's official: parkrun is coming to Heathcote. After months of planning by Heathcote Health, the City of Greater Bendigo, Healthy Loddon Campaspe, and parkrun Australia, the Mclvor Creek Trail parkrun will hold its very first event on Saturday 4 July.

For those new to it, parkrun is a free, weekly, timed 5km event held in communities around the world. It is not a race. Participants can run, jog, walk, or volunteer, and everyone is welcome regardless of age or fitness level. The course follows the Mclvor Creek Trail, with the start line outside the Heathcote Swimming Pool.

Trial events held in June gave our volunteer team the chance to practise their roles and fine-tune the course, and we are ready to welcome the community for the real thing. Registration is free at parkrun.com.au, and you only need to register once to take part in any parkrun, anywhere. If you would like to volunteer, contact Michelle Chapman at Heathcote Health on 5431 0903.



August 1st

Screening of Just a Farmer

Mark your calendars for a special evening at the Heathcote RSL. On Saturday 1 August, we will be screening *Just a Farmer*, the acclaimed Australian film that shines a light on mental health and resilience in farming communities.

The evening begins with light refreshments from 5pm, with the screening starting at 6pm. We are delighted to welcome special guest Leila McDougall, the film's writer and executive producer, who will join us on the night. It promises to be a moving and important evening, and one with particular relevance for our rural community.

July 7th

NAIDOC Week

This year's NAIDOC Week runs from 5-12 July, with the national theme 50 Years of Deadly honouring half a century of Aboriginal and Torres Strait Islander rights, resilience, and culture.

Heathcote Health and the Heathcote Reconciliation Group warmly invite community members to come together and celebrate. Local performer Rhaedel Pickett will take to the stage for a live performance, and free morning tea will be provided.

July 23rd

Peter Mitchell: I'll Walk Beside You

Local writer and history enthusiast Peter Mitchell returns with *I'll Walk Beside You*, a continuation of his well-received 2025 book *Under the Same Moon*. This powerful portrait of one of Australia's most harrowing wartime chapters follows ordinary men thrust into surrender, enduring years of captivity on the Burma Railway. Disease, starvation, violence and brutal conditions took many lives — yet courage, resilience and a characteristically Australian sense of humour endured, offering moments of connection and humanity amid the darkness. Peter brings these experiences to life through letters, diaries, official documents and newspaper clippings, making history feel deeply personal.

Book sales and signings available on Thursday 23 July, 11.30am-12.30pm at Heathcote Library.

International Nurses Day

CELEBRATING OUR NURSES

On 12 May, Heathcote Health celebrated International Nurses Day, held each year on the anniversary of Florence Nightingale's birth.

Our nurses are at the heart of everything we do. Across acute care, aged care, community nursing, and beyond, they bring skill, compassion, and dedication to every shift. They are there for our community in moments of joy, in moments of difficulty, and in all the everyday care in between. We are enormously grateful for each and every one of them.

To mark the day, we brought in a coffee cart and shouted free coffee for all our staff, a small gesture of thanks for the people who give so much. Seeing the team gather over a coffee was a lovely reminder of the warmth and camaraderie that make Heathcote Health such a special place to work.

To all our nurses: thank you for your care, your professionalism, and your commitment to our community. Happy International Nurses Day.



Pictured above: artwork provided to HH nurses for International Nurses Day, to acknowledge their meaningful, important work



National Volunteer week

The 2026 Theme: Your Year to Volunteer

From 18 to 24 May, Heathcote Health joined communities across the country in celebrating National Volunteer Week. The theme for 2026, Your Year to Volunteer, invited Australians to get involved in volunteering in meaningful and sustainable ways, while recognising the millions of people who already give their time every day.



At Heathcote Health, we know just how much volunteers contribute. Our volunteers support our residents and consumers in countless ways, from companionship and activities through to the many quiet jobs that keep things running behind the scenes. Their time, energy, and care make a real difference to the experience of everyone who walks through our doors.

To mark the week, we celebrated with our volunteers and thanked them for everything they do. To each of our volunteers: thank you. Heathcote Health would not be the same without you.

If you have ever thought about volunteering, this is your year. To find out about volunteering opportunities at Heathcote Health, get in touch with us. We would love to hear from you.

Kitchen Updates

Keeping Meals Fresh

There's been plenty happening in the Heathcote Health kitchen lately, with fresh produce and a new monthly tradition bringing extra joy to mealtimes. Staff have been enjoying picking fresh herbs and produce straight from the kitchen garden, adding a homegrown touch to meals and showing just how rewarding a little garden-to-table effort can be.



Chef's Special Days

Alongside this, the kitchen has introduced a new Chef's Special Day, held every second Friday. Over the past two months, residents have enjoyed two fish and chips days, a McDonald's day, and a KFC day, each one bringing a welcome change of pace and a lot of smiles.

These special days have proven to be a huge hit, with residents thoroughly enjoying the chance to try something a little different. There's something special about a favourite takeaway meal that brings back memories and sparks conversation, and it's clear these days have become something to look forward to.

It's a lovely reminder that good food is about more than nutrition. It's about comfort, connection, and a bit of fun along the way.

Keep an eye out for the next Chef's Special Day, and a big thank you to the kitchen team for keeping things fresh, flavourful, and full of variety for our residents.



Recipe page

Ingredients

- 1 small onion
- 2 garlic cloves
- 2 medium carrots, peeled and diced
- 2 celery stalks, diced
- 2 medium potatoes, peeled and diced
- 1 liter reduced salt vegetable stock
- 210 grams dried kidney beans, washed
- 1 reduced salt crushed tomatoes
- 100 grams pasta
- 1 tablespoon parmesan cheese

Directions

Step 1. Cook oil, onion, carrot and celery on a low heat for 5 minutes.

Step 2. Add garlic and potato and cook for another 5 minutes.

Step 3. Add the stock, kidney beans, and crushed tomatoes. Cover.

Step 4. Bring to the boil, then reduce the heat and simmer uncovered for approximately 90 minutes or until the legumes are tender.

Step 5. Increase the heat to high. Add the pasta and cook for another 15 minutes.

Step 6. Serve lightly sprinkled with parmesan cheese, and a slice of wholemeal bread on the side.

Minestrone Soup

Nothing beats a big pot of minestrone on a cold winter's day. This Italian-inspired classic is one of the best ways to load up on vegetables in a single meal, and it tastes even better the next day, making it perfect for meal prepping through the cooler months. One of the star ingredients is kidney beans, which are an excellent source of plant-based protein and dietary fibre. Fibre plays a key role in keeping our digestive system healthy and helps us feel fuller for longer, which is great news if you're trying to eat well without spending a lot. Budget-friendly, freezer-friendly, and satisfying, this minestrone is a winter staple worth making again and again.



This soup keeps well in the fridge for up to 4 days and freezes beautifully. Make a big batch and save some for a quick weeknight meal.

Staff Spotlight:

JANE DEAN

My name is Jane Dean and, in my role, I support clients to access a wide range of supports that they have been approved for following an assessment under My Aged Care. This can include personal care, meal preparation, light household tasks and shopping, gardening and maintenance, assistive technology and home modifications, transport, respite and providing companionship along with clinical care from a wide range of health disciplines. Beyond these practical tasks, what truly matters is building trust and forming genuine connections. Each client has a unique story, and I feel privileged to be part of their journey, even in a small way. One of the most rewarding aspects of my work is seeing the positive impact that consistent, compassionate care can have. Whether it's helping someone regain confidence in their daily



routine or simply being there for a friendly chat, these moments remind me why I chose this career path. Supporting people to stay in their homes, surrounded by familiarity and comfort, is something I deeply value. Outside of work, I enjoy spending time on my hobbies and personal interests which help me stay balanced and energised. I love gardening, cooking, reading, walking and craft activities as it allows me to unwind and express creativity. I also enjoy spending time with my husband, our blended family of 5 adult children and our dog. My family is very important to me and I'm also very lucky to have my parents, my three brothers and their families that also live close by whom I keep in close contact with. I enjoy eating out, going to musicals etc. and exploring nature which keeps me grounded and connected to the things that matter most.



Staff Spotlight:

JANE DEAN

“Working as a Care Partner in the Support at Home program is more than just a job to me; it’s a meaningful commitment to helping people maintain their independence, dignity, and quality of life in the comfort of their own homes.”

My career at Heathcote Health has been a journey of growth and learning and I have found it so rewarding, inclusive and supportive. I commenced at Heathcote Health in 2009 as a Registered Nurse. Firstly, I worked in district nursing and also did some project work before helping set up the Home Care Package program in 2014/15 which has now become Support at Home. I’ve developed valuable skills in communication, empathy, and problem-solving, all while working alongside a supportive and dedicated team from a variety of backgrounds with comprehensive and varied skill sets. The organisation’s values of compassion, accountability, respect and excellence inspire me to continually improve and provide the best possible support to those I care for. One of the things I love most about working at Heathcote Health is the sense of belonging and purpose. There is a real warmth amongst both the staff of Heathcote Health and the Heathcote community.

Looking ahead, I’m excited to continue growing in this role, building stronger connections with clients and our team, and together with my valued colleagues contribute to a service that truly makes a difference in people’s lives. Being a Care Partner isn’t just about providing care — it’s about empowering others to live well, independently, and with dignity.

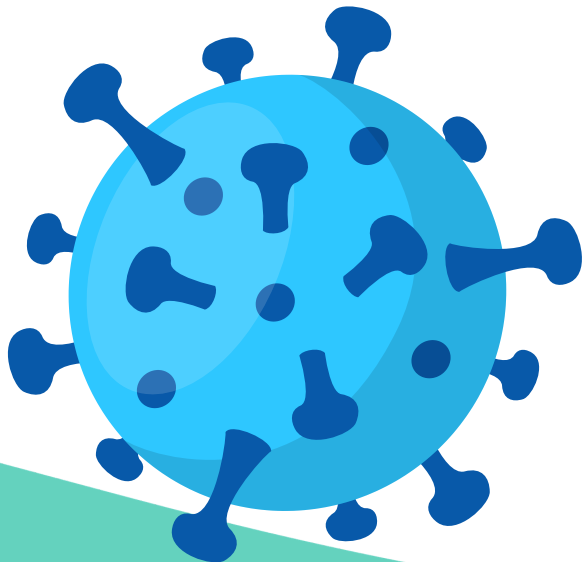
Bug of the Month

Heathcote Health staff infection prevention information

Influenza

Influenza is an acute viral disease of the respiratory tract and it's a lot more than just a bad cold. While a cold might leave you feeling a bit run down, the flu can knock even the healthiest person off their feet for anywhere up to 7–10 days. Symptoms come on quickly and can include high fevers (often up to 39°C), chills and sweating, fatigue, headaches, muscle aches and pains, sore throat, light sensitivity, respiratory chest pain, and a frequent cough. For people with complex or chronic health conditions, the chances of complications are high, and in Australia, around 3,000 people die from influenza every year, even without a large outbreak.

There are three subtypes of the flu virus: A, B and C. Type A is regularly the cause of epidemics, while outbreaks caused by Type B tend to occur every 2–3 years. Type C is rarely seen outside of localised outbreaks. The virus is further classified by strains, defined by the number of H and N proteins on its surface, which is why you'll often hear flu strains referred to by names like H1N1.



How does it spread?

The primary mode of transmission is person to person via droplets of moisture from the upper airways, projected through the air when we cough or sneeze. Larger droplets, which are the most infectious, can travel around one metre, which is why keeping your distance from someone who is unwell makes a real difference. The virus can also land on surfaces and hands, and if those surfaces aren't cleaned before being touched by others, transmission can occur that way too. This is why both hand hygiene and regular cleaning are important in preventing the spread. People are generally infectious for 7 days from the onset of their first symptom, or for the full duration of their clinical illness, whichever is longer.

Bug of the Month

Influenza Vaccination - Did you know?

Flu shots in Australia are known as a Trivalent vaccine, meaning each shot is designed to protect against three different flu viruses. The seasonal vaccine is updated every year to target the strains research indicates will be most common in the upcoming season. Australia actually has a slight advantage here: because our winter follows the northern hemisphere's, we can observe which strains have been circulating there and use that information to better predict what we'll see locally.

It's important to know that flu vaccines cannot cause the flu. All injectable flu shots contain either inactivated virus or no virus at all. The immune system recognises these as foreign and mounts a response, building the antibodies needed for protection.

People can still contract the flu after vaccination, as the virus is constantly mutating and immunity declines over time. This is why vaccination is recommended every single year. However, being vaccinated significantly reduces the severity of symptoms and how infectious a person is if they do still get sick.

For people aged 65 and over, a specially formulated vaccine is available that contains an adjuvant substance, producing a stronger immune response. This is important because research has shown that the conventional vaccine produces a lower immune response in older adults.

Time out: Transmission-based Precautions

Transmission based precautions (TBPs) are used in addition to Standard Precautions. This is because Standard Precautions are unable to contain or prevent transmission of Influenza on their own. Just as the name indicates, the route of transmission dictates what type of precautions are used. This also guides what type of PPE healthcare workers should be using to protect themselves. Flu is transmitted by tiny droplets, or shared equipment and surfaces that have not been cleaned properly. At Heathcote Health, this translates into using Droplet Precautions.



C.A.R.E VALUES IN ACTION

Highlighting the wonderful work of our staff in April

Staff Member Name and Action	C.A.R.E Value
Monica McHugh, for assisting with support of Infection Control and MMR Initiative	Excellence
Tracie Oats Vale Tracie; as a long tem staff member Tracie is recognised for her efforts	Compassion, Excellence
Pam Wallace, for patience and understanding with KRONOS support	Compassion, Excellence
Jen Stewart, for assisting with training for cable management around Aged Care beds	Compassion, Excellence
Emma Millard, Jade Runnalls, Ev van den Broeke, for excellence with preparation and planning for accreditation	Excellence
Emma Millard, for assisting in preparation for Michelle Harcourt's visit with documentation such as Gap Analysis, etc	Excellence
Wendy McBean, for assisting Support Services (Kitchen) by having updated progress notes available in Acute, ready for new patients meals to be organised	Excellence
Neil Kelly, for respect and compassion while managing a complex patient situation under challenging circumstances	Respect, Compassion
Debbie Eddy & Holly Small, for going above and beyond during a night shift to launder and fold a resident's clothing, ensuring everything was fresh and ready for the morning.	Excellence
John Staples, for going out of his way to locate and safely return a client's escaped pet while on-site for maintenance works, demonstrating genuine care for the people we support.	Compassion

Staff Recognition Award

Emma Millard

When it comes to keeping Heathcote Health safe, compliant, and continually improving, Emma is the person making sure everything runs as it should.

As Quality & Risk Manager, Emma oversees the full scope of Heathcote Health's quality systems — from accreditation and legislative compliance to incident management, feedback systems, and clinical safety.

With over 14 years of experience in regional and rural health, Emma holds qualifications spanning podiatry, paediatric practice, health services management, governance, and risk — and currently serves as a Board Director at Rochester and Elmore District Health Service.

This month, Emma is recognised for her extraordinary contribution in the lead-up to, and following, two significant accreditation milestones.

Ahead of the NSQHS Short Notice Assessment in April, Emma coordinated Heathcote Health's entire self-assessment and documentation process, served as the key on-site contact for assessors, and ensured staff were supported every step of the way. Following the assessment, she led the coordination of the Action Plan in response to assessor recommendations, managing reporting and monitoring to keep progress on track.

She then turned her attention to the NDIS Practice Standards Stage 1 Assessment in June, repeating the same comprehensive coordination effort for the remote assessment process.

Alongside this, Emma has been partnering with the Director of Clinical Services to undertake a targeted refresh of Heathcote Health's Strategic and Operational Risk Registers, drawing on input from the Board, Executive, and Management to build registers that better reflect our current operating environment.

Emma is a vital member of our organisation and we are incredibly lucky to have her on our team.

Congratulations, Emma. Very well deserved.



Staff Welcomed & Farewelled

Welcome New Staff

Leanne Ridsdale: Registered Nurse

Fiona Lukaitis: Interim Director of Clinical Care

Manjinder Kaur: Registered Nurse

Jodie Gobbett: Health Care Worker

James Clements: Maintenance Handyperson

Ashu Devi: Registered Nurse

Emma Newman: Health Care Worker

Dana Bruni: Endorsed Enrolled Nurse

Khaiecia Kramer: Health Care Worker

Farewell Staff

Nirmal Ranabhat: Registered Nurse

Lily Burrell: Food and Domestic Services Assistant

Fiona Sherry: Endorsed Enrolled Nurse

Ina Baggio: Endorsed Enrolled Nurse

Katelyn Barrow: Endorsed Enrolled Nurse

Alaysha Biagioni: Endorsed Enrolled Nurse

Jessica Cokerell: Registered Nurse

Kylie Davies: Endorsed Enrolled Nurse

Courtney Dridan: Registered Nurse

Gracious Edziwa: Registered Nurse

Carly Hickson: Registered Nurse

Kate Mitchell: Registered Nurse


Tori Mohi: Registered Nurse

Belinda Panayiotis: Endorsed Enrolled Nurse

Angelique Pollard-Carroll: Health Care Worker

Maree Godsmark: Social Worker

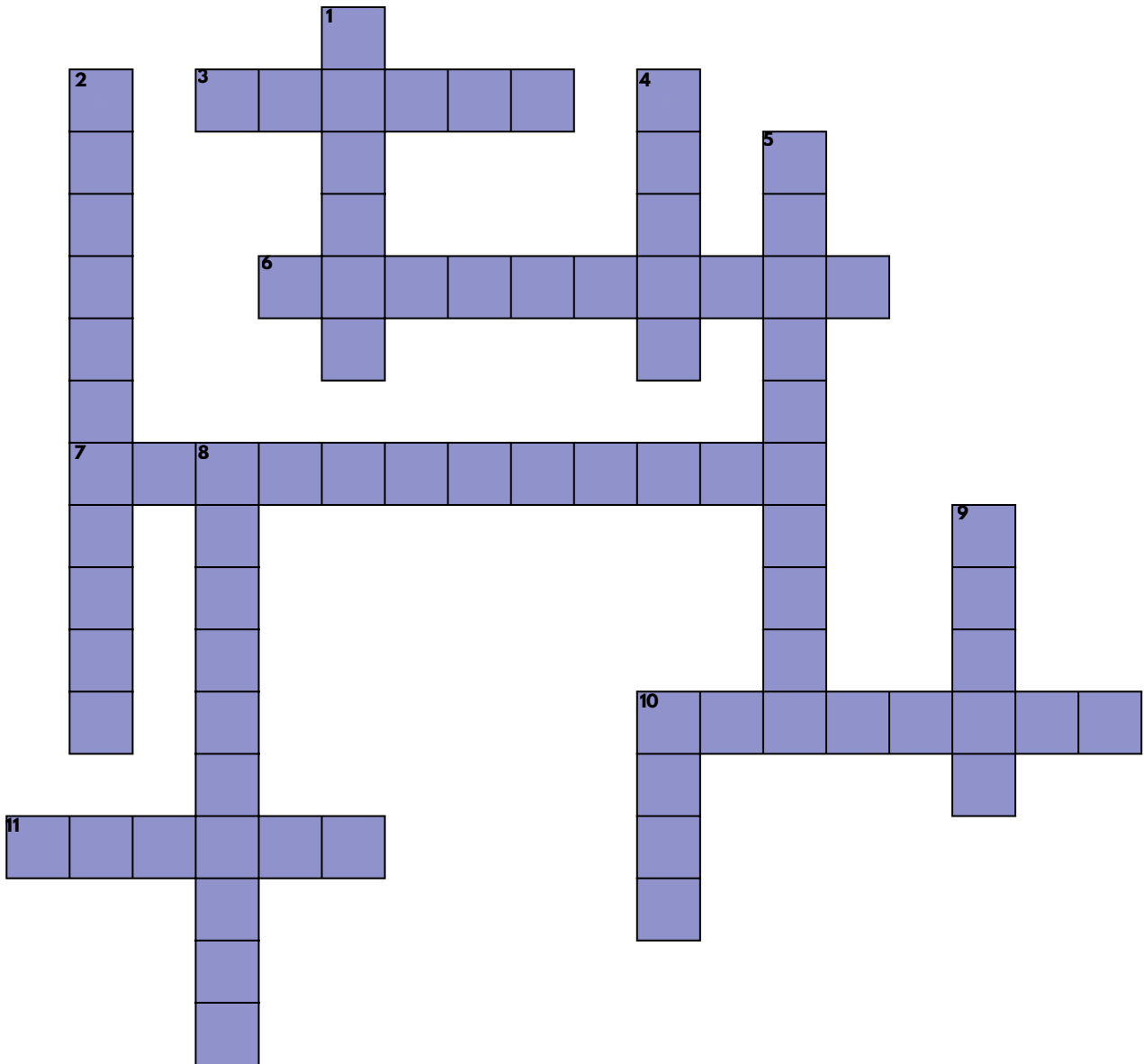
Sonia Johnson: Health Care Worker



Have you had a positive experience with a staff member and would like to let us know?

Please email admin@heathcotehealth.org

Crossword



Across

3. The free transport service is provided by the Royal Flying ____
6. This Industry changed in Heathcote during the 1880s
7. The ____ Society of Victoria has a dark sky site here
10. Street where Heathcote Health is located
11. Heathcote is famous for this red wine variety

Down

1. Heathcote is located between these two mountain ranges: McHarg and ____
2. These trees create autumn gold displays along McIvor Creek
4. The Duigan brothers flew Australia's first one in 1910, just outside of Heathcote
5. Colourful geological reserve near Heathcote
8. The Indigenous people who are the Traditional Custodians of Heathcote
9. Heathcote Health offers this type of care for up to 8 patients
10. Community program: Support at ____

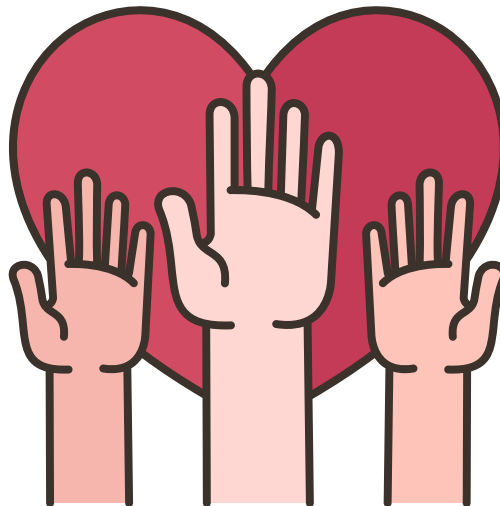
Volunteer Call

Heathcote Health is looking for volunteers to enhance our health service and provide meaningful, value-added experiences for our patients, residents, families and visitors.

Volunteering is a wonderful way to make a real difference in the lives of others, and you can give as much or as little time as suits you. Whether you have a few hours a week or just occasionally, every contribution counts and is genuinely appreciated by our team and the people we care for.

There are many ways to get involved, including:

- Assisting with patients and residents
- Delivering Meals on Wheels
- Supporting fundraising initiatives
- Consumer Advisory roles
- And many, many more!



Volunteering also has real benefits for you — it's a great way to connect with your local community, learn new skills, and find a sense of purpose and belonging right here in Heathcote.

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

Heathcote Health is proud to partner with the Bendigo Volunteer Resource Centre (BVRC), which helps create social connections and provides information and resources to help individuals make informed choices about where, when, and how they wish to participate in community life.

Get Involved Today

contact Heathcote Health reception on 5431 0900 or email volunteer@heathcotehealth.org

Ready to help? There's a place for you at Heathcote Health — no experience necessary!

“We make a living by what we get. We make a life by what we give.”

— Winston Churchill

Learning & Development For our Staff

Behind the scenes at Heathcote Health, our staff are always learning. Ongoing training is a core part of how we make sure the care you receive is safe, current, and of the highest standard. Here's a look at what our team took part in throughout June.

Our nursing staff attended a series of clinical education days covering ECG fundamentals, gerontology (the care of older people), wound care, and the use of vacuum assist devices in wound management. These full-day sessions, delivered through the Continuing Nurse and Midwife Education program, help our nurses stay up to date with best practice across the many areas of care we provide. Staff across the organisation also completed safe manual handling training at the end of the month. These practical sessions covered safe patient handling for clinical staff and safe manual handling for non-clinical staff, with hands-on assessments and a review of workplace-specific tasks. This training protects both our staff and the people in our care.

Investing in our people is one of the most important ways we invest in our community. When you visit Heathcote Health, you can be confident our team's skills and knowledge are current and continually developing.

Mandatory Training for June

1. Manual Handling
Victoria
2. Introduction to
security awareness



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.

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

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



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.