

Message from the Chief Executive

This is a time of great challenge for our communities and indeed for our service. Although we can take much pride in being the safest region in New South Wales insofar as incidences of known COVID-19 cases, any complacency can easily change that status. Singapore is a case in point. They have gone from having virtually no positive cases post the initial surge to now having over a thousand new cases. The easing of restrictions in recent weeks will do much for our social and mental well-being, however, I would urge you to continue to do the things that has made us a very safe place in the first place. In order to sustain the flattening of the COVID-19 'curve' in the spread of the virus and maintain our organisational vigilance, we have introduced a second, drive-thru, COVID-19 clinic in Broken Hill (see below). We have also made temperature testing available to the requesting schools in our district.

Our PPE stocks have been replenished and we are getting adequate supplies to meet our needs. We have also received a number of ventilators to optimise our ICU capacity. Our maintenance, procurement, stores, hotel services teams have been nothing short of amazing across the district in the way they have been able to operationalise changes quickly and swiftly, very much like their clinical colleagues. I thank them all for a job well done.

We are also ramping up our elective surgery and are already above 25% capacity and will

continue to increase this over time to

ensure that our community receives the range of services they need without any further interruption. This is happening with an eye to being able to meet any rise in demand for COVID-19 related cases in the future.

We have maintained our positive partnerships during the pandemic with our key stakeholders and have identified further areas for collaboration in service provision and development. We have also seen a rapid uptake of telehealth services as part of our strategy to maintain some key services and to maintain our service responsiveness. We are already planning on further developing our capability in this area by utilising the momentum created by the current circumstances. This is truly a case of turning adversity into an opportunity for growth and development.

I look forward to seeing you at the next CE Forum with the FWLHD executive team on 13 May 2020 to update you on our key initiatives and to field your questions as an executive.

In closing, I want to take this opportunity and congratulate all our midwives and nurses who will be celebrating Midwives Day and Nurses Day on 5 May and 12 May respectively. Thank you for all that you have done and continue to do.

- Umit Agis, Chief Executive



Mr Umit Agis



Laundry team has this sewn up!



ABOVE: Laundry team scrub up for sewing action: Sue Adams (left) and Helen Kemp.

RIGHT: Modelling the new green-coloured hand-made scrubs were (left) Troy McKenna (BHHS Manager Hotel Services) and Umit Agis (FWLHD Chief Executive) with Laundry Team staff (from left) Sue Adams, Helen Kemp and Gia Hicks.

A great example of a positive attitude to dealing with COVID-19 comes from the BHHS laundry, where the team have been busy sewing up extra hospital scrubs to help boost our supplies.

Whilst busy stitching and hand sewing complete set of scrubs, others in the team have stepped up to pick up the extra load. The extra scrubs will be used by staff working in high risk areas, and also distributed to our district sites such as Wilcannia Health Service.

"The laundry team have pulled together in these difficult and unprecedented times to display the true meaning of team work," said Mel Welsh, BHHS GM. "We are all certainly very grateful for their extra commitment to the health service, our staff and patients," said Ms Welsh.

Chief Executive Umit Agis said it showed the high spirits and positive attitude in our staff as we all deal with the impact of COVID-19. "I really want to say, on behalf of the Executive and Far West LHD, a big thank you to all those laundry staff for their efforts. It is very much appreciated and will go a long way in boosting our preparedness," he said.

Mr Agis added that it was impressive to see how our workforce is coming together in response to the COVID-19 challenge. "We are more than ever seeing the professionalism and commitment coming to the fore in our workforce, to care for our communities."



A big thanks to the BH CWA branch for making surgical caps for use by our staff to help against COVID-19. CWA members wanted to help and the caps were a good fit for its members. Other individuals have also joined in, making and donating headbands as well.



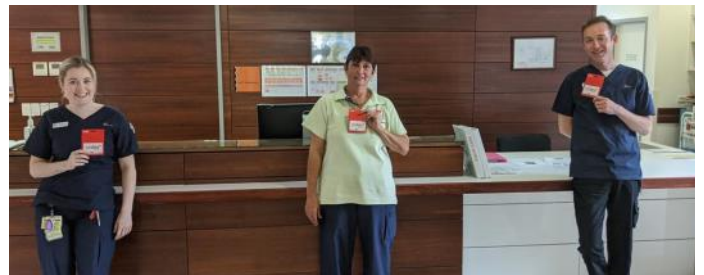
Generous support for hospital



The nursing and patient support staff at BHHS have been honoured again, this time by an anonymous donation of Coles gift vouchers for the teams in ICU and the COVID-19 Clinic and Ward.

The support our staff are being given from the community is amazing and the Broken Hill Health Service Executive would like to thank all that are supporting our staff in these times.

This support followed that of people and businesses donating coffee purchases for staff at The Caff across the street—a ll very much appreciated by staff!



ICU and Day Surgery team building for COVID-19

The ICU and Day Surgery Teams came together on 3 April 2020 for a staff luncheon organised by ICU NUM Nick Minns.

The gathering was well organised to ensure social distancing guidelines were adhered too. It was held outside in a courtyard with appropriate spacing between staff maintained.

The luncheon provided an opportunity for staff from the two departments to meet and greet in readiness for any surge of COVID-19 in ICU.

PSA Karen Grose, aka the cake lady, made a special cake for the occasion.



Exercise PANDEMINEUM tests new COVID-19 mining procedures

The LHD has partnered with Local Mining Operators, NSW Department of Planning Mining Regulators, and other Emergency Services to conduct a training exercise designed to test new procedures and the capacity of local mines and emergency services to respond to a major mining incident during the COVID-19 pandemic.

District Disaster Manager, Brendan Hedger said: "Local Broken Hill mine operators, CBH Resources, Perilya and Tronox, had worked together and led the way in the development of new procedures to maintain the safety of mine staff and mitigate the risk of COVID-19, whilst maintaining business continuity at their respective mine sites. This is an excellent example of what can be achieved when we combine resources, knowledge and all work together."

The exercise titled "PANDEMINEUM" had 20 participants, from the mining sector and a range of agencies, including Police, SES, Health, Ambulance and Fire & Rescue, attend and participate via videoconference. The exercise was facilitated by NSW Resources Regulator, Emergency Planning & Response Capability Managers, Mathew U'Brien and Steven Brown, who lead the group through a predetermined scenario incorporating new COVID-19 operational procedures.

The Public Health Unit team from Broken Hill (pictured) also participated and provided advice and suggestions to assist in managing any COVID-19 health issues identified during the exercise. Feedback from participants and the evaluation team indicated that the new procedures had worked well and remained flexible to adapt to the many complex issues that arise with COVID-19.

The establishment of a local COVID-19 mining reference group, that reports back to the Broken Hill Local Emergency Management Committee, (LEMC) had allowed Far West LHD a further opportunity to work with the three local mining operators and assist with the provision of health support and COVID-19 information to further inform and value add to COVID-19 procedures in the local mining sector.

Plans to roll out the exercise in other mining communities within NSW are currently underway.



PHU team members Jason Harwood, Kathy Seward and David Ferrall attending the virtual exercise

Balranald nurses quick with drive through COVID-19 clinic

The awesome community nurses team at Balranald are attending a drive through COVID-19 Clinic at Balranald MPS.

All patients are pre screened COVID with validated public health information supplied. An appointment is held every 20 minutes and all persons are placed on IPM and CHOC. All vaccinations are entered into AIR and all persons are consented and information given CMI.

A big congratulations to all the nurses at Balranald for making this happen very quickly.



Penelope Billings

David Bowler Memorial Award scholarship winner

Congratulations to Oral Health Therapy student Penelope Billings on being the 2020 recipient of the \$5,000 scholarship which commemorates the name and work of the late Dr David Bowler, who was a highly-respected paediatrician at Broken Hill Health Service. The annual Award is sponsored by Far West LHD and Broken Hill City Council.

Penelope has worked in the dental field for 12 years (the last ten years in Broken Hill) and began studying for her degree in 2018 as a mature aged student.

Penelope said on completion of her degree she would like to return to Broken Hill to work in oral health, especially for those in need. She previously worked at Maari Ma Aboriginal Health Corporation and is passionate about clients in remote locations being able to access dental services. This is what prompted her to apply for tertiary studies.

BHHS GM, Ms Melissa Welsh, congratulated Penelope on winning this year's scholarship. "On behalf of the health service, we wish Penelope well in her studies." Ms Welsh is a past recipient of the scholarship and said she was pleased that Penelope aspired to return to the Far West to work in her field.

Broken Hill Mayor Darriea Turley AM also congratulated Penny on winning the scholarship. "Penny is a remarkable Broken Hill local who should serve as an inspiration to all young women," she said. "She is a great ambassador for our city, and on behalf of Council and the community I would like to wish her

Upskilling for COVID-19

The Education/ICU Team have been busily upskilling some staff members for a possible COVID-19 surge situation. Here they are taking ICU, ED and Theatre staff through Rapid Sequence Intubation (RSI).



Pictured (from left) RN Georgia Bartley ED, Dr Andrew Olesnicky MD ED and Dr Claire VMO Anaesthetist.



YMCA Aquatic Centre staff give a big thank you to hospital workers

YMCA staff at the BH Regional Aquatic Centre have put together 104 gift bags with goodies for Broken Hill Health Service staff to thank them for their work in helping protect the community against COVID-19.

The gift bags contain items including water bottles, tea/coffee mug, chips, lollies, drinks and a roll of toilet paper (collected when local supermarket shelves were running short!).

YMCA Aquatic Centre Manager, Jacinta Simmons, said staff wanted to say thank you to hospital staff.

"We wanted to do something for health care workers for what they are doing and have done to keep the community safe," she said.

The items were donated by the YMCA with staff providing the manpower to sort and pack the bags.

BHHS GM Melissa Welsh said staff will be very grateful for the show of support.

"We (the health service) have had long time partnerships with the YMCA on various projects over the years and it's great to see it demonstrated like this," she said.

"We are very grateful to the YMCA and their staff for this kind donation and I'm sure the staff will appreciate it very much!"

YMCA staff say thank you to hospital workers: (from left) Karen Chrisakis (Medical Administration Manager), Jacinta Simmons, (Centre Manager YMCA), Melissa Welsh (General Manager) and Rebecca Smith (A/ Manager Primary and Allied Health).



Building the Road to Allied Health Telehealth Services

Much work has been happening across the footprint of Allied Health for the response to COVID-19 and the transition to appropriate Outpatient services via Telehealth.

The Allied Health modelling has been lead by Kristy Murch (Senior Paeds Occupational Therapist) and Allied Health Assistant (Stephanie Harman) and this has been a massive body of work to review, problem solve and develop guidelines including scope of practice for this service.

The collaborative approach across a range of services such as IT, Telehealth, Allied Health and patients of the services has been a fantastic opportunity and innovation galore.

The team is hoping to roll out the services for trial at the end of April and go live in May 2020. Consumer feedback and evaluation of this service will be an ongoing journey but the teams are excited to build the changing landscape of care for outpatient services.



Hub of the Telehealth think tank below – Kristy Murch (Left) and Stephanie Harman (Right)

Marie connecting RAMHP with community in COVID-19 environment

Rural Adversity Mental Health Program (RAMHP) Coordinator Marie Kelly has experienced a change in the way she works in the last month or so. Usually on the roads of the LHD all week and some weekends, it has been a huge transformation to be working from home in Ivanhoe since late March.

Marie is usually delivering mental health workshops and attending community events, courses and meetings. In the last couple of years much of this has been with people affected by drought and the Darling River issues. Since late March she has cancelled or postponed over 30 items from her diary.

RAMHP is continuing to identify and respond to the needs of our communities, essentially business as usual albeit delivered differently. Marie is still linking people to services, and distributing information and resources in our communities. Within weeks she will be able to deliver some of the workshops she facilitates virtually, including Mental Health First Aid.

With the changing times and adversity in recent weeks, RAMHP has increased their suite of fact sheets to include dealing with issues caused by the current COVID-19 situation. You can find them on the [intranet HERE](#).

Marie is working in partnership with our Drought Peer Support worker, Jamie Keurschner, and other partner organisations to skill up community members to use platforms such as Zoom so they can engage in events, workshops, or social activities, to help individuals with keeping connected to others.

Marie can be contacted by email marie.kelly1@health.nsw.gov.au or by phone 0429

let's talk
coping with uncertainty

Stressful events can cause feelings of worry and unease especially where there are levels of uncertainty involved. However, it is extremely important to learn to manage our stress before it leads to greater anxiety and fear.

Support your mental health & wellbeing

Learn the facts

- Seek factual information from reliable sources. Seeking information from a reliable source ensures that we are well informed with accurate details without being overwhelmed with negativity.
- Limit media exposure. Extensive exposure to negative information can have a harmful impact on mental health.
- While it is important to stay informed, constant updates can be quite overwhelming. Try to limit your updates to once a day, for a short duration.

Keep things in perspective

- Try not to get ahead of yourself! Stay calm and follow the advice provided.
- Focus on the things that you can control. Let go of the things you can't control.
- Seeking reliable information while limiting media exposure will also help to keep things in perspective.

Practice Self Care

Taking care of yourself during uncertain times is essential.

- Maintain social networks and speak openly with friends and family about what you are going through.
- Prioritise hobbies/activities that you enjoy.
- Exercise and eat a balanced diet.
- Practice meditation and mindfulness to promote relaxation within the body.
- Prioritise quality sleep.

Model calmness

- Help them to implement relaxation practices.
- Limit media exposure.

Sharing information shows that you trust and value them, which in turn can build resilience.

let's talk
rural adversity

Rural communities are resilient and resourceful with people relying on being able to solve problems and overcome challenges. However in adverse conditions or disasters, there are often factors that are out of our control and that can cause significant stress. When we are busy or stressed, looking after our mental and physical health can often be forgotten but it is important to manage our health to ensure that we can make clear decisions and cope with other stressors in our life.

Signs someone may be struggling

- Anger or irritability
- Worry or nervousness
- Loss of concentration
- Loss of interest
- Low energy
- Social withdrawal
- Relationship issues
- Unusual headaches and body aches
- Changes in sleeping and eating patterns
- Increased drug or alcohol use

When someone is under prolonged pressure, they may have difficulty making decisions regarding their finances, stock or relationships. If someone is showing signs of distress, it is important to talk to them as soon as possible.

Having a conversation

When having a conversation, chat to the person in a comfortable place about what you have noticed and why you are concerned. You do not need to fix their problems but you need to listen to their concerns and reassure the person that there is help available.

Ways you can start the conversation

- "I haven't seen you around much lately, ...what's been happening?"
- "Things have been tough, how are you coping?"
- "There's been a lot going on, how are you managing?"
- "I've noticed that... how are you going?"

let's talk
building social connections

Positive social connections are essential for our overall wellbeing and can help us to cope during difficult times.

The social networks that we create through relationships, social activities, lived experiences, work or spiritual/cultural groups allow us to feel a sense of connectedness and community. These positive relationships can lower levels of anxiety and depression, while raising self-esteem.

While there may be times in our lives when we may not feel like staying connected, isolation can make it harder to cope during difficult times and make it tougher to recover. Whether it is spending time with loved ones, chatting to a friend, joining a sports team or group of like-minded people, going to a place of worship or seeing to your neighbour, staying emotionally and socially connected can have a positive effect on your mental health and overall wellbeing. Meaningful relationships don't just make us feel good, but they are a fundamental need.

Connecting in isolation:

Spending quality time with people you live with:

- Board games
- Gardening
- Creative Craft
- Styke
- Zoom
- Apps like House Party or Google Hangouts

Share a friend

Make a phone call to a friend or family member that you haven't spoken to for a while.

Video calls

- Facebook
- Skype
- Zoom
- Apps like House Party or Google Hangouts

Online forums

Online forums are a great way to stay connected digitally. You may choose to find a forum that relates to a hobby or there are also some great forums that are designed to support mental health and well-being such as Beyond Blue, Counselling Online, Headspace and SANE.

Social media

While social media can be a great way to stay connected, extensive exposure to negative information can be harmful to our mental health. If your social media feed puts you in a negative mindset, try using alternate ways to stay connected. You can also complete a social media 'detox' where you only follow accounts that make you feel good.

Online clubs and groups

Find a group of like-minded people to engage with in a mutual hobby with. This could be done face to face if available but don't forget a lot of groups are now available online.

- Book Clubs
- Fitness Clubs
- Cultural groups
- Cooking groups
- Music groups
- Online gaming community

Adopt a pet

Although human connection is important, animals can also be great companions especially if you live on your own.

Community Equipment Loan Pool response – COVID-19

The changing landscape of COVID-19 has meant that the Allied Health team has been thinking dynamically about our roles and supports to our broader community with hospital avoidance.

Our equipment loan pool has also not been untouched by this emerging situation.

The team has been working on new models of care in this space for surge responses and community supports to continue with minimal interruptions.

A great effort from the teams working in this space and their commitment to flexibility and customer service during this time.



Rachel Hewitt (Paeds OT) and Hannah Morris (Community OT) – COVID-19 Equipment project leads in Allied Health.

Mask boost from Perilya Mining

A huge thank you to local miner Perilya Mining who have kindly donated 8,000 surgical masks to be shared between Far West LHD (5,000) and local aged care facilities (3,000).

The masks are Type 1 masks which Far West LHD will use to ease the pressure on our higher type of masks.

We are very grateful to Perilya Mining for this generous donation and appreciate their thoughtfulness in including the aged care facilities.



Helen Scott and Pam Stuchbery with the donated masks from Perilya Mining.

CUB extends a helping hand

Carlton & United Breweries (CUB) has extended a helping hand across the Victorian border to donate hand sanitizer to the Broken Hill Health Service.

CUB is donating hand sanitiser to frontline medical staff as they fight COVID-19 in hospitals. The project was launched to help doctors and nurses while hand sanitiser is in short supply, and is in partnership with hygiene company Ecolab. Ecolab is making the sanitiser using additional ethanol secured with support from CUB.

The company donated 282 bottles (141 litres) of hand sanitizer to the BHHS. CUB said it recognized the vital work that hospitals such as Broken Hill were doing to combat the pandemic and wanted to help.

The Far West LHD is extremely grateful for the generous donation by CUB and for being included in its program.



Cameron Stanley from Stores with the donated hand sanitiser

Caring and Keeping Us Connected

To keep our Health Councillors and Volunteers connected the Manager Community Engagement, Darriea Turley has started a weekly email called 'Caring and Keeping Us Connected'.

The weekly email will consist of handy hints about self-isolations, puzzles, share recipes and inviting the Health Councillors and Volunteers to share stories, photos or ideas about how they are coping at home.

Manager Community Engagement, Darriea Turley said: "I have been thinking about the complete disconnect we have at the moment with social distancing and self-isolation and wondering what I can do to support our Health Councillors and Volunteers.

"I thought that one way would be to introduce a regular email. It would be called, Caring and Keeping Us Connected. It will be on a Tuesday and it would be about how we keep connected and care for each other."

The response has been very positive. However, Darriea would also appreciate suggestions from staff on what could be included in these emails to keep us all, caring and connected. You can contact Darriea on 08 8080 1511.

2020 FWLHD Innovation and Staff Recognition Awards

We have had to regretfully cancel our much awaited FWLHD Innovation and Staff Recognition Awards celebrations this year due to the COVID-19 situation.

The FWLHD Health Innovation Awards recognise the excellent work of clinicians, staff and service partners to improve patient safety, clinical quality and health system performance across the LHD. Staff Recognition Awards felicitate staff for excellence in customer care and long service recognition.

We take this opportunity to thank all the FWLHD team especially our frontline staff for their relentless efforts in managing the current situation. We eagerly look forward to the situation resuming to some level of normalcy and 2021 FWLHD Innovation and Staff Recognition Awards making up for the one we have missed this year!

If you are working on projects, please reach out to Rekha Pillai your Clinical Redesign and Innovation Manager for any guidance / support with your projects (E rekha.pillai@health.nsw.gov.au or M 0416 668 810). Do update your project details [here](#) for your entry to get automatically nominated for an award next year.

Aged Care Corner...



Falls Prevention... is everyone's business

Every year, **Falls Prevention** is flagged by the Clinical Excellence Commission (CEC) with a theme to raise awareness. This year the focus for **April Falls** is: **Stay Safe. Communicate.**

Far West LHD is committed to ensuring the highest level of health and safety for staff, patients/residents and visitors through an appropriate inpatient falls prevention and management program. The key to safety is communication. **Communicate every shift, every risk, every change, every time.**

The first approach involves understanding that all patients have an inherent risk of falling by being in the facility. All admitted patients must have a falls risk assessment completed using NSW Health Ontario Modified STRATIFY (Sydney Scoring Screen). All falls risk screens must be completed within 8 hours of admission. Patient scores greater than or equal to 1 requires A Falls Risk Assessment and Management Plan (FRAMP) to be completed within 8 hours of admission. [FW_PD2011_024 Falls Prevention and Management for all Admitted Patients in Far West Local Health District.](#)

Fall safety risks include: cognition, delirium, mobility status, medication, personal care/toileting, poor vision and environmental factors. Health staff will provide assessment, treatment and discharge planning services to all patients who are identified as being at increased risk of fall injury.

Staff have the opportunity to communicate individual patient fall safety risks between multi-disciplinary teams at safety huddles, clinical bedside handover, safety huddles and intentional rounding. Staff can communicate high risk patients with orange pillowcases, red socks and alerts on the electronic journey board.

Communicating with patients is also important, they also need to understand their safety risks in hospital. Staff are encouraged to discuss these with patients, families and/or carers and how they will be managed in hospital. Encouraging patients to use call bell, mobility aids and being aware of their environment can assist with fall prevention strategies.

Staff, patients and carers/families can access falls prevention information from the Clinical Excellence Commission (CEC) website <http://www.cec.health.nsw.gov.au/keep-patients-safe/Falls->



Alcohol Use and COVID-19

Using alcohol to cope with stress

During times of increased stress like the current COVID-19 pandemic, people often turn to alcohol to relax - but this can have harmful effects.

Some factors of the outbreak make increased alcohol use particularly likely:

- Feelings of loneliness or boredom resulting from social distancing;
- Loss of regular schedules and activities;
- Possible financial stress or unemployment; and heightened levels of anxiety and stress in the community.



This is concerning because excess alcohol consumption has a range of negative physical and mental health effects, can damage the body's ability to fight infectious diseases, and is associated with higher levels of domestic violence. Particularly worrying for the COVID-19 pandemic, both short-term binge drinking and longer-term excess drinking have been found to suppress immune functions, make the body more susceptible to pneumonia, and slow recovery from infection. For people with a history of alcohol misuse, the current situation is dangerous, as it might trigger a relapse into harmful patterns of alcohol consumption.

Some tips for avoiding alcohol-related harm

Take note of the drinking guidelines

- The National Health and Medical Research Council guidelines recommend that to reduce the health risks of alcohol consumption, Australian adults should not drink more than ten standard drinks per week, or four standard drinks on any one occasion.

Pregnant women and children younger than 18 should not drink alcohol at all.

Check in with friends and family

If you know anyone struggling with loneliness, anxiety, or previous substance abuse issues, make sure you check in regularly via phone or video chat - helping someone feeling socially connected is an important way to avoid alcohol misuse.

Take steps to look after your mental wellbeing:

- **Limit** exposure to news and social media about COVID-19;
- **Try** to get enough sleep and maintain consistent sleep habits;
- **Exercise** regularly and eat well;
- **Talk** to family and friends about what you are finding stressful, and stay socially connected;
- **Find** alternative coping mechanisms that make you feel relaxed - like making a nice meal, going for a walk, playing a virtual board game with friends, reading a book, or playing an instrument.

Where to go for support

- If you are struggling with alcohol, or think you might be developing a dependence, then your General Practitioner is a good first port of call. GPs can provide counselling and refer you to more specialised services if required. The Australian Government's new telehealth provisions mean you could be eligible for a bulk-billed consultation with your GP via phone or video chat (further details here).

You can also contact the [National Alcohol and Other Drug Hotline](https://www.nationalalcoholhotline.org.au) on **1800 250 015** for free and confidential advice about alcohol and other drugs.

Adapted from the AMA COVID-19 factsheet: alcohol

GeneXpert testing for COVID-19



Glen Symons, Senior Scientist and Laboratory Manager at Broken Hill Health Service, with the GeneXpert machine.

Broken Hill now has access to rapid testing for emergency coronavirus cases with an hour and-a-half turnaround.

This is available with a repurposed GeneXpert machine at BHHS pathology lab.

It will be used for emergency purposes, not for routine testing as there are limited kits available at this time.

For example, it could be used for patients who may come to hospital who are very unwell, not necessarily due to COVID-19 but with another illness. We may need to test them quickly to know if they need to be transferred to a medical ward.



Glen with the testing cartridges used for the GeneXpert machine.

Clinic 9 during COVID-19

Clinic 9 Sexual Health located at the Broken Hill CHC is a publically funded clinic responsible for providing services relating to sexual health & HIV, Viral Hepatitis, and coordinating the Needle Syringe Program. Our priority populations include men who have sex with men (MSM), Aboriginal and Torres Strait Islander people, sex workers, people who inject drugs (PWID), people living with HIV (PLHIV) and other people at risk of Blood Borne Viruses (BBVs) and those at risk Sexually Transmissible Infections (STIs).

As you can see, our sector loves an acronym, so an important part of our work is to provide education to staff and the community, including deciphering all the terms and shorthand used in the sector.

Our team will be continuing to provide clinics during COVID-19 service disruptions, using an adaptable guideline to assist in maintaining essential services for those who need care, whilst ensuring measures such social distancing are in place to keep our patients and frontline staff safe during the COVID 19 pandemic.

What has changed in our service?

To minimise face-to-face contact with clients and maintain physical distancing measures Clinic 9 is now providing consultations via Telehealth or over the phone where feasible. Urgent clients requiring physical assessment will be managed on a case by case basis.

Clients are still able to attend drop-in services at community health, and will be directed to the waiting room to complete registration after completing a COVID-19 risk assessment. The



Clinic 9 nurse will perform a phone consultation and advise the client of clinic changes and conduct a preliminary assessment. Where required, the client will be taken for pathology collection and/or examination.

Clients receive results in 5-7 days by either SMS phone or review in the clinic if required.

Clinic 9 staff also coordinate the Needle Syringe Program for FWLHD. The Needle and Syringe Program (NSP) provides a core public health prevention service addressing the spread of blood borne viruses and in the community through the provision of a sterile needle for every injection. This is recognised by the Ministry of Health (MoH) as an essential health service during the NSW COVID-19 response.

Please note that in response to COVID-19, NSP services at the Broken Hill Health Service have been altered to reduce the flow of internal traffic through the health service. The NSP chute at Accident & Emergency and over the counter access has been relocated to the external wall near Accident and Emergency, including a red bin for the supply of fit-packs. The NSP Room at Primary Health has been temporarily closed.

Clients attending the Health Service requesting NSP supply should be directed to the external wall outside of Accident and Emergency, external Automatic Dispensing Machine outside of Primary Health or to the existing vending facilities external to the community health centre.

What services do Clinic 9 offer?

Testing treatment management and counselling of Sexually Transmitted Infections
 HIV management and care
 Cervical screening
 Pregnancy Terminations advice support and counselling
 Pregnancy testing
 Vaccinations
 Hepatitis testing
 Fibroscans
 Contraception and options
 Education sessions
 Needle Syringe Program
 Liver Clinic assessment and support
 Dried Blood Spot
 Hepatitis B/C Treatment & Management
 Sexual Health Information and support
 Safe sex education, information & advice
 We also run the Deadly Liver Mob & Positively Hep Programs
 Other things to remember: Free and confidential service.

Appointments - call the Broken Hill Community Health Centre (08 8080 1100) or ask to speak to a Clinic 9 nurse.

The first person to read this article and call me, advising of 5 services we offer, will be the lucky winner of a large coffee from the Caff!

— Jo Lenton CNC Sexual Health/Viral Hepatitis 08 8080 1632



Peter Davey STOC worker FWLHD with Jo Lenton CNC Sexual Health FWLHD. Meet in the Broken Hill foyer to update and discuss the changes to the NSP service delivery at the health service.

Brilliance Nomination staff member in spotlight for May

The Brilliance Nominations are a great way for staff to share feedback to their peers for the brilliant work they are doing. This is even easier now with the nomination forms being accessible via the intranet or by following this link [Brilliance Nomination Electronic Form](#).

The reasons given for nomination have been outstanding and inspiring. In the spirit of growing our culture of celebrating our achievements, I would like to congratulate Jamie Thomas for receiving multiple nominations since the brilliance box initiative started in December 2019.

Name: Jamie Thomas.

Position: Housekeeper .

Place of Work: CHC & BHHS.

Years of Service with FWLHD: 18mths.

Shared Wisdom: 'Take pride in what you do'.

How do you feel about receiving the Brilliance Nomination? Extremely humbled.

What do you enjoy about working for FWLHD? Meeting people

An interesting fact about you: Enjoys flying drones.

Peer Comments:

"He is friendly, accommodating and he endeavours to do his job to the best of his ability. He has a work ethic". Deb

"He is so happy all the time and he brightens my day".

Aneta

"He is always very cheerful and helpful, especially first thing in the morning". Chelsea

"He is so lovely and friendly, he goes above. He is so helpful". Jane



Louise Heffernan, Workplace Culture Coach, congratulating Jamie Thomas on receiving multiple Brilliance Nominations



It doesn't get any stickier than this!

Yfoundations would like to invite you to *Sticky Stuff Online* training.

Sticky Stuff Online is an engaging and interactive adaption of the popular Sticky Stuff training. This online training is suitable for anyone who is working with young people and looking for tools, tips and activities for engaging young people around the topic of sexual health. This online training is completely self-paced; you can take the training whenever you want and can resume at any point. This is free to access, takes about an hour or so and provides you with a certificate upon completion.

To access the training, simply click on the link below, create your own account into Yfoundations' Learning Management System (LMS), follow the steps in the welcome email after creating an account, and then simply enrol yourself into training! The training will be accessible for 1month after you create an account.

To access the site, go to [Sticky Stuff Online](#) We hope you will enjoy *Sticky Stuff Online*!

Feel free to contact Nusrat Jahan (nusrat@yfoundations.org.au) if you have any questions or concerns or visit [Yfoundations website](#) for more details or Jo Lenton CNC Sexual Health Clinic 9.

— Jo Lenton CNC Clinic 9 Sexual Health

Want to know more about your patients?

COVID-19 is challenging the NSW public health system and its dedicated clinicians like never before.

HealtheNet – our state-wide clinical portal, accessed via your local electronic medical record – will help you to quickly find accurate, up-to-date and relevant clinical information on your patients.

It contains information from other Local Health Districts, as well as a patient's My Health Record, if they have one, on a range of clinical data such as previous medications, known conditions and advance care planning information.

Importantly, all NSW Health Pathology COVID-19 test results are available to view via HealtheNet.

The eHealth NSW [Integrated Care Portfolio Hub](#) contains a host of helpful resources for HealtheNet and My Health Record including:

- Accessing HealtheNet and My Health Record
- Navigating the HealtheNet Clinical Portal
- Accessing Advance Care Planning information
- Viewing Medication Information
- NSW Health Clinical Guide (post consultation draft)

For information on My Health Record, see www.myhealthrecord.gov.au



Privacy Awareness Week (PAW) is a global campaign that highlights the importance of privacy and raises awareness for public sector agencies about how to protect the personal information of the people we serve.

Government agencies must be open and upfront with how we collect and how we use people's information.

This is critical to building public trust. Having good privacy practices and taking a privacy-by-design approach to projects will also aid in creating this trust in digital service delivery. It is also important for citizens to know they have a right to have their personal information protected.

<p>Prevent – We are responsible for making sure the right processes are followed and correct procedures are in place for managing people's personal information and health information.</p>	<p>Do not share patient / staff personal or health information or photographs on Social Media.</p>
<p>Detect – We need to ensure that security protections, such as passwords and two-factor authentication are sufficient and up-to-date.</p> <p>You are encouraged to notify the Privacy Contact Officer of any privacy breaches.</p>	<p>Health facilities have an audit capacity in our electronic health records and other systems to investigate staff access to health records. Disciplinary action may be imposed if staff are found to have breached patient / staff privacy.</p>
<p>Protect – We have an obligation to protect citizens' privacy and help them be aware of and able to exercise their rights under NSW privacy legislation.</p>	<p>Staff may only access patient / staff personal or health information where this is required in the course of their employment.</p>

Privacy Refresher Training

Diana Ferry (Privacy Contact Officer) and Marg Hoey (Health Information Manager) are happy to answer any questions and provide privacy refresher briefing for staff to help you understand your privacy obligations and explain how patients can access their medical records. Contact Diana Ferry on 08 8080 1121 or email diana.ferry@health.nsw.gov.au

Brilliance Nomination Electronic Form



You can now give positive feedback via an electronic nomination form on the intranet to let someone know they are being recognised for the great work they are doing.

You can find a link to the form [HERE](#).

Each nomination is collected and logged with the People & Culture Directorate to be registered for an annual Peer Recognition Brilliance Award.



The concierge system at the BHHS has been working well and has been well received by the public. Well done to those staff members who are manning the roster!

Staff Health

May 2020

What's on in May

1st — Mindfulness Day
3rd — World Laughter Day
5th — World Hand Hygiene Day
5th — International Midwives day
12th — International Nurses day
17th — World Hypertension Day
18th-24th National Volunteer Week
24th — International Tiara Day
25th-31st — Exercise Right Week
29th — Biscuit Day
31st — World No Tobacco Day

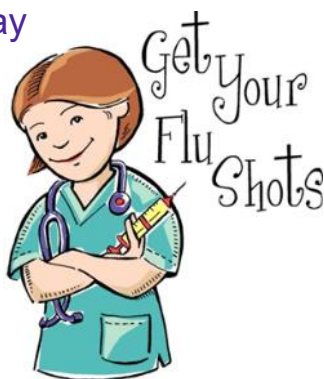
FAR WEST LOCAL HEALTH DISTRICT



March 2020



Needlestick Injuries and blood borne exposures



Looking for Staff Health Nurse?

I have moved again, again!

The staff health nurse has been seconded to the Public Health Unit for the foreseeable future.

I will still be available at the Broken Hill Health Service on Tuesdays.

The phone number remains the same at 08 8080 1219.

Congratulations FWLHD!

Over 750 staff have been vaccinated against influenza in two weeks.

A huge thank you to Donna Gers for her tireless efforts in getting to all staff for their very important flu shots. And for making it not hurt! - Staff member

PPE Training



The Clinical Excellence Commission has released new videos to demonstrate PPE donning and doffing for:

- Combined contact and droplet precautions, in addition to standard precautions, when caring for patients with some infectious diseases such as COVID-19.
- Combined contact, droplet and airborne precautions, in addition to standard precautions, when aerosol-generating procedures are conducted on patients with COVID-19.

[Access the CEC COVID-19 PPE Videos here](#)

Staff Health

May 2020

Activities for the Couch Potato

Grab a couple of cans of beer, soup, or baked beans and off we go
Bicep Curls

1. Hold a can in each hand at the sides with palms facing in toward the side of the thigh and arms straight down.
 2. Position the feet comfortably about shoulder-width apart. Brace the core muscles to be ready to lift the weight.
 3. Lift one can toward the shoulder, rotating the arm as it moves up so that the palm with the dumbbell is now facing upward (supine) and the elbow is pointing to the ground with the forearm almost vertical. Keep the elbow close to the body. Exhale while lifting.
 4. Lower to the side position and perform the same movement with the other arm. Inhale while lowering the weight.
 5. Continue to alternate until the set is complete.
- Do 10 curls with each arm for three sets. If this is too much to start with, don't reduce the weight but do five exercises with each arm.



Anzac Biscuits



Serves: 24

- 1 cup rolled oats
 - 1 cup plain flour
 - 3/4 cup white sugar
 - 3/4 cup dessicated coconut
 - 125 g butter
- 1 tablespoon golden syrup
 - 1 teaspoon baking soda
 - 2 tablespoons boiling water

Preparation: 10min › Cook: 15min › Extra time: 5min › Ready in: 30min

1. Preheat oven to 180 degrees C.
2. Grease a biscuit tray.
3. Mix oats, flour, sugar and coconut together.
4. In a small saucepan over low heat, melt the syrup and butter together. Mix the soda and the boiling water and add to the melted butter and syrup.
5. Add butter mixture to the dry ingredients. Drop the mixture by teaspoons on greased biscuit tray.
6. Bake for 12-15 minutes.

Gratitude — Three things I am thankful for today

1. Thankful that we live in Australia where we have had less than 100 deaths due to COVID-19, whereas a city like New York had been having over 500 deaths each day.
2. Thankful that my family and friends are all healthy.
3. Thankful that I still have a job and am able to feed my family.

Far West Facility Challenge

The Far West Facility Challenge has unfortunately has been postponed until September due to COVID-19.



World Hand Hygiene Day

World Hand Hygiene Day takes place on May 5, 2020. The day is declared by the World Health Organization (WHO) and encourages patients and their family members to join health workers in their efforts to practice good hand hygiene.

We would like to reward and thank FWLHD staff (individuals or teams) with a Certificate of Recognition for their dedication to and excellence in hand hygiene and IPC best practices; also (but not limited to) in the context of the COVID-19 response.

Criteria for receiving the Certificate of Recognition include:

- Actions that increased adherence to hand hygiene practices and/or other IPC practices and/or reduced health care-associated infections
- Implementation of hand hygiene and/or IPC training programmes
- Developing and implementing hand hygiene/IPC guidelines adapted from WHO guidelines
- Hand hygiene/IPC research with successful practical implications

Also, On 5 May join us in clapping at noon in support for the invaluable work that our staff do to ensure clean care for patients, including in responding to the COVID-19 pandemic.

• Take a video or picture and share on your social media channels with the tags #SupportOurHealthcareWorkers #HandHygiene #InfectionPrevention

Send nominations for staff members for the Certificate of Recognition award to Helen Scott, CNC Infection Control at: helen.scott1@health.nsw.gov.au



FWLHD Workforce Support

The FWLHD recognises the challenges faced by its workforce as a result of the COVID19 pandemic, including growing service demands and maintaining the health and wellbeing of our workforce.

The FWLHD is focused on providing increased access to counselling support services to its workforce during this time.

Employee Assistance Program (EAP) continues to provide confidential, professional, free, prompt counselling and referral service to LHD staff.

In addition a new 24/7 telephone counselling service is also available for all staff across the FWLHD. The new service is staffed by a pool of FWLHD social workers and mental health clinicians. This service is easily accessible 24/7, free, professional and confidential.

FWLHD staff will have access to Wellbeing Resource Packs and a dedicated staff Wellbeing page on the LHD's intranet.

The wellbeing of our workforce is continues to be a priority for the LHD

You Got This Mate

[RAMHP](#) has launched a new men's website which helps rural men reach their best possible mental health.

Like many of us, the RAMHP team saw that many men in the bush who weren't doing well were also not reaching out for help to keep themselves strong and well. In response, the RAMHP team worked with rural men to build [You Got This Mate](#).

You Got This Mate provides men with practical tips and information about *how* and *when* to take action when it comes to their mental health.

Featuring an interactive quiz and videos of men sharing their stories about their own journey and struggles with mental health, You Got This Mate also connects men to the best possible care in their local area. There's also some great information for friends or family members who may be worried about someone and aren't sure how to help.

Information presented on the website is evidence-based, developed with the Research Team of RAMHP's lead organisation, the [Centre for Rural and Remote Mental Health](#).



Data Quality for Improved Performance Program (DQIPP)



Admitted Patient

During the month of May a new Data Quality tool will be introduced across Far West LHD. This tool is called: Data Quality for Improved Performance Program (DQIPP).

The tool aims to assess the quality of a broad scope of data used across health care settings. It uses profiling techniques to build up a clear understanding of potential vulnerabilities for key data elements and analytics, applied against the whole population of data to develop a comprehensive understanding of the current quality of data.

The following data sets will be reviewed:

Emergency Department

- Admitted patient (AP) Data
 - Emergency Department (ED) Data
 - Non Admitted Data (NAP) Data
- DQIPP Functions includes:**

- Reduce data quality errors to support performance improvement, research and funding
- Reduce financial and performance risk by providing assurance as to the quality of the data used for ABF and KPI reporting
- Ensure adherence to legislative and legal requirements

Wait List

Non Admitted Patient

- Ensure adherence to legislative and legal requirements
- Improve data quality to support patient care (access, quality and safety)
- Pro-actively identify workforce, process or technology needs to inform forward planning and business cases.

Reference: NSW CASEMIX CLASSIFICATIONS HANDBOOK - 2019/2020

Further information available soon.



Data · Support · Report

Health Information Analytics & Performance Unit

Far West Local Health District

MedApp for NSW Health clinical staff

Download MedApp to get the latest COVID-19 clinical guidance and other key pandemic response information. The mobile app is now available to all NSW Health clinical staff.

Download and register for easy, direct access to critical NSW Health COVID-19 response updates on your device including:

- Key information around PPE
- Clinical Guidelines developed by NSW Health
- Important workforce updates, such as accessing accommodation and special leave
- What to do if you are concerned about potential exposure or are sick
- Wellbeing information

You can download the app and register using this link from your device

[\[https://app.residentguide.co/ob3LJeXVN5\]](https://app.residentguide.co/ob3LJeXVN5)

If you're already using the MedApp at your facility you can now have access to the latest COVID-19 response material – simply select 'NSW Health' as your location in your profile. For more information, visit the [NSW Health intranet](#).



WHS Inspection Form has been updated



Please be aware that the Monthly WHS Hazard Inspection Checklist has been updated to include Security Duress system testing and record keeping requirements. Please remove all old WHS Inspection Checklists and use the new updated form whilst conducting your monthly WHS Inspections.

It can be found at:

<http://fwlhd.gwahs.nswhealth.net/UserFiles/files/Directorates/Workforce/Work Health Safety/WHS Monthly WHS Hazard Inspection Checklist FRM021 V5.docx>

The amended inspection form adds Security system testing requirements.

Don't forget these pages are also on the intranet with useful resources:

<http://fwlhd.gwahs.nswhealth.net/WorkHealthandSafety/WorkHealthandSafety.php>
<http://fwlhd.gwahs.nswhealth.net/WorkHealthandSafety/SecuritySafety.php>



ABOVE: Ekahau mobile duress.

FAR LEFT: Under the desk red button and red wall button duress.

HealthRoster

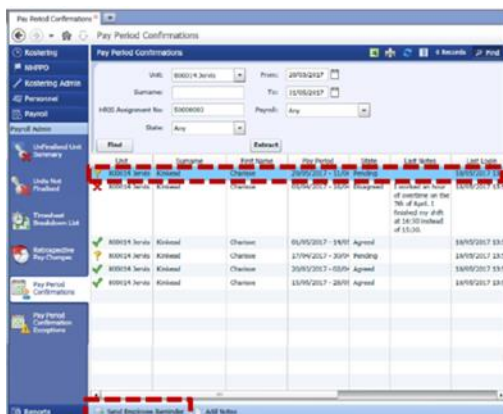


How do I send an Employee Reminder?

Reminders can be sent to employees with Pending and Disagreed Pay Period Confirmations. This way the First Level Approver can remind employees to log in to EOL – Pay Period Confirmation to confirm their outstanding pay periods.

To send an Employee Reminder:

1. Search for the **employee** and **pay period**
2. Click **Find**
3. Click on the relevant **employee**
4. Click on the **Send Reminder** Button. The Employee Reminder will be emailed to the relevant employee.
5. If an employee disagrees with their roster, discuss, update roster if required and then request that they then agree with their roster by logging in to EOL.

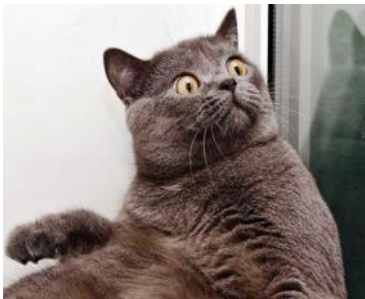


Confirmation that the reminder has been sent to the employee will display in the **Audit Trail** screen

Order free condoms for your service!

Did you know that your service can order a free bag of 144 Play Safe branded condoms every month from Play Safe Pro website.

Order your free bag of condoms today and we'll ship them straight to your service. Each pack contains 144 Play Safe branded condoms. There is a max order of one bag per month. Simply fill in the form on the play safe website.



'What do you mean you want to have casual sex without a condom?'

**Concerned about your sexual health?
Needing an STI check up!
Call Clinic 9
on 08 8080 1100
Free confidential testing**

Nursing and Midwifery Registrations due by 31 May 2020

It is that time of year again that you will be sent a reminder from the Nursing and Midwifery Board advising when your nursing/ midwifery registration is due.

After receiving your reminder, go to the [AHPRA login page](#) and follow the instructions.

Remember to renew registration using your legal name - this is the name that appears on the national register. Make sure the contact details you give, including your email address and mobile, are current.

See [fees](#) for cost of annual renewal, including the late payment fee for renewal applications received during June.

As a nurse and/or midwife, you are due to renew your general or non-practising registration annually by **31 May** under the National Registration and Accreditation Scheme.

You can check your registration details and expiry date on the [national register](#).

Important Dates

31 May: Expiry of your registration

1 June: Late payment fee plus registration renewal fee

1 July: Registration lapses (your name is removed from the national register)

If you do not renew your registration by 31 May, or within the one month late period, your name will be removed from the [national register](#) and your registration will lapse in accordance with the National Law.

For all enquiries please access the Nursing and Midwifery Board website or contact by phone 1300 419 495.

Opioid Overdose Response and Take Home Naloxone Program

Opioid misuse is a major cause of hospitalisation, death and long term or permanent disability in Australia.

Over 110,000 Australians are currently struggling with opioid dependence. 3 people die every day from opioid – related use and 64% of drug – induced deaths in 2018 involved opioids. Pharmaceutical opioids like morphine,



oxycodone, codeine, fentanyl, and methadone, also pose a considerable overdose risk, especially when used non-medically or not as prescribed.

In high doses, opioids overload the receptors causing stupor, coma, respiratory depression, and death. Naloxone is a drug that can temporarily reverse the effects of an opioid overdose or adverse reaction, giving time for emergency services to respond. Naloxone can be administered by injection (Prenoxad) or delivered through a nasal spray (Nyxoid).

Take Home Naloxone programs have been established in Australia and internationally to reduce mortality and morbidity for people who use opioids, and are at risk of overdose or likely to witness an opioid overdose.

The Opioid Overdose Response and Take Home Naloxone (ORTHN) Program ([Opioid Overdose Response & Take Home Naloxone Policy PD2019_036](#)) is supported by NSW Health as an intervention designed to increase access to naloxone for people who are likely to experience or witness an overdose, but experience barriers (such as stigma, discrimination and economic disadvantage to accessing naloxone over the counter or by prescription). By addressing those barriers, the ORTHN intervention aims to prevent opioid overdose related mortality and morbidity.

A structured overdose response intervention, providing information and education regarding preventing, recognising and responding to an opioid overdose, instructions on using naloxone, and a free supply of take

home naloxone: choice of injected or intranasal naloxone formulations, can be delivered by an appropriately trained and credentialed health worker.

Currently there are credentialed health

workers within the Far West LHD, in Broken Hill and Menindee.

If you or someone you know may benefit from having access to the Take Home Naloxone or want further information, please contact the Broken Hill Community Mental Health Drug and Alcohol Service (MHDA) on 80801556 or the Menindee Health Service on 80832700.

Supply of Take Home Naloxone for people in Wilcannia can also be provided through BH MHDA. This is a confidential and free service.



**Stats taken from Australia's Annual Overdose Report 2019.*



Coming soon

Your Voice for a Safer, Stronger Health System

Get ready for a new, improved incident management system

NSW Health have recognised that reporting incidents and near misses is not always easy. That is why they have committed to a new, improved incident management system called **ims+** and FWLHD have a planned go live date of 31 August 2020. Whilst we are working steadily towards this go live date – we will keep this under review as we manage any ongoing developments with Covid-19.

ims+ is the new online incident management system that will replace IIMS for reporting Clinical, Work Health and Safety and Corporate incidents, and also for capturing Consumer Feedback.

As employees of NSW Health, all staff are required to report any Clinical, Work Health & Safety (Worker) and Corporate incidents within 24 hours. This is to ensure timely investigation and the application of controls to reduce the chances of harm to patients, staff and/or property damage occurring in the future. Please refer to the Factsheets for [Patient](#) and [Worker](#) incidents for further information and examples.

What does this mean for FWLHD?

FWLHD will partner with eHealth NSW to roll out **ims+**. Preparations are already underway.

The transition to the new system will be supported by comprehensive training prior to the system's launch and support as it goes live and beyond.

All staff across NSW Health can notify incidents and will need to understand what is changing, and participate in training which will be available in My Health Learning. Ahead of the training, we will also be offering video demonstration sessions and live webinars on key topics including reporting.

Where can I find out more about **ims+** ?

Keep an eye out for further information, we will be keeping you updated as plans progress and training commences to help you prepare for the roll out of **ims+**

In the meantime, you can get more information from the [ims+ intranet page](#)

What are some of the benefits?

- Quicker and easier to use
- One form for all incident types, and one system captures all data on incidents and consumer feedback
- **ims+** is accessible through your StaffLink ID
- Notifiers can request for feedback on their incident
- Automatically generates the severity/harm rating
- **ims+** can be used anywhere, anytime



Salary Packaging

Want to increase your take home pay? Why not take time to go through the benefits of Salary Packaging. It will only take 10 minutes to discuss the benefits available to you and enjoy the great savings by paying less tax.

Living Expenses and Meal Entertainment Card Services

If you don't have anything that you can package we can offer the Living Expense and Meal Entertainment Card, to apply for this please click on the following link [EML Cards\NSWH - Statewide Card Application Form FINAL PDF editable V3.pdf](#)

The fee for the LE/ME Card is \$5.50 GST inclusive per month. This fee will be charged to your account on the 15th of each month. If there is insufficient funds in your account to cover the fee, it will accrue (be owed) and be charged to your account when there is sufficient funds.

Whilst this is the first time many employees will have to pay an account keeping fee, the new card also provides many new benefits to the cardholder that they can access via the EML Benefits App. Through the App the card holder can access Frequent Values. Frequent Values is a part of the [Entertainment Book group](#) which provide "show and go" discounts. There is over 4,500 offers available to card holders including over 2000 hotels and resorts. Some more of the Frequent Values features:

- Enjoy 20% off your total bill, up to a maximum deduction of \$25, dine at over 1,900 participating restaurants just by presenting your Frequent Values™ Card.
- Save up to 50% off the rack rate or 10% off the best promotional rate at leading hotels, motels and resorts. Please refer to the Rules of Use for all hotel offers.
- Print out vouchers online to enjoy great savings from leading national attractions, local activities, popular takeaway outlets and more.
- Enjoy savings on magazine subscriptions, floral arrangements, gift baskets, travel insurance, dry cleaning and much more, just by being a member.

It is important to note that certain offers will only apply to the Living Expenses Card.

EML has engaged PBI Solutions to provide support for your card. PBI Solutions can be contacted on 1300 139 224. You can also contact your salary packaging provider if you have any questions

For help with getting started and managing cards see the [EML Card Management Portal \(CMP\) Cardholder User Guide \[PDF\]](#).

Employees who had a Westpac Meal Entertainment and Everyday Card

Employees who had remaining funds from the Westpac MEC or EBC cards as at 16th March 2020 will have this money returned along with the appropriate share of tax savings via payroll. PAYG withholding will be deducted where required. The expected timeframe for these refunds are May-June 2020.

Karen is located at the BH Community Health Centre Tuesday to Friday and at BHHS every Monday, if you would like to make an appointment please ring Karen on 8080 1498 or email Karen.Winter1@health.nsw.gov.au

Salary Packaging staff are unable to provide advice as to the suitability or otherwise of Salary Packaging for any individual. Far West Local Health District recommends that employees seek independent financial advice before entering into any of the arrangements offered.

How to generate a Recommendation Report

1. Firstly, ensure the successful candidate has a status of **Add to Recommendation Report**. If there are multiple candidates in one Requisition, ensure all candidates have been assessed and moved to the correct Step and Status
Note: All recommended and eListed candidates must be at the Step of Recommend and a status of Add to Recommendation Report
2. Click on **Create Report**

Locate your Requisition in the list. If your requisition does not display in the list you have not met the prerequisites

3. Click **Generate Report**

The Recommendation Report will generate with all the required information from the requisition

4. In the Selection Panel section, update the relevant panel members with a **Type** ensuring you identify who the independent was

5. If there is a conflict of interest between one of the Panel Members and the candidate (e.g. they know each other) select the **Conflict of Interest Checkbox** and enter a comment into the **Comments** field.

6. Uncheck the **Active** checkbox if you want the report to bypass approval by a Panel Member. The reason for this could be that the Panel member participated in shortlisting, but not the interview.

Selection Panel						
Employee Number	Name	Gender	ATSI	Type	Conflict of Interest?	Active
60002141	Dominguez, Eric	Male	—	Independent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
60040576	HSNSW 5910, Training	Female	—	Panel Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>
60035583	EHNSW 598, Training	Male	—	Panel Member	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7. If required, enter a **Recruitment Process Summary**

8. In the **Eligible Candidates** section, select whether the candidate is **Recommended** or **eListed**. eListed candidates must be ranked in ascending order

9. Enter any **Comments** explaining why candidates are recommended and eListed

Eligible Candidates				
Candidate ID	Candidate Name	* Status	Rank	Comments
17168	HSNSW 7747, Training	eListed	1	
17151	HSNSW 7745, Training	eListed	2	
17015	Hamilton, Lucas	Recommended		

10. Click **Submit** once completed

As a result of submission, all Panel Members will receive an email requesting their review and approval. Once all panel members have approved the report the Delegated Authorising Officer (DAO) is required to approve

Once the Recommendation Report is approved by the DAO, the candidate's status Auto-Updates based on your selection. Recommended Candidates will have their Step/Status updated to **Verify/Checks – Checks in Progress**. Approved eListed Candidates will have their Step/Status updated to **Eligibility List– Approved E-Listed Candidates**

NSW Health membership to The Beryl Institute

NSW Health has purchased an organisational membership to The Beryl Institute.

The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare.

NSW Health's membership with the Beryl Institute gives LHD, Pillar and Network staff access to the Institute's full library of patient experience white papers, research reports, webinars (including the archive of past webinars) and topic calls. In addition, membership gives access to communities of practice, discounts to the Institute's events and the ability to network with over 19,000 patient experience leaders and like-minded people across the world.

To access The Beryl Institute go to <https://bit.ly/nswhealthregistration>

Policy Watch — PDs available on MOH internet

The following documents have been published on the NSW Ministry of Health internet site <http://www.health.nsw.gov.au/policies>. These documents are official NSW Health policy. Compliance with Policy Directives is **mandatory**.

Title	Document Number	Date Issued
Pension Based Scale of Fees - Charging Arrangements and Scale of Fees	PD2020_009	20/04/2020
NSW Health Services Aboriginal Cultural Engagement Self-Assessment Tool	GL2020_006	20/04/2020
Recognition and management of patients who are deteriorating	PD2020_010	21/04/2020
COVID-19 Ward Set up Advice	IB2020_013	17/04/2020
COVID-19 Data Collection Summary Advisory	IB2020_011	09/04/2020
COVID-19 Data Collection and Reporting Requirements NSW Health Intranet Site	IB2020_012	09/04/2020
Consent to Medical and Healthcare Treatment Manual	IB2020_010	30/03/2020

**SUPPORT FOR YOU
DURING COVID-19**

**SUPPORT FOR
MENTAL
WELLBEING AND
DOMESTIC AND
FAMILY VIOLENCE**



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MENTAL HEALTH SUPPORT:

MENTAL HEALTH LINE 1800 011 511

LIFELINE 13 11 14

MENSLINE 1300 789 978

Google: SANE Australia or Beyond Blue

DOMESTIC AND FAMILY VIOLENCE SUPPORT:

1800 RESPECT (1800 737 732)

STAYING HOME LEAVING VIOLENCE

08 8088 2520

FOR CARERS AND FAMILIES:

Google: Carer Gateway or call 1800 422 737

COVID-19 DIRECT SUPPORT:

NATIONAL HEALTH TRIAGE HOTLINE

1800 020 080