

South West

THRIVE

Leading care, healthier communities



Innovation

Best practice

Collaboration

Top teams

Specialist

Critical skills

More news inside!



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South Western Sydney Local Health District
Strategic Communications and Media Unit.

Picture on cover: Liverpool Hospital General Services team members

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CE message

The past year has really highlighted the importance of health workers to our community.

In this edition of Thrive, we are celebrating the 3000 non-clinical staff who play a vital role in the safe, high-quality care we provide to the people of south western Sydney.

These dedicated workers complete tasks ranging from answering phones and maintaining medical equipment to servicing the thousands of digital devices that are now an integral part of patient care.

The unprecedented investment in the redevelopment of south western Sydney hospitals is generating more positions beyond clinical roles, both now and into the future.

South Western Sydney Local Health District is the largest employer in the region, offering a myriad of opportunities for rich and engaging work.

All of our wonderful staff are able to go home at the end of their shift knowing they contribute to the health and wellbeing of more than one million people.

The International Year of the Health Worker in 2021 is the perfect opportunity for us to show our gratitude.

Thank you to each and every one of these essential workers!

Amanda Larkin
Chief Executive
South Western Sydney Local Health District



Patient Maria Latella receives a meal from Food Services Officer Melpo Meni Zervas at Bankstown-Lidcombe Hospital.



Heart of care

For every frontline health worker, there is a myriad of staff working behind the scenes to support the care of our community.

From information technology specialists to engineers and general assistants, South Western Sydney Local Health District's workforce of 15,000 extends well beyond frontline clinical roles.

"Our District offers many diverse and rewarding jobs which contribute to our safe and high-quality patient care," the District's Director People and Culture Rebecca Leon said.


These workers ensure the District's hospitals and services are clean and safe, medical technology is well maintained and wards and clinical areas have the resources they need.

They may include general assistants who provide a clean environment, engineers who ensure the region's public hospitals are safe and functional and teams of workers who deliver meals to patients and distribute resources.

"Hundreds of these essential workers go above and beyond every day in their many roles which are vitally important to the functioning of our hospitals."

"Teams of our staff work behind the scenes around the clock to ensure our hospitals and services have everything they need," Ms Leon said.


"They do a fantastic job and we could not provide our outstanding care without them."

1470 solar panels installed at Fairfield Hospital



330 bunny rugs ordered daily by Liverpool Hospital



5444 mobile devices and 12,000 desktops in use across the District



3.27 days is the average length of stay in hospital



120 windows and 469 doors in the new Bowral & District Hospital clinical services building



3 million main meals served District-wide in 2020



11.8 tonnes of linen delivered daily District-wide




OUR TEAM


- Wardsperson **211**
- General assistant or cleaner **493**
- ICT analysts **74**
- Pharmacists **186**
- Food services **496**
- Administration **1592**



More than 80 terabytes of data backed up across the District every week

Our Engine Room

Behind the scenes a host of quiet achievers work hard to support the safe and high-quality care provided every day to the people of south western Sydney in public hospitals and services. Here is a snap shot of what they achieve.



179,770 pieces of equipment sterilised at Campbelltown Hospital in 2020




2228.86 tonnes of waste produced at Liverpool Hospital in 2020




653,400 calls taken by Liverpool Hospital switchboard operators in 2020



18km to 23km per day walked by a wardsperson at Bankstown-Lidcombe Hospital



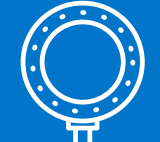
235,122 people admitted to hospital across the District in 2020.




\$73.8 million spent on medical and surgical supplies in the 2019-2020 financial year




1000 main meals served per day at Bankstown-Lidcombe Hospital



8000 lights replaced with energy-saving LEDs in the District



\$45.2 million spent on repairs, maintenance and renewals in the 2019-2020 financial year



90% of roofing material used in the Emergency Department redevelopment at Bankstown-Lidcombe Hospital was made from recycled steel



Helping hands

“We work together as a team, we support each other and we ensure our hospitals have the supplies they need.”

From Band-Aids and sutures to high-tech medical equipment, Supply Manager Janelle Hoole and her team distribute millions of items across Campbelltown and Camden Hospitals each year.

Their vital work ensures staff have the resources and equipment to provide safe and high-quality care to their patients, clients and consumers every day.

From the moment a truck arrives in the loading dock, Janelle’s team is involved in ensuring the goods are delivered to where they are needed.

It is a massive logistical task but the experienced inventory manager says teamwork ensures smooth distribution of the constant flow of items.

“I have a fantastic team who make it all possible,” Janelle said. “Everything we do is based on teamwork.”

The supply team manages at least one truck delivery of 12 pallets and more than 50 courier visits a day at Campbelltown Hospital.

It also prepares and distributes supplies to Camden Hospital and community health centres.

Janelle said her team followed up any request while balancing supply and demand across the two hospitals.

“We source and deliver anything used in a hospital; it might be syringes, stationery, toilet paper, bedside tables or refrigerators.”

“Nothing is too unusual – if it’s needed we will find it.”

Janelle said people working in supply chain management needed strong people skills and a friendly, can-do attitude.

“I am privileged to be a part of a great team and I enjoy the wonderful sense of community in the Macarthur region and in our hospitals.”



Embracing change

Bowral & District Hospital’s general services staff are thoroughly enjoying working in the new \$68.7 million clinical services building and the chance to refresh their roles.

The hospital’s Hotel Services Manager Bronwyn Dukes said the move from a building with 26 shared bathrooms to one with 87 individual ensuites needed a new approach.

“It’s beautiful, it’s definitely easier to keep clean,” she said.

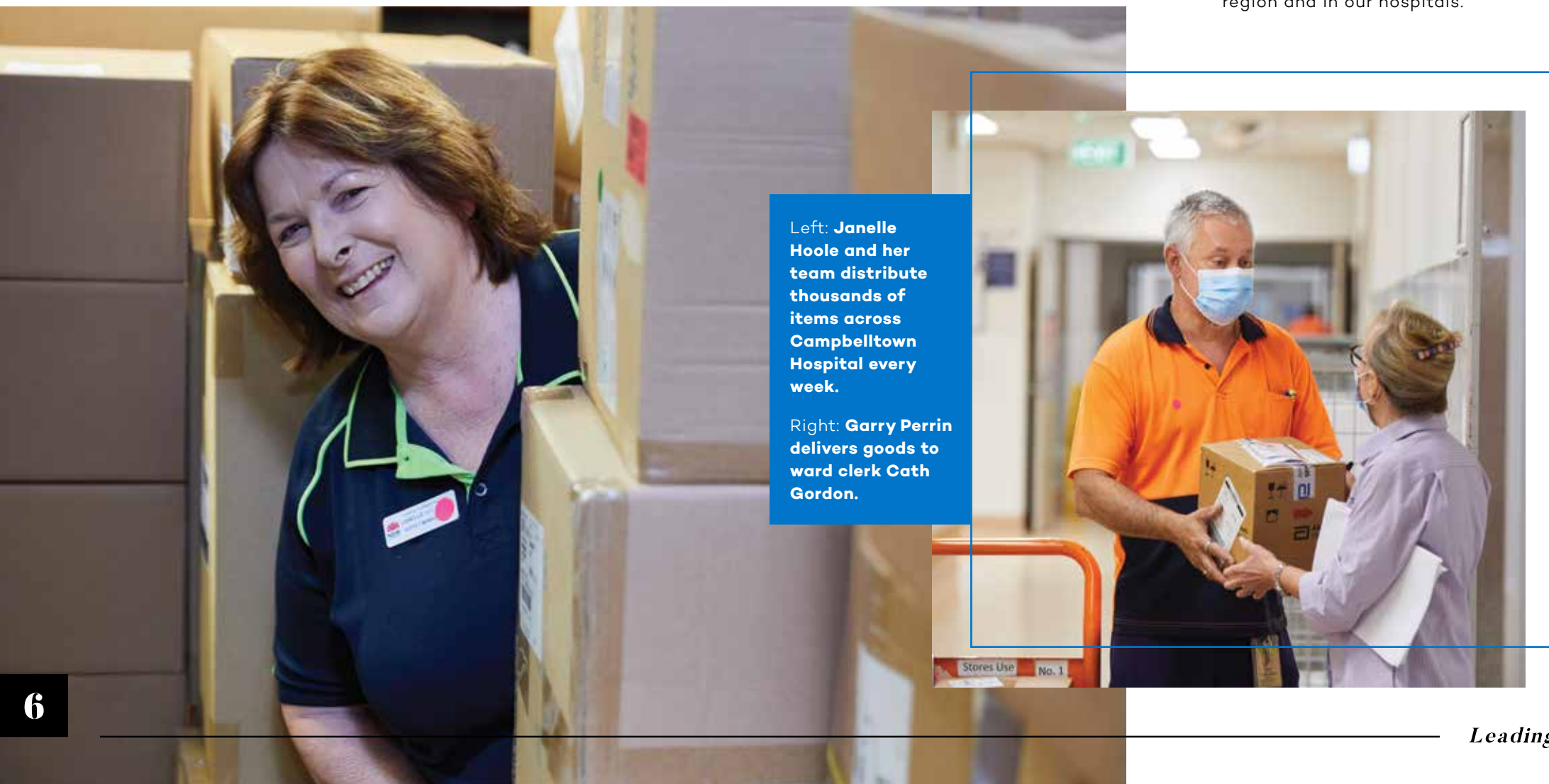
“Our patients are loving it because now they have their own ensuite and a beautiful big room with a view.”

The former hospital building was smaller with the hotel services team sharing cleaning, security and hospital assistant roles.

“Our cleaners are now working in the one role and we have a whole new set of checklists,” Ms Dukes said.

“We’re getting used to working our way around the new hospital.

“It is a wonderful change and we are so happy to be a part of the new era for our hospital.”



Left: **Janelle Hoole and her team distribute thousands of items across Campbelltown Hospital every week.**

Right: **Garry Perrin delivers goods to ward clerk Cath Gordon.**

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Depi Boun Van and Georgia Goulden.



Warm welcome

“Fairfield Hospital - How may I help you?”

With these encouraging words, switchboard operator and receptionist Georgia Goulden offers a friendly and professional first point of contact to the thousands of callers to Fairfield Hospital every week.

Georgia is one of a team of nine who present an outstanding first impression to patients, visitors and staff at the hospital's reception desk and through the switchboard.

“I love helping people and this is a large part of my role,” she said. “It is really rewarding to know I have helped people, even in a small way, every day.”

The reception and switchboard team responds to a variety of inquiries and requests for directions and has even helped support women in labour.

“We have a thorough knowledge of the hospital, which we need to explain directions

to patients and visitors, as well as general information on the services we offer,” Georgia's colleague Depi Boun Van said.

“If we have people who are frail or having difficulty understanding our directions because of language barriers, we will escort them ourselves to where they need to go in the hospital.”

“We are always rewarded with a big smile.”

Georgia and Depi display a calm, friendly and professional manner when answering hundreds of calls during their shifts across a 24-hour, seven-day-a-week roster.

“When you enjoy your work, you become passionate about it. I am so glad to work in this role,” Georgia said.

Connected to the world

Clinicians can communicate with colleagues across the world and save lives thanks to the work of the Information Communication and Technology team.

Gerald Aguilan came to the District four years ago. His role is to look after everything “Mac”, including iPhones and iPads.

“It keeps me challenged and keeps me in a service where we are always thinking of different ways to help and develop new ideas,” he said.

“IT is very important in health and the work I do is part of saving someone’s life.”

In 2014, when the Director of Information Communication and Technology Wendy Loomes arrived at South Western Sydney Local Health District, information and communication technology was on the periphery – an enabling service.

Now it is a critical part of everything from clinical to corporate delivery of services across the District – every second of every day.

The COVID-19 pandemic sped up the District’s digital transformation enormously, with remote working and telehealth capabilities growing from a blip on the radar to core business almost overnight.

“We are exponentially increasing in our capacity and maturity and over the next five years we will continue to do so,” Ms Loomes said.

“We are leading the development of a command centre for the District as part of our redevelopment program, working with clinicians and managers.

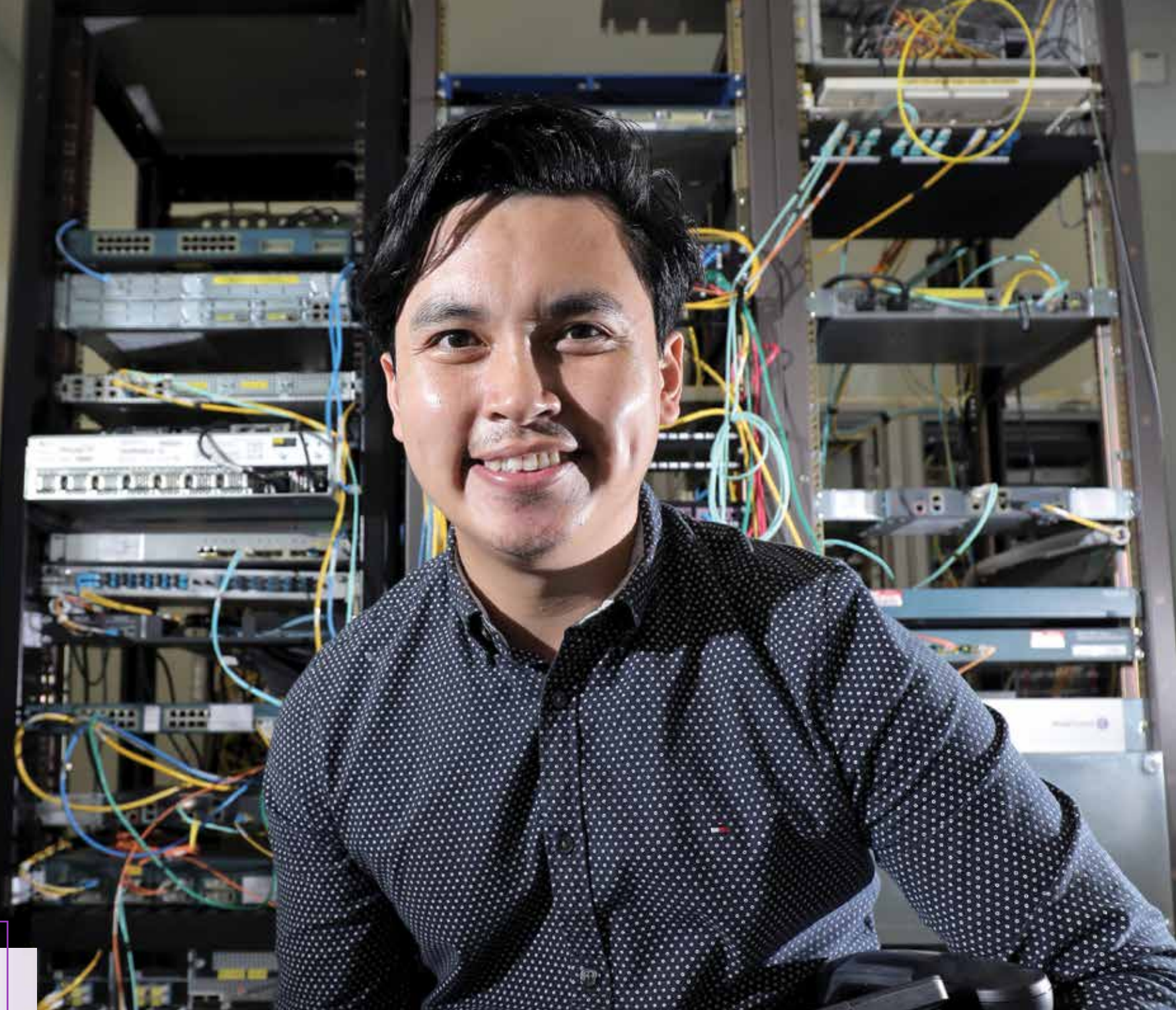
“It will be a multidisciplinary hub to support patient care from the clinical environment to the home as well as providing operational hospital management.”

Using digitised medical information, clinicians can have a wealth of information at their fingertips and can collaborate with colleagues across the world.

“We play an integral part in making sure our patients receive the highest quality care possible,” Ms Loomes said.



Andrew Ingersoll, Wendy Loomes, George Thomas and Ian Fletcher review daily ICT operations.



Gerald Aguilan is one of the ICT team specialists.

“ICT is not just a back room function anymore. Now we are a critical part of enabling that clinical delivery,” Ms Loomes said.

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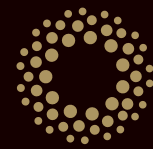
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Stepping up

If you are at Bankstown-Lidcombe Hospital and you hear "This is Qantas flight 24, this is your captain speaking", you have Beni Chai as your wardsperson.

"I ensure I deliver patients to the right place at the right time," he said.

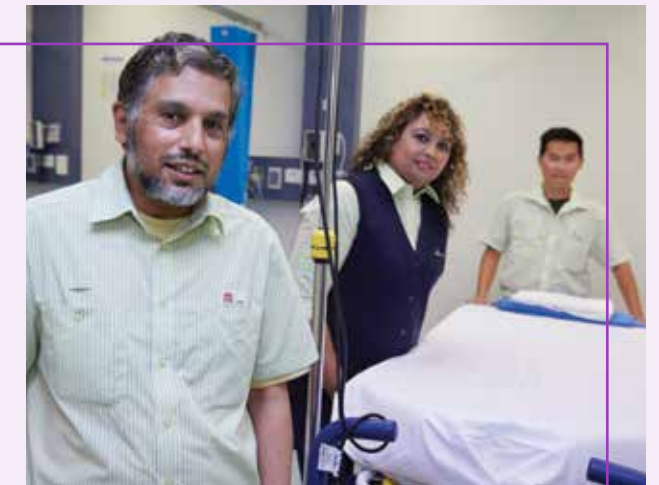
As a wardsperson, Mr Chai is responsible for moving patients from the Emergency Department to appointments within the hospital.

"An aircraft has many parts and all the pieces have to work together, you need the captain, the crew, the first officer – that's what it's like at a hospital," Mr Chai said.

Imaging Porter Rashid Hayat loves his work taking patients from their wards to receive x-rays and other scans.

"Every day we chat to the patients and ask them how their day was," he said. "We talk to them and make sure they know what we are doing."

Wardsperson Zabin Bi leads training for wardspeople at the hospital.



Rashid Hayat, Zabin Bi and Beni Chai.

"I love meeting different people and getting to know different patients. Sometimes they come back into the hospital and remember you and that's a wonderful feeling," she said.

"I also like training staff when they first arrive. I tell them to be yourself and focus on the patient – we are all about patient care."



Eye for detail

“The training and learning is ongoing - you are always upskilling in this role.”

Bio-medical technical officer Pramod Lamichhane has a thorough knowledge of Fairfield Hospital's 1400 pieces of medical equipment and is constantly studying to stay up-to-date with advances in technology.

“The equipment we use is always evolving and changing so I need to stay abreast of any developments,” Pramod said.

“I enjoy the challenge of studying a new piece of equipment, learning how it works and how it needs to be maintained.”

Pramod is a graduate in electronics engineering and emigrated from Nepal to Australia in 2007 when he completed his post graduate qualifications in engineering management.

His important work keeps patients safe by managing the medical technology and ensuring every piece of equipment is working at its best.

“I advise clinicians during the purchase of medical equipment, manage the installation and commissioning of the devices, their operation and maintenance and the final disposal of the asset,” Pramod said.

Hospital powerhouse

Hidden behind the scenes deep in the basement, the “engine room” of Liverpool Hospital is powered by staff dedicated to ensuring patients and consumers receive outstanding care.

Teams of hospital assistants, storepersons, leading hands, drivers and administration staff work around the clock to create a safe and well-equipped environment throughout the hospital campus.

General Services Coordinator Anil Kandalkar guides the huge logistical operation which continues seven days a week.

“We are the ‘engine room’ and our role is to ensure staff across the wards and clinics have everything they need to provide care in a safe and clean workplace environment,” Anil said.

“Our staff are the unsung heroes – their work is vital for the hospital to function.”

The basement area is a hive of activity with trucks and courier vans arriving and departing with thousands of essential items for distribution across the campus, while the hospital's collection of waste is prepared for removal.

On average the hospital's daily linen order comprises around 12,000 items which are delivered by a fleet of trucks from the HealthShare NSW Newcastle depot.



Anil Kandalkar guides the distribution of the hospital's linen.

The order of more than 30 items includes about 2600 bath towels, 1750 standard sheets and 1500 short sleeve gowns every day. The post-natal order includes around 330 bunny rugs, 50 baby gowns and 30 baby size 00 singlets.

All used linen items are collected every day and returned to the Newcastle depot for laundering.

Each year the general services team of more than 200 staff collects around 2228.86 tonnes of waste from the hospital, including 489,993kg of clinical waste.

Anil said he was proud of the teamwork culture in general services.



Hospital assistant Philip Dargin.

“A patient recently let the hospital know that one of our hospital assistants brightened her day because she was so professional and friendly. We often receive great feedback.”

Anil said he loved the challenges of his role and the knowledge that he was part of a team contributing to Liverpool Hospital's outstanding patient care.



Jai David and his team.

Happy tastebuds

It takes a team of 60 workers to serve the 1000 meals needed to feed the patients of Bankstown-Lidcombe Hospital each day.

Food Services Manager Jai David said careful consideration went into the hospital's 14-day rotating menu.

"New items are added to give our patients the best choices," he said.

"We work closely with our unit's dietitian and speech pathologist to make sure we are providing tasty, nutritious meals to meet our patients' needs.

"The speech pathologist helps us provide meals for patients with difficulty swallowing."

HealthShare NSW staff in the food services team rotate through different tasks in their work, some preparing different components of the meal, and others serving the meals to patients.

"Customer service is something we take really seriously," Mr David said.

"We greet every patient by name, which is a great way to ensure a personalised service."

Meena Naidu has worked with the food services team for 18 years and loves the variety the job offers.

"I feel really good to be able to help the patients at the hospital," she said.

"We talk to them and greet them by name. This makes us all feel good. It works both ways."



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Toby Tyrrell inspects the solar panels on the roof of Fairfield Hospital and (inset) with engineering team member Adam Crocker.

Passion for innovation

Vital works

- ▶ The District has invested more than \$13 million on engineering projects and the replacement of critical infrastructure at Fairfield Hospital in the past two years.



Kerry (Toby) Tyrrell pretty much knows every centimetre of Fairfield Hospital from its rooftops covered in solar panels to an underground tunnel housing a myriad of pipes and electrical infrastructure.

The engineering supervisor and his team work behind the scenes to ensure the hospital is equipped and maintained to provide patients with safe and high-quality care.

Toby, who has a background as a boilermaker and fabricator, has worked for South Western

Sydney Local Health District for 24 years, including 14 years at Liverpool Hospital and 10 years at Fairfield Hospital.

He is passionate about his work and proud of his team's vital role in the safe functioning of the hospital, including repairs, maintenance and improvement.

On a walk around the hospital Toby proudly points out the many engineering projects either completed or underway.

In the past year the District's engineering team has led the installation of 1470 solar panels, a new hospital-wide air conditioning system, LED lighting in all buildings and a new roof at the front entrance as well as completing the \$7 million redevelopment of the Emergency Department.

The first of the hospital's three new public lifts has also been installed and new gleaming white coverings mounted on the walls of its corridors are easier to clean and reduce the need for painting.

“We are always looking for ways to innovate. Some of the projects have achieved significant cost savings. It's interesting and exciting work and you are constantly learning,” Toby said.

“The District's engineering team and contractors help to evaluate the safety and efficacy of the hospital and its equipment, including regular inspections, reviewing safety plans and overseeing project management or renovations. No day is the same.”

Toby leads a team including a plumber, two electricians, a handyman, a part-time gardener and an administration officer and manages the many contractors engaged in the engineering projects on the hospital site.

“Our top priorities are patient care and workplace health and safety,” Toby said.

“We ensure our clinical staff have a safe environment and equipment they need so they can provide the best of care to their patients.”

Get to know our staff...



Name: Wendy Hird

Position: Sustainability Manager, South Western Sydney Local Health District

Why is your role important? Climate change is a health issue, not just an environmental issue. Hospitals need to do their part to be more sustainable and I am happy to be involved in advocating for that.

What do you love most about your job? It's new every day. I thought I knew all about sustainability after working with heavy industry, hotels and clubs, and TAFEs. But hospitals are a special place with their own special languages and challenges. I enjoy learning something new every day.

Greatest career achievement? Starting the Sydney Water to BHPB/Bluescope, Port Kembla Steelworks recycled water scheme - it was the largest recycled water scheme in Australia in 2006. It took secondary treatment sewage water and turned it into a high-quality industrial water supply and I won an international BHPB environment award for it.

Really get to know our staff...

Interests or hobbies: I'm a self-published murder mystery writer. Working on book two now.

Who inspires you: Former United States Vice President Al Gore. Last year I became one of Al Gore's Climate Reality Leaders. The Australians in my training cohort cover a diverse range of extremely capable people in all industries. The fact that Al Gore's work in educating about climate change speaks to all of them, is inspiring.

Tell us something about you that would surprise people: I was a regular hiker before some injuries. I hiked the overland trail in Tasmania twice, Mt Blanc in France and across Scotland and Wales.

What did you think you were going to be when you grew up: A librarian, because I was an avid reader. Still am. Turns out I like maths and engineering better, so I became a mechanical engineer and turned to more environmental roles about 15 years ago.