



# Culture Connect

Welcome to Culture Connect – keeping you updated and informed about the Culture Review Implementation across the ACT public health system.

## Message from the Minister

Following the Review's recommendations, we are now seeing partnerships between the three services, clinicians, universities and NGOs that are even more engaged on initiatives helping to create a strong, positive and inclusive culture. Our Culture Reform Oversight Working Groups in particular have been engaging across the sector on a range of projects, including supporting transition into practice, exploring best practice for disciplines to work together and improving HR systems across the services improve staff experiences.

In the last few months, I have been visiting many of you across the health services and seeing you online in all-staff forums. Much of what I have heard is that this has been a really hard few months and there are many things that

stop you doing your jobs with the quality and care you always aim for. Through the Culture Review Implementation, leaders across all three organisations have been working hard to make the right changes to ensure you are supported to do what you do best.

We each play a vital role in changing culture, and with better systems and processes in place we are well set up for the next step to support you in embedding a positive safety culture across our system. After all, a system is just an organised group of people and by supporting you we can all make a difference in continuing to deliver culture change in our health services.

Finally, I would again like to congratulate all the award winners and nominees from the Nurses and Midwives Awards

in May. It was great to catch up with the winners at the online forum afterwards and hear why they chose to be nurses and midwives and what continues to inspire them. I would also like to encourage you to nominate your allied health colleagues for the Allied Health Excellence Awards that are now open until 5 August 2022, for more information follow the link: [2022 Allied Health Awards for Excellence | Health \(act.gov.au\)](https://act.gov.au/allied-health-excellence-awards)

Minister for Health,  
Rachel Stephen-Smith

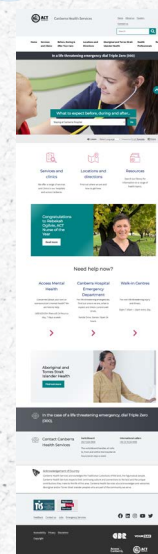


## New CHS website delivers service information

In April Canberra Health Services (CHS) proudly launched its dedicated website for healthcare consumers and the CHS workforce. Featuring the most comprehensive list of services CHS has ever displayed, the website is a great resource for consumers, health professionals and community partners.

More than 1,000 Canberrans and representatives from various consumer partner organisations provided input to help inform the development of the site, which was driven by a commitment to 'living' the organisation's values of reliable, progressive, respectful and kind.

The site represents a significant milestone in CHS's journey of culture improvement as it is a values-driven project developed in a collaborative and consultative way, involving team members from across the health service. Visit [canberrahealthservices.act.gov.au](https://canberrahealthservices.act.gov.au).





# Congratulations to our 2022 Nurses and Midwives Award winners!

ACT's best and brightest nurses and midwives were recognised at the 2022 ACT Nurses and Midwives Excellence Awards. This year, 87 individuals and teams were nominated by their peers and members of the Canberra community for their outstanding professionalism and dedication.

## Nurse of the Year 2022 Rebekah Ogilvie, COVID REACH Team, Canberra Health Services

Working as Clinical Lead in the COVID REACH Team, Rebekah led a response to a COVID-19 outbreak in social housing which evolved as the needs of the community emerged.

“What's been achieved in response to COVID has been predominantly by the hands of nurses leading innovative change and pivoting into areas that have not been possible previously. I believe this has been due to the trust Government has placed on the nursing profession and support from our interprofessional craft groups, like medicine,” Rebekah said.



Rebekah Ogilvie receiving her award

## Midwife of the Year 2022 Melanee McMahon, Maternity, Calvary Bruce Public Hospital.

Melanee is a highly respected midwife who has been recognised for her commitment to providing women-centred care in the face of enormous staffing shortages in Maternity from COVID-19. Upon receiving her award, she said:

“I am so honoured to receive this award, but I am just one midwife in the amazing team at Calvary who all deserve this award,” Melanee says.

Congratulations to all Award recipients and nominees. You can read about all the winners of the Excellence Awards and the Consumer Recognition awards at [health.act.gov.au/NMAwards](https://health.act.gov.au/NMAwards)



Melanee McMahon receiving her award

## 24/7 support for medical students and doctors

The Doctors Health Advisory Service (DHAS ACT) offers free and confidential advice to help students and medical practitioners find the services and support they need.

Operating since March 2022 the service is staffed by medical professionals FOR medical professionals, providing wide-ranging advice from concerns about health and wellbeing such as stress, mental health problems, substance use issues through to general health issues.

Yarralumla GP Dr Antonio Di Dio is one of the doctors involved. “DHAS ACT is a service for all of Canberra's doctors and medical students. It doesn't matter whether it's a major problem you're struggling with, or you've simply got a need to talk about an issue in your life, we're here to help,” explained Dr Di Dio.

The DHAS ACT telephone call-back help line can be accessed on 1300 374 377 or at [www.ama.com.au/act/dhasact](https://www.ama.com.au/act/dhasact)



## Challenge brings teams together

The 2022 ACT Interprofessional Health Challenge has brought together healthcare students and staff from the University of Canberra, ANU and Canberra Health Services (CHS) to work together on a treatment plan using a person-centred case study. Students from nursing, psychology, medicine and social work came together under the guidance of CHS clinical mentors, to work as a team and prepare for their future health careers.

Overseeing the challenge was Professor Zsuzsoka Kecskes, Senior Staff Specialist Department of Neonatology from ANU Medical School.

“We know that training health professions together develops a culture of communicating and a better understanding of what their roles are, where the differences are, where they overlap, their responsibilities and concerns. It's about better patient outcomes, but also improved staff satisfaction,” she said.



Attendees at the ACT Interprofessional Health Challenge



# Culture at work

Two working groups are focused on initiatives that will support and reinforce sustainable change across our health system. Two research projects are underway through the **Professional Transition to Work Working Group**. In collaboration with universities, health services are looking at accessible and tailored support for students transitioning to the workplace.

Professor of Allied Health Research at the University of Canberra and Director of the UC Clinical School at Canberra Health Services, Dr Nick Brown, is leading a project reviewing existing support services for students as they enter the workforce. The next stage of the project will look at gaps and opportunities to further support students as they make the move from university to the workforce.

The second project, led by Associate Professor in Nursing at the University of Canberra, Dr Jane Frost, has been looking at the programs and support offered to graduates, new starters and professionals in their early years of working in the ACT.

Historically, there has been duplication and often inconsistent experiences for staff when it came to accessing Human Resources. The **System-wide HR Matters Working Group** has established communities of practice to bring together representatives from each organisation to look at:

- » incident reporting,
- » work health and safety, and
- » engagement with unions.

This work means more coordination across HR in each organisation to better support you.

The third working group, focused on early intervention, has now wrapped up and will be joining the System-wide HR Matters Working Group. The Early Intervention Working Group examined system-wide issues that have an impact on culture across our public health system. Recently, the group monitored the potential impacts on staff of additional training through the implementation of new HR systems, the Digital Health Record and the Canberra Hospital Master Plan.

Through these initiatives the Working Groups are building better workplaces, more mature organisations, increased sharing of information, collaboration and a commitment to evidence-based solutions to support positive culture across the system.



## Did you know?

More than 250 leaders across Canberra Health Services, Calvary Public Hospital Bruce and the ACT Health Directorate have now undertaken the new leadership training through the Culture Review Implementation program. The Leadership Development Training Program has received promising results, and will continue to be delivered for senior leaders, with an additional 12 cohorts expected to participate before the end of 2022.

## Want more?

Visit [www.health.act.gov.au/culture-review-implementation](https://www.health.act.gov.au/culture-review-implementation)  
or email [ourculture@act.gov.au](mailto:ourculture@act.gov.au)