ISSUE 372

NOVEMBER 2026

ECHO

EAST GRAMPIANS HEALTH SERVICE

East Grampians Health Service



"$7.97 million upgrade for EGHS Urgent Care Centre"
Full story on page 3

CE Report



NICK BUSH
CHIEF EXECUTIVE

It is with sadness that I write this column. This is due to the cowardly attack on the Federal Member for Indi, Helen Haines. Helen is the independent member of the electorate that is based around Wangaratta who was run down by a car outside her electorate office.

Helen was successful in advocating for the Federal Government to pay for the clinical placements for nursing, midwifery and allied health professions, including social work, psychology, physiotherapy, occupational therapy, speech pathology, paramedicine, radiography, pharmacy, rehabilitation therapy, audiology and podiatry. I have been very supportive of Helen and her policy endeavours about reducing the poverty confronted by students undertaking health-related courses.

Having worked in a rural health service as a nurse/midwife, Helen was very aware of the challenges for rural nursing and health professional students who have to leave their own homes to gain the experience and skills in health services some distance away.

This requires students to rent accommodation, forgo part-time work in their home town and incur the associated costs with living away from home. Helen was in essence supporting the East Grampians Health Service 'grow your own' workforce development strategy, so we fully backed her endeavours and celebrated when the goal we shared was achieved.

Visionary policy makers like Helen Haines should be celebrated - an attack like this makes me question what has happened to our society that this could occur, and in rural Victoria.

CE Report cont. page 2

CE Report cont.

One thing I know is there are many Ararat nursing and health professional students who appreciate the support Helen Haines has achieved for them, to have paid clinical placements to offset the costs they incur whilst building their skills.

I am sure each one of these people is thankful for this policy. I certainly am as our pursuit to ensure more Ararat residents study allied professions will be made easier by Helen Haines' vision and advocacy, which will change the face of rural nursing and health professional training for the better.

BERLIN MARATHON 2026

HELEN MCPHERSON - ENROLLED NURSE/ACFI

I was fortunate enough to compete in my second World Major Marathon, the Berlin Marathon, in September. I was also incredibly lucky to share this experience with my coach and close friend, Sue Blizzard, and my teammate, Nathan Bendell.

It was an experience I will forever be grateful for and one I will always be proud.

With approximately 55,000 participants taking part, the scale of this event was incredible. The atmosphere was absolutely amazing, with spectators lining the streets for almost the entirety of the course, providing endless encouragement and support to runners from all over the world.

There were so many highlights along the way, including running towards the magnificent Victory Column, taking in Berlin's incredible history and landmarks, and experiencing the electric atmosphere as we made our way through the streets of this amazing city. Approaching the iconic Brandenburg Gate and knowing the finish line was just ahead was a particularly special moment.

The weather, however, certainly added an extra challenge! Conditions were much warmer than we had hoped for, which compromised our runs. Having trained through the Australian winter, we were not accustomed to running in the warmer temperatures, making race day particularly challenging. Sometimes, despite all the preparation and training, you have to adapt to the conditions on the day and take what the course gives you.

It was a reminder that every marathon presents its own challenges and that simply getting to the start line and making it to the finish is an achievement in itself.

One of the things that made this experience even more memorable was the incredible support we received. Having my husband, Dewayne, Sue's daughter, Sarah, and Nathan's family out on course cheering us on was fantastic and gave us an extra boost when we needed it most. Knowing they were out there supporting us made the experience even more special.

The messages of encouragement and support from family and friends back home were also greatly appreciated and reminded us that, even though we were on the other side of the world, we had so many people cheering us on.

Being able to experience a World Marathon Major is something truly special, but sharing it with Sue and Nathan made it even more memorable. The journey, the challenges, the friendships, the support and the memories created along the way are what make these experiences so rewarding.

I will be forever grateful for the opportunity, the amazing people who shared this journey with me, and the memories that will last a lifetime.







$7.97 MILLION UPGRADE FOR EGHS URGENT CARE CENTRE

JODIE HOLWELL - COMMUNITY LIAISON

The East Grampians Health Service Urgent Care Centre will receive a $7.97 million upgrade.

The health service's successful application for Regional Health Infrastructure Fund funding was announced by Member for Ripon Martha Haylett.

The funding is guaranteed and has been allocated within the State Budget, and is not dependent on an election outcome.

EGHS has completed a detailed design for the redevelopment of the Urgent Care Centre.

The redevelopment will address critical service pressures by providing additional treatment spaces to handle increasing demand and ensure safe patient flows.

The plan also creates dedicated areas for paediatric and custodial patients.

Redevelopment of the UCC will support the delivery of safe, modern and sustainable care for the community.

EGHS Chief Executive Nick Bush said the health service was thrilled with the announcement.

"We really appreciate it and it is really special to know that it is not contingent on the result of an election, it is in the state budget and it will happen," Mr Bush said.

"Our urgent care staff do a great job in a building that was built 20 years ago, but things have changed and each and every day they do a great job in working in that environment, so to see it redeveloped will be great."



Pictured L-R at the announcement of a $7.97 million upgrade to the EGHS Urgent Care Centre, Amelia Miller, Michael Hermosilla, Tracey Drake, Tony Roberts, Scott Wilson, Terri Anne Lewis, Jane Miller, Nick Bush, Sarah Woodburn, Martha Haylett, Roxane Moos, Kate Pitcher





ANNUAL GENERAL MEETING

INVITATION TO ATTEND THE 31st ANNUAL GENERAL MEETING OF EAST GRAMPIANS HEALTH SERVICE

WHEN: TUESDAY 24 NOVEMBER 2026 AT 6.00PM
WHERE: ARARAT TOWN HALL - 196 BARKLY STREET ARARAT

AGENDA:

- To receive the report of the Board and audited statements of accounts for the year ending 30th June 2026
- To recognise significant achievement in studies by EGHS staff
- To recognise staff long service
- To announce the successful recipients of health service scholarships
- To transact any other business of which at least seven days' notice has been given

Members of the public are invited to attend

Cam Evans
Board Chair

To RSVP contact Jo Summers on 5352 9303 or via email jo.summers@eghs.net.au by Friday 6th November 2026

East Grampians Health Service

HAPPY THANK YOUR CLEANER DAY!

East Grampians Health Service recognised our cleaning and porter teams on October 14 for Thank your Cleaner Day, for the important work they do in keeping our health services clean, safe and welcoming for patients, residents, visitors and staff. Thank you to our cleaners and porters for your hard work and contribution to East Grampians Health Service.



Pictured is Ross



Pictured is Michelle



Pictured is Brad



Pictured is Tina



Pictured is Maria



Pictured is Jody



Pictured is Tiegan and Glen

MOVEMBER 2026: ENCOURAGING MEN TO PRIORITISE THEIR HEALTH

HANNAH JENNINGS - VOLUNTEER COORDINATOR

Each November, Movember shines a light on men's health, including prostate cancer, testicular cancer, mental health and suicide prevention. The East Grampians Health Service Community Consultative Committee is encouraging local men and their families to use this month as a reminder to put their health first and book a check-up with their GP.

Prostate cancer: new guidelines for 2026

Prostate cancer is now the most commonly diagnosed cancer in Australian men, with around 29,000 diagnoses each year. While these numbers are significant, the outlook is encouraging. When detected early, prostate cancer is highly treatable, with survival rates continuing to improve.

New Australian guidelines introduced in 2026 support earlier conversations about prostate cancer screening. Under the updated recommendations:

- Men aged 50 and over are encouraged to talk with their GP about having a PSA blood test.
- Men considered at higher risk should begin these discussions from age 45. This includes those with a father diagnosed before age 65, a brother with prostate cancer, or a strong family history of the disease.
- For most men who choose screening, PSA testing is recommended every two years.

Importantly, prostate cancer often develops without symptoms in its early stages, making regular discussions with your GP an important part of maintaining your health.

Testicular Cancer: Know What's Normal

Testicular cancer is the most common cancer affectin~ younger men. Being familiar with what is normal for your bod can help you notice changes early. If you experience a lum swelling, pain, or any unusual change, make an appointmer with your GP as soon as possible.

Looking After Your Mental Health

Good health is about more than physical wellbeing. In rur communities, it is common for men to prioritise work, famil and community responsibilities ahead of their own need Seasonal pressures, financial stress, isolation and everyda challenges can all impact mental health.

Reaching out for support is a sign of strength. A conversatio with a trusted friend, family member, health professional or G can be an important first step.

This Movember, we encourage men in our community to tak a proactive approach to their health by:

- Booking a health check with their GP.
- Talking to their GP about prostate cancer risk and whethe PSA testing is right for them.
- Becoming familiar with what is normal for their body an seeking medical advice if they notice any changes tha could be related to testicular cancer.
- Learning about their family health history and sharing with their healthcare provider.
- Taking time to check in on their mental wellbeing and reaching out for support when needed.
- Starting conversations with mates, family members and colleagues about men's health and encouraging them to do the same.

Whether it's discussing prostate cancer screening, being aware of the signs of testicular cancer, or seeking support for mental health, small actions today can make a significant difference. This Movember, make your health and wellbeing a priority, and encourage those around you to do the same.

Resources:

Men's mental health. Let's talk about it. | Movember
Prostate cancer: Navigate your journey with information, resources and support you can trust | Movember
Testicular cancer: From diagnosis to treatment to life afterwards, we've got your back | Movember

MOVEMBER® FOUNDATION

VICTORIA State Government | Department of Health

East Grampians Health Service

Board director opportunities at East Grampians Health Service

Join a Victorian public health board

The Department of Health is seeking applications for part-time Board Director positions at East Grampians Health Service. Appointment terms start on 1 July 2027 and are for up to three years.

These roles offer a unique opportunity to contribute to Victoria's public health system by providing strategic leadership, oversight and accountability to support safe, high-quality and effective healthcare for Victorians. As a board director, you will hold an important position of trust, helping ensure health services operate with integrity and with a strong focus on patient outcomes.

Appointments are based on capabilities and the professional and lived experience applicants can bring to the strategic leadership of Victoria's public health system.

We encourage applications from people of all backgrounds and experiences, including First Nations people, people living with a disability, culturally and linguistically diverse communities, LGBTIQA+ people, and those living in rural and regional Victoria. Living in Victoria, or in a border community near Victorian health services, is preferred.

Applicants must be able to demonstrate the capabilities identified in their applications.

Applications close Sunday 22 November 2026.

Further information about Victorian health service boards and how to apply can be found at www.health.vic.gov.au/board-applications or contact Jo Summers at East Grampians Health Service on 5352 9303.

Grampians Local Health Service Network

CLINICAL CONVERSATION

VIRTUAL EMERGENCY DEPARTMENT (VED)

Current state, future direction and opportunities for rural health services

Join Dr Sunny Sharma and the Virtual Emergency Department (VED) team to explore how the service has evolved, current models of care, referral pathways and opportunities to strengthen access to specialist advice across rural health services.

- How VED has evolved
- Current models of care
- Referral pathways
- Common clinical presentations suitable for VED
- Future direction of the service
- Live Q&A with Dr Sunny Sharma

REGISTER & SUBMIT A QUESTION

Tuesday, September 29

2–3pm

Online via Teams

Trouble with the QR Code? Try this link

Clinical Conversation – Virtual Emergency Department (VED) – Fill out form

For enquiries email Deb Hutton deb.hutton@gh.org.au

East Grampians Health Service

WILLAURA HEALTHCARE REDEVELOPMENT

COMMUNITY ENGAGEMENT FORUM

Thursday 10 December 2026

2.00pm

Willaura Hospital

Join us for the next community engagement forum and hear the latest updates on the Willaura Redevelopment Project.

- Meet the project architects
- Meet the builder (subject to appointment)
- View project updates and plans
- Ask questions and provide feedback
- Learn about the next stages of the redevelopment

JOIN US

We welcome residents, community members, consumers, families and staff to attend. Afternoon tea will be provided.



Food relief & community meals in Ararat

Monday

Emergency Relief - Food parcels and food vouchers 1-2pm

(Rotates through several local churches - roster available through council website)

Tuesday

Food Relief - Ararat Neighbourhood House 12-2pm

Emergency Relief - Food parcels and food vouchers 1-2pm

Free meal - Salvation Army 6pm

Wednesday

Food Relief - Ararat Neighbourhood House 12-2pm

Emergency Relief - Food parcels and food vouchers 1-2pm

$5 Lunch - Ararat Neighbourhood house 12pm Optional donation

Free meal - Ararat Community Food Van 6.30pm Skate park

Thursday

Food Relief - Ararat Neighbourhood House 12-2pm

Emergency Relief - Food parcels and food vouchers 1-2pm

Free meal and BYO crafts - Anglican Church of Ararat 11am-2pm

Friday

Food Relief - Ararat Neighbourhood House 12-2pm

Emergency Relief - Food parcels and food vouchers 1-2pm

$5 Lunch - Ararat Neighbourhood house 12pm Optional donation

Saturday

No relief services currently available

Sunday

No relief services currently available

VOLUNTEER SERVICE RECOGNISED AT THE VICTORIAN PUBLIC HEALTHCARE AWARDS

JODIE HOLWELL - COMMUNITY LIAISON

Garden View Court Manager Natalie Wohlers, together with her mother Gwenda Allgood, sister Donna Dunmore and Margaret Dunmore attended the Victorian Public Healthcare Awards in Melbourne on October 14, and were very proud to be inducted in the Volunteer Honour Roll for their time with the Ararat Ambulance Auxiliary.

- Gwenda has been in the Auxiliary for 44 years
- Donna 37 years
- Margaret Dunmore 39 years
- Natalie 39 years

An amazing 159 years of service between the four women.

"It is funny to think I only joined on the same night as Margaret Dunmore, because they did not have quorum to have the annual meeting and have been there ever since. I had just turned 13 years old at the time and was in year 7 at Ararat High School," Natalie said.

"We have managed to raise thousands of dollars, mainly with a spinning wheel at the Ararat Show, cake stalls and a huge mail out with the assistance of Australia Post, asking for donations many years ago.

"We have been supplying defibrillators to many community organisations when we are requested to, and where we can see a genuine need all around Ararat and surrounds. Just some places that have benefited are Ararat, Elmhurst, Willaura, Lake Bolac and Wickliffe.

"I am also a Good Sam responder, so have had a few opportunities to volunteer my time and assist Ambulance Victoria when required to events like cardiac arrests."

Congratulations Natalie, Gwenda, Donna and Margaret for your outstanding service to the community, from all at East Grampians Health Service.



Pictured are Natalie Wohlers, Donna Dunmore, Gwenda Allgood, Margaret Dunmore



Pictured are Director of Clinical Services Bec Peters, Manager Garden View Court Natalie Wohlers, EGHS Chief Executive Nick Bush

TRANSITION TO ELECTRIC VEHICLES – EAST GRAMPIANS HEALTH SERVICE

SCOTT WILSON - DIRECTOR OF SUPPORT SERVICES

East Grampians Health Service (EGHS) has introduced two Kia EV5 electric vehicles into its fleet to support the organisation's environmental sustainability, financial and operational objectives.

The introduction of electric vehicles is an important step towards reducing the health service's environmental footprint. By replacing conventional petrol or diesel vehicles with electric alternatives, EGHS aims to reduce vehicle related carbon emissions and eliminate exhaust emissions at the point of use, contributing to improved local air quality.

Electric vehicles also operate more quietly than conventional vehicles, helping to reduce noise pollution and supporting a quieter environment for staff, residents and the wider community.

As part of its longer term fleet strategy, EGHS is exploring the infrastructure required to support electric vehicle charging and enable a gradual transition towards a more sustainable fleet. This approach will assist the health service in aligning with Victorian Government and broader government emissions reduction objectives and targets.

The two Kia EV5 vehicles are currently being used by the District Nursing and Administration/Home Support teams at EGHS. These vehicles support staff undertaking community based duties and service delivery across the district.

The transition also provides an opportunity for EGHS to assess the practical requirements of operating electric vehicles, including charging infrastructure, vehicle utilisation, driving range and ongoing operating costs. This information will help inform future fleet planning and investment decisions.

Through the introduction of these vehicles, EGHS is taking a proactive step towards more sustainable transport, with a focus on reducing environmental impact, improving operational efficiency and supporting the health service's long term sustainability goals.



Pictured: (L-R) Tess Marrow & Shenae Nyikos (standing); Elizabeth Thomson (in car)



Pictured: (L-R) Tess Marrow & Shenae Nyikos (standing); Elizabeth Thomson (in car)



FOOTY COLOURS DAY

ASHLEE KILPATRICK-BLIGHT - STAFF CELEBRATION COMMITTEE

On Thursday 24 September, staff across both sites came together to celebrate Footy Colours Day, creating a fun and vibrant atmosphere while showing support for their favourite teams.

A highlight of the day was the handball competition, with more than 50 staff members across both sites stepping up to test their skills and join in the friendly competition. It was fantastic to see so many staff getting involved and embracing the spirit of the day. We had five winners for the day- congratulations!

Staff were also treated to some fantastic food throughout the day. A big thank you goes to Support Services and the Café team for providing jam donuts for morning tea, followed by a delicious lunch of pies, pasties, sausage rolls, chips and steamed dim sims.

Thank you to everyone who dressed up in their team colours and helped make the day such a success. A special thank you to all those who took part in the Best Dressed competition. The creativity, team spirit and colourful outfits on display made judging a difficult task. Congratulations to our Best Dressed winners for taking out the honours!

Events like these are a great way to bring staff together, promote workplace wellbeing and celebrate the community spirit that makes East Grampians Health Service such a great place to work.

Winners
Best Dressed:
Allyson Wallace- Lowe Street
Rizalyn Pacujan- Willaura

Handball comp:
Equal 1st
Hayley Lugg- CHC
Andrew Ward- Maintenance
Isabel Kettle- CHC
Graham Foster- Fosters Mensland

Willaura:
1st Mya Jones- One Red Tree
2nd Josie Hickey- Willaura



Pictured is Rizalyn Pacujan



Pictured is Allyson Wallace



Pictured are Josie Hickey and Tammy Day



Pictured is Mya Jones



Pictured are Hayley Lugg and Isabel Kettle



Pictured is Andrew Ward

Federation University Australia

Diploma of Health (Higher Education)

Launch your career in health with a direct, supportive pathway into a Bachelor's degree.

The Diploma of Health is a flexible and practical program designed for students who need a pathway into university. Build foundational health knowledge, academic confidence and professional skills to prepare for further study in Nursing, Midwifery, Psychology, Allied Health or Exercise Science.



Study snapshot

Next intake
01 March 2027

Start dates
01 March 2027
26 July 2027

Duration
1 year full-time or part-time equivalent

Study mode
On campus

Location
Mt Helen (on campus)

Credit points
120

Direct application code
HH1

Course highlights

- Supportive pathway into higher education
- Foundational health and wellbeing knowledge
- Evidence-based practice, teamwork and communication skills
- Focus on person-centred care and cultural awareness
- Significant course credit towards your chosen Bachelor's degree at Federation University

Pathways to further study

- Nursing
- Midwifery
- Psychology
- Allied Health
- Exercise Science

Pathways and credit outcomes depend on your chosen degree and meeting entry requirements.

Career paths

- Allied health assistant
- Practice Support Officer
- Health administrator
- Patient Services Officer
- Health Promotion Assistant
- Community health officer
- Health promotion officer
- Receptionist

What you'll study

Develop essential knowledge and skills through core units such as:

- Academic Writing (FASTP1015)
- Introduction to Tertiary Studies (FASTP1011)
- Anatomy and Physiology for Nursing and Midwifery 1 (NURBN1111)
- Plus elective study options



Entry requirements summary

- ATAR is considered as part of selection.
- Year 12 applicants: study score of at least 20 in any English.
- Non-Year 12 applicants: relevant higher education or VET study may be considered.
- Work/life experience: applicants should have completed secondary school; relevant work experience may be considered.
- English language requirement: Academic IELTS overall 6.5, with no band less than 6.0, or equivalent.

See the course webpage for full entry requirements.

Apply or learn more

federation.edu.au/courses/dhh1-diploma-of-health-higher-education/
Domestic enquiries: 1800 333 864
CRICOS code: 121313K | Your future journey with Federation University.

Federation University
federation.edu.au
/feduniaustralia

WILLAURA HEALTH CARE OUTDOOR MARKET 21 FEBRUARY 2027

SAVE THE DATE!



East Grampians
Health Service

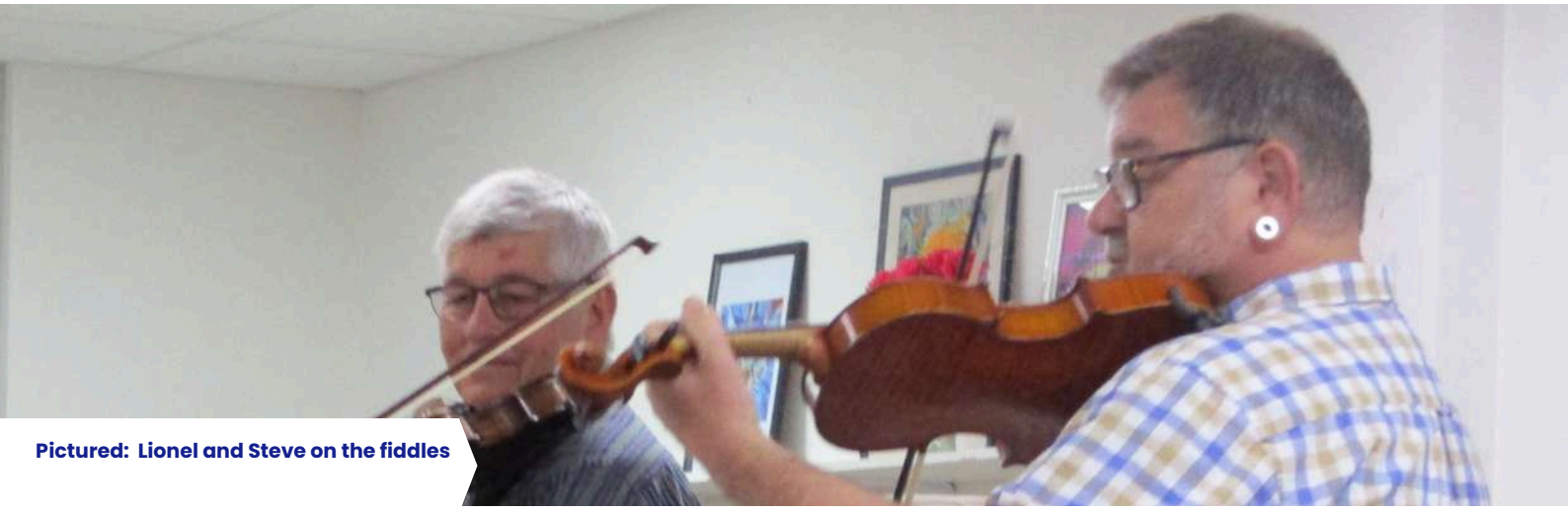
HINCHEY HIGHLIGHTS

NICOLE FRANC - LEISURE & LIFESTYLE ASSISTANT, PATRICIA HINCHEY CENTRE

October at the Patricia Hinchey Centre was MUSIC MONTH! Packed with the melodies that bring us together. Alongside regular favorites like bingo and bowls participants took part in a wide variety of singalongs, music therapy, rhythm sessions, and plenty of opportunities to enjoy familiar tunes.

Lionel and Steve were shown much appreciation for their rendition of classic fiddle and violin numbers. Participants also headed out on shopping trips, and a visit to Gorrin Village to see old friends.

Health and wellbeing remained a focus through Tai Chi, exercise programs, and gardening activities. Special events such including the Three Stooges Themed cruise afternoon kept every one happy and active. The Centre also proudly supported Wear Pink Week and raised $60 for the new Mammogram machine. Once again this October, PHC was the place to be.



Pictured: Lionel and Steve on the fiddles



Pictured: Celina saluting the passing tugboats



Pictured: Lauren and Rodney peeking through the window



Pictured: Dinner at the Captain's table



Pictured: Halloween Katie!



Pictured: Esther and Nicole at the porthole



Pictured: Sue performing her rendition of hot cross buns

















FAREWELL JACLYN BISHOP

NICOLE MURRAY - CLINICAL GOVERNANCE COORDINATOR

At the beginning of October, we farewelled Director Development and Improvement, Jaclyn Bishop, as she embarked on an exciting new professional opportunity. During her six years at East Grampians Health Service, Jaclyn made an outstanding contribution to the organisation, bringing passion, vision, and a steadfast commitment to quality improvement. A strong advocate for evidence-based practice, she championed research initiatives and worked tirelessly to strengthen the quality and safety of care and services provided across EGHS.

Throughout her tenure, Jaclyn played a pivotal role in driving innovation and continuous improvement, helping to shape programs, processes, and systems that have delivered lasting benefits to both consumers and staff. Her leadership extended beyond projects and outcomes; she was deeply committed to building capability within teams, generously sharing her knowledge, expertise, and encouragement with colleagues across the organisation.

Jaclyn's collaborative approach, positive outlook, and genuine investment in the growth and success of others helped foster a supportive and high-performing culture within the Development and Improvement department.

We wish Jaclyn every success in her future endeavours and thank her for the contribution she has made to our organisation and community.



Director of Community Services Sarah Woodburn presents a farewell gift to outgoing Director of Development and Improvement



Pictured at Jaclyn's farewell dinner, Maree Fraser, Jane Miller, Jaclyn Bishop, Hannah Jennings, Donna Halloran-Foster, Nicole Murray, Jazmin Sabo, Chris Le Gassick

ALLIED HEALTH PROFESSIONS DAY

EGHS celebrated Allied Health Professions Day on October 14

From supporting recovery to improving wellbeing, our allied health professionals make a difference in the lives of people across our communities every day.

This year's theme, Allied health: For everyone, everywhere, celebrates the diverse professions and services that help keep Australians healthy.



Pictured (Back row) Rebecca, Isaac, Jordyn; (Middle row) Zulfi, Joey, Ellena, Sally-Ann; (Front row) Kim, Ellen, Jonah

WELCOME NEW EGHS STAFF

ROS BLOOMFIELD, HUMAN RESOURCES MANAGER

TIFFANY GALLAGHER-JOHNSON
RECEPTIONIST - FRONT OFFICE

ALL ABOUT ME...

Favourite AFL Team **| Richmond**
Favourite Music **| Alex Warren**
Favourite Food **| Mango and fried rice**
Interests **| Watching my daughters dance and crafting**
One thing I'm good at **| Baking**
One thing I want to do in this lifetime **| Travel to Fiji or Bora Bora**



CLOE-LEE RICHARDS
WARD CLERK AT 70 LOWE STREET

ALL ABOUT ME...

Favourite AFL team **| I don't have one however I'm open to suggestions**
Favourite Food **| Anything pasta or potatoes (absolutely best foods invented)**
Favourite Music **| Wide range of music**
Interests **| Cooking, gardening, plants and painting, particularly canvases**
One thing I'm good at **| Controversial, but cooking and painting**
One thing I want to do in this lifetime **| Travel, enter an art exhibition and renovate at least one house**



WAYNE MOYSES
LEISURE & LIFESTYLE ASSISTANT

ALL ABOUT ME...

Favourite AFL Team **| North Melbourne**
Favourite Music **| Punk/Alt/Rock**
Favourite Food **| Pizza and honey chicken**
Interests **| Jigsaw puzzles**
One thing I'm good at **| Listening**
One thing I want to do in this lifetime **| Make a lot of people happy**



170TH ANNIVERSARY OF THE DEATH OF SERGEANT JOHN MCNALLY

JODIE HOLWELL - COMMUNITY LIAISON

Friday October 16 marked the 170th anniversary of the death of Sergeant John McNally, killed at Mount Ararat.

The first Victoria Police officer to be feloniously killed in the line of duty, John McNally's name is recognised at East Grampians Health Service, with the Emergency Department (now Urgent Care Centre), Emergency Helicopter Landing Pad and Medical Imaging Department named in his memory, through the Victoria Police Blue Ribbon Foundation Ararat Branch.

Sergeant John McNally was 29 when he joined the Victoria Police Force on June 18 1855.

Like many of his colleagues in the Force, he was an Irishman with previous service in the Royal Irish Constabulary. Within 12 months he had been promoted to Sergeant In Charge of the Mounted Police at Mount Ararat goldfields in the Wimmera District and Central Victoria.

John McNally did not have a registered number in Victoria Police Force; the current numbering system for members was introduced in late 1858, by which time McNally had been killed.

"Sergeant McNally's death occurred at the hands of two desperate men, William Twigham and William Turner," Victoria Police Blue Ribbon Foundation Ararat Branch president Dianne Radford said.

"Twigham was part of a bushranging gang and over a period of time amassed a large amount of money. Turner was a particularly slippery character who absconded from Hobart, Tasmania and was recaptured four years later in Carisbrook, Victoria and charged with robbery. Later, the pair teamed up as part of a notorious gang."

History recalls that at about 7pm on Thursday October 16, 1856, Sergeant McNally and Constable John Moore, having received information that a wanted man named William Turner (alias Gypsy Smith) was at a miner's tent about two miles away, rode in search of the suspect.

Turner was well known to the police and was suspected of committing armed robberies in the area. They subsequently located Turner at the tent, and he made a desperate struggle to escape. Just as they had subdued him he called on an associate named William Twigham (alias Cockney Bill) to come and help him.

Twigham came out of the tent carrying a double barrelled shot gun, and fired at the policeman, killing McNally and wounding Moore.

The two offenders then escaped, however they did not remain at liberty for long, and were arrested on October 23 1856 at the Adelaide lead diggings near Amherst.

Charged with the Sergeant's murder both men appeared before Castlemaine Circuit Court. Twigham was convicted and sentenced to death, and hanged at Melbourne on March 11, 1857. Turner escaped the death sentence and because of legal difficulties the charge of murder did not proceed against him. He pleaded guilty to the lesser charge of manslaughter and was sentenced to fifteen years hard labour.

Sergeant McNally was buried at the Cathcart Cemetery near Ararat and a plaque was erected there in 1974 by the Ararat and District Historical Society and Victoria Police Department.

The plaque was re-dedicated on the 150th anniversary of the death of Sergeant McNally in 2006, by the Victoria Police Blue Ribbon Foundation.

"The Victoria Police Blue Ribbon Foundation and the Ararat Branch, which was established in 2002, have contributed almost $1.5 million to East Grampians Health Service and are extremely proud of being associated with John McNally in this way and in being able to honour his memory and his service to the Victorian community," Mrs Radford said.

A short service was held at the Cathcart Cemetery to commemorate the anniversary of the death of Sergeant John McNally.



Painting of Sergeant John McNally by Ararat artist Geoff Todd



The gathering at Cathcart Cemetery to mark the 170th anniversary of his death



Plaque erected at the Cathcart Cemetery in memory of Sergeant John McNally

EGHS STAFF FITNESS

JONAH PIDGEON - EXERCISE PHYSIOLOGIST

Join us every Tuesday from 5:15–6:15 pm for Staff Fitness — a free, weekly session open to all fitness levels. Whether you're brand new to exercise or already active, this is a relaxed and supportive way to move your body and boost your wellbeing.

Each week offers something a little different, with sessions ranging from strength and conditioning to fun, modified sports. Activities run:

- Indoors at the Ararat Fitness Centre during the winter months
- Outdoors when the weather warms up

Why join?

Regular exercise helps strengthen muscles and bones, reduce the risk of chronic conditions, and improve mood, energy, and focus. Just as importantly, Staff Fitness is a chance to unwind, have a laugh, and connect with colleagues in a welcoming environment.

We aim to create a fun, inclusive space where everyone feels comfortable giving it a go - no pressure, just movement.

For weekly updates and last-minute changes, join the EGHS Staff Fitness Facebook group. Keep an eye on the EGHS home page for exercise timetables.

Locations:

- CHC Gym = Community Health Centre Gym
- Ararat Fitness Centre: 61–73 High Street, Ararat

Please click the link to join:
Ararat Fitness Centre : 61-73 High Street, Ararat

Please click the link to join:
https://www.facebook.com/groups/272393883425954





OH&S NEWS

CLAIRE BLAKE - ACCOUNTANT

We don't always think of office work as being particularly risky from an OHS point of view but one area that can have a substantial effect on employees' wellbeing is office ergonomics and workstation setup.

While single, significant accident and injury events are less likely for office workers, the repeated actions, postures and movements associated with desk-based work can cause musculoskeletal issues for many. To help reduce the likelihood of these it is important to have your office and workstation set up in a way that makes your work more comfortable. The Front Office and Finance team workgroup has achieved a number of improvements in this regard over the last few years. Some of these may seem small but have made big differences to staff comfort.

We had some physical locations, furniture and equipment that were not only quite old but also not well designed for prolonged use, and the concept of 'making do' with what was already available was quite evident. We also had several staff members located full time in offices with no windows or natural light at all.

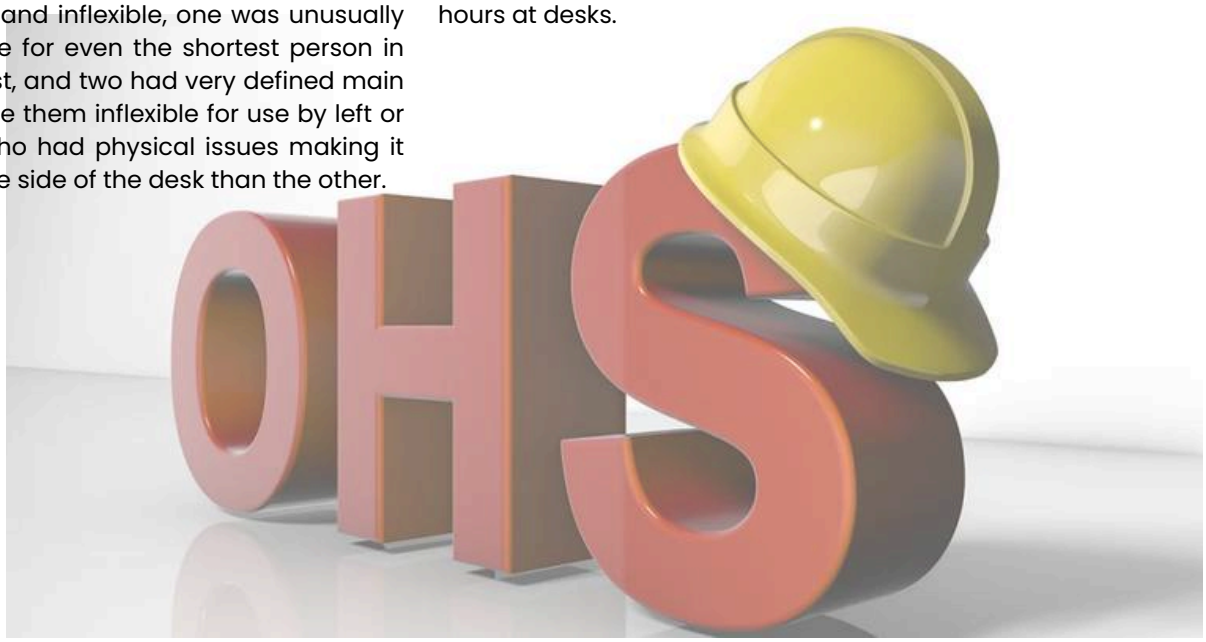
With the move of several finance staff out of the front reception area a few years ago we no longer have any staff located in offices with no natural light. We have had new desks installed in the new Finance Office, replacing three that had been rounded up for us when we moved into that building, all of which were not well designed. (It was always intended that they be an interim measure while more permanent arrangements regarding the location of the finance team be determined.)Two of the desks had fixed pedestal drawers attached to them which made the space under the desk quite small and inflexible, one was unusually low and very uncomfortable for even the shortest person in the team let alone the tallest, and two had very defined main desk/return areas that made them inflexible for use by left or right handers, or anyone who had physical issues making it more suitable to work on one side of the desk than the other.

We now have three large, matching, corner desks that are symmetrical so suitable for use on either side, with an excellent corner section giving the most comfortable posture for prolonged desk-based work. On the recommendation of a health professional, one desk is also electrically height adjustable to help with existing back issues. Staff located in the finance office have now negotiated with each other to have all desks positioned as desired for both physical and psychological comfort.

The accounts payable office was created from the sunroom on the north end of the second floor of the main hospital building, with new furniture installed and a heating/air conditioning unit that can be controlled by the occupants, in what would otherwise be an area of temperature extremes. This office is very light and both it and the finance office are more private, with less distractions, than the area behind front reception was.

Several staff in the team now have new office chairs more suitable for their particular needs than some of the older, smaller ones that were previously in place. Hard floor mats for under chairs have been obtained for those staff who wanted them to make moving around on carpet less taxing on the legs, adjustable monitor risers are now in place for most staff, replacing the old MIMS books and reams of A4 paper that had previously been seen under monitors. These also have small drawers in them for stationery etc. so that less clutter is now required on desks, and a new telephone headset has been obtained for main reception.

There are still some issues being ironed out regarding shared desk space and the positioning of computers and other equipment to better suit team members, lack of a telephone for one staff member who needs to use one on a different desk, and quite possibly others that I am currently unaware of, but I believe we are now in a better position to avoid physical problems arising with staff who spend long hours at desks.



HAPPY WORLD OCCUPATIONAL THERAPY DAY!

East Grampians Health Service celebrated World Occupational Therapy day on October 27. Our dedicated Occupational Therapists at EGHS help people build independence, participate in everyday activities and improve their quality of life.

Thank you to our OTs for the important work you do supporting our patients, residents and community!



Pictured are Amelia, Zulfi, and Chelsea

HAPPY PODIATRY WEEK!

Your feet do more than you think. So do podiatrists!

Podiatry Week was held in October, and EGHS celebrated the important role podiatrists play in keeping our community moving, comfortable and active. A big thank you to our Allied Health Assistant Helen Kimber and Podiatrists Steeve Kassai and Maeve McCallan for the care and support they provide to our community!



HAPPY AUSTRALASIAN SONOGRAPHERS DAY!

On October 27 EGHS recognised and celebrated sonographers for the important role they play in healthcare, using their skills and expertise to help diagnose and monitor a wide range of medical conditions.

Thank you to our sonographers at EGHS for the care, professionalism and support you provide to our patients and community!



Pictured are Jane Bourke and Amy Ferguson

THANKFUL THURSDAY

"I am thankful for all of the supportive staff who have welcomed me at EGHS. Starting as a grad nurse can be scary but the staff here have made me feel comfortable and supported. Staff have been extremely approachable and help me when i need it. Thank you"

HOLLY GRAVESON
REGISTERED NURSE GRADUATE

PARKLAND PURSUITS

MICHELLE MASLEN, PAMELA WHEELER, JOSIE HICKEY - LEISURE AND LIFESTYLE

We have had a very productive October. Residents have planted zucchinis, peas, beans, beetroot, radishes and tomatoes. They all peep out of the ground now. We are going to have the ground around the garden area resurfaced to make it safe for our residents.

We have had an outing to a farm to see the animals grazing; residents have visited the Dove Café in Willaura for morning tea and we have had the Willaura Kinder kids and the Willaura Primary kids visiting.

Residents are excited to be going to the Halls Gap Zoo and will have a picnic lunch there. They will have to watch out for the goats.

Also, residents are venturing to Ballarat Wildlife Park. We are hoping the weather will be fine on the day.

In November the residents celebrated Melbourne Cup Day and Oaks Day. There are quite a few outings to Lake Bolac for a picnic, Dunkeld for coffee, Penhurst to see Mt Rouse and Halls Gap for a drive and an ice cream.

In December we have a musical component. We have the Country singers from Hamilton, Sing Australia, and Jan Pope.

We will have combined Church services on the 9th , have Christmas Lunch for residents and family on the 11th, and a combined BBQ with Willaura Primary and Willaura Kinder with Santa. Its an exciting time.



Marj Brown and Barrie McDonald at the Glenthompson Lions Park



Derick Watson at the Dunkeld Museum



Peter Phillips with an old fox fur at Dunkeld Museum

VOLUNTEER NEEDED

Passionate about health research? We're looking for you!

East Grampians Health Service (EGHS) is seeking a local community member to join our Research Committee as a Community Representative.

This volunteer role is an opportunity to help ensure the voices of patients and our local community are considered in decisions about research conducted at EGHS.

What's involved?

- Attending a one-hour meeting every two months
- Some reading between meetings
- Sharing your community perspective to help guide research at EGHS

If you have an interest in health research and would like to learn more about this rewarding opportunity to contribute to your local health service, we'd love to hear from you!

Contact Priscilla, EGHS Research Lead, at priscilla.prestes@eghs.net.au for more information.



70 LOWE STREET NEWS

WENDY DUMESNY - RESDIENTIAL SUPPORT COORDINATOR, 70 LOWE STREET

Laughter and high spirits filled 70 Lowe Street as residents and staff turned a creative staff-led idea into a lively afternoon of interactive fun.

Dubbed 'Knock-a-Noggin', the human-sized twist on the classic arcade game had residents playfully 'bopping' brave staff members as they popped their heads through a custom-made board.

Staff playfully took turns popping up through the board while residents aimed with soft noodles or light hearted taps.

The activity brought plenty of smiles, cheers, and lighthearted banter to the entire room.

Hosted by the Lowe St team, the event highlighted creative, engaging activities designed to keep residents active, connected, and smiling.











RUSSELL SHAVES HIS HAIR FOR PINK DAY

East Grampians Health Service staff held a fundraiser to support staff member Russell Purdie who shaved his hair as part of the Ararat RSL Pink Day.

Pink Day this year will donate all funds raised to the Blue Ribbon Foundation Ararat Branch's Mammography Unit Project.

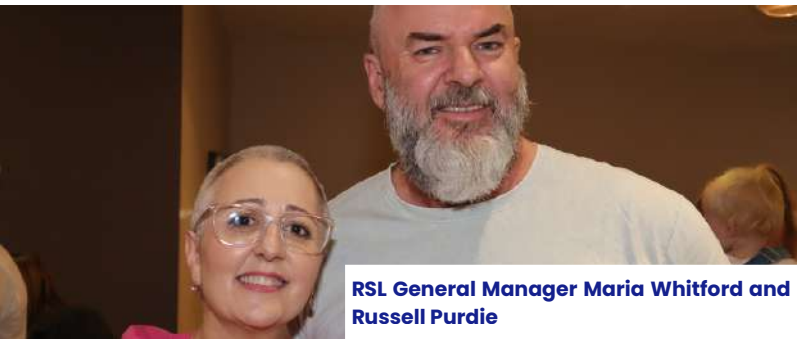
EGHS's catering staff provided 100 beautifully decorated cupcakes and all sold out quickly. Together with extra donations, a grand total of $636.35 was raised by the hospital.

Thanks also to the Ararat RSL Pink Day organisers who sold more than $300 of raffle tickets at the hospital yesterday.

And a special big shout out to Russell for being such a good sport, colouring and shaving his hair and raising funds for the Mammography Unit Project, and to his wife Olga, also a staff member, for relieving Russell of his hair at the big head shave today during Pink Day







RSL General Manager Maria Whitford and Russell Purdie









Olga Purdie and Russell Purdie after the headshave







SKIN CANCER AWARENESS WEEK 2026 — A REMINDER FOR OUR COMMUNITY

HANNAH JENNINGS - VOLUNTEER COORDINATOR

The East Grampians Health Service Community Consultative Committee is encouraging everyone to take a moment to think about their skin health during National Skin Cancer Action Week, held from Sunday 15 to Sunday 22 November 2026.

Skin cancer remains Australia's most common cancer, affecting thousands of people every year. The reality is that many of us in regional communities spend significant time outdoors, whether we're working, playing sport, gardening, enjoying community events or simply spending time with family and friends. While outdoor lifestyles are one of the great benefits of living in the country, they can also increase our exposure to harmful ultraviolet (UV) radiation.

The good news is that most skin cancers can be prevented.

Be SunSmart Every Day

Whenever the UV level reaches 3 or above, remember the five simple SunSmart steps:

- Slip on sun-protective clothing
- Slop on SPF50+ broad-spectrum sunscreen
- Slap on a broad-brimmed hat
- Seek shade wherever possible
- Slide on sunglasses

It's important to remember that UV radiation can be high even on cool, overcast or cloudy days, so don't rely on the weather to tell you when protection is needed.

Early Detection Saves Lives

Protecting your skin is only part of the story. Checking your skin regularly and recognising changes early can make a significant difference.

Take the time to become familiar with your skin and look out for any spots, moles or lesions that are:

- New
- Changing in size, shape or colour
- Bleeding
- Itchy
- Not healing

If something doesn't seem right, book an appointment with your doctor promptly rather than waiting for your next routine check-up.

Don't Wait Until Summer

Sun protection isn't just a summer issue. The habits you build now can help protect your health for years to come.

This National Skin Cancer Action Week, we encourage everyone in our community to:

- Book a professional skin check
- Check your skin regularly for changes
- Practice sun safety every day

Encourage family, friends and workmates to do the same

By taking simple preventative steps and acting early if you notice changes to your skin, we can all play a part in reducing the impact of skin cancer in our community.

Resources:

National Skin Cancer Action Week | Combatting Australia's 'national cancer' | Cancer Council Australia

Early detection and screening | Cancer Council Australia

Sun safety | Cancer Council Australia



SHELLEY AWARDED FOR 25 YEARS OF VOLUNTEER SERVICE

JODIE HOLWELL - COMMUNITY LIAISON

East Grampians Health Service has recognised the work and support of its 150 volunteers at the 21st Volunteer Service Recognition Awards, including an incredible 25 years of service by Shelley Green.

At the awards, nine volunteers were recognised for five, 10, 15, 20 and 25 years.

EGHS has 150 volunteers who work across a range of areas including 70 Lowe Street, Garden View Court, Meals on Wheels, Murray to Moyne Cycle Relay, Patricia Hinchey Centre, Red Cross, consumers on EGHS committees, and four auxiliaries, the Ark Toy and Activity Library, EGHS Auxiliary, Residents' Support Group and the Willaura Health Care Auxiliary.

Shelley Green has volunteered with the EGHS Auxiliary for 25 years and said being part of the Auxiliary had been a truly rewarding experience.

"What began as a commitment to supporting our local health service has grown into wonderful friendships, shared experiences and a strong sense of community," she said.

"From dinners and regional lunches to catering, film nights and many other activities, the EGHS Auxiliary has provided countless opportunities to come together, have fun and make a meaningful contribution.

"It has been wonderful to see the community continue to support our efforts and to raise funds that help make patients' time at the service a little more comfortable.

"I feel very fortunate to have been part of such a caring and dedicated group, and to have played a part in supporting such an important local service."

EGHS Board Director Megan Shea congratulated Shelley and all the volunteers for their long and dedicated service to the health service.

"Without your support, friendship, fundraising and care for our patients, residents and consumers, East Grampians Health Service wouldn't be the place it is today," she said.

"We are grateful for the time and dedication you give the many areas across the health service that you work in."

A twenty-year service award was presented to Alana Foster from the EGHS Auxiliary, 15 year service awards to Robyn Sleep and Robyn Clelland from the Ark Toy and Activity Library, a 10 year service award to Cathy McAdie from the Patricia Hinchey Centre, and five year service awards to Bob Sanders, Patricia Hinchey Centre and Meals on Wheels, Erin Thomas, Murray to Moyne Cycle Relay, and Heather Steedman and Meri White from the Residents' Support Group.

Guest speaker at the awards was Ararat Women's Shed founder Rowena Murray, who spoke about the formation of the Women's Shed, volunteering and how to attract and retain volunteers.

The event was emceed by Volunteer Coordinator Hannah Jennings and attended by EGHS Board, executive, staff and volunteers and hosted by EGHS Board Director Megan Shea, with awards presented by Board Director Martina Holland.

EGHS chief executive Nick Bush also paid tribute to the many volunteers who work across many different areas of the health service.

"Our extraordinary volunteers are an integral part of our EGHS community, and we are here to celebrate their outstanding efforts," Mr Bush said.

"They provide comfort and care to those in need, and this does not go unnoticed. They have become part of the fabric of East Grampians Health Service.

"Congratulations to all our long service award recipients."



Pictured are EGHS Board Directors Megan Shea (left) and Martina Holland (right) with volunteers awarded at the EGHS Volunteer Recognition Awards, L-R, Robyn Clelland, Robyn Sleep, Shelley Green, Cathy McAdie and Meri White



Shelley Green was awarded for her 25 years of volunteer service with the EGHS Auxiliary at the EGHS Volunteer Service Recognition Awards and is pictured with Board Director Martina Holland



Robyn Sleep and Martina Holland



Grace Rethus and Cathy McAdie



Meri White and Martina Holland



Cathy McAdie and Martina Holland



Rowena Murray and Hannah Jennings



Ruth Gellert and Larissa Metcalfe



Lyn and Geoff Faneco



Hannah Jennings, Nick Bush, Cam Evans



Robyn Clelland and Martina Holland



Judy Wohlers and Marilyn Fisher



Steve De Rosa and Wayne Hoare



Jane Pope and Donna Wood



Louise Anderson and Jan Laidlaw



Glenys Andrew and Mieke Hunt



Greta and Beth Pender, Catherine Howison and Bronson Potter

ACNP CONFERENCE

DEBORAH BENNETT - NURSE PRACTITIONER/EDUCATOR

In September 2026, I was fortunate enough to attend the Australian College of Nurse Practitioners (ACNP) which was held in Adelaide. The theme was Clinical Mastery: Better Health - which saw over 600 Nurse Practitioner's (NP) from around Australia and 80 NP students attend the 3-day Conference.

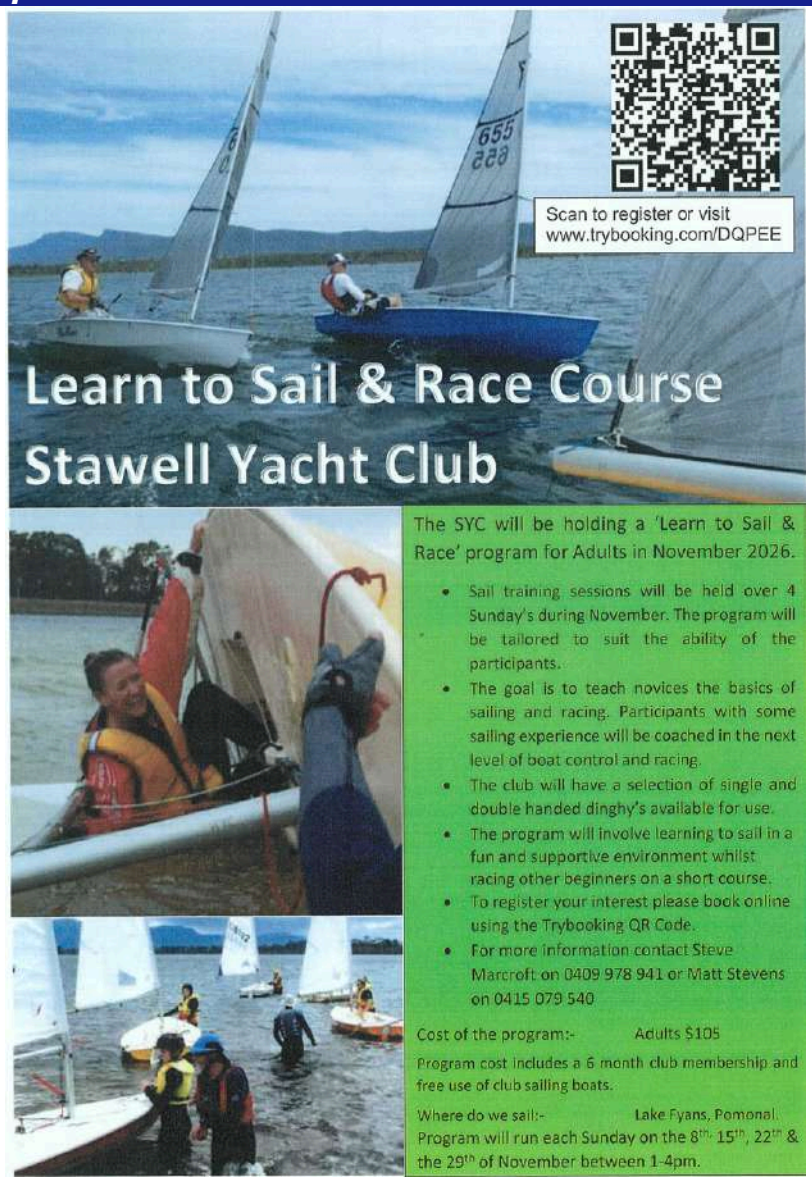
The conference provided opportunities for participants to attend workshops, seminars, and to speak with industry leaders such as the Chief Nursing and Midwifery Officer for Tasmania. I was also able to liaise with professional governing organisations such as APHRA.

Workshop topics were varied. From managing terminal agitation in the dying phase and applying holistic care frameworks in menopausal management, to learning more hands-on skills.

NP's are advanced practice nurses who have completed additional university study at Master's degree level and are one of the most senior and independent clinical nurses in our health care system. There are approximately 3200 nurses in Australia who hold this endorsement, out of over 500,000 nurses registered with APHRA.

The ACNP mission statement is Empowering Nurse Practitioners & Advanced Practice Nurses to provide expert care to everyone, everywhere. Which I believe fits well with East Grampians Health Service who strive to be leaders in Rural Healthcare.

If anyone wishes to know more about the nurse practitioner's role, I am happy to be contacted.



THANKFUL THURSDAY

"I am thankful for those who work in our aged care departments.

They have a very special role in supporting residents who have worked tirelessly throughout their lives, caring for others, and now deserve the same compassion, respect, and support in return."

ELLA RUDOLPH
OFFICE COORDINATOR
70 LOWE STREET

WOMEN'S HEALTH CLINIC ARARAT

TRACEY WALTERS - MANAGER WOMEN'S HEALTH

Menopause is a natural stage of ageing that marks the end of a woman's menstrual periods and reproductive years, usually occurring between the ages of 45 and 55, with the average around 51 years.

The transition to menopause, known as perimenopause, can last several years. During this time, fluctuating oestrogen and progesterone levels may cause symptoms such as hot flushes, night sweats, sleep disturbance, mood changes, anxiety, brain fog, fatigue, headaches, joint pain, itchy skin and irregular periods. These symptoms can take a toll on women who are often also balancing work, teenage children and caring for elderly parents.

Menopause affects more than reproductive health. The decline in oestrogen can contribute to bone loss (10% loss in the first 5 years) and osteoporosis, changes in cholesterol and body composition, and an increased long-term risk of cardiovascular disease. Maintaining regular physical activity, adequate calcium and vitamin D, a balanced diet, healthy weight, good sleep and avoiding smoking are important for long-term health.

For women experiencing troublesome symptoms, treatments including menopausal hormone therapy (MHT) and non-hormonal options can be considered. Management should be individualised according to symptoms, medical history and personal preferences. If you are experiencing symptoms or wondering if you are in this phase of life and would like some advice make an appointment at the Women's Health Centre and we will assist you to navigate this tricky time of life.

WORLD STROKE DAY 2026

Grampians Health Library acknowledges Stroke Coordination, Pharmacy, Acute and Rehab teams on World Stroke Day, 29th October 2026. The Be #GreaterThanStroke theme focuses on stroke prevention.

1 in 4 of us will experience a stroke in our lifetime. Knowing the symptoms and acting fast can save lives.

Ask us for the latest best evidence resources about stroke detection, management and rehabilitation. Email library@gh.org.au or complete our Request a Literature Search form

Recent evidence:

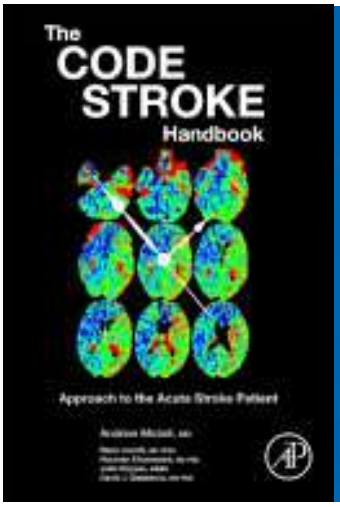
Body weight in relation to the effectiveness of intravenous alteplase in acute ischemic stroke: The ENCHANTED trial. Yilun Ge., et al. (2026). Stroke, 57: 2991-2999

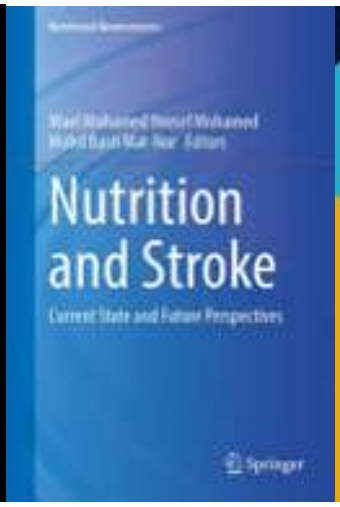
Eligibility for thrombolysis for pediatric acute ischemic stroke. Briest, R.C., et al. (2026). Stroke, 57: 3000-3009

Ending the single versus multi-bedroom debate: Hybrid rooms meet stroke rehabilitation needs. White, M., et al. (2026). PLOS One, 21(9): e0356623

Addressing sex and gender differences in stroke risk and management: A scientific statement from the World Stroke Organization. Carcel, C., et al. (2026). International Journal of Stroke, 21(3)

EBooks are available direct to your screen. Click on the cover to go to the book in the library.









OUR COMMUNITY RESOURCE HUB IS NOW LIVE!

HANNAH JENNINGS - EXECUTIVE ASSISTANT DEVELOPMENT & IMPROVEMENT

We are excited to launch the new Community Resource Hub, developed in consultation with consumers to make it easier for our community to find the information and resources they need.

The new Hub has been designed to be simple, user-friendly and easy to navigate, bringing together key information in one convenient location. There are nine easy-to-use tiles, helping visitors find the information they need:

- Getting Here
- Healthcare Rights
- Preparing for an Appointment
- Providing Feedback
- Service Information Materials
- Children and Youth
- First Nations
- Speak to Us in Your Own Language
- Website and Online Resources

Whether you're visiting one of our services for the first time, looking for information about your healthcare rights, seeking resources for children and young people, or wanting to provide feedback, the Community Resource Hub is designed to help you find the right information quickly and easily.

This initiative reflects our commitment to partnering with consumers and improving access to information for our community. We thank everyone who contributed feedback during the development of the Hub and helped shape this valuable resource.
Explore the Community Resource Hub today:

Explore the Community Resource Hub today:
https://eghs.net.au/about/your-resource-hub

We encourage everyone to take a look, explore the nine tiles, and let us know how we can continue to make the Hub even more useful for our community.





THANKS FOR ALL YOU DO SUPPORT SERVICES' TEAM!

On October 29 we recognised and thanked our dedicated Support Services' team at East Grampians Health Service.

From keeping our facilities clean and safe to providing essential behind-the-scenes support, their work helps ensure our patients, residents, staff and visitors are cared for every day.

Happy Support Services' Recognition Day to our Maintenance/Gardeners/Carpenters, Catering/Kitchen/Cafe Pyrenees, Cleaning/Porters, Support Services' Admin, and Supply Department, and thank you for all that you do!



Riza, Jen and Scott



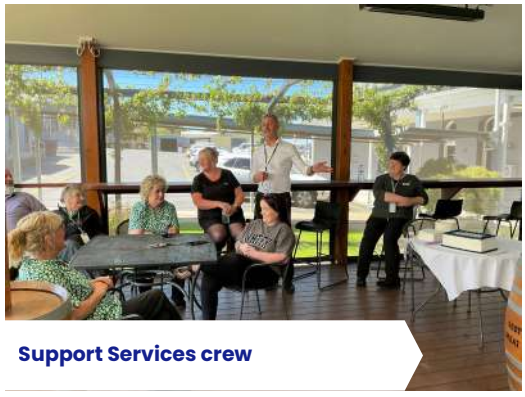
Celebration cake



Lachy and Russ



Pictured is Andy



Support Services crew



Support Services crew



Willaura afternoon tea



Willaura crew



Liam, Dale and Clare



Support Services crew



Louise Anderson and Jan Laidlaw

Zoe, Roxane and Inika



Tacey, Clare and Scott

KNOW YOUR RIGHTS:

WHISTLEBLOWER ACT & COMPLAINT PROCESS



Protecting your voice. Protecting our community.

The new Aged Care Act starts on 1 November 2025. One important change is better protection for whistleblowers - people who speak up or report problems. This means older people, their families, carers, and aged care workers can make a complaint or share concerns without worrying about being punished or treated unfairly.

You can make a complaint at East Grampians Health Service by:

- Talking to a staff member.
- Filling out a feedback form.
- Emailing info@eghs.net.au
- Via our website at www.eghs.net.au/contact/your-feedback

You can make a report to:

- Us, as a registered aged care provider.
  Ask to speak with:
  - Someone in charge.
  - Facility manager.
  - Clinical care manager.
- Any aged care worker.
- An independent aged care advocate:
  - Older Persons Advocacy Network (OPAN): 1800 700 600.
- The Aged Care Quality & Safety Commission: 1800 951 822.
- The Department of Health, Disability and Ageing: 1800 020 103.
- A police officer.

You can make the report in person, over the phone or in writing.
A report can be made without giving your name.

East Grampians Health Service

16.01.40 - V1.0 - Oct 25

For further information follow the link or scan the QR code:
www.eghs.net.au/contact/your-feedback

SCAN ME

East Grampians Health Service

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