

KOOWEE CONNECT Newsletter

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March/ April 2025



Kooweerup
REGIONAL HEALTH SERVICE



A Dream, a Dive, a Day to Remember

After years of advocacy and patience, long-time resident Michael Ventura finally enjoyed a long-awaited swim at the Koo Wee Rup pool—thanks to newly installed accessibility features and a determined team effort. Michael's joy was infectious as he took to the pool with his brother Vince by his side.

A heartfelt thank you goes to Aligned Leisure and the KRHS care team for making this moment possible. Please see page 20 for the full story.

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Messages from Management



Aileen Thoms

Interim Chief Executive Officer

Director Primary Health and Innovation

As we celebrate this special time of year I want to extend a big thank you to our wonderful staff, valued patients, residents, families, and supportive community for being part of our health service journey.

Easter is a time of renewal, and we hope it brought you peace, health, and a little chocolate too! The glorious Autumn weather is also helping to keep the spirits bright as we can get out to enjoy the sunshine and beautiful changing colours.

I am enjoying watching the walking group from Westernport get out and about. It's wonderful to see the group thriving, making friends, and being active. You will see lots of tips in this edition of the newsletter as we embrace Active April and I hope you have been able to put your moves out there!

We're excited to continue to work alongside our new partners in our local area health service network "Bayside Health" (working title) which will bring a fresh chapter to our health service. The working groups are well into the swing and the groups are doing the vital mapping work to ensure a clear understanding of each of our services, our reps are sharing their knowledge and bringing their expertise about KRHS to the table.

One of the key goals of the merger will be to provide better access to care close to home and to establish more integrated and connected services that will improve the health outcome of our shared population. We will continue to build on the excellent care we provide and keep the local connections strong.

Alongside this work, we are exploring how we can prepare well for the Aged care reform and ensure we have a good overview of the new aged care standards and policy changes in this space. We regularly meet to keep well informed and plan to ensure our home care programs and residential aged care can deliver to improve our seniors' well-being.

I hope you are enjoying the Digital notice boards and they bring regular updates and information to you in a catchy bright manner.

I had the honour of attending the new Bowls Club opening event in March and I am sure this will be a venue that we will be able to connect with both for activities and social times. You will see some of the photos from the event in this newsletter.

Look out for our feature on the Harewood House Heritage Day fundraiser in this edition, it was a fun day out for many families. This is a great way to help us provide for the small things that make a bit difference.

In signing off, a big heartfelt thank you to all the staff who worked over the holidays, I hope you had a very Happy Easter! that your basket was full of love and laughter and your day full of sunshine.



Welcome Onboard! – Meet Our New Staff



Jane Genoni (Occupational Therapist)

After spending a few years on maternity leave, I've returned to work and joined KRHS — my first OT role outside the NDIS space.

Previously, I worked with clients in the disability sector, focusing on assistive technology, home modifications, and functional assessments. Outside of work, I love spending time with my young family and enjoy baking.

One simple but meaningful principle I try to live by is choosing to be kind.

Chloe Snooks (Allied Health Assistant)



My background in Biomedical Science and a Certificate IV in Allied Health Assistance, both completed in 2024. I come from the Covid generation, having completed my VCE during lockdowns, shaping my resilience and passion for healthcare. I'm enjoying my current role, and my dream is to one day become a Paediatric Surgeon, with physiotherapy or midwifery as meaningful alternatives.

Outside of work, I'm a dedicated gymnastics coach and lifelong dancer with a strong background in cheerleading and competitive dance. Performing on stage is my happy place, and I love the energy and confidence it brings. One piece of advice that's stuck with me is, "It doesn't hurt, it's just uncomfortable," a mindset that helps me push through challenges every day.

Anthony Nowell (Accredited Practising Dietitian)



I'm originally from Blackpool in the UK. I moved to Australia in 2008 to ride bulls and work on cattle stations, and I've continued my passion for horseracing ever since — even riding a horse that competed in last year's Melbourne Cup.

Outside of work, I ride trackwork six mornings a week, play field hockey for Frankston, and stay busy with my one-year-old daughter and our foster Beagle, Choc.

The best advice I've ever received is to never forget that you ultimately work for yourself — and to always choose discomfort over resentment.



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03/24

Welcome Onboard! – Meet Our New Staff



Lorraine Lee-Brown (Home Care Advisor)

I began my nursing career in 2003 and joined KRHS in 2005 as a Division 2 Nurse. After gaining experience across various roles, including managing home care programs and helping open a large aged care facility, I'm thrilled to be back at KRHS and contributing to this wonderful community once again.

I live in Cockatoo, where I love being surrounded by nature – some of my favourite moments are spent on the balcony watching the birds or walking our two huskies through the local trails. I'm a bit of a homebody who enjoys gardening, reading, and spending time with family and friends.

The best advice I've been given is to always strive to be my best, be kind, and focus on the positives in every situation.

Claire Ginger (Health Care Worker)



I'm from a background in disability and aged support, which I've been involved in for the past four years. Before that, I worked as an operations manager for a charter bus company. Outside of work, I love spending time with my family, especially my kids and grandkids, and enjoy relaxing at home, going to markets, reading, and socialising. I've recently caught the travel bug – after a trip to the UK last year, I'm now saving for a European adventure next year. One piece of advice that's always stuck with me came from my 5-year-old daughter during a stressful time: "Don't let them get to you."

Beena George (Diabetes Nurse Educator)



I'm a Nurse by profession with most of my experience in the Intensive Care Unit, where I still work part-time at Frankston ICU. I'm also a Credentialed Diabetes Educator, currently working with Latrobe Regional Services and recently joined Kooweerup Regional Services in March to cover for Karen Herbert while she focuses on aged care. Community work is a new and exciting chapter in my nursing journey, and I feel incredibly lucky to be supported by such wonderful colleagues – especially Karen.

Outside of work, I cherish time with my husband, son, and daughter. We're active in our church and love cooking and sharing meals together. One piece of advice that's stuck with me is to take it slow—"slow and steady wins the race"... though sometimes I wonder if I'm taking it a bit too slow!



Staff Updates

KRHS Leadership Tours the New Frankston Hospital

KRHS Board chair Kushal Shah, Deputy Board Chair Rachael McGrath and Interim CEO Aileen Thoms visited the new Frankston Hospital with the Bayside Health Steering Committee.



The new Frankston hospital is on track to be completed this year.

It is going to be an amazing new health facility for the region.

Graduate Nurses Sharpen Their Skills

On 15 April 2025, a valuable professional development opportunity was held in Leongatha – the "Recognising and Responding to Clinical Deterioration" workshop. This workshop is specifically designed to support nurses working in acute clinical settings, equipping them with the skills and confidence to identify and respond effectively to patients showing early signs of deterioration.

We're proud to share that several of our dedicated Graduate Nurses took part in this important training, including Joanne Cain, Carolyn Evans, Hetal Desai, Krystle Segwaben, Harmanpreet Kaur, and Puja Gautam.

The day provided both practical knowledge and a chance to connect with peers in a supportive learning environment.

The photo captures a light moment as our nurses enjoy a well-earned break during the session – a great reminder that learning and teamwork go hand in hand.



Health Service Updates

Serving Up Comfort:

Exciting Changes in Patient Services at KRHS

At KRHS, we're always looking for ways to enhance the comfort, wellbeing, and enjoyment of our residents. Behind the scenes, we've been working on several positive changes that we're thrilled to share with you!

Improved Laundry Services

We've recently invested in two new laundry machines to improve efficiency and turnaround times.

This upgrade means that residents can expect faster, more reliable laundry services, helping them feel more comfortable and at home every day.



Laundry Attendant, Vicki with new machines.

Upgraded Kitchen Equipment

Our kitchen is getting a makeover! A brand-new combi oven and chill blaster have been installed, with more upgrades on the way.

These additions will allow our team to prepare meals more consistently, safely, and efficiently – preserving both the flavour and nutritional value of every dish.



Cook, Lyndsay Sharp with brand-new combi oven

New Resident-Centred Menu

We're excited to introduce a new, resident-centred menu that has been developed with guidance from our Dietitian, Anthony. This has been designed to meet the unique nutritional needs and preferences of our residents, in line with the Aged Care Quality Standards, offering more variety, seasonal favourites, and culturally appropriate options.

Staff Training and Development

We're also investing in our team! We are providing our staff with opportunities to pursue further education and training, including qualification as cooks. This investment ensures that we continue to deliver high-quality, consistent meal services that enrich the dining experience for everyone.

These changes are just a few examples of our ongoing commitment to improving the lives of our residents. We're excited to continue making strides in providing the highest level of care and comfort.

Health Service Updates

Breaking Barriers:

Free Period Products Now Available at KRHS

Kooweerup Regional Health Service (KRHS) is proud to support a powerful step toward health equity, with the installation of two free pads and tampons vending machines in our main building's public bathrooms.

These machines are part of a statewide initiative by the Victorian Government to ensure all Victorians can access essential period products when and where they need them. With over 20,000 products already dispensed across Victoria, this program is helping reduce stigma and improve wellbeing.



At KRHS, these machines are available to everyone—community members and staff alike—free of charge.

It's a small but meaningful change making a big impact.

Easter Bunny Brings Sweet Smiles to Our Health Service!

The Easter Bunny hopped by our health service with a basket full of Easter cheer and chocolate eggs. It was a joyful surprise that brought lots of smiles and sweet moments to our day. We're excited to share some snapshots from this festive visit—swipe through and enjoy the Easter magic with us!



Health Service Updates

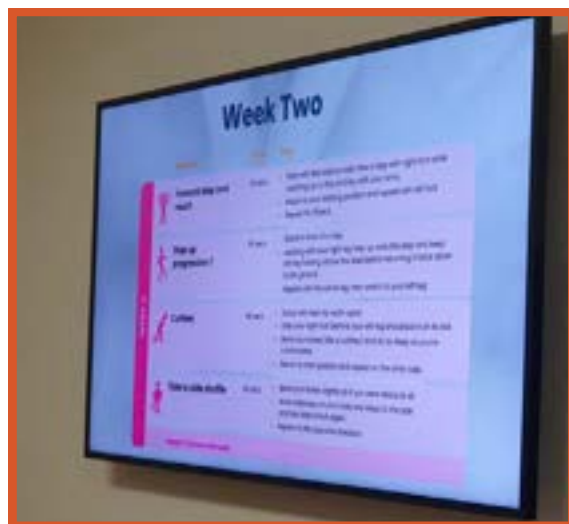
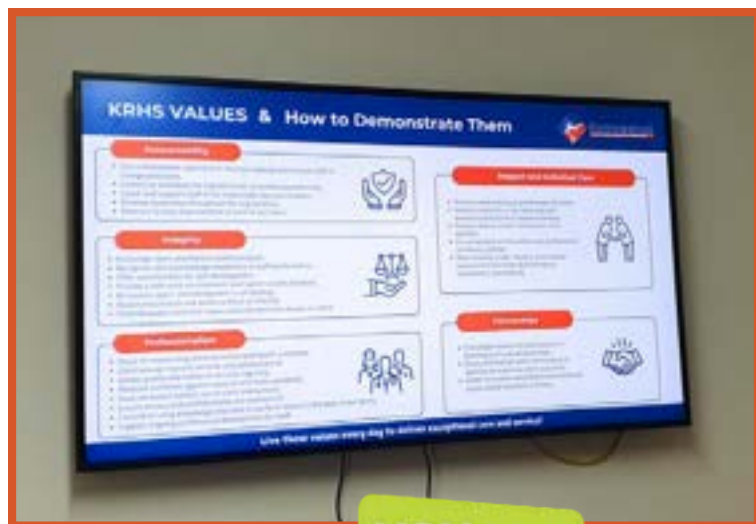
Staying Connected:

Digital Noticeboards Transform Staff Communication

In response to valuable feedback from the 2023 People Matter Survey, the KRHS Health and Wellbeing Committee identified internal communication as a key area for improvement. Recognising the importance of keeping all staff informed and engaged—whether on the frontline, behind a desk, or out in the community—KRHS has launched a practical and inclusive solution: Digital Noticeboards in every staff room.

This exciting initiative aims to strengthen communication across all levels of the organisation by delivering timely, relevant, and culturally appropriate information in a clear and accessible way.

The noticeboards also support our goal of fostering a shared sense of identity and pride, helping staff champion the KRHS brand from within.



These noticeboards aren't just for announcements—they're for you. Staff are encouraged to share news, achievements, training opportunities, celebrations, and anything work-related that might interest or inspire colleagues across departments.



To share your story or contribute content, speak to your Manager or Department Head today. They can help you to highlight “what’s working well”.

Together, let's keep KRHS connected, informed, and engaged!

Major Update

Caring Together for a Healthier Future

Kooweerup Regional Health Service, Peninsula Health, Alfred Health, Bass Coast Health, and Gippsland Southern Health Service joined Bayside Health Network (working title) – the new merged health service.

Together, the five health services will care for more than 1.2 million people living in Victoria's south-east, and deliver even better and more connected care in the community for the newly expanded south-east region.

This voluntary merger will build on strong clinical partnerships that already exist between the different health services and provide new opportunities for research as well as staff development.

The five health services will initially come together as the Bayside Health Network from 1 July 2025, before the voluntary merger takes effect on 1 January 2026. Calvary Health Care Bethlehem will be a partner in the network from July 2025 and then continue to work alongside the new merged entity when it takes effect six months later.

The Legal, Finance, Digital, Workforce, Clinical Governance, Clinical Pathways and Communications & Engagement Working Groups are currently playing a major role behind the scenes to make this project a success.

The Transition Project Team, assigned by the Department of Health, is providing great support by providing information and leading these Working Groups.



The picture was taken during the visit of Ryan Heath, Executive Director of Bayside Health Transition, to our Health Service, where he met with our Board of Directors and Executive Team to discuss the next steps in the merger process.

Kushal Shah (Board Chair), Rachael McGann (Deputy Board Chair), Aileen Thoms (Interim Chief Executive Officer) and Brenda Birch (Director of Nursing) also in the picture with Ryan.

What does this mean for our community?

- Better access to care, closer to home.
- Stronger collaboration between hospitals
- More specialist services and expertise
- Better outcomes for patients and families.

For more information, please follow our Facebook Page or contact 03 5997 9679.



03 5997 9679



info@krhs.net.au

09/24

Heartfelt Thanks!

Thank you for a wonderful Harewood House Heritage Day!

Harewood Heritage Day was held on 6 April 2025, with proceeds going to the Kooweerup Regional Health Service (KRHS).

KRHS would like to extend a heartfelt thank you to Dr. Pat Macwhirter and the Harewood Heritage Day committee for putting together such a fantastic event.



How wonderful to see people in period costumes, the traditional crafts, and the reflection of the heritage of the Scots on the swamp in the colour of the kilts and tartans, the skirl of the pipes and the beat of the drums.



It was terrific seeing the wee Shetland ponies and Highland cattle.

Our stall had the hospital history displayed and our Nurse Leanne portraying "Nurse Walsh, the first Bush Nurse of the swamp".

It was a great day out, so thank you for the ongoing support of Kooweerup Regional Health Service. It's because of people getting involved that we can keep making a difference, day in and day out, for so many people in our community.



Health Promotion

Breathe in the Autumn Air!

KRHS Health Promotion team encourages You to Get Moving!

As the weather cools and the leaves start to change their colours, Autumn is the perfect time to get active and enjoy the beauty of the environment. At KRHS, we're excited to support "Active April" Program and share how much regular movement can boost your health and happiness.

Why Moving Matters:

Exercise isn't just about weight—it's about feeling your best inside and out!

Staying active can:

- **Strengthen Your Heart:** Regular movement lowers blood pressure, boosts circulation, and keeps your heart healthy.
- **Build Strong Bones and Muscles:** Activities like walking, gardening, and hiking help keep your body strong and balanced, reducing the risk of falls and injuries.
- **Prevent Chronic Diseases:** Exercise lowers your risk of type 2 diabetes and some cancers and strengthens your immune system, important as the weather gets cooler.
- **Improve Sleep:** Moving during the day can help you sleep better at night (just avoid intense workouts right before bed!).
- **Boost Your Energy:** Exercise helps you feel more energetic, not less!

Feel Good Inside and Out:

Physical activity is good for your body and mind.

- **Reduce Stress:** Movement releases "feel-good" chemicals that can lift your mood and lower anxiety.
- **Lift Your Mood:** A brisk walk through colourful leaves or some gentle stretching can help fight the autumn blues.
- **Sharpen Your Mind:** Staying active supports memory, focus, and overall brain health.
- **Build Confidence:** Hitting fitness goals—big or small—boosts your self-esteem.
- **Connect with Others:** Exercising with a friend or group can build friendships and a sense of community.

Easy Ways to Stay Active This Autumn (and Beyond!):

- Squeeze in a quick 10-minute walk during your lunch break.
- Try a new indoor hobby like dancing, yoga, or swimming.

Remember:

Any movement is better than none. Start small, have fun, and build up at your own pace. This Active April, let's embrace the crisp air, celebrate our health, and enjoy all the amazing benefits of staying active!

Do you have questions or need more tips? Contact KRHS—Health Promotion Practitioner or visit www.getactive.vic.gov.au

Let's get moving, Koo Wee Rup!

Dr. Osman Ali (Health Promotion Practitioner)



Health Promotion



On 25 March, we held our second "Forget Me Not Café" of the year!

It was great to meet new faces and catch up with familiar ones.

A special thank you to Fem Swanton from the Myli - My Community Library for joining us as well!

If you or someone you know is interested in learning more about these sessions, reach out to Joanne Cain at **03 5997 9655** or joanne.cain@krhs.net.au.

The Forget Me Not Café is a welcoming space for people living with dementia and their loved ones in Koo Wee Rup and surrounding areas.



**Forget Me
Not Café**



The Heart of the Kooweerup Community Garden: Igloo Rebuilt, Reignited, and Rooted in Community Spirit

The Kooweerup Community Garden igloo, stands as a remarkable testament to sustainability, grassroots efforts, and community spirit. First constructed in November 2008 through a collaborative environmental initiative between KRHS and Green Corps, its creation marked an important milestone for the Koo Wee Rup Community Garden.

Over the years, the igloo has become a cherished resource for locals, offering a space for nurturing seedlings, growing seasonal vegetables, and fostering connections among community members.

Weathering all conditions—from scorching Australian summers to the intense storms of late 2024—the igloo's 16 years of endurance mirrors the dedication of the people it serves.



Original construction in 2008 & Green Corps team

Though the storm damage left it in dire need of repair, the community rallied together once again. Thanks to the generosity and hard work of the Kooweerup Men's Shed, the igloo has been restored to its original glory, ready to continue its mission of supporting local growing efforts.

Its legacy is multifaceted—it's not just a practical structure but a symbol of what can be achieved when people work together toward a common goal. Beyond its function as a greenhouse, it stands as a beacon of teamwork, environmental stewardship, and the enduring bonds within the community.



Refurbished in 2025

- Brian Harlow (Youth & Community Development Officer)



From Coop to Classroom: A Hands-On Lesson in Teamwork and Sustainability

In 2017, students from Kooweerup Secondary College, supported by Youth Workers from KRHS, collaborated with Bayles Regional Primary School to construct a chicken pen. The main structure was pre-fabricated at KRHS and later assembled onsite, with assistance from the Year 6 students.

Fast forward eight years, and while the chook pen had served the school admirably, it needed some maintenance. Once again, the KRHS youth team organised Kooweerup Secondary students to work alongside Bayles' Grade 6 students to revitalise the pen.



Original Chook Shak on completion 2017

The project fostered great interaction among the students, with lively conversations throughout. The Grade 6 students particularly enjoyed working with power tools, while the secondary students appreciated the expansive playground.

Now, the Chook Shak has been restored to pristine condition, ready to continue its role in providing hands-on education about sustainability, environmental care, and animal welfare.



Refurbished Chook Shak in 2025

- Brian Harlow (Youth & Community Development Officer)

Honouring Our Heroes: ANZAC Day Reflections

Residents from the Killara and Westernport Units came together with our dedicated staff to commemorate ANZAC Day in a heartfelt gathering.

The event provided a meaningful moment to reflect on the courage and sacrifice of those who have served—and continue to serve—our country. It was also a time to honour the strength and resilience of the families who support them.

The atmosphere was one of unity, gratitude, and remembrance, as stories were shared and tributes paid. Thank you to everyone who helped make the day special for our residents.



Volunteer Jane delighted everyone with beautiful piano music, adding a warm atmosphere to the event



Leisure and Lifestyle

ANZAC Day Reflections



Aileen Thoms (Interim CEO of KRHS), Audrey Mills (Resident), John Camilleri (Vice President of Koo Wee Rup RSL) and Janet Chandler (Team member, Leisure and Lifestyle)



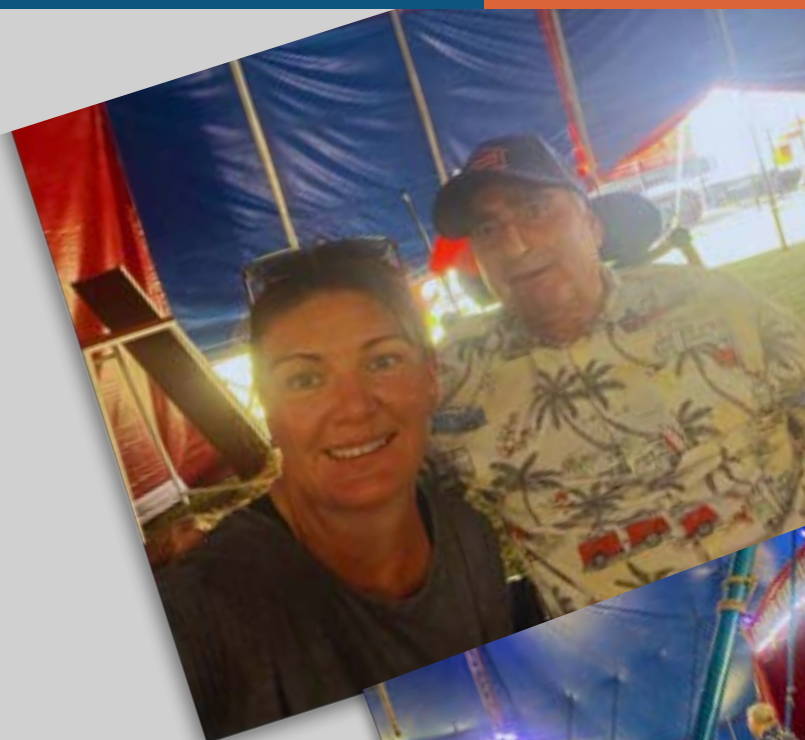
Leisure and Lifestyle

Big Smiles Under the Big Top: Residents Enjoy a Day at the Circus

Our residents were treated to a day at the circus when our Killara NUM Bianca saw the posters and was keen to take them along for a too good to miss opportunity!

Supported by a couple of our Leisure and Lifestyle staff, family members and some other staff who attended on the day it was such a fun day and despite the hot temperatures both inside and outside the tent everyone enjoyed the show!

Thanks Bianca for your kindness in making this happen and to everyone else who combined to make sure as always our residents had a special day out



Leisure and Lifestyle

A Moment of Reflection: Residents Attend Church Service at Killara

Residents at Killara Hostel recently came together for a peaceful and uplifting Church service, thoughtfully organised by our Leisure and Lifestyle staff.

It was a meaningful time of reflection, connection, and community. Events like these offer comfort and spiritual enrichment, and we thank our team for making this special gathering possible.



Leisure and Lifestyle

Easter Joy in Full Bloom: Residents Shine in Festive Parade

Our residents embraced the spirit of the season with a joyful Easter parade, beautifully organised by our dedicated Leisure and Lifestyle staff. The event was filled with warmth, laughter, and love, as residents celebrated with smiles and seasonal flair.

It was a heartwarming day that brought everyone together, highlighting the joy that simple celebrations can bring. A big thank you to the team for making Easter so special!



Leisure and Lifestyle

Turning Dreams into Reality!

Our long-term resident, Michael Ventura, has for many years been a strong advocate for disability access and a bathroom to be installed at our local swimming pool in Koo Wee Rup.

He has been requesting to go swimming, but unfortunately, for a few reasons, including but not limited to pool access and availability, this has not been an easily achieved outcome.

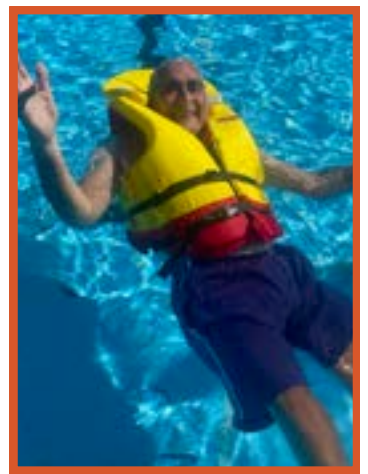
When staff at Kooweerup Regional Health Service found out that a pool pod and aquatic wheelchairs had been installed at Koo Wee Rup pool, a couple of the team went down and checked it out.

The staff were extremely helpful and knowledgeable, answering all our questions and providing a demonstration of how the pod and chairs worked.



After the care team got together to ensure any concerns were addressed, we were finally able to take Michael, along with his brother Vince, to the pool for a long-awaited swim!

The weather was a perfect 34 degrees. The beaming smile on Michael's face was worth all the waiting and coordination it took to make his dream a reality...it was difficult to get him to leave!



Thank you to all the staff at Aligned Leisure for their support, as well as the team at Kooweerup Regional Health for their care and determination to enable Michael to enjoy something that most people take for granted.

More Than Helping Hands: Honouring Our Volunteer Ninjas

I'm back in the office after a lovely holiday with a mix of a relaxing time away in Port Douglas and beautiful weather (31 degrees daily) to be welcomed back to a very chilly Melbourne where it was pouring and 12 degrees!

I can't complain though I got to do everything I wanted and more...I swam with turtles, lazed by the pool, walked through rainforests, and dined out on delicious seafood just to name a few things.

Then when I returned, I ticked off a couple of those jobs on the to-do list and enjoyed lots of family time which is always nice. And let's be honest Autumn in Melbourne is a beautiful time of year

I hope everyone had an enjoyable Easter break and got to do some special things as well. Now back to 'business'!

I had a conversation with the lovely Carmen (District Nurse) this morning where she was singing the praises of the volunteers who had supported her during her time filling in, (during Jo Cain's well-deserved break), at the Forget Me Not Café.

She spoke so highly of them and how they simply just got in and did everything without being asked and with no fuss or expectation of reward. In Carmen's words, they were like Ninjas!! Just knowing what to do and when to do it and always with a smile on their face. From sitting with community members and chatting, to setting up, packing up, helping with morning tea and coffees, and of course bringing residents over from our Bass unit.... they do it all.

As Carmen said, "I don't think people realise just how much they do and what it means to our staff and residents to have their support."

Thanks, Carmen for your lovely words, and of course I absolutely agree!

This is also just one aspect of what our volunteers do so I thought I'd list a few more ways in which you all support us here at KRHS for those people that may not be aware.... volunteering is so much more than we think!

-Jenny Bayliss (Manager - Volunteers and Leisure and Lifestyle)

Knitting group with volunteer Liz...



What do volunteers do?

Leisure and Lifestyle volunteers do a variety of tasks including (but not limited to)

Supporting activities such as pancake making, quizzes, knitting group, entertainment/singing, balloon tennis, bingo, gardening, church services, community art group, L2P mentor driver, bus trips and outings, shopping trolley, footy tipping, visits with pets, happy hour, coffee club, special events, assisting with lunchtime set up and so many other important daily tasks it is difficult to name everything!

Of course, we have our other volunteering programs.....

Consumer Advisory Committee – supporting KRHS with ensuring decisions that are made have a community voice.

Forget Me Not café – supporting staff with our café for people living with dementia and their loved ones.

Ladies Auxiliary – various fundraising activities and events to raise much-needed funds for our hospital and residents in aged care.

L2P driver mentors – assisting learner drivers to achieve their hours and ultimately obtain their licenses.

Men's shed – Community Garden, Men's shed café, metal work projects – working each day in the garden growing delicious fresh produce and, of course our resident chef cooking up a storm for the café and members lunches and supporting local youth.

Person Advocate Liaison Service (PALs) – supporting residents and their families in many different ways and advocating for them where required

Volunteer Transport – taking residents to medical appointments when they have no other way of attending.

Youth programs – supporting our Youth Worker in schools as well as on-site programs.



These are just some of the amazing things our volunteers do every day (hopefully I haven't left anything out) to support KRHS and the community in different ways. Through working together, we achieve so much more than we could alone!

A big shoutout to every one of you and as we approach the month of May when we celebrate National Volunteers Week (19th-25th May) if all staff could take some time to reflect on just how much our volunteers do for everyone at KRHS and let either them or myself know your thoughts it would be appreciated

If anyone has any questions about our programs or would like to know how to become a volunteer contact me to discuss. As always to our volunteers thank you for all that you do!

-Jenny Bayliss (Manager – Volunteers and Leisure and Lifestyle)

Diversity

Harmony Week at KRHS: Celebrating the Strength in Our Diversity

Harmony Week 2025 in Australia was celebrated from 17 to 23 March 2025. We're taking a moment to celebrate what truly makes KRHS special — our people.

Our team is a rich tapestry of different cultures, languages, experiences, and identities. And it's this diversity and intersectionality that helps us deliver better, more person-centred care to every patient, resident, and family we support.

Diversity Makes Care More Personal

When we understand and respect different backgrounds and ways of life, we can deliver care that truly fits the individual — not just their symptoms.

Our diverse workforce brings deeper empathy, broader perspectives, and greater cultural awareness, making every interaction more genuine, kind, and effective.

Different Voices, Better Care

Every team member's story adds something powerful to the way we work.

Having a mix of experiences and insights helps us solve problems creatively, challenge assumptions, and keep improving the quality of care we offer.

By recognising the whole person — culture, gender, ability, identity, beliefs — we design services that are inclusive, equitable, and stronger for everyone.

A Better Journey for Every Patient

Walking through the doors of a health service can be daunting.

When patients see and feel their culture, language, and identity respected and understood, it builds trust from the very first conversation.

A diverse team doesn't just provide great care — it makes the patient journey smoother, safer, and more welcoming.



Let's Celebrate What Makes Us Strong

At KRHS, every story matters.

In Harmony Week, we celebrate the cultures, identities, and experiences that make our workforce — and our community — so vibrant.

Thank you for bringing your heart, your culture, and your talents to KRHS. Together, we're building a health service where everyone belongs — and where everyone can thrive.

Dr. Osman Ali (Health Promotion Practitioner)



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23/24

Community

A Win for the Community:

Koo Wee Rup Celebrates New Bowls Club & Community Hub

After many years of planning, lobbying and collaboration between Government and Community, the new Koo Wee Rup's Bowls Club and Community Hub officially opened on 13 March 2025.

KRHS Interim CEO Aileen Thoms joined in the celebrations and acknowledged the huge efforts that have gone into creating this wonderful new facility for the community.



State Member for Bass Jordan Crugnale, Federal Member for La Trobe, the Hon Jason Wood, Cardinia Shire Council Mayor Cr Jack Kowarzik and Koo Wee Rup Bowls Club president Tim Katz in the picture.

Dispose of Your E-Waste Responsibly!

Do you have E-Waste including old mobile phones, batteries, or computer accessories? Please come to KRHS.

We have a designated E-Waste Bin located at our Echo-House.

Call us on **03 5997 9679** for more information.



Kate Witherby (Waste and Resource Recovery Officer at Cardinia Shire Council) with Aileen Thoms (Interim CEO at KRHS)



Naomi Rendall (District Nursing NUM) with our District Nurses Lee, Gerard, and Harpreet.

Learn How to Access Support Through My Aged Care

Cardinia Shire Council, in partnership with COTA Victoria, Care Connect, Monash Health, and Wintringham, is hosting an information session to help residents understand the My Aged Care and Care Finder programs.

Topics include:

- How to register for My Aged Care
- The application and assessment process
- How to book an appointment with an Aged Care Specialist Officer
- The Care Finder service

When: Wednesday 28 May

Where: Koo Wee Rup Seniors Citizens Centre (1a Icke Rd, Koo Wee Rup)

Time: 1pm – 3.30pm

Cost: Free (includes refreshments)

Bookings: Ageing Well team on 1300 787 624 or by email to mail@cardinia.vic.gov.au

