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MILDURA HEALTH
MADE FOR MEMBERS BY MEMBERS

Osteopathy NEWSLETTER | SPRING/SUMMER 2019

MILDURA HEALTH
MADE FOR MEMBERS BY MEMBERS

Osteopathy NEWSLETTER | SPRING/SUMMER 2019
Mental Health is a real issue within all communities and it is important that our staff are skilled to assist a fellow colleague during a challenging time in their lives.

Recently, six of our staff members were involved in completing their Mental Health First Aid training course through Richmond Football Club and Mental Health First Aid (MHFA).

Staff were exposed to the honest truth about the challenges individuals who suffer from mental health deal with and how to identify and assist that person to seek assistance.

CEO, Gerard Op de Coul says “We now have seven staff members who hold a Mental Health First Aid certificate. As a business, we see great value in having trained staff members to assist with Mental Health. This will hopefully offer our entire team reassurance that they can come to work and be supported in challenging times.”

“I encourage individuals and workplaces to invest in completing a Mental Health First Aid course. It is not just beneficial from a business point of view, but also a personal point of view, when dealing with friends and family in a time of need or crisis.”

WE HAVE REACHED 33,000 MEMBERS

In November 2017 we celebrated 31,000 members, September 2018 32,000 members, and in June this year we reached another milestone of 33,000 members.

More and more people from Mildura and all over Australia are making the switch to Mildura Health Fund. The reason for this is our continuous focus on our member’s needs and the ongoing quality personal service we offer. This service has once again scored us a 98% member satisfaction rate, which is equal to the highest in the industry.

CEO, Gerard Op de Coul says “We are seeing that more consumers are choosing not for profit health funds, over for profit health funds. As a not for profit health fund, our primary focus is our member and what they want. We don’t exist for huge profits and shareholders, we exist to serve our members.”

“Our priorities have never changed, we are here for our members, we value what they say and believe this has resulted in us having one of the highest member retention rates in the industry along with high customer experience levels.”

For further information about our recent Member Satisfaction Survey, please see page 4 of this newsletter.

Welcome to the latest Mildura Health newsletter, which is filled with new and interesting information created especially for our members.

2019 is an extra special year for the fund. In December, it will be 90 years since the organisation was established with the aim of lifting the burden of hospital costs, and thereby freeing the patient’s mind of financial worry. We still exist for the same reason today.

This is a significant milestone for the fund, and preparations are underway for our birthday celebrations. You can read more about our history on pages 6 – 9.

We look forward to what the future holds for Mildura Health Fund, and members can have full confidence that we have plans in place to ensure its sustainability and longevity.

I am proud to announce that the fund had another successful year in 2018/19. Our annual, independent membership satisfaction survey was completed, and we achieved a 98 per cent customer satisfaction rate, which is equal to the highest scores awarded across the industry. Thank you to everyone who filled in our recent surveys, including the recent one about trust. You can see the results on page 4 of this newsletter.

Throughout the year, we have increased the services provided to members, and our Swan Hill office is now open two days a week. Thank you to all our members in that area. With further increased patronage, we hope to boost our opening days to three in the future.

Mildura Health Fund has also been busy at local shows and field days. At the latest one – Speed Field Days – the team were run off their feet. Given the amount of new member enquires and questions from existing members, we will need to take additional staff next year. It is great to see this service being utilised by our members, as I know it’s not always easy to come in to one of our branches.

This year we also had our first intensive Australian Prudential Regulation Authority (APRA) prudential review, which looked at a number of aspects of our business operations, in particular our risk management and capital management policies and procedures. While the final report outlining the findings is confidential, we can say that we’re on the right track to meeting our rigorous prudential standards.

In February, we sadly learned of the passing of the fund’s former director and chief executive Garry Midgley. Our boardroom has been named in honour of Garry’s 50 years of contributions to the fund, he was very humbled to be recognised in this way.

Looking to the year ahead at Mildura Health Private Hospital, we are drafting plans for a new OSDU (Central Sterile Supply Department) and working to increase the size of the operating theatres and improve the layout of the day procedure unit to meet new health standards and ensure we operate as efficiently as possible.

We have also entered into a partnership with the Icon Group to provide radiation services locally for our community. The agreement with the State Government is being finalised, and once it’s completed, construction will begin on the building required to house the linear accelerator and a new oncology department for patients having this form of cancer treatment. As part of the new service, we will be raising money to provide accommodation for people and their carers needing treatment that live outside the local area. Further information will be released in the near future.

Please see Marcus Guthrie’s column on page 10 for more information and details on how to access the Private Hospital.

I look forward to bringing you more updates soon.

Gerard Op de Coul
Chief Executive Officer, Mildura Health
EXCELLENCE IN
member satisfaction

This year we saw great improvement in the following areas:

- Communication
- Written correspondence
- Explanation of claim rejections
- Personalised service
- Focus on member service
- Better benefits than other funds
- Affordability

We have already started the process of implementing further changes to enhance our members experience, which in return we hope will deliver greater member satisfaction.

With satisfaction, comes trust

In June, we emailed out a survey to our members about “trust” and how we compare against other, national brands and different types of industry. Trust is very important to us and we really want to know whether our members trust us or not, we feel it is important for our continued success.

Just like the Member Satisfaction Survey, we partnered with an independent research company to conduct this survey. The results are in and we have identified that our members do trust us more than brands such as Qantas (2nd), Bunnings (3rd), Australia Post (4th) and Coles (5th).

This survey has given us greater demographic insight into who trusts us the least and the most. This benchmark will be used for future strategies to ensure that our members trust us even more.

Digital correspondence

If you would like to receive your remittances, email surveys and other fund correspondence electronically rather than by mail, your contact details must include a current email address and a mobile number to allow the Fund to send you emails and text messages.

You can visit the Mildura Health Fund website, click on the Member Login Button to register, go to My details – Change my details and enter your contact email and mobile phone number or email your details to mhf@mildurahealthfund.com.au.

One family. Four generations
COVERED BY MILDURA HEALTH FUND

Frank and Caterina Dichiera didn’t have an easy start to life in their new home. In 1966, after an 18-day journey by ship from Italy to Australia, they arrived in Mildura with their two young children. Their six-month-old daughter Mary had become sick during the trip and was admitted straight to hospital with bronchitis.

While she was in hospital, Frank found out about the local health fund and immediately signed up as a member. It was the first time the fund would help their family through a difficult time, but it wouldn’t be the last.

Frank and Caterina used their cover for many small procedures over the years. But it wasn’t until three years ago that they realised just how valuable it is. Less than a week after Frank was told he needed open heart surgery and a triple bypass, he was admitted to the Cabrini private hospital in Melbourne under the care of a top heart surgeon. He stayed there for two weeks for his surgery and recovery, and when he got home to Mildura, the fund continued to look after him, covering his daily visits by the district nurse.

When Mary Caristo married her husband Rick in 1986, they took out their own hospital cover through the local fund. Now, their three children and four grandchildren are also members.

“Nothing beats the local Mildura Health Fund,” Mary said.

“Over the past 50 years, four generations of our family have benefited from their hospital cover. Having an office here in Mildura is very convenient. It’s great being able to go in and ask questions and find out information from such helpful staff – nothing is too much trouble for them. “Older people like my mum who aren’t up with the new technology also find it easy to go in and have their questions answered.”

Mary said it was also helpful to have Mildura Health Private Hospital available for most procedures.

“Knowing you won’t have to wait months for a simple procedure, or worse – have to travel away for it, is very reassuring,” she said.
CELEBRATING 90 YEARS OF LOCAL HISTORY

For 90 years, Mildura Health Fund has remained true to its founding purpose to serve its members in times of need.

The first of its kind in Victoria, the not-for-profit fund has grown alongside the community since it was established in 1929, touching the lives of tens of thousands of people.

From a membership of 750 in its first year, the fund now has more than 33,000 members. While most live locally, coverage is offered Australia-wide, and members can choose from over 435 contracted private hospitals and access more than 100,000 health providers.

Chief Executive Officer Gerard Op de Coul said the local pioneers of the community.

While the old Mildura Base Hospital was being constructed, members of the committee recognised the need for a more structured type of hospital insurance – and the Mildura District Hospital Fund was born.

When CEO Bill Adair was appointed in 1935, he took it upon himself to increase membership using a personal approach.

"Members still recount him travelling around the district on a bicycle, visiting sultana growers and accepting payment in the form of pledged dried fruit," Mr Op de Coul said.

"We exist purely for our members – they are at the forefront of all of our decisions," he said.

"We are and always will be a not-for-profit health fund and we will continue to be here for our members to give them peace of mind."

Pictured: Long-time serving staff member of 36 years, Sue Bailey going through the Fund’s 90 years of history.

HISTORY OF MILDURA HEALTH

ORIGINALLY KNOWN AS THE MILDURA DISTRICT HOSPITAL FUND

CHIEF EXECUTIVE OFFICERS

1929 – 1935 Mr. Edward S Murray
1935 – 1946 Mr. Vincent M Adair
1966 – 1974 Mr. William B Pollock
1974 – 1989 Mr. Basil E Hines
1989 – 2005 Mr. Garry J Midgley
2005 – 2011 Mr. Peter Darkin
2011 – Current Mr. Gerard Op de Coul

1942 – 1943 Mr. W Kew
1943 – 1944 Mr. Favaloro
1946 – 1947 Mr. W Kew
1947 – 1948 Mr. Henshall
1948 – 1949 Mr. W Kew
1949 – 1950 Mr. F Jenner
1950 – 1951 Mr. F Ransom
1951 – 1952 Mr. Hamilton
1952 – 1953 Mr. F Ransom
1953 – 1954 Mr. J Augustine
1954 – 1955 Mr. G Stephenson
1955 – 1956 Mr. Nufffen
1956 – 1957 Mr. J Collins
1957 – 1958 Mr. A Gallagher
1958 – 1959 Mr. R White
1959 – Mr. R Puglsey
1959 – 1961 Mr. E Brown
1961 – 1962 Mr. A Start
1962 – 1963 Mr. J Sujfren
1963 – 1964 Mr. A Gallagher
1964 – 1965 Mr. K Smith
1965 – 1966 Mr. G Elmitt
1966 – 1967 Mr. E Brown
1967 – 1968 Mr. E Tomlinson
1968 – 1969 Mr. A Gallagher
1969 – 1970 Mr. G Cobert
1970 – 1971 Mr. K Smith
1971 – 1972 Mr. G Elmitt
1972 – 1973 Mr. N Fleming
1973 – 1974 Mr. E Brown
1974 – 1975 Mr. G Talbot
1975 – 1976 Mr. K Smith
1976 – 2002 Mr. Fleming
2002 – 2003 Mr. C Gallagher
2003 – 2004 Mr. M Charles
2004 – Current Mr. T Hill

CHAIR OF BOARD

1929 – 1939 Mr. J Bayliss
1939 – 1940 Mr. W Kew
1940 – 1941 Mr. C Ruppell
1941 – 1942 Mr. F Jenner

1943 – 1944 Mr. Favaloro
1946 – 1947 Mr. W Kew
1947 – 1948 Mr. Henshall
1948 – 1949 Mr. W Kew
1949 – 1950 Mr. F Jenner
1950 – 1951 Mr. F Ransom
1951 – 1952 Mr. Hamilton
1952 – 1953 Mr. F Ransom
1953 – 1954 Mr. J Augustine
1954 – 1955 Mr. G Stephenson
1955 – 1956 Mr. Nufffen
1956 – 1957 Mr. J Collins
1957 – 1958 Mr. A Gallagher
1958 – 1959 Mr. R White
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1974 – 1975 Mr. G Talbot
1975 – 1976 Mr. K Smith
1976 – 2002 Mr. Fleming
2002 – 2003 Mr. C Gallagher
2003 – 2004 Mr. M Charles
2004 – Current Mr. T Hill

KNOWN NAMES:

Mildura and District Hospital and Medical Fund
Mildura District Hospital and Medical Fund
Mildura District Hospital Fund
Mildura Health incorporating Mildura Health Fund and Mildura Health Private Hospital

1929
- Inaugurated December 17. It is the first open regional Fund in Victoria. The aim is to take the financial worry out of hospital care for regional members.
- The Fund's original foundation consists of a committee of two from the Mildura Base Hospital: Chairman Mr Harry Bayliss and committee member Mr Bert Robertson, with Mr Ted Murray as foundation Secretary.
- At the end of our first year total membership stands at 750.

1930
- Mr. C. J. Brand is appointed as an additional committee member in the role of Subscriber’s Representative.

1935
- Mr. W. F. (Bill) Pollock is appointed to the Fund staff and rides his bicycle to collect membership fees.
- The Committee now consists of three Mildura Base Hospital representatives and three subscriber representatives.

1966
- On the death of Bill Adair, Mr W. F. (Bill) Pollock is appointed Secretary. Mr Adair’s employment with the Fund spanned 35 years.

1961
- Prior to this year, the Red Cross area of Sunraysia was serviced by the Hospital Benefits Fund Red Cross with the Fund as underwriter of their medical benefits.
- October 1 was the amalgamation of the two Funds and a representative of the Red Cross area is appointed to the Fund Board.
- On July 1 of this same year, we enter into a contract with the North West Victorian Ambulance Service giving all fund members free ambulance transport in this area.

1955
- The property at 75 Deakin Avenue is purchased and the Fund business is re-located to this site.

1953
- National Health Medical Benefits are introduced and the Fund introduces its medical benefits cover.

1951
- August 1, the Mildura and District Hospital and Medical Fund becomes an entirely self-contained and administered organisation with the ceasing of direct hospital representation. Control is transferred to a Board who represents our subscribers.
- Mr Bill Adair is appointed Secretary and Mr Ron Vine is Assistant Secretary. The Board consists of Mr Alan Gallagher, Mr R Wales, Mr Jack Siffren, Mr Fred Ransom and Mr R Puglsey.

1961
- March, we purchase Robinvale medical, dental, and accountant’s premises, and Nulty Brothers are appointed Fund agents in the Robinvale area.
- A contract is entered into with the Mildura Base Hospital that gives our members cost free treatment by the hospital operated District Visiting Nursing Service.
- September, building commences on the Robinvale Fund office with attached solicitors suite and physiotherapy rooms and is completed in February 1964.
1974 - Mr Bryan Pollock resigns and Assistant Secretary Mr E (Bill) Hines is appointed Secretary. Mr Pollock has been employed by the Fund for 9 years when he resigns. Mr Gary Midgley is appointed Assistant Chief Executive Officer.

2004 - July 15, Mr Garry Midgley retires after 30 years of employment with the Fund. Mr Peter Darkin is appointed Chief Executive Officer and Mr Gerard Op de Coul is appointed Assistant Chief Executive Officer.

2007 - The Private Health Insurance Act 2007 is legislated.

2008 - The Mildura Private Hospital achieves AHLI accreditation and is awarded the Business Excellence Award for Best Not For Profit Organisation.

2009 - The Fund celebrates 80 years of operation.

2010 - October, Mildura Private Hospital turns 25.

2011 - July 2011, Mr Peter Darkin retires and Mr Gerard Op de Coul is appointed Chief Executive Officer.

2012 - Extensive renovations of the Banksia Ward at Mildura Private Hospital are completed. Members who hold a hospital excess cover over 10 years longer have to pay their excess when admitted for a day stay at Mildura Private Hospital.

2014 - Our new brand Mildura Health is launched. Ms Bec George, World Champion Wakeboarder, becomes the face of our new brand.

2018 - March 22, Mr Chris Williams and Mr Greg Hutchison are appointed as Directors. The Fund Boardroom is named the Mr Garry Midgley Boardroom in honour of our long standing CEO and Director.

2019 - PHI reforms introduced on 1 April 2019 allow the Fund to offer a youth discount and a higher $750 excess hospital benefit.

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Our medical specialist team has been bolstered significantly in recent times in alignment with our strategic plan to secure additional medical services and practitioners.

The hospital has welcomed specialist Orthopaedic Surgeons, Cardiologists, Gynaecologists, an Ear Nose and Throat Surgeon, a General Surgeon and Urologist. As well as the abovementioned new arrivals, the hospital continues to be serviced by our exceptional existing cohort of local and visiting specialists negating the requirement for patients to travel out of the district for treatment.

I’m proud to report that in October 2018 the hospital successfully transitioned to private ownership. The private ownership has offered the opportunity for the hospital to fulfill a long-held ambition to provide comprehensive cancer treatment.

The hospital’s Consumer Focus Group is in full swing with aptly appointed volunteers. Each member has an active voice on the performance of the hospital from a consumer’s perspective and they have become essential partners in the hospital’s delivery of high-quality health care. Their commitment goes largely unrewarded but from our perspective, their involvement is greatly appreciated.

Finally, I would like to introduce Ms Carla Kirby as the newly appointed Director of Clinical Services at Mildura Health Private Hospital. Carla occupied the role of Quality and Risk Manager at the hospital for four years before being appointed as Director of Clinical Services in February 2019. Carla has extensive critical care and clinical management experience in both the private and public hospital settings and we’re delighted to have her on the executive team leading our pivotal clinical areas.

Marcus Guthrie
CEO, Mildura Health Private Hospital

Having private health insurance is about choice and you choose who performs your surgery or who looks after your inpatient medical care. It is important you ask your General Practitioner about the range of local Medical Specialists and you’re encouraged to contact the Mildura Health Private Hospital for further information.

Mildura Health Private Hospital (MHPH) is an acute 50 bed surgical and medical hospital and we provide healthcare to both privately insured and self-insured patients, as well as Tier 1 healthcare services to the Veteran Community.

Below is a guide to help you, a relative or friend access the Mildura Health Private Hospital in times of need:

Who can access Mildura Health Private Hospital?
Mildura Health Fund members plus any other privately insured patients.
Department of Veteran Affairs (DVA) patients.
Self-insured patients.

Who will be my admitting Doctor?
MHPH has over 60 Visiting Medical Specialists (Doctors) registered to care for patients.

If you, a relative or friend require care or admission to hospital and want to be admitted to Mildura Health Private Hospital, ask your Doctor if they have admitting rights at the hospital.
If your Doctor doesn’t have admitting rights at Mildura Health Private Hospital, ask them if they have a colleague with admitting rights.
If you’re finding it challenging to find an admitting Doctor, we encourage you to phone Mildura Health Private Hospital on (03) 5022 2611 and request one of the hospital team members assist you in locating an admitting Doctor to facilitate your admission.

What is the process for being admitted or transferred to Mildura Health Private Hospital from another hospital?
The Director of Clinical Services or Hospital Clinical Coordinator will be contacted by your admitting Doctor to discuss your admission and bed availability.
A date and time will be arranged to admit / transfer you to Mildura Health Private Hospital.
Your admitting Doctor will visit you daily during your admission and you will receive around the clock care by the hospitals nursing team.
During your admission there is direct access to Pathology, Radiology, Pharmacy, Physiotherapy, Dietetics and Wound Care.

The hospital has a Staff Hospital Medical Officer, 24-hour inpatient Nursing care and an on-call emergency Theatre team.

Although MHPH is an acute medical and surgical hospital some admission exclusions exist. Your admitting Doctor will discuss your condition with the Director of Clinical Services to determine whether an admission is appropriate immediately or at a future date.
Welcoming our NEWEST SURGEONS

We welcome these newly appointed surgeons who are now operating at Mildura Health Private Hospital. We are continuing to work for our community and to bring greater health resources to our region and our Private Hospital.

DR PETER WONG
Urologist

DR WENDY HUGHES
Obstetrician and Gynaecologist

MR HESHAM MORSEY
General Surgeon

MR ROBERT DIN
Orthopaedic Surgeon

MILDURA DISTRICT HOSPITAL FUND LTD
(Trading As Mildura Health)

ACN: 078 202 089

ABN: 13 078 202 089

Annual General Meeting

Notice is hereby given that the ANNUAL GENERAL MEETING of members of Mildura District Hospital Fund Limited will be held at the Mildura Health Fund, 79 Deakin Avenue, Mildura, on Thursday 24 October 2019 at 5.30 p.m.

BUSINESS

1. To confirm the minutes of the previous Annual General Meeting.


3. To resolve, as a special resolution, to adopt the constitution tabled at the Annual General Meeting and marked by the Chairman for the purposes of identification as the constitution of the Company with effect from the later of (a) the close of the Annual General Meeting; and (b) the date on which the

Company receives a private ruling from the Australian Taxation Office (ATO) confirming that the amendments to the constitution do not affect the tax-exempt status of the Company.

4. If the special resolution in paragraph 3 is not passed, or the private ruling from the ATO is not received by the close of the AGM, to resolve, as a special resolution, to amend the constitution of the Company to reduce the maximum number of directors from ten to nine by deleting the word “ten” and substituting the word “nine” in rule 48 of the constitution of the Company.

5. To elect members to the Board as per the Nominations called for below.

6. To transact any business of which any member has given 14 days notice or referred by the Board.

7. Nominations of and by members are hereby called to fill three vacancies on the Board of Directors.

Mr. Terry Hill, Mr. Ross Lanyon and Ms. Phillips have indicated their intention to re-nominate. Nominations for the above Board of Director vacancies, signed by two members and the nominee, must be in the hand of the Chief Executive Officer, no later than 3.00pm on Wednesday 9 October 2019.

In the event of more than three such nominations being received, an election by ballot of members present at the Annual General Meeting will be held.

Each member has the right to appoint a proxy. The proxy need not be a member, but must be a person approved in writing by the Board. An explanatory memorandum is available to support this notice of meeting and is available for members upon request from the Company Secretary, Cheryl Rix at cherylr@mildurahealth.com.au.

By Order of the Board of Directors

Mr. G. D. OP DE COUL
CHIEF EXECUTIVE OFFICER

AMBASSADOR UPDATE

Bec Gange

Recently, we caught up with our brand ambassador, World Champion Wakeboarder and Mildura local, Bec Gange:

Tell us Bec, Where have you been over the past 6 months?

Summer was spent in Mildura working and training. In April I headed back to America where I have travelled to Texas, North Carolina, Georgia, Missouri, Indiana, Illinois and California.

What has been your biggest highlight?

Receiving my new boat, an Axis A24 in July. I am so excited to get it as I picked out the colours myself and it’s the first time I’ve had a brand new boat.

What has been your low light?

Breaking my leg and having surgery. In July I broke my tibia plateau and needed to have a plate and screws to set it. The up side is that I’ve ended up with a sweet scar.

What does the road to recovery look like?

Having had a knee reconstruction as my first surgery, this recovery process should be much easier as it’s only bone.

AMBUSADOR UPDATE

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Having had a knee reconstruction as my first surgery, this recovery process should be much easier as it’s only bone.

More than halfway through the program, Marissa said her three key take home lessons were strength of community, power of networking, and greater self-awareness.

“I have gained enormous insight into community matters and how and why different organisations operate and how they impact the community,” she said.

“The 2019 NMLP participants are very diverse and have different passions and interests. I believe they will make long-lasting contributions to the community. The power of a network cannot be underestimated in getting things done.”
Tell us about yourself? I completed my Victorian Certificate of Education (VCE) at Ballarat Clarendon College and my tertiary studies at the University of Ballarat where I graduated with a Degree in Nursing. I played many sports at school and in my early 20’s, with netball, basketball and rowing being a main focus. Although my participation in sport has declined, I still love watching / following sporting events. My nursing career to date has included experience within both the public and private sectors in both Ballarat and Melbourne, before moving to Mildura with my husband in mid-2002. I am the proud mum of two teenage boys.

What are your career highlights? My three career highlights to date have been to include completing my post graduate studies in Critical Care, my experience to include completing my post graduate studies at Alfred Hospital, Melbourne. I loved this work immensely. After taking some time off to travel and work in the UK / Europe, we decided to move closer to family and moved to Mildura. Since this time, I have worked at Mildura Base Hospital as a Registered Nurse in Intensive Care, before being provided with opportunities in Education and Risk Management. In 2014 I commenced employment at MHPH where I worked briefly in the clinical environment before being provided with another opportunity to work in Quality & Risk Management. I was the Quality & Risk Manager for 4 years prior to commencing the DCS role in February. Along with advances in medical science and technology, and the subsequent changes in how healthcare can be delivered, the most recent change has been the introduction of the National Safety and Quality Health Service Standards and hospital accreditation requirements. These changes and advancements have also provided further opportunities for nurses to work in environments outside of the traditional hospital setting.

Tell us about your nursing career, what are your highlights and what positive changes you have seen throughout your time? My first role in nursing was as a Graduate Registered Nurse at St John of God Hospital, Ballarat. I then went on to work at Epworth, Richmond in Orthopaedics before deciding to complete further studies. It was at this time that I commenced work in the Intensive Care Unit at the Alfred Hospital, Melbourne. I loved this environment and enjoyed my clinical work immensely. After taking some time off to travel and work in the UK / Europe, we decided to move closer to family and moved to Mildura. Since this time, I have worked at Mildura Base Hospital during my time as a Nurse Educator and my recent appointment to the DCS role. What inspired you to become a Nurse? I was very active as a young child and then within the sporting programs at secondary school, and always had an interest in health and wellbeing. Like many people who gravitate towards a career in health, I was also exposed to health care and hospitals as a young child with a family member requiring care after a motor vehicle accident.

What do you enjoy about your current role? What I enjoy most about my current role is being able to use my clinical, education and quality management skills and experience to positively impact and help in making the entire patient journey positive for both patients and staff.

What would you say to anyone wanting to study and become a nurse? Being a Registered Nurse is a very fulfilling and rewarding role which can provide many varied experiences. It also allows you the ability to easily travel and work (both domestically and overseas). My recommendation for anyone wanting to become a nurse is to take advantage of every opportunity you are provided in your clinical placements, ensure that you take the opportunity to learn from all disciplines within the healthcare team and learn from those who enjoy their role and are passionate about their work.

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As each person, condition and injury is unique, osteopathic treatments vary from person to person. Osteopaths use a range of approaches to enhance function, including manual therapy (mobilisation, stretching, massage and manipulation), exercise therapy, equipment prescription, lifestyle advice and patient education. Just like other allied health practitioners such as physiotherapists and chiropractors, osteopaths are registered with the Australian Health Practitioner Regulation Agency (AHPRA).

“Osteopaths complete a minimum of four years’ university training, focusing on anatomy, physiology, pathology, four years’ university training, focusing on anatomy, physiology, pathology, basic science and manual therapy. Osteopaths have a broad range of tools they can use to help their patients,” Dr Smith said.

“Osteopaths are very interested in understanding the body as a whole unit, so we often use techniques that influence different parts of the body – not necessarily where the discomfort is – to treat a particular problem.” As each person, condition and injury is unique, osteopathic treatments vary from person to person. Osteopaths use a range of approaches to enhance function, including manual therapy (mobilisation, stretching, massage and manipulation), exercise therapy, equipment prescription, lifestyle advice and patient education. Just like other allied health practitioners such as physiotherapists and chiropractors, osteopaths are registered with the Australian Health Practitioner Regulation Agency (AHPRA).

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“Osteopaths complete a minimum of four years’ university training, focusing on anatomy, physiology, pathology, basic science and manual therapy. Osteopaths have a broad range of tools they can use to help their patients,” Dr Smith said. About 300,000 Australians visit an osteopath each month, seeking help for their aches and pains.

While osteopathy is one of the fastest growing healthcare professions nationally, it is not uncommon for people to misunderstand what osteopaths can do. Highly skilled, university-trained allied health professionals, osteopaths focus on the neuro-musculoskeletal system (bones, muscles and nerves) and other tissues that support the body and control its movements. They know how parts of the body should work together and the impact if they do not.

Mildura osteopath Dr Madeleine Smith says osteopaths regularly treat sports and occupational injuries, headaches, and neck, back and sciatic pain.

“People come to us for help with musculoskeletal issues, neurological disorders, and related pain conditions – both acute and chronic, also known as short and long-term conditions,” Dr Smith said.

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We are proud supporters of our local community and over the past 12 months we have been investing in local sporting clubs, charities and events through sponsorship grants.

We are proud supporters of the following organisations:
- The Pink Ball – Mildura
- Central Murray Football Netball League
- Golden Rivers Football Netball League
- The Mildura Eisteddfod
- Nichols Point Primary School
- Trinity Lutheran College
- We Believe In Unicorns – Swan Hill

Swan Hill District Health
Murray Downs Golf Club
Swan Hill Tennis & Croquet Club
Mildura BMX Club
Mildura Basketball Association

Our team has also been out travelling the countryside and visiting a range of events. You have been able to find our team over the past 12 months at these events:
- Pooncarie Field Days
- Mildura Field Days
- Speed Field Days
- Wentworth Show
- Mildura Central Shopping Centre
- Swan Hill AMT/JT Tennis Tournament

Throughout the year, our staff have raised much needed funds and donated goods to a range of local and national charities and organisations. They include:
- Mallee Accommodation Support Program – Blanket Drive
- Sunraysia Animal Rehousing Group
- Jeans for Genes Day
- Cancer Council - Daffodil Day
- Cerebral Palsy Alliance - Steptember
- Lions Club – Christmas Cakes
- Cancer Council - Australia’s Biggest Morning Tea
- Fight Cancer - Footy Colours Day
- Ovarian Cancer Research Foundation - White Shirt Day
- Salvation Army – Christmas Appeal