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Points of Interest

- Group Certificates
- Naidoc Celebration Flyer
- Resigning Care



From the desk of the Chief Executive Officer

'Perfection is not attainable, but if we chase perfection we can catch excellence' Vince Lombardi

Accreditation Outcome

I thought the above quote was particularly relevant given the recent Accreditation Survey that we successfully completed. In all, 10 Surveyors from all parts of Australia undertook the review against the ACHS, HACC/CHSP, Aged Care and Mental Health Standards. A number of Departments received glowing endorsements at the summation conference and we are currently awaiting the final report prior to developing an action plan to address recommendations for improvement. Following discussion at the most recent Board of Directors meeting, a number of the Board Members present at the summation conference expressed great pride of the achievements throughout the Organisation and have asked me to convey both their congratulations and thanks to all staff for your contribution to this outstanding outcome.

Capital Redevelopment Update

It is particularly gratifying and exciting that the May State Budget contained a funding announcement of \$7.5million to advance the Stage 2 Redevelopment project. This funding will enable all the design and tender documentation to be completed for this project and provides the utmost confidence that the project will proceed to full construction funding. This funding will enable the Health Service to plan for new Operating Theatres and an expanded Emergency Department in addition to major refurbishment of the multistory block. The Health Service has been advocating and lobbying for the past four years for this funding as it will enable the completion of the Masterplan in its entirety. Upon completion, the project will deliver one of the most modern and technologically advanced health services

in regional Australia. The redevelopment will also fully consolidate the role of South West Healthcare as a true Regional Health Service provider.

Goodbye and Farewell

As this is my final newsletter after 14 years as the CEO of South West Healthcare, I would like to take this opportunity to thank all staff and volunteers for your support and commitment to delivering high quality patient care. It has been an honour and a privilege to lead this Health Service during the most significant growth phase in the Organisation's history and this would not have been possible if you did not commit to the continuous improvement culture. The ongoing guidance of the Board of Directors and the contribution and support of my Executive team has been the hallmark of this successful period. I will always keep a very keen interest in the future growth and development of this outstanding health service and I will sincerely miss you all.

Keep up the great work!

JOHN F KRYGGER
Chief Executive Officer

PAY OFFICE CONTACT EMAIL ADDRESS

As part of an improved communications strategy and to develop a more responsive/streamlined service to all staff - payroll have introduced a new primary email point of contact at payroll@swh.net.au for all general communications and payroll matters. All initial queries can now be sent to this email address where they will be reviewed and allocated for action by the Payroll team.

2017 "People Matter" STAFF SURVEYS

Thank you to all staff who completed the staff "People Matter" surveys administered by the Victorian Public Sector Commission (VPSC). Over 500 staff provided this important feedback. We appreciate your input and will once again ensure that the results are disseminated widely to all staff. We look forward to analysing the responses, working with staff to address any issues and making sure that South West Healthcare remains an employer of choice and great place to work.

SUPERANNUATION "SALARY SACRIFICE" AMOUNTS ALSO REPORTED ON EMPLOYEE PAYMENT

A reminder also that Employment Payment Summaries include the amount of "additional" superannuation payments made - whether this be from the employer directly (i.e. the 9.5% paid to all staff) OR by way of employee salary sacrifice before tax. Representatives from both HESTA and HEALTH SUPER funds regularly visit and provide advice or assistance to staff regarding superannuation changes and such matters. Please advise Pay Office staff if you would like an appointment made for the next scheduled visit. Staff are also encouraged to speak to their accountants or financial advisors (particularly at this time of year when most staff are receiving advice or having taxation returns prepared) about how they may be affected by superannuation arrangements or contributions.

EMPLOYEE PAYMENT SUMMARIES OR "GROUP CERTIFICATES"

Employment Payment Summaries (more commonly known as "Group Certificates") for the 2016/2017 financial year will be available for all staff before 14 July. These will be issued to all staff via the same distribution process as pay slips. Any Employee Payment Summaries not distributed or collected via this process (i.e. prior to the end of July) will be posted out to the address which is on our HR/Payroll system. We invariably have many Employee Payment Summaries that are posted and then returned as the address is incorrect. Please contact either Pay Office staff or Human Resources reception ASAP to update your information if you have changed address in the past 12 months and not advised the Pay Office.

IT IS MOST IMPORTANT TO CHECK THAT YOUR CORRECT ADDRESS IS ON OUR CURRENT PAYROLL RECORDS.

It is timely to also once again remind all staff that any amounts of salary packaging provided in the 12 month period up to 31 March 2017 will appear on "Group Certificates" for the period 1 July 2016 to 30 June 2017. Most staff have received up to \$9010 in benefits which then appears as a "grossed-up" amount of \$17,667 on these annual statements. (i.e. the amount spent is multiplied by 1.9608).

Meal entertainment or Accommodation benefits (reimbursements and/or payments made on NAB debit cards) will for the first time also be reported on 2016/17 statements (i.e. all monies utilised on the NAB meal cards from 1 April 2016 to 31 March 2017 will also be reported this year.

CHANGES TO MEAL ENTERTAINMENT or ACCOMMODATION NAB CARDS

Unfortunately, due to circumstances beyond our control, the NAB have advised that they will no longer provide or operate our existing SWH/Shakespeare & Associates debit cards after 21 July 2017.

Human Resources/Pay Office staff have been working extensively with our external salary packaging provider over recent weeks to ensure that any change over (from NAB to the Bendigo Bank) will be as smooth and seamless as possible. (i.e. to minimise any inevitable disruption to card use; ensure that available balances/funds are able to be transferred from the old to the new cards, reduce any administrative burden or time/effort required of SWH staff, etc.) SWH has also ensured that despite the change any increase in costs will not be passed onto staff (i.e. there will be NO additional costs to staff).

We are still clarifying the exact timeframes and process – however it is likely that staff will need to bring their current drivers' licence to the HR department at specified days/times to provide a certified copy (to certified at the time by HR staff) and complete/sign a new Bendigo Bank account application form. This process will be kept as simple and short as we can and should take just a few minutes at the HR department.

It is anticipated that the current NAB card will be able to be used as normal up until close of business on Friday 21 July and that the new Bendigo Bank card will be issued and operative before Monday 31 July (subject to the above completion of forms and ID certification at the HR department prior to that time). i.e. if all goes according to current plans – there should be a maximum of ten (10) days between the withdrawal of the NAB card and the effective operation of the new Bendigo Bank card.

Further information will be provided as soon as it becomes available.

Quality Team News

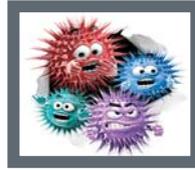
FLU SEASON

Our influenza vaccination program officially concludes on **30 June 2017**. So far **64%** of staff have been vaccinated, which means 505 staff are yet to attend our flu clinics.

Vaccinations are still available from South West Medical Clinic.

Please call 5563 4370 to make an appointment.

Staff Health mobile clinics and regional staff will again have access through local avenues. Staff are to take the declaration form when they are being vaccinated. Please call Infection Prevention on **55 631597** should you have any enquiries.



DISTRICT NURSES AND HOSPITAL IN THE HOME: NEW PATHOLOGY TRAVEL BOXES

Our District Nurses have been undertaking a quality improvement activity to investigate best practice in relation to transportation of specimen collection in the community. Staff now have updated pathology transport boxes which have been rolled out across the service. District Nurse Heidi Rentsch has been pivotal in organising the roll out of the new transport boxes. This will assist in the safe transportation of pathology specimens for our staff.



ASEPTIC TECHNIQUE

Thank you to all assisting with the completion of Aseptic Technique competencies across our clinical work groups. A total of **89%** of our clinical staff have been deemed competent in aseptic technique whilst performing various clinical procedures such as IV insertion, wound dressings, dental procedures, central line insertion and surgical scrubbing. These competencies need to be updated every two years. All staff that have completed aseptic technique competencies will receive reminders on GROW when they are due for an update.

ULTRASOUND TRANSDUCERS

Australian Society for Ultrasound in Medicine (ASUM) has released Guidelines for Ultrasound Transducer Reprocessing. We will be conducting an audit of all transducers used at SWH and will be able to advise users of the required cleaning processes outlined in the guideline.

SCREENING OF PATIENTS RETURN FROM METRO AND GEELONG HOSPITALS



We now have 7 major hospitals that are considered transmission risk areas for CPE. Please remember **ALL** patients including neonates whom have had an **overnight stay** are required to have the SWH transfer screening on admission. **MRSA:** Plain swab with a gel medium 1x nose 1x axilla and any wounds or devices such as IV/PICC sites.

VRE & MRGN: 1x rectal swab and 1 x inguinal swab with a gel medium

*This cohort of patients are required to stay in **contact precautions** until the LAST swab is clear and an referral is required to Infection prevention staff.*

Redesigning Care

Acute Patient Flow -

all about patient safety and flow:

Work Groups are well underway and focusing on the different aspects of patient flow:

- **Arrivals:** Draft escalation policy completed – aimed at moving patients through ED faster
- **In-Transit:** Script for daily multidisciplinary huddles being updated, with a video planned for staff education on what aim is and how to do it.
- **Departures:** Care streaming out of hospital

Nurse Clinicians in Redesign – Jenna Sproules

We are very pleased to welcome Jenna Sproules to the role of Nurse Clinicians in Redesign. Jenna is in the role for 12 months and it gives her the opportunity to build her skills in leading improvement work. The work will involve assisting the wards in reviewing the model of care for nursing. She has commenced with the Rehab Unit and is busy collecting baseline data.

National Standard 6 Update:

The new stickers for the big patient bed boards are up.

Some tips for their use:

- Check and update as part of bedside handovers
- Keep a white board marker at each bedside for patients/visitors to write up message and questions.
- Just some water on a tissue will help get any white board marker off
- **Please note that the dietary alert magnets are to go up on these boards (instead of the small boards at the back of the bed). For places like ICU, Paediatrics where the large boards are not installed, the magnets will remain at the head of the bed).** This will be re-evaluated in the coming

Primary & Community Services Division

VICTORIAN ALLIED HEALTH RESEARCH CONFERENCE 2017

Five Allied Health staff from the Primary and Community Services Division represented SWH at The Victorian Allied Health Research Conference (VAHRC) on March 31 2017 in Melbourne.

The VAHRC showcased the breadth and depth of research being undertaken across Allied Health professions in Victoria, and brings Allied Health together to problem solve the challenges facing health and human services. SWH Allied Health Projects that underwent stringent selection criteria to be showcased at the conference are:

- Redesign of joint replacement care pathway: Laura Bowman (Physiotherapy)
- Bridging the gap from hospital to community services: Renee Jervies & Andrew Smith (Physiotherapy)
- A new grade 3 Allied Health Assistant role in Diabetes and chronic disease management : Heidi Manson (Occupational Therapy)
- Skill Set Matrix: A learning framework for Occupational Therapists at South West Healthcare : Leanne Jackson (Occupational Therapy)

Presenting at the level of the VAHRC is a fantastic accomplishment for the staff and demonstrates the quality work being achieved by SWH Allied Health.



Pictured L-R: Andrew Smith (Exercise Physiologist), Heidi Manson (Manager Occupational Therapy), Laura Bowman (Physiotherapist), Renee Jervies (Allied Health Assistant), Leanne Jackson (Occupational Therapist).

ADVANCED DEVELOPMENT PAEDIATRIC PRACTITIONER

Last year the Speech Pathology department successfully gained a Workforce Innovation Grant from the Department of Health and Human Services. Erin Adams is now in the project role as the "Advanced Developmental Paediatric Practitioner". Erin will be trained to provide assessment and therapy programs for children referred to Warrnambool Community Health with mild-moderate delays in their overall development. Erin is an experienced Speech Pathologist who will also complete competency training in Physiotherapy and Occupational Therapy tasks. If you would like to find out more about Erin's role please contact her on **5563 4349** or via email eladams@swh.net.au.



HEALTHY MOTHERS HEALTHY BABIES OUTREACH WORKERS

Earlier this year the Primary and Community Services division received funding from the state government to implement the Healthy Mothers Healthy Babies (HMHB) program.

The HMHB program provides outreach support to pregnant women with complex health, welfare and social needs. It aims to address these needs by providing a flexible model of service to engage and support women. This program does not provide clinical antenatal services. Rather, HMHB aims to complement existing services by helping women link with them earlier in pregnancy.

Kerri Jones and Jen Sheen will commence in this role in May. Watch this space for more updates and information regarding this program.

Please feel free to contact Kerri and Jen on **03 5563 1549** if you would like more information regarding Healthy Mothers Healthy Babies.

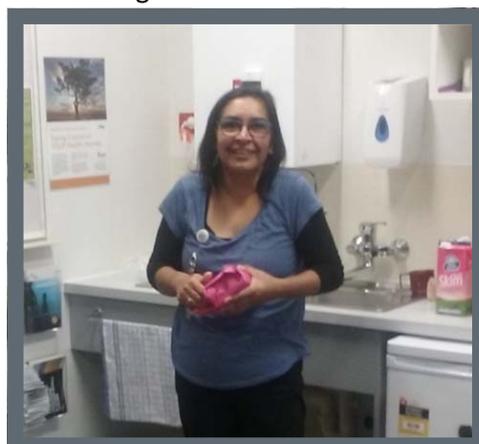
CARDIAC REHABILITATION

Anne Morrison (Cardiac Rehabilitation Nurse) has been granted a scholarship to attend a 5-day training program in Cardiac Disease, Rehabilitation and Secondary Prevention run by the Australian Centre for Heart Health.

Upon her return, Anne will be looking at how we can further develop and improve our Cardiac Rehabilitation Program. Stay tuned.

FAREWELL RAELENE WALKER

It is with much sadness that we bade farewell to our much loved Aboriginal Liaison Officer, Raelene Walker, recently. During her years of service at SWH, she built on the good work of the Aboriginal Programs Unit and built strong relationships with the other agencies, as well as the Aboriginal Community itself. We will miss Raelene immensely, but wish her well in her new position, in the Corrections Department in Geelong.

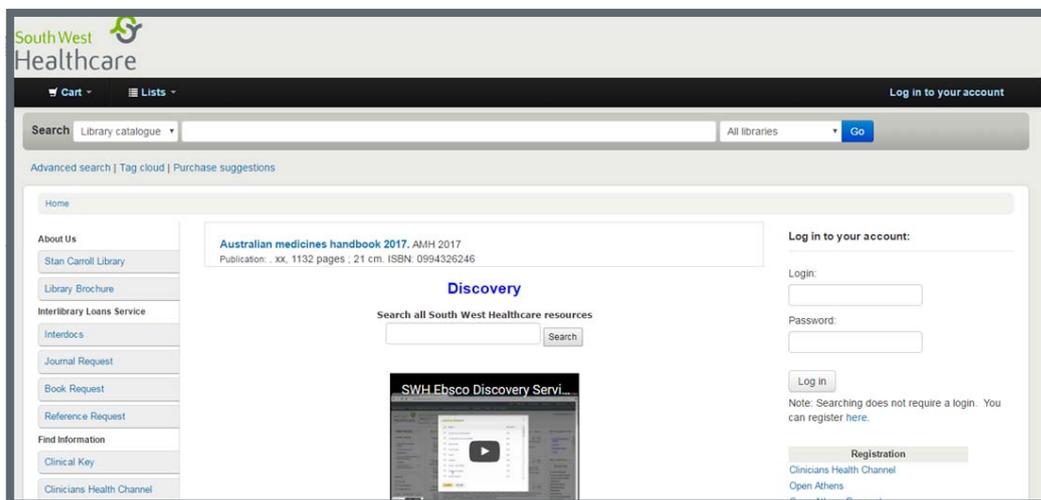


Library News

ENHANCED & EQUITABLE ACCESS

The library has been busy making research more accessible for hospital staff and students. The first step in doing this was to provide 24/7 access to the library for all staff card holders. For those who cannot make it into the library, we are increasing our support and education of electronic and mobile resources. Most of these resources can be accessed remotely. The library holds monthly research support meetings, the next being on 19 June 2017, and supported research workshops provided by the Western Alliance. Anyone with an interest in research whether clinical or non-clinical are welcome to join these sessions.

Based on feedback we have received the library is also making requesting books, articles and literature searches easier. You can now request these items via the library catalogue (left hand side navigation) and directly on the EBSCO Discovery Service. Using the *Request this item through interlibrary loan* links on the EDS automatically fills in a copyright compliant article request form and is now also included when there is a *Full Text Finder* link.



Library Education & Training

The library has also been providing education and training relating to making literature requests, searching databases and using reference management software. If this is an area that you would like help with, please contact the library.

Recently added to the collection:

- Apley and Solomon's Concise System of Orthopaedics and Trauma/ Louise Solomon, David Warwick and Salvadorai Nayagam.

- Cotton and Williams' practice gastrointestinal endoscopy:
- The Fundamentals/ Adam Haycock, Jonathan Cohen, Brian P. Saunders, Peter B. Cotton, Christopher B. Williams.

- Current diagnosis and treatment: Geriatrics/ editors, Brie A. Williams, Anna Chang.

- Essentials of WISC-V assessment/ Dawn P. Flanagan, Vincent C. Alfonso.

- Statistic for health care management and administration: working with Excel/John F. Kros, David A. Rosenthal.

- Treatment plans and interventions for depression and anxiety disorders/Robert L. Leahy, Stephen J.F. Holland, Lata K. McGinn.

- Understanding teamwork in health care/ Gordon Mosser, James W; Begun.

E-book collection is also on the rise.

Mental Health Services

MENTAL HEALTH SERVICES SUB-ACUTE BEDS AT REVENTION & RECOVERY CENTRE - PARC PROGRESS

In mid-April, on the day I commenced in the project role, Jodi Bateman and I went on a 3 day road trip researching other PARC facilities and PARC models of care across Victoria. Not knowing each other from a bar of soap, it was very lucky we got along and luckily managed to have a few laughs! We've learnt I can't navigate and Jodi is very handy at a highway 'U turn' or two. We visited Wodonga, Shepparton, Narre Warren and Geelong. This experience was invaluable and quickly helped us identify what works well, not so well, what not to do and what is worth fighting for. Some of the big take home messages were "move away from a clinical mindset such as how you would approach a situation or problem on a ward" "overarching principles of recovery in all PARC work is essential", "a joint partnership between a non-government agency and a mental health clinical team works best", "a PARC should look and feel like a home or private health retreat and not a hospital".

The PARC building continues to progress at great speed and the architect remains optimistic for a handover in early June. At this point in June, the building will enter a "defects" phase where furnishing can commence (i.e. curtains and furniture) and any issues identified with the building are fixed before it becomes operational. The photos are an attempt to demonstrate how modern, light filled and beautiful this building will be once complete. The building is so nice I'm sure people will not want to leave!

Prevention and Recovery Care (PARC) services are short term, residential, recovery oriented, treatment services for people for people over 16 years of age for up to 28 days. They aim to provide support and recovery care in a "home-like" environment for people with, or at high risk of developing, serious mental illness. Prevention and Recovery Care Services also referred to as Step-Up-Step-Down programs because they allow mental health services to care for:

- People living in local communities, who require short-term residential support but not to the degree where they would require an acute inpatient admission (Step-Up); and
- People who would benefit from short-term, intensive treatment and support, in a residential setting after discharge from an acute hospital (Step-Down) to further enhance their recovery.

In the near future we will advertise times for tours of the building and plan to have an official open day.

Rochelle Morrison,
PARC Project Officer



MULTI DISCIPLINARY TEAMS

South West Mental Health is committed to promoting excellence across the various professions that form our multidisciplinary teams. In line with this commitment, there is a newly appointment Psychiatric Nurse Consultant, Emily Williams. A new position of Senior Mental Health Nurse has also been created and is currently filled by Jodi Radley (Child and Adolescent Mental Health Manager) until a suitable candidate is appointed.

Emily's role will involve co-ordinating the nursing students and graduate nurses, as well as facilitating service education across all teams. Jodi and Emily are currently working on a number of projects including the redevelopment of the orientation program and ongoing identification and delivery of training needs across all teams. These nursing positions will also involve reviewing the process and implementation of clinical supervision of the mental health nurses.

These positions work alongside our pre-existing Senior Psychologist position to promote professional development opportunities for our clinicians, and subsequently ensure that our consumers are offered the best in evidence based practice.

Psychologists in the service met monthly to discuss professional issues and topics of interests. The service is also committed to providing postgraduate training opportunities for those wishing to undertake internships under what is known as the 4+2 model. We have recently employed an additional two Provisional Psychologist who join the teams at Hamilton and Portland Mental Health services.

Sarah McLean (Senior Psychologist)
Emily Williams (Psychiatric Nurse Consultant)
Jodi Radley (A/Senior Mental Health Nurse)

Camperdown & Merindah Lodge

Australia's Biggest Morning Tea for Cancer Council

Thursday 19 May
2017 Merindah Lodge held Australia's Biggest Morning Tea to raise money for The Cancer Council.

Linda Gaut and Bernadette Leehane were making delicious cappuccinos and pots of tea for anyone who wished to make a gold coin donation for the cause. James and his wonderful staff in the kitchen made beautiful scones with jam and cream for everyone to enjoy.

The residents got involved in the day by selling raffle tickets for a beautiful fruit cake.

It was great to see so many staff residents and families support the day. Overall \$330 dollars was raised to support cancer research. Well done to all involved on job well done!

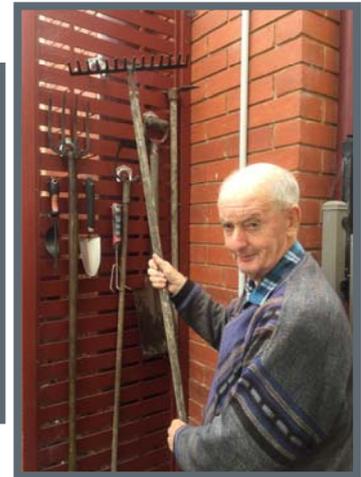


NATIONAL VOLUNTEERS WEEK

As a part of National Volunteers Week (11-17 May), Merindah Lodge held a morning tea to say thank you to the 184 people who volunteer with us at Camperdown. Some of our wonderful volunteers who donate their time to help out have been with us for many years. They include Dot Davis (55 years), Jan and John Hulm (47 years), Out volunteers help out in many different areas around the Camperdown Campus of Southwest Healthcare. For example people volunteer with Meals on Wheels, The David Newman Centre, Friends of Merindah Lodge, The Hospital Axillary and The Lolly Trolley. Make sure if you see any of our wonderful volunteers around, please give them a smile and say thank you for the great job that they do.

MONTESSORI: LA MERINDAH

As a part of the Montessori Program the residents of Merindah Lodge were treated to a fine dining experience. The brain child of Chrissy (one of the chef's from the kitchen) the residents and their families were treated to a three course meal, in their very own restaurant "La Merindah". The dining room at Merindah Lodge was transformed with a black and gold theme. Crisp white table cloths adorned the tables, along with crystal glassware, beautiful center pieces (made with the resident's help) and fairy lights. Staff from across the campus volunteered their time to serve as waitresses and dressed in black and white. The evening began with pre dinner drinks, with the resident's treated to a selection of fine red and sweet white wines, followed by an amazing 3 course meal. Dinner was served from the Merindah Lodge kitchen. The residents were serenaded during dinner by Burt, the classical violinist, who moved from table to table giving individual performances. The residents and their families really enjoyed the night, and appreciated the efforts of all the staff involved and the efforts they put into making the night one to remember.



NEW MEDICAL RECORD STORAGE—CAMPERDOWN CAMPUS

Camperdown Campus has just completed a substantial project to increase the amount of storage available for medical records. The extra space is needed to meet the extended record retention times required by the Public Records Office Victoria. The new storage allows for increased capacity for record storage to cover future growth of approximately 5 years. A new compactus filing system has been installed which allows for improved accessibility to records. This has produced positive OH&S outcomes of reduced physical impact upon staff that were using equipment that was difficult to manoeuvre in a limited physical space.

Greening South West Healthcare

Greening South West Healthcare is a quarterly column that highlights news and activities driven by the SWH Environmental Sustainability Committee. The cost of energy is set to increase significantly from July and this edition features several SWH projects aiming to decrease energy emissions. This edition also reports on the recent World Environment Day Forums at Warrnambool and Camperdown. We have received a fantastic response to the launch of our Green Ambassadors Email network, and you can sign up anytime by emailing Elvira on ehewson@swh.net.au



FOCUS ON ENERGY EFFICIENCY

The **LED lighting upgrade** replacing 3,300 fluorescent tubes and high bay lights at Warrnambool is due to roll out in the coming weeks at Warrnambool. Assuming an average operating period of 16 hours per day, and a savings of 19 watts for each tube, this will mean savings in the order of \$40,000 annually. The installation costs for this project are subsidised through the **Victorian Energy Efficiency Target (VEET) scheme**.



WORLD ENVIRONMENT DAY FORUMS

An educational initiative of the Environmental Sustainability Committee, the World Environment Day Forum focused on the topic 'Sustainability and Healthcare: The role of therapeutic landscapes'. Steven Wells from Austin Health came and spoke at public forums in Warrnambool and Camperdown, and also spoke to Allied Health and Nursing Staff at two additional workshops. The role of therapeutic gardens and this was chosen to align with the construction of the Sensory Garden in the main Courtyard at Warrnambool, with existing sensory gardens already in place within the Extended Care Inpatient Unit, our Mental Health Services Residential Unit and at our Merindah Lodge aged care facility in Camperdown. Stevens' talks were inspiring, with examples given from gardens at the Austin Health, but also from his 2015 Winston Churchill Fellowship visit to hospitals overseas with therapeutic gardens. Pictured below are some photos from the forums. (Clockwise from top left, Steven presenting at Warrnambool and Camperdown, SWH Camperdown Maintenance Services Manager Les Harrison, Maintenance Services Staff Kelvin Fitzgerald and Theatre Nurse Jodie Crossman showing Steven the Sensory Garden at Merindah Lodge and Environmental Sustainability Project Worker Elvira Hewson, with Rehabilitation Nursing Unit Manager Helen Moyle and SWH Warrnambool Gardener Melinda Grant with Steven in the Rehabilitation Unit Sensory Garden).

DID YOU KNOW?

District Nursing Service at Warrnambool has 7 **Hybrid Camrys** as part of their 8 car fleet. The Hybrid Camry has a 2.4 litre four-cylinder petrol engine, electric motor generator and electrically controlled continuously variable transmission that is reported to achieve a combined average consumption of 5.2/100km by Toyota and 6L/100km by drive.com.au. This equates to just 142g/km of CO₂, about 2/3 of the emissions of other similarly-sized popular base models. Manager of District Nursing Paul Crimmin describes Hybrid Camrys as fit-for-purpose for their team. District Nursing staff are on the roads daily visiting patients, and the Hybrid Camrys allow staff to carry the equipment they need and deliver considerable energy savings when driven around town, but still meet the highest standards of safety ratings necessary for our rural road infrastructure. The combination of town and highway driving that District Nursing staff are required to do to deliver their programs, make this vehicle a great choice in the green (both earth-friendly and wallet friendly). Fleet Officer, Tim Van der Starre was keen to strategically introduce a small number of these cars into SWH, and identified District Nursing as a suitable starting point. The size of the District Nursing Team meant they could easily undertake some additional training to become confident using the cars. Paul Crimmin worked closely with Tim van de Starre to introduce these cars into their fleet, and they are pictured below with District Nursing Staff Maureen Bourke and Vicki Burns (in the car) (from L-R Tim, Maureen, Paul and Vicki).





Healthcare

2017 NAIDOC CELEBRATION

SAVE THE DATE

THURSDAY 6TH JULY

This year we are celebrating:



Our Languages Matter

2-9 JULY 2017

For more information contact: SWH Aboriginal Programs Manager, Mac McInnes on 5563 4358 or at jmcinnes@swh.net.au