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### Welcome

At Wide Bay Hospital and Health Service, nurses and midwives are required to deliver high-quality, patient-focused and evidence-based care to a community of more than 219,000 people, with complex and diverse needs.

An increasing ageing population, coupled with high rates of smoking, risky drinking, obesity, mental health problems and chronic disease, add a layer of complexity to the existing high demands of acute, sub-acute and community services. As demand on our health services – and the healthcare system generally – continues to grow, nurses and midwives need to deliver efficient, flexible and sustainable care in a frequently challenging environment.

But with great challenge also comes great reward, and it's those rewards that have sustained me throughout my career of more than 30 years in nursing. When you become a nurse or midwife, you share moments with patients that few others experience – moments of compassion, of vulnerability, and of gratitude. These are a great privilege, and are powerful reminders of the importance of our many roles in the patient experience.

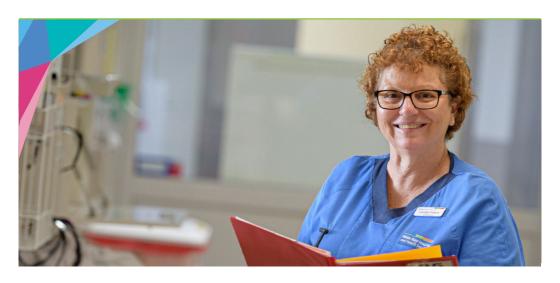
The diversity of nursing and midwifery skills and roles is fundamental to our health service's ability to meet the needs of our community, now and into the future — providing the right care, at the right time, in the right place. Our nursing and midwifery team must be agile, innovative, responsive, highly educated, empowered and enabled to deliver the service and care required.

The information contained in this booklet provides a small sample of nursing and midwifery roles and career opportunities that you may not have thought of, or known about. Each one of these roles epitomises the strength and diversity that nursing and midwifery has to offer.

Our nursing and midwifery team live our organisational values of Collaboration, Accountability, Respect, Excellence and Care Through Patients' Eyes, in every aspect of what they do. I am incredibly proud of their achievements and contributions, and hope the stories from some of our stars, provide some insights that encourage you to consider different nursing or midwifery opportunities.



Fiona Sewell
Executive Director Nursing &
Midwifery Services



# Wide Bay Hospital and Health Service

# Nursing and Midwifery careers

At Wide Bay Hospital and Health Service (WBHHS), we are very proud of our dedicated, compassionate and highly knowledgeable and skilled nurses and midwives. Making up nearly half of our workforce, they are the backbone of our health service.

From new graduates through to experienced nurse practitioners, our nurses and midwives work across a range of clinical, management, education and research roles.

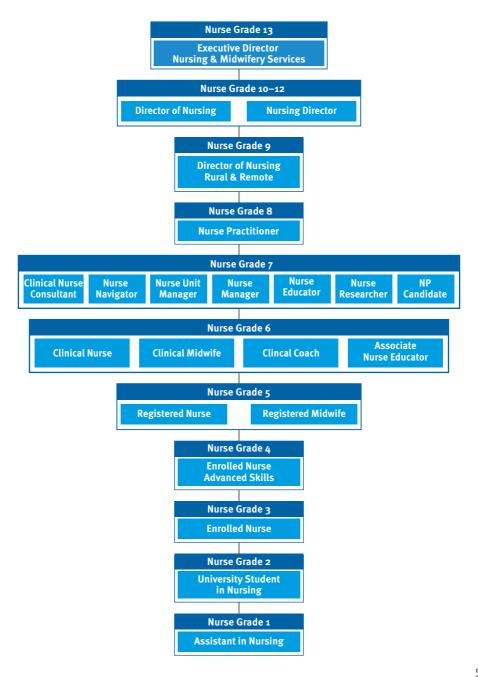
Whether it's treating our tiniest patients through our paediatric wards and family clinics, saving lives across our emergency departments and theatres, supporting families undergoing chemotherapy and dialysis, comforting those accessing palliative care, providing compassion and understanding for those impacted by mental health issues, improving the health literacy of our clients, enabling rural patients to receive care closer to home through telehealth, or caring for people in their own homes through our diverse Community, Nurse Navigator and Hospital in the Home programs, there is something for everyone in the Wide Bay.

Working in regional and rural settings, our nurses and midwives are exposed to a broad range of clients, case mixes and procedures.

At WBHHS, we offer the following nursing specialties:

- Cardiac
- Central Sterilising and Supply
- Community
- Education and Research
- Emergency
- Gastroenterological
- Intensive/coronary care
- Medical
- Mental Health
- Midwifery
- Neonatal
- Older persons (gerontic)
- Oncology
- Orthopaedic
- Outpatients
- Paediatrics
- Palliative
- Perioperative
- Rehabilitation
- Renal
- Rural
- Surgical

# **WBHHS Nursing Career Structure**



# Telehealth

# **Care closer to home**

# **Kathy Tobin**

Clinical Nurse Consultant — Telehealth Services

In a world of evolving health care, Kathy is leading the way with the implementation of remote patient monitoring technology.

"The patient uses blue tooth equipment at home and the Dashboard Care team monitor their BP, O2 sats scales and blood glucose levels.

"The aim is to raise patients' health, literacy and self-management while also interpreting their signs and symptoms, which can hopefully lower hospital presentations.

"I love learning new skills and being outside of my comfort zone at the forefront of innovation. I am implementing a new Model of Care that is being externally circulated for a potential state-wide roll out."

Kathy completed her nursing training in Bundaberg Hospital in 1985 and discovered theatre nursing wasn't for her. She moved on to Hervey Bay and Longreach and experienced roles in Aged Care and Patient Safety before finding an interest in Clinical Governance and Telehealth. Kathy returned to Bundaberg Hospital in 2019.

"Being back and working in the buildings I trained in brings back wonderful memories."

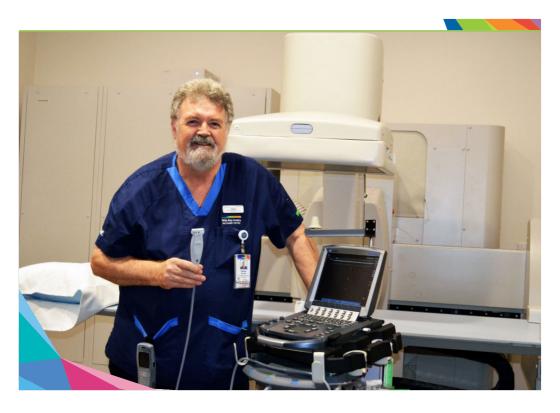
She said it is very humbling as a nurse to be part of a patient journey.

Every day I have a positive impact on a patient, whether it's through direct or indirect patient care."

Talehealth is right







### Steve Sinclair

### Clinical Nurse Consultant — Cannulation

Steve Sinclair can often be found walking the corridors of Bundaberg Hospital with his portable ultrasound machine.

"I provide a cannulation service for patients requiring advanced IV access and PICC services and training to staff in PICC and ultrasound guided cannulation.

"In a typical day I can cannulate/ venepuncture 12 plus patients and insert one to two PICC lines."

Steve prides himself on placing IV access in an optimal site away from joints and hands, aiming for minimal discomfort in placement and post-insertion, and he is always thinking of ways to put his patients at ease. I purchased a Blue-ray speaker and play background music (60's & 70's) to patients having a PICC inserted in the fluoroscopy room."

Steve moved from Sydney to Christchurch, NZ to undertake his nursing training after spending 3 months as a nurse aid in a post-acute spinal unit. He returned to Sydney to undertake a 12-month post-graduate theatre certificate before undertaking roles such as Perioperative Clinical Nurse and Clinical Coordinator Theatre, CSSD and Day Surgery. He started at Bundaberg Hospital in 1998 where he moved into medical imaging and hasn't looked back.

# **Gail Davies**

### Nurse Navigator - Rural

Based in Gayndah, Gail travels around the North Burnett helping patients take greater control of their health by understanding their issues and navigating them through the health service to achieve positive outcomes.

"Establishing a rapport with your patient takes time and you need to gain their trust.

"My work is very supportive in nature as many of my clientele have low health literacy and appreciate if you can attend appointments with them or sit with them when they have telehealth with specialists."

Gail said she loves being able to make a positive difference to each patient's life.

66 My youngest patient is two-and-a-half and the oldest is 84 with a myriad of conditions".

"I have one patient who was not fully engaged with the health service and had a reputation for being non-compliant and very hap hazard with his approach to his health care. This 50-year-old is now attending all his outpatient appointments, recognises triggers when he is not coping, knows what to do about it and is able to live with his disease processes, which are now well managed."

Gail holds a Bachelor of Health Nursing and post-graduate qualifications in Leadership and Management.

She said her move away from management and coaching roles may seem unusual, but she draws on these experiences and skills every day.

"Never be afraid to come out of your comfort zone, you never know where it will lead you."



# Glen Adamson

### **Court Liaison**

Not all nurses work in a hospital setting. Take for example our Court Liaison Officer, Glen Adamson, who loves to provide clinical advice and treatment to those in need, in a non-clinical environment.

"The primary purpose of the Court Liaison Service is early identification, assessment, liaison, referral and, when clinically appropriate, diversion of mentally ill individuals in custody, or before the court

"I also have a role in facilitating continuity of care for people leaving correctional facilities and engaging with community-based services.

"I spend a lot of time in watch houses, Magistrates Courts and at the Maryborough Correction Centre assisting clients who have been charged with offences. I get to talk through these offences and learn what the client was thinking and their behaviour whilst committing the offenses."

Glen completed a Bachelor of Nursing before securing a post-graduate position with Toowoomba Hospital. After getting a taste for a range of nursing areas he eventually specialised in mental health. He completed a Master of Mental Health Nursing to further his knowledge and found this opened doors to senior clinical roles.

I love the diversity that nursing offers. With one degree you can work in an Emergency Department, medical ward or prison and you can travel all over Australia.

"As a nurse we often underestimate the impact we have on our clients. I have had clients reflect on quotes that I've said to them many years earlier and these quotes have influenced their lives."



# Jacqui Gordon Clinical Nurse — Hospital in the Home

Through her role, Jacqui provides high-level holistic, acute health care to patients in their own homes, so they don't have to stay in hospital.

"We make clinical assessments, monitor the patients progress through observations and pathology, administer IV antibiotic therapy and give wound care."

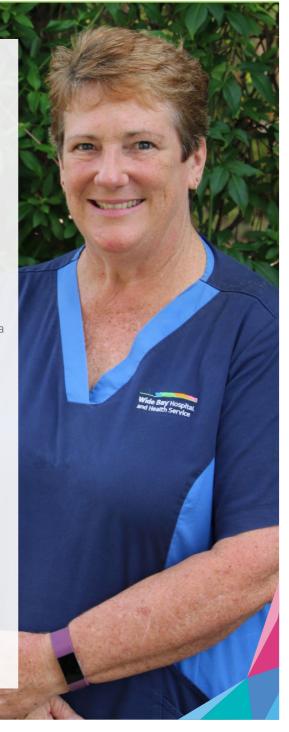
Jacqui loves the satisfaction of giving holistic care to patients by working with a multidisciplinary team.

appreciation for our care, being able to be home with loved ones or pets and sleeping in their own bed, which helps relieve anxiety and contributes to improving their condition.

"I enjoy the variety that nursing brings and the gratitude you receive from patients and the confidence and trust they have in you caring for them."

Jacqui trained at Gold Coast Hospital, working across all areas of nursing, before relocating to Bundaberg in 2001.

"Coming from the Gold Coast to Bundaberg, I enjoy it being less chaotic, less traffic and more affordable real estate. It's also a better environment to bring up children."



### **David Houston**

# Clinical Nurse Consultant — Alcohol & Other Drugs Service

### What is the purpose of your role?

To enhance care for consumers with substance use disorders, advising and integrating services across healthcare settings for improved clinical outcomes.

### Describe a typical day in your role:

I review many patients in the hospital or mental health units who have substance use issues. Many of these patients are experiencing substance withdrawal and I often seek advice from our addiction specialists in the community team to help suggest care plans A few times a week, I may conduct education sessions for healthcare staff to enhance their skills in managing these patients. I'm also involved in projects aimed at improving how our service navigates care for this cohort. Additionally, I spend time coordinating with various teams for referrals or joint care efforts.

### What do you love most about nursing?

The satisfaction of helping people, job security, and diversity of roles.

# What pathway did you take to get to your current role?

I moved from a community-based Alcohol and Other Drugs (AOD) environment while obtaining a postgraduate certificate in AOD, and later, I earned a postgraduate certificate in leadership and management.



# When have you had a positive impact on a patient?

Every shift there is an ability to positively impact patients by increasing their ability to take control of their substance use or helping teams improve clinical outcomes for them.

### What do you love about your role?

Working with persons on substance use issues, and assisting them in addressing their challenges is fulfilling. Enhancing our services for better care of them, especially for a group that often faces marginalisation, is equally rewarding. Moreover, collaborating across various hospital and community teams aids in creating a strong professional network. We are still learning so much about addiction, so I am constantly learning, and improving my understanding of such a fascinating field.



# **Annette Baldry**

### **Nurse Educator Midwifery**

Annette Baldry has a clear passion for teaching making her the perfect person to deliver educational support to clinical staff within the Maternity and Family Services team.

"A typical day could involve researching, preparing, and presenting educational activities such as in-services, simulations or workshops, as well as participating in working parties and projects which advance midwifery practice and contribute to updating clinical guidelines and procedures.

"I recently received a thank you note from a doctor who said the scenario training we provided gave him the confidence to respond quickly and appropriately to a very uncommon obstetric emergency." Annette, who holds both undergraduate and postgraduate qualifications in nursing, midwifery, and education, said she loves being part of the midwifery process while also providing worthwhile educational activities for staff

I love working with women to be as healthy as possible during their pregnancy and preparing for the birth of their baby, assisting them through the birth process, and into the early days of parenting the newest member of their family."

Annette has worked in metro, regional and remote settings and loves the country feel and beach lifestyle of the Wide Bay.





### **Brooke O'Brien**

### Enrolled Nurse Advanced Skills — Theatre

Brooke O'Brien didn't plan on becoming an Enrolled Nurse, but a chance opportunity opened his eyes up to a fascinating career path.

After working as a Theatre Orderly at Bundaberg Hospital for seven years, Brooke received an education grant to complete a Certificate III in Operating Theatre Assistance.

"When I finished the Cert III, the teachers at TAFE asked if I was interested in doing an Endorsed Enrolled Nurse course, and I told them I wasn't interested!

"They convinced me and 18 months later I finished my course and was lucky enough to get an EN position in theatre."

Brooke works as an Instrument and Circulating nurse in Theatre, assisting

during surgeries by passing instruments and equipment as needed and making sure everything remains sterile.

He also collects specimens for pathology, records data and keeps account of disposable and implantable items used during surgery.

•• I love that the job is fascinating - it's never dull.

"The cases may be the same, but the patients are different, so their needs become different and varied."

Brooke describes his theatre team as a family.

"I love all the people I work with.

"We are a small team in Theatre, but we are big in heart."

# Kim Findlay

### Nurse Practitioner - Prison Health Service

### What is the purpose of your role?

To provide and deliver dedicated and therapeutic patient-centred health care using expert knowledge, skills and advanced extended Nurse Practitioner standards and clinical practice, within a Primary Health Care Model for prisoners in the custodial setting.

### Describe a typical day in your role:

The central role revolves around the Nurse Practitioner Clinic client consultation list which is triaged in order of urgency. Client consultation can include Hepatitis C program delivery, chronic disease management, infections, alcohol and drug addictions, mental health conditions, acute and chronic pain management, STI and BBV screening, diagnosis and management, musculoskeletal conditions, co-morbidity, medication reviews and more.

### What do you love about your role?

The NP role is a unique and challenging position in the custodial setting. I am committed to helping people get well and stay well by establishing respectful partnerships with my clients, listening and believing in them and as a result have gained a greater understanding of mental health and been rewarded by client awareness, belief and empowerment.

### What do you love most about nursing?

I believe that health (or ill-health) is the result of a combination of social, psychological, and biological factors and not just the absence of disease, and nursing provides an opportunity to change people's lives. The health system is a tough place to navigate and nurses are in the best position to support this journey by providing education, to improve patient knowledge and understanding of health literacy and ultimately improve their own health.

# When have you had a positive impact on a patient?

I take the time to focus on the social and emotional side of my patient's health as well as physical issues. A simple 'thank you for listening,' is something I am told quite regularly and it's always very humbling.

# What pathway did you take to get to your current role?

Following a graduate year in Darwin, I pursued a role in remote health before moving into an outreach educator / coordinator role in remote Northern Territory communities. As a NP candidate I travelled to Canada on an international 'Shadow-placement' Ministerial Scholarship where I worked with the First Nation Peoples. In my current role I work alongside a dynamic team and feel I make a difference to the lives of people whose voices are often not heard.



# **Penny Stevens**

# Clinical Nurse Consultant — Cancer Care Coordinator

### What is the purpose of your role?

I'm a clinical leader who liaises and coordinates patient care and treatment from diagnosis through to referral for specialist opinion. I provide support to newly diagnosed patients across all tumour streams except paediatric, breast and haematology.

### Describe a typical day in your role:

On average I see and assess between 4-8 newly diagnosed patients each day when they present to see the Medical or Radiation Oncologists. I ensure the patient and their family understand what they've been told, provide clarification and assess their immediate needs such as referrals to Allied Health professionals, Nurse Navigators or Palliative Care. I also provide updates to the Cancer Care Team regarding patient treatment.

### What do you love most about nursing?

Helping patient's see there can be life after cancer, and they don't have to experience pain or suffering. I like to think that I have their backs and can be reached out to for support, reassurance, or information. I try to convey that there is nothing too big or too insignificant that I will not help with. It helps knowing that I work with an amazing team.

# When have you had a positive impact on a patient?

Every day, every patient interaction, every email, every referral, every phone call I am trying to make an impact on the outcome, stress and anxiety for patients and their families. Every one of them!



### What do you love about your role?

I love the variety, challenges, autonomy and knowing that I make a difference in the lives of people who are just like me and are faced with one of the most daunting and life changing experiences. For some patients, knowing that the Cancer Care Team and the Community Care Team are there to support and help them navigate the unknown makes a big difference and they can focus on getting through treatment and adjusting to the new identity.

# What pathway did you take to get to your current role?

I attended workshops and conferences, became affiliated with industry organisations, took on projects and constantly tried to acquire and share knowledge and best practice for nurses in the field of Medical and Radiation Oncology. I received a scholarship and completed a Master of Cancer and Haematology Nursing studying both on campus and via distance.

### **Caroline Lowe**

Nurse Unit Manager — Aged Care Assessment Team

### What is the purpose of your role?

Managing the Aged Care Assessment Team for the Wide Bay region.

### Describe a typical day in your role:

Every day is different. Sometimes it involves typical management tasks such as providing data reports to operational directors and attending meetings, and other days it is talking directly with clients and families to support them.

### What do you love about your role?

I love working in a great team and being able to assist aged people to receive the care they require. The role is always challenging and there is always something new to learn.

# When have you had a positive impact on a patient:

Hopefully, every day at work we are having a positive impact on a patient's life. We are assisting them to navigate the aged care system and to make plans for their ongoing care



### What do you love most about nursing?

I love that with nursing there are many different pathways your career can take you on, depending on your area of interest.

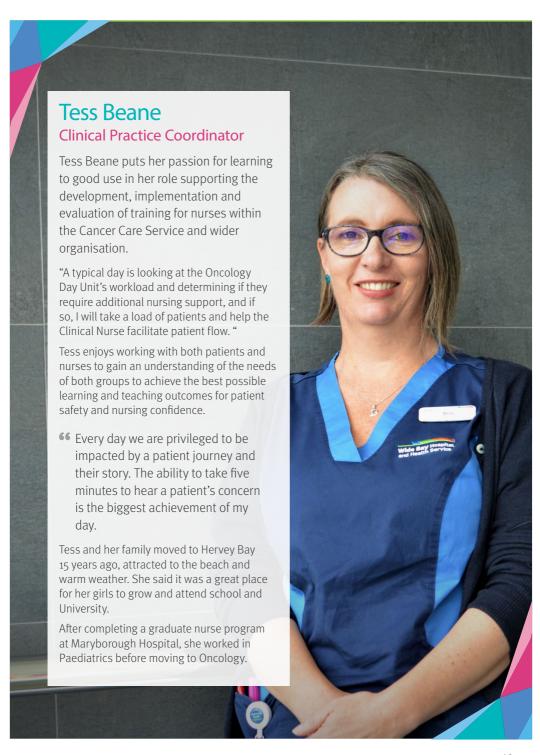
# What pathway did you take to get to your current role?

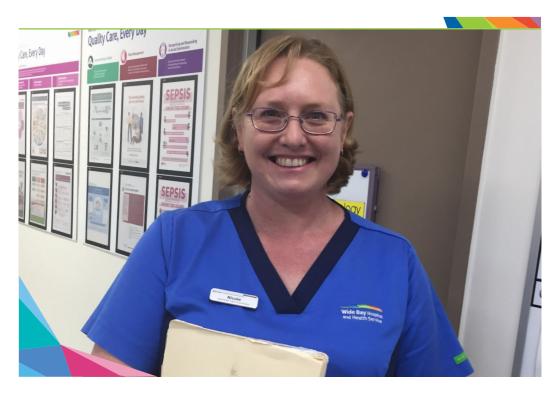
In order to get to my current role, I made sure that I studied subjects related to aged care and I also completed management certificates.

# What do you enjoy about living and working in the Wide Bay?

The Wide Bay is a really beautiful area, and everything here is so accessible.







# Nicole Reedy

### Enrolled Nurse Advanced Skills — Specialist Outpatients

Nicole and her colleagues are always busily working in the background to ensure specialist outpatient consultations run smoothly.

"We prepare each patient chart the day before, ensuring all requested tests and information is included. Upon arrival of each patient, if required, baseline observations are taken, and their chart is added to the appropriate clinic area for the doctor's collection prior to the consultation.

"We also assist with wound care, minor procedures or gathering further information for the consult and then ensure each patient is either rebooked for a follow up appointment, discharged back to their GP or booked for elective surgery."

Nicole, who completed her study through TAFE QLD, said she enjoyed being able to use both her nursing and administration skills.

1 love being involved in a community setting, being able to help and support patients during a potentially vulnerable time in their lives.

"Having the ability to calm an anxious patient by communicating in a friendly, caring, positive and uplifting way to ensure the patient is relaxed and attentive during their consult."

# Sally Broadhurst

Clinical Nurse Consultant — Infection Prevention & Control Service

### What is the purpose of your role?

Coordination, planning, implementation and evaluation of the Infection Prevention and Control program for WBHHS.

### Describe a typical day in your role:

7am start, review isolation list and new organism of significance, answer emails, review IWFM, review Riskman incidents, blood stream infection notifications into the Infection Control database (Multiprac) from Auslab. Procedure review. Hand Hygiene auditing.

### What do you love about your role?

Being available to staff as a resource and to answer questions in relation to appropriate isolation of cases of significant organisms.

# When have you had a positive impact on a patient?

Through the reduction in transmission of significant organisms.

### What do you love most about nursing?

Commenced training in UK in Dec 1983, nursing was the only thing I wanted to do since I was 12 years old.



# What pathway did you take to get to your current role?

UK trained in hospital based school of nursing. Worked for 15 years in orthopaedic trauma and elective, completing 12 months Orthopaedic Nursing qualification. I became a link nurse for infection control which gave me an insight into infection prevention and control and I have worked in this field since June 2002. Moved to Australia in Jan 2005 and have been lucky to be able to continue to work within Infection Prevention and Control at both Private and Public facilities in Southeast Queensland. I have been employed by WBHHS since sept 2019.

# What do you enjoy most about living and working in the Wide Bay?

The beach and not as much traffic as in South East Qld!



### **Julie Evans**

# Nurse Unit Manager — Cancer Care Service

### What is the purpose of your role?

To provide timely, nurse-led specialist access to advice and care for patients experiencing toxicities relating to cancer and their systemic anti-cancer treatments by applying expert clinical knowledge and skills

### Describe a typical day in your role:

A typical day involves telephone triage, providing advice on managing symptoms and running face-to-face assessment clinics. I also liaise with the oncology doctors, nurses, allied health, and emergency department teams. I conduct clinical audits to ensure quality, manage KPI's, manage research programs for service elevation and provide education for staff and patients.

### What do you love about your role?

I love the feeling of having a positive impact on patient outcomes and knowing that I can and am making a difference. I also enjoy the diversity of the role and being able to scope the role for future improvement.

# When have you had a positive impact on a patient?

I try every day to have a positive impact on the patients I meet either on the phone or face-to-face.

### What do you love most about nursing?

I love that I can make a difference each day to patients and families and through my contribution to the wider organisation delivering care.

# What pathway did you take to get to your current role?

I have developed clinical experience in oncology nursing, from novice to expert, including systemic anti-cancer treatment administration, oncology clinical research, oncology surgery and specialisation nursing in breast cancer, genetics, and clinical leadership. I have completed a Post Graduate Certificate in Breast Care Nursing, Post Graduate Diploma in Cancer Nursing, Clinical Nurse Specialist training (advanced practice level), Post Graduate Certificate in Cancer Genetics and a Master's degree in Cancer Nursing (Advanced Clinical Practice).

# What do you enjoy most about living and working in the Wide Bay?

I enjoy the beautiful climate and scenery of the Wide Bay. I also like working for the Wide Bay Hospital and Health Service and the opportunities available to us. We have a diverse workforce and great community engagement.





# Megan Lynch

### Clinical Nurse Consultant — McGrath Breast Care

Working in Hervey Bay Hospital's Cancer Care Centre, Megan provides psycho-social support and care to clients with breast cancer, from diagnosis through to treatment, the survivorship phase and beyond.

"I contact newly diagnosed patients and see them pre operatively to discuss surgery and treatment as well as visiting people postoperatively. I contact people when they receive results to explain the outcome and discuss next steps and I liaise closely with the allied health team, surgeons and oncologists to ensure timely care is provided to patients."

Megan loves the flexibility of her role and feels privileged to be able to provide care to those in need

"Having the opportunity to meet many wonderful people and provide care and support to people when they are at their most vulnerable have been very rewarding.

• Being there to hold a hand or console people when they receive bad news or when their health deteriorates can be a powerful source of comfort.

Megan's background was in midwifery and child health before training in breast cancer. She started the local Breast Cancer Support Group in 2000 and worked part time as a Breast Care Nurse funded through the Breast and Prostate Cancer Association prior to her current role. She holds a Graduate Certificate in Breast Care Nursing.

# Fay Barker

# Clinical Nurse Consultant — Respiratory

### What is the purpose of your role?

To provide comprehensive, current, integrated, and holistic care to a cohort of patients with complicated lung disease.

### Describe a typical day in your role:

A typical day means interacting with, assessing, and educating patients and members of the wider community on chronic lung conditions / diseases. The role involves discussions including developing care plans with the multidisciplinary teams. I spend a significant portion of the day supporting patients and being a patient advocate, while liaising through telehealth with the Thoracic teams at the Royal Brisbane Women's Hospital.

### What do you love about your role?

I love the interaction with patients, staff, and the wider community. I enjoy teaching and learning and find both are ongoing no matter how old you are! You never stop learning and I enjoy new developments and challenges daily within my role.

### What do you love most about nursing?

I enjoy the team approach to care and working with people. Nursing positions can provide so much diversity and allow you to work and travel to places you never dreamed would be possible. You can meet so many people and develop an extensive network of friends.

# When have you had a positive impact on a patient?

My aim is to have a positive experience every day in the lives of our patients. There are amazing benefits of technology allowing us the privilege of connecting remotely so patients don't need to travel to the "big smoke"

# What pathway did you take to get to your current role?

I commenced my nursing career in a rural hospital as an Assistant in Nursing, A wise RN told me I should go and do my general training, so I thought I would give it a go. After qualifying, I decided midwifery was next on the radar. After gaining my midwifery qualification, I worked with the emergency nursing service in Western Australia in various roles. Then I married and became a mum and would you believe it, my child had asthma and my mother was diagnosed with Chronic Obstructive Pulmonary Disease (COPD) due to asthma, and the GP thought I would make a great asthma educator so I furthered my education with a tertiary qualification and now have specialised in the field of respiratory nursing for more than two decades



# **Carly Thomas**

### Nurse Unit Manager — Renal

### What is the purpose of your role?

To provide effective leadership and management for the Fraser Coast Renal Services team alongside the Director of Nephrology.

### Describe a typical day in your role:

I generally start the day with checking on the clinical staff, how their day looks and any concerns the Team Leader may have. Then I go through the IWFM daily flow sheets and SAW, check emails and action anything requiring immediate action ie workload concerns, Riskman's, audits, MyHR. Most days are filled with replacing staff leave, meetings and working on increasing efficiency of the unit.

### What do you love about your role?

My role is faced with new challenges all the time, some of which take me out of my comfort zone, making it an adventure every day.

# When have you had a positive impact on a patient?

I endeavour to always make a positive impact with patients. In previous roles I have had in Renal, developing the trust of the patients was paramount, and these skills continue into my current role.

### What do you love most about nursing?

I love that nursing offers the opportunity to learn new things every day. Working in the Renal unit you are always learning. It's a very challenging environment, requiring a very different set of skills.



# What pathway did you take to get to your current role?

I started in the renal unit around Easter in 2005 for a three month secondment. I completed a post graduate certificate in renal nursing and in 2022 completed a Masters. I have worked as a Clinical facilitator, Clinical Nurse of Maryborough Renal, Home therapies Clinical nurse lead and through the NUM/MUMs leadership programs have developed skills and was successful in 2023 at interview for the Renal NUM position.

# What do you enjoy about living and working in the Wide Bay?

The Wide Bay is a great place to raise a family and "peak-hour" traffic is not so much of an issue as bigger cities, as well as free-parking and less commute. "Country" towns also have a great sense of community.

# **Nicole Blackley**

### Nurse Unit Manager — QClinic

### What is QClinic?

Wide Bay Sexual Health and HIV Service is a nurse led clinic where staff have extended specialised practice.

### Describe a typical day in your role:

An average day will be a blend of: management (governance/finances/ meetings/ procedures/ safety), HIV patient management, sexual health patient care and human resource management of the staff.

### What do you love about your role?

Observing my clinical nurses and their critical thinking. There is always room for continuous learning in this role — I am currently working on a Grad Certificate in Health Care Redesign.

### What do you love most about nursing?

There is a great sense of accomplishment as a NUM when your staff are working to their full scope of practice, reviewing their decision making and ensuring they follow up their patients when needed. Second to this is when I'm actually reviewing patients — I still really enjoy the patient contact.

### What is the purpose of your role?

To provide both clinical and leadership / management.

# What pathway did you take to get to your current role?

I hold a master's in Health Promotion (advantageous in my role) and are authorised within this HHS with Extended Practice Authority 'Registered Nurses' Sexual and Reproductive Health services and immunisation program services – both of which are essential to my role.



# **Katie Rogers** respect at all times.

Clinical Nurse Consultant — Mental Health Inpatient Unit

While nursing may be demanding at times, for Katie Rogers, it also brings a sense of personal and professional satisfaction and great friendships.

Katie provides leadership for her team and manages the safety of Bundaberg's Mental Health Inpatient Unit for all staff, consumers, and visitors, while ensuring the team has a clear focus on consumer-centred care, dignity and

"My role requires complex problem solving skills and risk management skills on a daily basis, from bed management to high acuity and staffing ratios."

Katie loves the fast pace of her role and being able to use her interpersonal skills to develop therapeutic relationships and assist people on their recovery journey.

"The unexpected events when you can feel challenged and still manage a really good outcome is what makes the day enjovable.

"The consumers are really at the centre of the care we provide; it is their recovery journey that we are a part of."

Katie completed her nursing diploma in mental health nursing followed by her nursing degree in the UK, prior to emigrating to Queensland. She had previous experience on acute mental health and medium to low secure forensic wards and found her passion for inpatient nursing eventually led her to her current role.

66 Mental health is a complex field yet has impeccable rewards. Having helped people during sometimes the most difficult times in their life is a daily privilege."



# **Penny Reed**

### Clinical Nurse Consultant — Telechemotherapy

### What is the purpose of your role?

I provide clinical expertise, leadership, navigation and promotion of telehealth for cancer patients receiving anti-cancer therapy in rural facilities and educate rural staff in the safe administration and management of antineoplastic drugs including chemotherapy, immunotherapy, monoclonal antibodies and targeted therapies.

### Describe a typical day in your role:

Tele-chemo is a model of care in which chemotherapy and other anti-cancer treatments are delivered in rural hospitals with telehealth supervision by expert cancer nurses. During an appointment, I assess the patient via telehealth with assistance from the rural nurse, then check the medications and supervise the administration, being alert for any hypersensitivity or clinical complications, ensuring protocol adherence, managing documentation and follow up appointments.

### What do you love about your role?

I love helping people, working with a great team and delivering services that make a difference to our patients and their families. I'm particularly proud of our tele-chemo model, having steered the program from concept through to full implementation.

### What do you love most about nursing?

I will share a quote from Steve Jobs, as these are honestly the truest words I have ever read. "The only way to do great work is to love what you do. If you haven't found it yet, keep looking, don't settle. As with all matters of the heart, you'll know when you find it."

# When have you had a positive impact on a patient?

I positively impact the patient experience by enabling rural patients having chemotherapy to receive care in rural facilities, close to home, thereby maintaining family connections and reducing the burden of travel.

# What pathway did you take to get to your current role?

I have been a nurse with cancer services for a bit more than 10 years in a variety of roles including Registered Nurse, Clinical Nurse, Clinical Practice Coordinator and now Clinical Nurse Consultant.

# What do you enjoy about living and working in the Wide Bay?

My heart loves the simplicity of being close to nature and living low tech. Bundaberg's regional location enables the best of both worlds with nature on my doorstep and workplace just around the corner, facilitating growth both personally and professionally at work with our simply excellent Cancer Care Service team





### **Maxine Rose**

# Clinical Nurse Consultant — Palliative Care

### What is the purpose of your role?

The Specialist Palliative Care CNC is responsible for ensuring the efficient running of the palliative care service and supporting the team to provide the best care to patients and their support network (family, carer, significant other).

### What do you love most about nursing?

I love the diversity that nursing offers. There is always a new challenge just waiting to be conquered!

### What do you love about your role?

I love supporting people at this difficult time in their life. You only get one chance to get it right.

# What do you enjoy about living and working in the Wide Bay?

I love being near the beach. The Bay is a great place to live.

# What pathway did you take to get to your current role?

I was ward based and qualified in 1990. I have worked in the UK, America, and Australia as well as having volunteered in PNG. I am dual qualified and have worked with neonates, children, and adults. I have worked in both the public and private sector including time spent as a clinical consultant for two pharmaceutical companies. I have also worked for the universities supporting students and marking assignments.

# When have you had a positive impact on a patient?

I like to give the patients and their support crew a reason to smile. To have a laugh. To get to know them and to make sure they know that they are not just another patient. Lots of people expect it to be a negative experience full of doom and gloom meeting the palliative care team. I like to shatter that myth. We are not waiting for them to die – we are supporting them to carry on living.

### Describe a typical day in your role:

A typical day starts with a team huddle. Patients who have presented to ED within the last 24 hours are reviewed to ascertain why they have presented. Patients no longer in the hospital are followed up to determine their discharge destination. Follow up phone calls are made to decide if a home visit is imminently required dependent on the patient's status or to deliver condolence if a patient has passed away. Scheduled home visits are undertaken to meet and greet new patients to the service, follow up existing patients, and support telehealth.

Unscheduled home visits may occur if a patient's condition deteriorates, a syringe driver needs to be urgently established enabling a patient to remain at home for end of life care, or if a patient passes and a life extinct form is required.

# **Lindsay Druce**

### Clinical Nurse Consultant — Transplant Coordinator

### What is the purpose of your role?

I facilitate the transplant process by providing timely workup of potential kidney transplant recipients, reviewing people who generously step forward as potential kidney donors and providing long-term follow-up care to transplant patients.

### Describe a typical day in your role:

Coordinating the care of transplant recipients and preparation of potential recipients or donors requires a collaborative approach from a team of highly specialised and dedicated health care professionals. A typical day includes assessing new transplant referrals, outpatient reviews of transplant recipients, coordinating clinics, inpatient ward rounds, biochemistry, haematology and serology evaluation, organising workup investigations, facilitating communication between the patient and multidisciplinary health care providers, patient education, medication monitoring, collaborating with other transplant teams including the PAH and Westmead, research, quality activities, data collection and the provision of general day to day patient-centred care.

### What do you love about your role?

Helping facilitate a patient's journey, from end stage renal failure to successful kidney transplant and watching the restoration of a patient's health and improvement in quality of life.

### What do you love most about nursing?

Working with a fabulous multidisciplinary team within renal services, who are committed to providing quality care every day to our renal patients.

# When have you had a positive impact on a patient?

I am part of a fantastic team, and together I think we have the most positive impact on our patients when they receive the gift of life through organ donation and return home following their transplant with renewed health and happiness. It is a truly rewarding experience.

# What pathway did you take to get to your current role?

I was offered the opportunity to work in Renal Services when I first started at Bundaberg Hospital 22 years ago and quickly realised how much I enjoyed renal nursing. While working as a dialysis nurse I was responsible for the transplant portfolio and over the years saw the program grow and expand into the current service.

# What do you enjoy about living and working in the Wide Bay?

It offers a relaxing lifestyle and is a great place to raise a family.





### Yanna Klaassen

### Clinical Midwife — Midwifery Group Practice

Yanna Klaassen has been nursing for about 10 years and during this time she has had countless experiences that have not only had a positive impact on her patients but have also allowed her to grow as a person and a nurse.

"I started working in neonatal intensive care in Darwin before transferring to Bundaberg as a student midwife in 2013, and then to Sydney to work in a tertiary centre as a midwife."

Yanna has also worked as a paediatric nurse in Brisbane, completed a postgraduate degree in Nursery and a Master of Nursing (advanced practice) in Child, Youth and Family, and been enlisted in the Australian Army as a Reservist Registered Nursing

Officer, before starting her current role in the Midwifery Group Practice.

"I provide continuity of care to pregnant women and their families by advocating for women's health, helping to guide them through their pregnancy, labour and the postnatal period and allowing them to be comfortable and to feel supported and ready for motherhood.

"I love watching families find their groove in becoming parents and growing their families."

Every day is different for Yanna, from antenatal appointments, liaising with a multidisciplinary team to provide best care, to being on call for deliveries. She also provides education to families and students and constantly evaluates the service she provides.

# **Tracy Bauer**

### Nurse Practitioner - Wound Management and Stomal Therapy

### What is the purpose of your role?

I manage the department and provide advanced clinical care, education, and mentorship to promote wound management and stomal therapy.

### Describe a typical day in your role:

A typical day includes running either a complex wound clinic or stoma clinic in the morning and then seeing inpatients for wound consultations or educating patients with new stomas in the afternoons. Phone and email consults are also a large part of the day. I do one day a week at Maryborough and the rest of the week at Hervey Bay.

### What do you love about your role?

I love the autonomy of the role and the extended scope of practice as a Nurse Practitioner. I particularly love being part of the journey for patients with a new stoma. As you could imagine having a stoma created can be extremely daunting and lifechanging, and it's so rewarding to assist patients to become confident and accepting of the stoma and it's management. For wound management, the variety of wounds and treatment options keeps my mind very active, and I love the complexity of chronic wounds and trying figure out the missing piece of the puzzle that is inhibiting healing.

# What do I love most about living in the bay?

I love the easy going and friendly nature of the town and joke with the family about how many people I had a chat to at the shops. We also love going to Fraser Island and spending weekends at the archery club.

### What do you love most about nursing?

I have been nursing for a long time now and I don't think there has been an area of nursing that I haven't enjoyed. Working remotely was the most challenging time but also the most rewarding, however working in this speciality role is my passion and I wish I had found it earlier in my career.

### When have you had a positive impact?

One of the positive impacts of the role of a NP is collaboration with the treating teams and GP's to improve patient outcomes. I discuss management plans with medical professionals and then write diagnostic forms and prescribe medications so the patient doesn't have to wait to be seen by a doctor or have to go back to the GP for this task

# What pathway did you take to get to your current role?

In the last 6 years I have completed a Graduate Certificate of Stomal Therapy, Master of Wound Management and Master of Nurse Practitioner which enabled me to secure my current role. I have always loved wound care, but being a stomal therapist is surprisingly rewarding.



### Leanne Davis

### Associate Nurse Educator - Rural

### What is the purpose of your role?

Develop, foster and encourage a culture of learning through mentoring and preceptor support for all staff and students through all stages of the clinical journey, supporting timely skill development for clinical challenges and education needs, with in Monto and Eidsvold Hospital.

### Describe a typical day in your role:

I like to always start with a plan. Calendar for planned learning on quality standards and clinical skills. Then Ad Hoc from there. Support a graduate RN with a new skill – insert an IDC or commence a blood infusion. Review Blood Guidelines with the team. Assist with opportunities to attend a workshop. Write a scenario, run a scenario, give feedback, Maintenance of Equipment. Communicate and foster learning.

### What do you love about your role?

I love providing educational opportunities to reassure and built confidence in all staff to meet the challenges of working within a rural environment.

### What do you love most about nursing?

Rural nursing - Conception, imminent birth, paediatric illnesses, adult illnesses, trauma, Dignity in death, we have it all.

As an associate nurse educator — I am privileged to mentor and develop our next generation of nurses, ensuring I will be cared for by the best.

# What pathway did you take to get to your current role?

Princess Alexandra Hospital training, Midwifery at the Lady Goodwin – teaching Antenatal



care Monto – Midwifery, Emergency, Trauma, Paediatrics, and aged care. Opportunities for

Project management, Infection control, Xray, RIPERN,

The love for teaching health/nursing stimulated as School Based Youth health nurse and Simulation co-ordinator I was able to apply for Associate Nurse Educator – supporting our next generation of nurses. A wonderful journey and it continues.

### When have you had a positive impact?

For myself - participating in a simulation then utilising that skill in an emergency and having a great patient outcome.

Having our graduate nurses stay- Joining the Rural Team.

# What do you enjoy about living and working in the Wide Bay?

The connection to the land and sea help balance everything. Here we can work and play in the best part of Queensland. It does get cold inland, but you can stay warm with a slow combustion fire. Come and stay.

# Tanya Maroney

### Clinical Nurse — Case Manager — Transition Care Program

### What is the purpose of your role?

I provide case management and care coordination for clients approved for the Transition Care Program in collaboration with a multidisciplinary team to ensure ideal client outcomes.

### Describe a typical day in your role:

A typical day might start with team meetings to prioritise patient care. I then review clients in the hospital setting to see if they meet the guidelines for the Transition Care Program, Our intake process involves interviewing the client and other key persons to see what services we can provide for them, working with allied health professionals, before we commence the discharge planning. I have a holistic view of the patient so I look at the medical, physical and psychological support they will require outside of the hospital setting, ensuring continuity of care. I facilitate admission into the community, such as reviewing home environments to ensure they are safe, and I act as a patient advocate. This role is about having a wellness and re-establishment approach to patients. We don't want to do everything for them, rather we want to encourage them to do things for themselves.

### What do you love about your role?

I love the diversity of my role and being able to treat patients with a holistic approach. I enjoy being able to integrate hospital and community care together and being able to watch patients meet goals and progress through their rehabilitation. I also enjoy the multidisciplinary aspect of the team. Seeing the journey of someone leaving here in a wheelchair and 12 weeks later they are walking independently again and knowing that the rehabilitation has been achieved

through a team approach is very rewarding.

### What do you love most about nursing?

I love being able to help people in need and use my skills to have a positive impact on their lives.

# When have you had a positive impact on a patient?

Having an elderly person reintegrated into the community and resume their level of independence and getting them back to being fully functional in their own environment, that's a good day for me.

# What pathway did you take to get to your current role?

I completed four years of hospital-based training in South Africa before working in a comprehensive health care setting, covering everything from babies to geriatrics. While here, I completed a primary medical health care course and worked in aged care on weekends. I immigrated to Sydney, Australia in 2003 and completed a Postgraduate Nursing Diploma in Geriatric Care before relocating to Queensland and eventually starting with Bundaberg Hospital's Transition Care Team.





### Rebecca Belton

### Clinical Nurse — Clinical Facilitator (Paediatric Unit)

Rebecca Belton loves making a difference to the healthcare outcomes of children, while supporting her colleagues in providing great, holistic care to patients and their families.

"My role enables mentor and preceptor support for current and new staff, new graduates and student nurses on the ward and supports a sustainable and competent nursing workforce.

"In addition, I organise and deliver education sessions to enhance skills and knowledge through the likes of one on one teaching, in-services, skill stations and simulations I love celebrating alongside the nursing staff when they grasp new concepts and overcome challenges faced."

Rebecca, who found her passion for paediatric nursing during her graduate year with WBHHS, said she has had many instances of positive impacts on patients and families during her career.

"From identifying deterioration, escalating care needs and advocating for patient's rights, to supporting through the feelings of a new diagnosis, singing songs and telling jokes as distraction techniques during procedures, and most importantly, waving goodbye to the children as they leave our unit to go home with their families."

# Glen Bovey

### **Nurse Navigator**

### What is the purpose of your role?

To support chronic disease clients with complex care needs to improve their quality of life and health literacy. This is achieved by taking a person-centred approach where the client is empowered to improve the understanding of their health, linking them with healthcare partners and working our way through an individualised care plan.

### Describe a typical day in your role:

Some days are spent in the community undertaking home visits with client's while others are in the office completing documentation, coordinating care and contacting clients via phone. Nurse Navigator's develop, deliver and evaluate patient centred care based on the following key principals: care coordination, improving patient outcomes, creating partnerships and system improvement. To achieve this an individualise care plan, called a My Health Plan, is developed with the client, with particular attention on improving their health literacy.

### What do you love about your role?

Building a rapport with client's and their families is the most satisfying thing about the role. Becoming part of their lives for a period of time, to laugh with them, to celebrate their successes, to challenge them and to be there to comfort them through the tough times. It's amazing to see how with the right support, a person can not only improve their chronic illness, but how this positively impacts on their quality of life.

### What do you love most about nursing?

It has given me my little family, as I met my wife whilst Nursing. I also love the diversity of roles within the profession. Nursing has never been boring for me with so many different roles to explore.

# When have you had a positive impact on a patient?

I Navigated a 75-year-old gentlemen whose referral stated he was "non-compliant, unable to accept medical advice. has a negative personality and lacks motivation." During my first home visit it was evident that although the client had multiple unstable chronic illnesses, the major issue was the recent unexpected death of his wife. He had no family or friends in Australia and had become socially isolated, depressed and unmotivated to care for himself. After acknowledging his grief and building rapport, we were able to develop a My Health Plan. When evaluating his Nurse Navigator experience, he stated that it had changed the remaining years of his life.

# What pathway did you take to get to your current role?

I have been a Registered Nurse for 20 years. Throughout this time, I have worked in a mix of clinical, education and management roles. I was drawn to the Nurse Navigator role to be able to work with patient's one-on-one in the community.





### School Based Youth Health Nurse Team

### Community Child Youth & Family Health

Community Child Youth and Family Health nursing has a wide range of specialities - child health, lactation consultant, schoolbased youth health, child protection and infant mental health.

The Child Health team members have diverse professional backgrounds ranging from the traditional pathway - general nursing, midwifery, or paediatric experience, to broader fields like surgical, mental health, paramedics, armed services, and voluntary work

As Child Health nurses, we provide support and guidance to parents and families while empowering them to make choices that give their children the very best start in life.

We start by making an initial phone call to women in the early days after their birth, checking in with them and promoting our service.

We can offer support in many different areas of care, from a brief interaction or check at Drop-In clinics, to Key Age checks, ensuring that growth and development is on track.

We are then able to identify if any referrals or assistance may be needed for the family to help their child achieve their milestones.

The Child Health nurses also attend childhood immunisation clinics o-4years. We get to know our families well as we progressively meet and check siblings. We also offer group education (Circle of security), breastfeeding support, sleep support, feeding guidance and hearing screening (4–18yrs). Working with families can be over an extended period /years as siblings and families grow.

We have a shared understanding of the complexities that our families face and aim to walk alongside our clients providing timely sensitive individualised support in their parenting journey. Our aim is supporting all families and more for those who need it.

# **Leah Batey**

### Clinical Nurse — Medical Imaging

### What is the purpose of your role?

The nurses in Medical imaging are responsible for the safe coordination of care of people who require imaging or interventional radiology.

### Describe a typical day in your role:

Each day is different, we could be assisting with trauma scans from resus or facilitating lung biopsies from cancer care, there's variation in each day which keeps it enjoyable.

### What do you love about your role?

The large amount of people I get to talk to throughout the day from patients, to allied heath, and nurses and doctors from other departments, its a very social job.

### What do you love most about nursing?

Its so diverse with a good mix of team work and autonomy. You're always free to try something new. There's also wonderful job security.

# When have you had a positive impact on a patient?

Providing an efficient and safe service for patients so clinical questions can be answered and appropriate care can follow is very rewarding. it's a part of the patient journey that can really make or break a person's day, we always aim to make it a positive experience.

# What pathway did you take to get to your current role?

I have a background in critical care with a post graduate certificate in critical care, and after having babies I needed the family friendly hours medical imaging offered, and here I still am!

# What do you enjoy about living and working in the Wide Bay?

I think we live in paradise! The beaches are perfect for my SUP, my kids go to a lovely school and it take between 5 and 10 minutes to get to work!



### Samantha Christensen

# Clinical Nurse, RIPRN Gin Gin Hospital and Acting Rural Director of Nursing

### What is the purpose of your role?

To provide patient centred care and be a clinical expert in a rural hospital. I am lucky enough to hold 2 positions. One clinically at Gin Gin Hospital and my second position is an Acting Rural Director of Nursing, where I am fortunate to have to opportunity to manage the Rural facilities within our Health Service.

### Describe a typical day in your role:

No day is the same in rural nursing, it is extremely varied and requires a very generalist set of knowledge, training and skills. A day can range from acute care presentations, medical emergency, chronic disease management, palliative care, child health, outpatient services, health promotion and general medical ward nursing.

### What do you love about your role?

I thoroughly enjoy the diversity and autonomy of rural nursing and the opportunities available. As a patient advocate, I can safeguard patients' interests when they are unable to do so for themselves and make a difference in their lives. I am always learning something new,

career with many layers and has allowed me to advance my skills and take on a leadership role.

### What do you love most about nursing?

I love the challenge rural nursing has given me. Nursing is a diverse and ever-changing profession with so many opportunities for lifelong learning and progressing your career in the area of your interest. As rural nurses we can provide care to patients closer to home. I am a Rural and Isolated Practice (Scheduled Medicines) Registered Nurse which enable me to utilise the Primary Care Manual during an Emergency presentation and manage the individuals care through the implementation of Health Management Protocols.

# What pathway did you take to get to your current role?

Completed a Bachelor of Nursing in 2013 and completed my Rural and Isolated Practice (Scheduled Medicines) Registered Nurse course in 2017.

# When have you had a positive impact on a patient?

Every day I see patients at their worst, sick and vulnerable. I have the ability to help them and have a positive impact on their health journey. It is very rewarding to see a patient get better and go home, knowing I have been able to help them.

# What do you enjoy about living and working in the Wide Bay?

The rural lifestyle provides a great work life balance. I have the best of both worlds as I get to help patients every day and work within a passionate team, then go home to my family and cattle property. I consider myself very lucky to live in Rural Australia.

### Jenine Horrocks

### Registered Nurse — Monto Health Service

### What is the purpose of your role?

The purpose of my role is to help patients and their families in times of need.

### Describe a typical day in your role:

I start every day off fresh, greeting staff and then patients. I work out a plan for A, B, C etc and move to 'F' by lunchtime. I am constantly assessing and reassessing all patients throughout the day. Most of all I make sure to enjoy each day.

### What do you love about your role?

With my role, I love being able to help people. I also love working in a team where everyone is like-minded. Some days you laugh and some days you cry but it is all rewarding just the same.

### What do you love most about nursing?

With a career in nursing you never stop learning. You can also be moved emotionally by people you would not expect.

# What pathway did you take to get to your current role?

I have been nursing in Queensland hospitals for 20 years now, across 5 different hospitals. Monto Health Service is my favourite!



# When have you had a positive impact on a patient?

There have been many occasions when I have been able to make a positive impact on a patient, particularly during the end stage of life. The patient gains comfort from the support which helps the family and vice versa.

# What do you enjoy about living and working in the Wide Bay?

Living in the Wide Bay, I like that it's in the country but close to the sea. We have everything we need!



# Angela Profke

### Clinical Nurse — Metavision Site Coordinator

### What is the purpose of your role?

To be a site co-ordinator and local expert for the digital ICU system called Metavision. I was one of the key staff in integrating the system into the Bundaberg ICU.

### Describe a typical day in your role:

I review the patient details and information on the system and ensure that the details are correct. I also train new staff and assist staff on the floor with queries.

### What do you love about your role?

There is a lot of diversity in nursing which I really love, and I enjoy collaboratively working with the team to consider best ways of using new technology for improvement of practices in our unit.

# What do you love most about nursing?

It is a very rewarding career; I feel I can give back to my community by the care I give to my patients and their families.

# When have you had a positive impact on a patient?

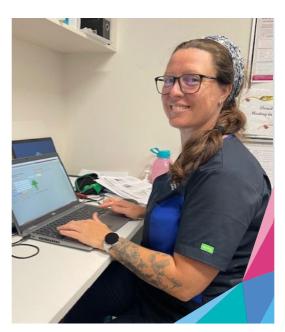
When you work within the ICU you can have more one-on-one time with your patient and you get to know them and their families well, having that full continuum of care and being a part of their health care journey.

# What pathway did you take to get to your current role?

I completed a Bachelor of Nursing Science and then went on to do a Transition Program into ICU.

# What do you enjoy about living and working in the Wide Bay?

I love the weather and not being in a Metro city. I live outside of Bundaberg and enjoy the rural lifestyle but still being close to the coast.





(L-R: Robyn Kirby, Haylee Vanstone, Laine Collins, Gayle Schmidt and Anita Salisbury)

### School Based Youth Health Nurse Team

The School Based Youth Health Nurse's (SBYHN) act as the link between health and education, delivering sexual health lessons and health promotion activities within secondary schools, liaising with teachers and parents, and providing young people with support, brief interventions and referrals to support services.

The team are very responsive to emerging needs within the school and community and enjoy empowering young people to think about their health and wellbeing.

They also love supporting people during difficult and often vulnerable times and walking beside them in their journey towards recovery from trauma.

"We support students with some of the most difficult issues in life - disclosures of abuse, unplanned pregnancy and emerging mental health issues.

Typically, if you provide open ears and a warm heart, teenagers will connect with you."

The SBYHN team can have direct and lasting impacts through their open and informative discussions around often taboo topics such as contraception. By myth busting and normalising uncomfortable subjects, they empower teens to make informed choices.

Through everything they do to support the youth of their community, the biggest impact of being a SBYHN comes by always being there "no judgement, no bias, no matter what!"

Wide Bay Hospital and Health Service

