Government of **Western Australia**
South Metropolitan Health Service

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Compassionate Care Awards
2025

Fiona Stanley Hospital



Ben, Registered Nurse

The day that Ben was allocated to look after my elderly and seriously unwell father was the first day that my dad improved a little and had bit more confidence in his prognosis. Ben cared for my dad for three night shifts and each time my dad had a bad turn, Ben stayed with him, reassured and comforted him with respect and dignity at all times. He convinced dad that he could recover and helped him have hope that he would one day, come home. Ben was very kind to my dad, who could be a bit grumpy at times, and communicated the medical intentions and medication effects very well. Ben helped us also by talking to us each time he came into the room and chatted playfully with dad. Ben certainly helped dad "rally" from the brink of passing away, to coming home and accepting help from the Health Community team with confidence in their skills. Thank you so much Ben and Respiratory Ward staff, who as a wonderful team, gave me my dad back and my sons and granddaughter, their grandfather and PopPop back, for a few more years of fun and laughter.

Hyranthi, Clinical Psychologist

Following many critical events and team challenges, I and several senior managers within our teams and wards have reached out to Hyranthi to identify what we could do to assist distressed colleagues. She always makes time to be responsive, providing useful, impactful suggestions for what we can do, whilst at other times she has coordinated the delivery of staff psychological first aid sessions. These are led with respect and compassion for all members, from medical to nursing staff. Her thoughtful guidance has empowered us to think proactively as a team to what we can do to support each other and colleagues, so we can contribute to and offer patient-centred care. Her psychological mind is exemplary. She communicates with respect and care. Despite her expertise and skill, her humility is palpable. Her capacity to listen so she understands and hears is exemplary. The Psychological First Aid sessions and seminars she offers to our staff should be acknowledged and celebrated. Thank-you for your endless work and commitment to staff care that is compassionate and respectful and empowering.

Julie, Clinical Nurse

I work side by side with Julie in the paediatric continence service once a month. Every time I work with her, she goes out of her way to put the kids at ease to help them open up about this issue without shame. She wears poo emoji earrings, has a popping poo emoji pen, and has a Where's Wally style poo emoji chart for kids to fill out while talking to the parents. She is an excellent communicator, uses the patient's language or incorporates what they enjoy into the message. She reaches out to colleagues both at FSH or PCH if there is anything that requires escalation. She advocates for better patient services and has been trying to get an Ultrasound machine for this clinic for 2 years and is still trying. She is both inspiring and a delight to work with.

Leanne, Registered Nurse

In 2024 I began engaging with Fiona Stanley Hospital on the Making the Changes working group. Within the working group, there have been many challenging and emotional conversations relating to the experience of women and the impacts of hospital policy and other constraints on the outcome of care. Leanne has met me head-on for every single one of these conversations and despite being very challenging and she has always risen to the occasion. She is always sure to carefully take on our feedback and fully digest the issues we present, working hard to find a resolution where previously there had not been one or where others have simply said no. With women such as her working hard to make the changes needed, I have found so much more hope for the state of maternity care in Western Australia and at Fiona Stanley Hospital. Leanne is a compassionate, diligent, and caring midwife who genuinely cares about the women she looks after and the team that she leads. As a consumer and a maternity care advocate I feel confident telling women that they are safe at Fiona Stanley and Leanne Graham is a pinnacle reason why.

Natasha, Clinical Educator

Natasha consistently demonstrates SMHS's core values, fostering a positive, supportive, and compassionate environment for both patients and staff. Her calming presence in the turbulent setting we work in, provides reassurance to all staff and patients who have the pleasure of meeting her. Natasha's dedication to education and mentorship ensures that all nurses, from graduates to experienced staff, feel supported, respected, and empowered. She is always approachable, taking the time to listen and provide thoughtful guidance, even in the most challenging situations. Her ability to balance professional excellence with genuine kindness ensures that staff feel valued, and patients receive the highest standard of care. Her commitment to teamwork, respect, and dignity in every interaction makes a profound difference in the FSH ED. Natasha's unwavering support enhances both patient outcomes and the overall experience of nurses within the department, making her a truly deserving recipient of this award.

Patricia, Patient and Family Liaison Manager

Tricia has an unwavering commitment to patient-centred care and leadership excellence. She exemplifies the SMHS values in every aspect of her work, fostering a culture of empathy, respect, and continuous improvement. Tricia is a passionate advocate for patients and their families, ensuring their voices are heard and their experiences drive meaningful change. She consistently goes above and beyond to enhance the patient journey, implementing innovative solutions and leading initiatives that improve communication, responsiveness, and overall satisfaction. Beyond her impact on patients, she is an inspirational leader who creates a positive and supportive working environment for her team. She prioritises staff well-being, encourages professional growth, and fosters collaboration, ensuring her team feels valued and empowered to provide the highest level of care. Her dedication, compassion, and leadership make her truly deserving of this recognition.

Dr Robert, Head of Cardiothoracic Surgery and Transplant

Dr Larbalestier goes above and beyond for patients and supporting families. He provides the treatment, surgery, and post care himself no matter the hour or complexity and preformed surgeries “on complex too hard”. He is a hero and a guiding light to those suffering and literally gives life whether through cardio thoracic or leading the transplant team. He is extraordinary and pays attention to the extra little details to make a patient happy amongst the pain, finds answers when all seems lost. He accepts a patient and supports above the needs with care, compassion, respect, dignity and gives his heart. Dr Larbalestier performed a rare surgery for WA that has allowed a patient to improve not only their quality of life, keep living and be able to give back and continue with a career, but gave so much more- gave Hope, gave reassurance, gave the miracle, kept fighting for the future, provided humble, words of wisdom and encouragement and sense of humour and is EXTRAORDINARY! Dr Larbalestier truly remarkable gentleman deserves recognition.

Dr Sarah, Intern

Sarah is a junior doctor working in the emergency department at FSH. She showed exemplary compassionate care to a teenage patient and family in the children's ED during a shift. Sarah was very thorough in her history taking and in obtaining collateral information from relatives. She then engaged in complex discharge planning for her patient despite multiple competing concerns expressed by caregivers and in a busy department. With guidance she was able to elicit which plan was in the patient's best interests, was safe and appropriately escalated to her senior staff to ensure the best care for her patient. She is a very kind and considerate individual who I have observed working in the ED setting across multiple terms over the last 2 years. It is so hard to balance meeting the flow requirements of the busy environment of the ED with delivering compassionate care to patients and Sarah is a great example of what a junior doctor can achieve in this setting.

Stacey, Occupational Therapist

Stacey is a dedicated occupational therapist working with spinal cord injury patients. She demonstrates compassion, respect and is proactive in ensuring patients receive the best possible support in the community setting. Stacey tirelessly navigates the complex healthcare system, coordinating services across various departments and hospitals to ensure that her patients' needs are met. She works collaboratively with patients and the interdisciplinary team to ensure her patients have access to the resources required for their recovery and quality of life, promoting continuity of care and better outcomes. Her passion for helping others is evident in every aspect of her work, as she builds strong relationships with her colleagues, patients, and their families. Stacey’s unwavering dedication has made her an invaluable resource for those navigating the challenges of spinal cord injuries, and her advocacy ensures that no patient is left behind. We thank her for what she does, not only for her patients but for her colleagues at FSH SRS.

Dr Jodie, Registrar

Jodie is an exceptional compassionate, competent, and conscientious registrar who consistently goes above and beyond to provide compassionate care and a positive experience of our mental health service for patients. She works tirelessly to promote well-being and recovery of her patients and their families. She often stays behind late so that relatives and patients have been informed of the treatment and reasons for these choices. She treats her patients and families with respect, dignity, and compassion. She will always advocate for patient-centred care and evidence-based treatments to ensure patients have a positive experience of the ward. Jodie understands and involves the whole team when working with patients to facilitate gold-standard treatment. Several patients with chronic and severe mental health conditions have made exceptional recovery while under her care. Jodie brings energy and enthusiasm to every day, much to the appreciation of the team and patients. Jodie is an absolute asset to the team with the genuine compassion she holds not only for our patients but also our staff members.

Kate, Enrolled Nurse

Kate is always compassionate with her patients. She spends a good amount of time with them and even when the patient is angry, she easily builds rapport with them and make them feel really calm. She always empathises with patients, tries to understand their perspectives and is non- judgmental. As an example, I once allocated a patient to Kate who wasn't really communicating to anyone, not engaging, refusing all physical observations, not attending basic tasks or taking medications, but Kate managed to get a good rapport. She did her observations, organised her clothes from volunteers and had given medications after explaining to the patient slowly and carefully. She is a fantastic nurse and will always be. She is an excellent team worker and a hardworking person.

Maureen, Nurse Unit Manager

Maureen consistently demonstrates fairness, thoroughness, calmness, and excellent coordination. She embodies compassionate leadership, balancing kindness, and authority with unwavering respect for both staff and patients. The impact Maureen has made in her role has been significant. Under her leadership, there have been critical improvements in workplace safety and staff support. By organizing 24/7 Hospital Operations Nurse Unit Manager coverage, she has enhanced security, increased safety, and improved the work-life balance for staff. Maureen's compassion, determination, and ability to provide meaningful support empower mental health professionals—who are already highly skilled in coping and stress management—to feel genuinely valued. Her leadership not only creates a positive patient experience but also ensures that staff can thrive in their roles, ultimately improving outcomes for the entire mental health service. She truly embodies the SMHS values of Care, Integrity, Respect, Excellence, and Teamwork, making her an exceptional candidate for the Compassionate Care Award.

Amos, Enrolled Nurse

Amos is one our few male nurses on 2A and he is extremely valued. He builds rapport with all patients, including the challenging ones and helps create a calming environment whenever he is on shift. He is kind and caring to all patients and approaches his work with a holistic nature.

Dr Chris, Consultant Oncologist

Chris is always the first to volunteer to help. Whether it is fitting extra new patients in his non-clinical time, providing education to nursing and medical staff, or volunteering his time to support medical students, Chris is always there to help everyone. He always cares for his colleagues and for his patients and is one of the hardest working people I know.

Clair, Clinical Nurse

Clair consistently goes above and beyond to provide exceptional care and support to patients and their families during what is often one of the most challenging times in their lives. Her empathy, patience, and dedication shine through in every interaction, as she ensures that each patient feels heard, valued, and supported throughout their treatment journey. Clair not only excels in her clinical role but also takes the time to connect with patients on a personal level, offering comfort and reassurance when it is needed most. Her unwavering commitment to compassionate care truly makes a difference in the lives of those she serves, and she is a shining example of what it means to put patients first.



Corrine, Enrolled Nurse

Corinne is incredibly passionate in her nursing role. The respect she gives to patients, relatives and staff goes beyond anyone's expectations. Patients love her for her gentle and compassionate nature. Nothing is too much for her and she always has the patient's best interest at heart. She gives more than 100% of herself when she is working on the ward and also thinks about the ward when she is not working. The video recorder is not working on the ward so she buys one herself so the patients can watch their favourite films. As rehab is a long-term admission for many patients this type of nurse goes a long way to making their stay with the ward happier and helps towards their successful outcome.

Eden, Registered Nurse

Eden was professional and sincere, and nothing was too much to ask. Eden and the ward staff were very friendly and happy to help. My husband, Philip had the best of care from all the medical team, and we thank you from our hearts.

Fiona, Clinical Nurse

Fiona is a compassionate and caring clinical nurse consultant for the palliative care service across FSFHG - she always goes above and beyond for patients and their loved ones during some of their most challenging and vulnerable times. There are so many acts of kindness to recall however one special moment was when we met a patient who was from Scotland, not too far from where she was born and she went and brought a special gift of home to give to them. This brought a smile on not only their face but their families too. Always building a strong rapport with patients - nothing is ever too hard, whether it is shaving them, spending time with them to have those difficult conversations. She is one of a kind and an absolute credit to the team and the organisation.

Glenda, Clinical Nurse

Glenda always creates a positive patient and staff experience by warmly welcoming all patients, their carers, and all staff to the Cancer Centre. I have worked with her for nearly 20 years and she consistently demonstrates compassion and respect to everyone she meets.

James, Registered Nurse

James exemplifies the essence of compassionate nursing, going above and beyond to provide not only excellent nursing care but also heartfelt support to patients and their families. James consistently demonstrates kindness, empathy, and dedication. He treats every patient with dignity and respect, making a profound impact on those under his care. Whether it’s offering a comforting word, advocating for a patient's needs, or just bringing a smile to someone. James embodies the true spirit of nursing, who effortlessly combines skill, compassion, and dedication.

Jaye, Coordinator Clinical Trials

Jaye has worked in Clinical Trials for many years and has supported many patients through their cancer journey. I have received positive feedback from several of her trial patients over the years that they have valued her support and guidance through the trials process. Not only does Jaye provide excellent communication between the patients and other health care professionals, but she is also compassionate in how she communicates the needs of the trial to balance with the best interests of this vulnerable group of patients.

Madi, Registered Nurse

I brought my niece in after an accident and during a very bad week for her, mental health wise. Madi went above and beyond with my niece and myself. We were both upset, and she was so understanding and kind. Very open, honest and nothing was too much effort. She truly is an ED angel! She needs to know this.

Maria, Clinical Nurse

Maria is a kind and dedicated Clinical Nurse, always striving for the best care and outcomes for her patients. Maria recently supported a cohort of our community patients transition to a different mechanical ventilation device. This required excellent communication skills, collaboration and coordination between patient, internal and external teams. Maria showed a willingness and adaptability to ensure this could be completed in a safe and timely manner. Maria was very flexible and took the time to further develop her own skills and knowledge. Throughout the transition Maria ensured patients and family were fully informed, that there was shared decision making and made every effort to alleviate any concerns they had along the way.

Natasha, Enrolled Nurse

Natasha continually goes above and beyond, not only to assist new staff and nursing students, but most importantly patients and their families. Nothing is ever a bother for her. I would be still finding my way around the ward if it wasn't for this beautiful human being.

Dr Patricia, Consultant Obstetrician

Dr Wong was my obstetrician in the Medical Disorders Clinic last year. She was very informative and thorough in all aspects, at every one of my clinic appointments and when I was delivering. I always left my appointments feeling informed, heard, and had my concerns put at ease. In the times I was admitted before delivery Dr Wong always made time to come and see me, to check in and make sure everything was on track and that I and baby were doing okay. I strongly think Dr Wong deserves this nomination as her patients and patient care is always her number one priority.

Rebecca, Registered Nurse

Rebecca always approaches her work and patients with calmness and kindness and is willing to spend time with them and listen to them. I have received many compliments about Bec and think she deserves to be noticed for her hard work.

Rica, Registered Nurse

Rica is a registered nurse who works on SRS 2A and also does shifts with the Palliative Care team. She incorporates her palliative care knowledge with her work on 2A and always approaches patients with kindness and compassion and shares her knowledge and caring nature with others.

Rosemarie, Hospitality

Rosemarie is a great staff member at Fiona Stanley Hospital. Her dedication to her work is beyond and above expectation. Her hard work, her genuine empathy, care and respect to patients and other staff, that we witness, is incredible. The way she communicates to patients, family members, and her colleagues, including her body language and listening skills, is remarkable.

Ruth, Team Lead Spinal Outreach Service

Ruth works tirelessly to support spinal cord injured patients receive the care they require specific to their injury. She role models an empathetic approach to every patient scenario for patients in all age groups and life scenarios and can match the clinical requirements to personal situations and varied settings. One of the first to arrive and last to leave every day, Ruth is always there for her team, patients, and colleagues. Approaching all interactions with a smile and offering constructive input where often the options are limited.

It is a pleasure to work with Ruth who gives confidence to those around her that the patients she is involved with will be receiving the best care possible for the resources they have available.

Sarah, Clinical Nurse Educator

Sarah has been an exceptional educator during the opening of the new Medihotel. Recently, Sarah has been involved in the care of patient's receiving end of life care. She has been instrumental in ensuring these patients receive a dignified, comfortable death. This has been recognised by the entire Palliative Care team, most notably arranging the favourite song of a patient to be played as end of life became imminent. This simple act of compassion enabled the family to walk into a room which was calm and aligned with a good death. Sarah also arranged a "guard of honour" for a long-term patient transfer to Hospice. All of this whilst supporting staff during a move to a new environment and consistently being a positive force on M7.

Soumia, Clinical Nurse

Soumia is a Clinical Nurse on Ward 2A who always goes above and beyond for care with her patients. She establishes strong connections with them and advocates strongly. She is also an incredible team player and is always looking out for her colleagues.

Suellen, Allied Health Assistant

Suellen is an exceptional member of the rehabilitation team on the acquired brain injury ward. She is the quiet force that keeps the cogs turning. Suellen has a gentle, kind manner that makes her patients feel safe and comfortable during such challenging times. One patient referred to her as "the unsung hero" on ward B, and they couldn't be more correct. Suellen is the extra set of arms, always providing a helping hand without being asked, and before you even realised you needed help. Her hard-working ethic and willingness to support others is so admirable and we are so fortunate to work with her.

Dr Parita and Dr Teresa, Anaesthesia Consultant

Fiona Stanley Anaesthetics team went above and beyond to ease my extreme anxiety prior to going into theatre for Endoscopy. I have had many traumatic experiences at other hospitals in the past and the FSH Anaesthetics team calmed my anxiety, swiftly put me to sleep before my procedure and were there in recovery to reassure me. Many people seek the help of a hospital when they are at their worst, sick and scared. But when there are people caring and reassuring it goes a long way in the lives of people who are unsure of their future health. Thank you FSH.

Lauren, Allied Health Assistant

Lauren has displayed an amazing level of resilience and leadership in her role as a Senior Allied Health Assistant in the Mental Health department. She developed the AHA department in the new Cockburn Health Centre, as she was the first and only AHA working when it first opened. Despite the difficulty of lack of staffing and having to develop and forge the path of the AHA department in a new service, she managed to do so with her head held high and with a smile on her face. She paved the way for all the current AHA's present at Cockburn and has been an amazing role model of excellence and advocacy. She has worked so hard and sacrificed a lot in order to ensure that the AHA department in Cockburn and Fiona Stanley run smoothly, by splitting her time between two hospitals, making sure that she provides equal levels of attention to all her staff.

Kerri, Project Manager

Kerri has worked as project lead on some very significant projects in recent times - Cockburn Health, MediHotel - bringing staff together to create new clinical services for the care of patients and the community. She has done so on very short timeframes and with significant pressure. Her resolve to ensure excellent patient care is achieved in these new spaces and services is always at the centre of her decisions and interactions. She is compassionate and respectful to clinical and corporate professions - bringing everyone together on the same journey.

Congratulations to all nominees!

