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

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Compassionate Care Awards
2025

Peel Health Campus



Brenda, Clinical Nurse Specialist

It is with Brenda's leadership we can provide patient-centred holistic care to our clients. We know we work in the best ward in the hospital with the best patients and staff, because Brenda goes that extra mile for both her staff and her patients. It is not often you can say that a coordinator directly impacts on the level of patient care, and we are lucky to have a compassionate, knowledgeable, and effective leader. It is difficult to imagine the ward without her.

She is so supportive and demonstrates excellent leadership skills. Brenda is always willing to share her vast amount of nursing knowledge and gives encouragement. Brenda shows such kindness and compassion to staff and patients and is also a great advocate for her patients.

Catherine, Registered Nurse

Catherine embodies the value of CARE in everything she does from being a big picture thinker and team player to her unwavering focus on our patients' best interest while considering staff needs, and always with a smile. Catherine considers the patients we have, as well as the patients we don’t have yet, actively manages the flow into and out of ED, attends MET calls as the clinical lead, and acts as a resource to ward staff. Her calm and caring attitude gives people confidence they are safe in her hands. She is consistently fair and equitable in her interactions and decision making. She is a great communicator, and she upholds the value of respect on all her interaction with the team and patients. She leads by example.

Diane, Patient Support Assistant

Dianne has taken a proactive approach to improving the patient experience for our older and cognitively impaired patients. Her caring approach to do more recognised a gap in the provision of patient activity and distractions when higher care cognitive impaired patients are on the ward. She considered strategies to make resources accessible for staff looking after these patients. Her idea became an initiative that provides a single use activity item to enhance mood and cognitive condition. This item will stay with the patient upon discharge. Diane has talked and listened to patients and actively found a new approach and shared them with the coordinating team, proactively delivering improvement.

Erica, Manager Health Information Management

Erica exemplifies compassionate leadership, ensuring that both patients and staff receive the highest level of care and support. She is dedicated to creating a culture of empathy, inclusivity, and kindness. With challenges transitioning to WA Health, Erica has led by example by encouraging a culture of kindness and resilience in the face of challenges. Erica fosters a positive work environment, supporting staff through mentorship, communication, and professional development growth. Erica consistently goes above and beyond to ensure that patients feel valued and respected, advocating for their needs and well-being. Erica is not just a leader but a compassionate role model who inspires everyone around them. Her unwavering commitment to patient and staff well-being makes them truly deserving of this recognition.



Jayeden, Aboriginal Health Liaison Officer

Jayeden is actively improving Peel Health Campus and the communities' access to our services. Jayeden's vision to create a culturally safe space to strengthen the trust and relationships with our community and work together to provide and educate PHC staff on culturally sensitive care to Aboriginal and Torres Strait Islander people and their families across PHC and SMHS is evident in all his interactions with staff, patients, and visitors. Jayeden reduces barriers to care by assisting patients and their families navigate the hospital and understand information and processes. Jayeden's willingness to act has made him a leader in his field of expertise and he is an advocate for dignity, care, and respect of our patients and their families.

Letty, Nurse Unit Manager

As our new Nurse Unit Manager on Webster ward, Letty has shown great leadership skills and respect to all her staff as we have transitioned to SMHS. Letty has been very supportive, and she demonstrates compassion in her role.

Letty has a true passion for partnering with patients. She strives to find time to speak to patients to search for what matters to them. From day one, she explains processes, care procedures and is always transparent in her work. Her drive to ensure the ‘What matters to you?’ initiative is consistently adhered to in her unit has been a key factor in the very high patient satisfaction levels reported from the Surgical Short stay unit.

Lyn, Registered Nurse

Lyn is very caring, professional, direct, clear speaking and has a good personality. I was very relaxed in her company. She was thorough and caring when I was admitted, and she greeted me with care and respect. She is friendly, easy to communicate with and explained everything in plain english. Lyn was very thorough with her examination, information, and approach. Respect and excellence in her work was obvious. Nothing was too much trouble for her plus she knew her job inside and out. Such a lovely person and has made my stay wonderful.

Thank you, Lyn, for your wonderful care you are an asset to Peel Health Campus.

Rachel, Nurse Manager

Rachel is a leader in advocacy for patient care. She finds solutions to the very real challenge of access to care and strives to always put the right patients, in the right place, first time to ensure they receive the specialist care they need. Rachel ensures that every patient feels heard, valued, and cared for. She understands that what matters to the patient, must also matter to the staff. She has a very patient-centred approach to her decision making. She takes time to understanding patients and their family requests and explain both medical and hospital process to staff and patients alike. Rachel's professionalism is infectious; she is open and honest in all her decision with patients and staff. She always shows a collaborative spirit, building relationships between all disciplines and specialties that strengthens the entire hospital team. Rachel takes the time to listen, advocates for patients needs and provide care that honours individual preferences and cultural backgrounds. In the out of hours arena, as the most senior nurse on site, she ensures standards of practice are maintained to provide patients at PHC excellent care, every time.

Sam, Registered Nurse

Sam shows consistent kindness, dedication and compassion to patient and work colleagues. She creates a warm and reassuring environment for patients and their families. Sam will review mobility needs and provide reassurance to those at risk of falling. Adjusting care plans to accommodate individual's needs, patiently explaining safety measures directly contribute to reducing falls and improving patient outcomes. Sam takes the time to listen, comfort and advocate for those in our care, working closely in the falls working group to find solutions and process changes to stop patients falls. Their strategies and suggestions whilst being involved in the working group has been instrumental in guiding education and process changes.

Angela, Registered Nurse

She is absolutely friendly, respectful and professional in her interaction with patients and staff alike. She went above and beyond to ensure I was comfortable and is friendly, understanding, and empathetic.

Claire, Admin Support Officer

Claire is kind and engaging with every person who walks in the door, has compassion for every patient and has great rapport with the public in general.

Claire greets everybody with a smile! Nothing is ever too much trouble, and she consistently goes above and beyond to ensure patients are cared for and feel welcomed at Peel Health Campus. Patients and visitors often comment that she brightens their day, demonstrating care and respect every day.

Ewan, Patient Support Assistant

Ewan interacts with patients always demonstrating kindness and compassion. He shows genuine care for patients and their families through every stage of the patient journey. Always smiling and offering a friendly hello immediately puts people at ease. Teamwork, care, and respect are evident in his everyday work.

Kate, Nurse Unit Manager

Kate leads her team with respect and compassion. Kate is a strong advocate for involving patients and their families in their care. Kate goes over and above to ensure her patients have a comfortable end of life journey, notably helping patients achieving their final wishes. Whelan ward have even hosted two weddings which is a testament to her empathy and compassion.

Krysta, Patient Care Assistant

Krysta never stops!! Krysta prides herself on providing person-centred care to all patients. Krysta is well known for going the extra mile, ensuring her patients look and feel great. She is attentive to our patients needs and engages in purposeful interactions. Krysta is always the one running to get a hot cuppa, a heat pack, and ensuring gentlemen have a shave before their loved ones arrive. It's the extra things that Krysta does for her patients that demonstrates her compassion and respect for her patients and ensuring the patients dignity is always her highest priority. We appreciate you so much Krysta.

Mark, Chaplain

Mark has been providing spiritual and emotional support to staff, patients, carers, and families. He has been very helpful assisting and navigating emotional challenges. Mark welcomes all into his care, and aides with peoples' own beliefs. He has transformed the chapel into a truly inclusive space for everyone regardless of their beliefs. Peel Health Campus has received multiple feedback from staff and consumer delighted with the change and welcoming feel. Mark's work has consistently demonstrated deep compassion. His unwavering commitment has made an immeasurable impact on our hospital community. Mark consistently emulates the SMHS core values of Respect, Care, Leadership, Teamwork, and Integrity.

Mary, Patient Care Assistant

Mary was very kind, helpful, cheerful and knew what she was doing. Mary shows great compassion and was always smiling, pleasant and helpful. Mary was friendly and made the best cup of tea. She noticed that I was hungry and provided me with 2 sandwiches. She was very attentive, polite, and caring. Mary and all the others made an uncomfortable experience, a pleasure. Thank you all. Absolutely brilliant. Couldn't have asked for more.

Sally, Speech Pathologist

Occasionally the only Speech pathologist on-site, she maintains a positive, caring, can- do approach to ensure patients' needs are met. She is also approachable for other multidiscipline teams asking for guidance. We are very lucky to have her working with us, and the Peel Community have access to a Speech Pathologist.

Sarah, Cleaner

Sarah is an extremely hard worker, very efficient and shows great detail in her work. She is friendly with staff and patients. She is a great asset to our team.

Shahrez, Pharmacist

Sharez has worked tirelessly to ensure the integration of a clinical pharmacy team with the clinical processes of nursing and medical staff has been seamless. Providing education, policy development and as a resource for all staff - all whilst working out of a temporary pharmacy whilst the primary site was being redeveloped. Open communication with patient and their family ensuring patients go home informed and safely able to manage their medications on discharge. As Acting Head of Department within a new service at PHC, he worked collaboratively to integrate his team with the rest of the hospital. Sharez maintains clear and calm communication in what can sometimes be challenging and stressful environment trying to balance the needs of inpatients care and the priorities of discharge requirements to assist with patient flow. Sharez consistently role models a high standard of clinical care within the MDT setting and educates nurses, doctors and junior pharmacists.

Tracey, Admin Support Officer

Tracey’s work with the palliative care patients involves multi-tasking paperwork and visitors/ family’s needs with care and compassion. The dignity of, and respect for the patient is evident in every interaction. Every interaction is underpinned by the core values of respect, care, and integrity.

Congratulations to all nominees!

