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

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Compassionate Care Awards
2025

Rockingham General Hospital



Joel-Luc, Registered Nurse

Joel was the nurse on duty with my husband when he was moved into palliative care. He was wonderful with him and with me and my daughter. He took the time to wet shave him so he could feel more comfortable. He was always cheerful and jovial with him matching his banter and sense of humour. He set up a table of various drinks, biscuits and some sandwiches for us because he knew we'd been here all day. My young granddaughters came to visit Poppy and they were upset and scared. He took the time to take them on a tour of the unit to show them it wasn't scary. He gave them a cuddly toy each that allowed my husband to cuddle and give back to them so they'll always have a Poppy cuddle to keep. He was a rock to us, in the hardest time of our lives and has made us feel better.

Sanj, Registered Nurse

Sanj has looked after my Dad for three nights in intensive care. He has been so caring and compassionate with Dad and with us. Dad is now in palliative care and Sanj has taken the time to listen to our stories about Dad. He has comforted us. Early on in Dad's stay when he was getting depressed, Sanj took the time to start conversations with Dad about travel and hobbies really cheering him up. He made up a bed and a chair for me and Mum to sleep in. He has constantly checked on our wellbeing as well as Dad's. He has constantly been offering us drinks or sandwiches and getting Dad cups of tea when he was well enough to drink them. This has been the hardest thing we have ever gone through as a family and Sanj has made it that bit easier.

Dr Sanjana, Medical Oncologist

Her passion and dedication is literally saving lives and improving quality of life for vulnerable patients. The establishment of the integrated service and the individualized care and MDT approach has been all about patient safety for a vulnerable cohort and ensuring safe, gold-standard healthcare with the patient at the centre of every decision. Sanjana is at the heart of all of this work. She is absolutely relentless in her pursuit of the best possible care for her patients each and every day. She puts her heart and soul into every patient interaction but is equally kind, thoughtful and grateful to each and every member of staff in her team. Her dedication to compassionate care is to be commended and we are extremely lucky to have her in the Rockingham family.

Lee, Social Worker

Lee works tirelessly for the mental health clients of the Rockingham Kwinana Community Mental Health team. Her ethos is person-centred, trauma informed, and recovery focused support for the client and their nominated support persons. She also advocates for job satisfaction, team motivation and innovative thinking. Each day she comes to work is a pleasure and makes the workplace at CTT South enjoyable. She demonstrates compassionate care at each interaction by actively listening, reflecting, and evaluating client needs, goals, and options of support. Lee regularly supports staff to reflect and review intentions of actions and the rationale, to ensure excellent healthcare provision is achieved. Lee has an unwavering willingness to support her colleagues, team, and clients at every opportunity. She is what it means to be a leader in mental health. She is a change maker.

Nancy, Care Support Coordinator

Nancy embodies the very essence of compassionate care. She exemplifies exceptional kindness, respect, and dignity in her care, fostering positive and meaningful experiences for carers, patients, and colleagues alike. Her deep empathy and respect for those in her care foster a sense of dignity and empowerment among consumers and their loved ones. With her impressive knowledge of community resources and her unwavering commitment to addressing individual needs, Nancy empowers carers to feel supported and informed as they navigate their challenging roles.

Nancy is a true team player and an invaluable resource to her colleagues. She embodies the highest standards of care, and her impact on the lives of those she supports is immeasurable. Her excellent communication skills, collaborative approach, and proactive attitude make her an invaluable and highly respected member of the PaRK OACMHS team.

Sarah, Nurse Educator

Sarah has consistently demonstrated exceptional compassionate care. One notable instance was when she supported staff in caring for a very complex patient. Sarah would often take the time to sit with the patient, holding her hand and speaking to her in a calm and reassuring manner. She listened attentively to her concerns and fears, providing comfort and reassurance. Her gentle approach helped to alleviate the patient's anxiety and made her feel valued and respected. Role modelling to junior staff on the floor the importance of engagement. Sarah's dedication to compassionate care and her ability to create a positive experience for her patients exemplify the qualities of an outstanding healthcare professional. Her actions not only improved the patient's mental health and wellbeing but also her physical health, showcasing her commitment to holistic patient care.

Ann, Clinical Nurse Specialist

Anne has worked tirelessly to bring Team 1st Aid to Rockingham Emergency Department to ensure all staff are acknowledged and supported following traumatic events. She advocates strongly for all her staff and is an asset and fine role model for the department.

Claire, Registered Nurse

When working with Claire I always note her unwavering commitment to providing compassionate care on our ward. Claire possesses an innate ability to connect with patients, providing not only medical support but also emotional reassurance during vulnerable times. Claire is a remarkable team player, always radiating positivity throughout the ward. Claire is also a great mentor and she inspires me to elevate my own level of care. Claire’s dedication to patient centred care is an invaluable asset to our ward and reflects the core values of the hospital. I wholeheartedly believe that Claire is a worthy recipient for a compassionate care award.

Gabriela, Registered Nurse

Gabriela is a fantastic colleague to work with. She goes above and beyond for her patients, often contributing additional important information into patient handovers which might have otherwise been missed. She builds rapport with her patients and is always communicating well within the MDT.

Julie, Clinical Nurse

Best teammate, when she is around always felt valued and listened to. Compassionate care, supportive, patient centred care.

Kay, Ward Clerk

Kay Jones works as a ward clerk / HIMS officer and on several occasions, she has reached out to make suggestions to improve the experience for patients on Moordibirdup. Kay notices the little things that make a difference to patients and their families - be it issues with their TV or a family's concern about their loved one being lonely between visits - Kay takes the time to escalate and enquire, which shines a light on opportunities for improvement and collaboration. One example is through Kay's actions we were able to arrange additional volunteer visits to a patient who was in need of some companionship and interaction to help lift their spirits and remain engaged.

Thank you, Kay, for noticing the little things that matter!

Mairia, Social Worker

Mairia is a social worker with the most beautiful heart and treats both patients and staff with so much care and respect. Watching Mairia work with patients inspires me and the social work team to be a better version of ourselves every day. Through her compassion, Mairia has been able to gain patient's trust and gotten them to engage well with health services. RkPG is lucky to have her!

Natalie, Clinical Nurse

Natalie has been a dedicated member of RGH for 18 years, and in that time, she has touched countless lives with her kindness, dedication, and unwavering commitment to both her colleagues and patients. I have had the privilege of working alongside her and for her, and I have always been in awe of her passion for ensuring that every staff member feels supported and that every patient receives the highest level of compassionate care. Natalie consistently goes above and beyond for everyone she encounters, leaving a lasting impact on those fortunate enough to cross her path. Her selflessness, strength, and empathy make her not only an exceptional nurse but also an extraordinary human being. I truly admire her and cherish every shift we share, knowing that with Natalie by my side, and by the side of everyone on the ward, we are always in the best hands.

Rechelle, Occupational Therapist

Rechelle is an outstanding Occupational Therapist and a highly valued team member. Rechelle is always willing to provide support to patients, demonstrates compassion and is able to easily build rapport. Most notably Rechelle can put patients and their carers at ease, always taking the time to address concerns and provide clear advice and education. Additionally, Rechelle is a compassionate team member who always demonstrates care and consideration to colleagues and is willing to lend a hand and provide support and advice.

Susan, Medical Records Officer

Sue is always kind and helpful to me, we work together she knows I have issues with my legs and is always thoughtful and kind towards me.

Zeyad, Pharmacist

Zeyad continuously delivers compassionate care to his cancer patients by giving them supportive discussions, showing kindness, care, compassion and empathy to these patients in a very fragile emotional condition. He always goes above and beyond for both staff and patients. I have experienced on a personal level Zeyad's selfless offering of his time and knowledge to help patients and family suffering the effects of cancer.

Staff of RGH ED

The entire department deserve recognition for the tireless work they do caring for our patients. PSS, HIMS, allied health, nurses and doctors work collaboratively to treat each other and all patients with respect and dignity. The multi- disciplinary approach creates a positive and supportive workplace providing compassionate care to all our patients.

Dr Dana, Senior Medical Officer

She has been very supportive and compassionate. She listens to my needs and makes sure I'm okay with any suggestions in relation to changing parts of support if needed. I feel safe and able to express myself with her, which I've not really felt with other psychiatric professionals. I actually look forward to our appointments.

Jana, Clinical Nurse

Jana consistently goes above and beyond for all of her clients. Jana works tirelessly to advocate for her clients and to build rapport. She is always actively and empathetically listening and always includes clients into their own care. She always approaches clients in a trauma-informed and person-centred manner and genuinely cares for the clients and their mental and physical wellbeing. Jana is an amazing nurse and I know her clients and colleagues would agree.

Yvette, Welfare Officer

Yvette is our Welfare Officer in the Mental Health Hospital in The Home Team. She is a vital part of our team and comes into work everyday, ready to go, with a smile. Yvette visits people daily in their homes for the duration of their admission, which can be up to 4 weeks. Yvette provides support and education to patients taking a person-centred, holistic approach and assists patients and their families with their requests. Yvette’s ability to work with patients and their families who are experiencing mental health issues has made a significant impact on their overall wellbeing. Yvette goes above and beyond in everything she does, for patients and for her team members.

Congratulations to all nominees!

