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

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Compassionate Care Awards 2025

Fremantle Hospital and Community Services

Amanda, Clinical Nurse

Amanda is a very experienced nurse who is always supportive and caring. She was born to be a nurse. She has so much knowledge and manages to apply them well in practice. She is very much loved by most of the staff members who works with her. Although working in the high pressure and stressful area, she shows her positive energy and brightens up everyone around her. She gives support to both staff members and patients. She is one of the best nurses that I have working with in my 17 years of nursing career, and she makes me see the positive side of being a nurse. She lifts me up when I am down. I cannot find better words to describe this beautiful person.



Don, Ward Clerk

There are many times I have seen Don help patients out with things like getting their TV service connected or transferred as needed even though it isn't really his job to do so. I work on D5 and a lot of our patients are confused as to why the TV isn't free and he patiently chats with them to help them understand and explains either the process or he does it for them. He has a very caring nature.

Jeena, Registered Nurse

Jeena is compassionate beyond any request, attending to the most frail and emotionally depleted in the most fulfilling manner. She gives families and carers hope in the most sad or difficult times. Jeena is an asset to our patients and families and has a huge compassion storage. Well done.

Kim, Social Worker

Kim works in a role that changes on a daily basis and is extremely challenging with system errors and new system procedures. Kim goes above and beyond in her role, figuring out complex work arounds within the system so her clients are less disadvantaged. She is always working in a client-centred approach and provides timely support with her clients. Her communications skills are excellent, and she strives to ensure her clients are understanding of the information given. Her role is very busy, but Kim often takes the time to answer any questions her colleagues have and is always willing to share information when asked. She is a wonderful asset to our team, and we appreciate her hard work.



Ian, Clinical Service Coordinator

Ian has worked as the Clinical Service Coordinator at YouthReach South for several years. He carries a caseload of several clients in addition to this. I am nominating Ian because he delivers excellent care to young people, is a strong advocate, and demonstrates respect, non-judgement, compassion, and true partnership with clients every day. He is the team member who others go to for support and guidance and is always patient and kind and generous with his time. He is an unsung hero of the service and in the 4 years I've known him is the most consistent person I've ever met. I truly believe he deserves this award, and his clients will too.

Alex, Complex Care Coordinator

Alex is an amazing Nurse and Care Coordinator. She works tirelessly for her patients and achieves amazing outcomes in their healthcare through creative and persistent case practice. Alex has an amazing capacity to work alongside patients and advocate strongly within hospital and community settings to get health and social needs met.

Caitlin, Physiotherapist

Caitlin is the most thorough physiotherapist I have ever worked with and a credit to her profession and the RITH team. She consistently goes above and beyond for her patients and maintains a strong awareness of treating the "whole person". She strongly advocates for all patients and consistently engages challenging patients to reach goals beyond their expectations, while remaining realistic and optimistic with patients and carers. She is a consistent team player within RITH and a supportive colleague. She is a joy to work with and someone the whole team appreciates being paired with for complex patients.

Deanne, Occupational Therapist

Deanne has gone above and beyond, supporting colleagues and patients with her compassionate care. With patients, she listens, tries to understand the difficulties they are facing, and supports patient-centered goal setting. Deanne has also supported her colleagues in dealing with challenging situations by providing education on the importance of debriefing, contributing to RGH RITH Staff Wellness initiatives, and approaching colleagues to offer informal opportunities to debrief. Deanne always demonstrates empathy and compassion. She approaches colleagues, patients and carers with respect, kindness, and care, helping to create a more positive experience for all.

RITH – Fremantle Base

These RITH staff provided compassionate care to a patient who was discharged home following a stroke. The patient was in a difficult situation with no family support and the team worked together to not only continue providing them with rehabilitation in the home, but also advocated and assisted them to link with agencies to support their financial situation and ongoing therapy. The team were able to advocate and secure accommodation in a Brightwater Rehab facility.

The RITH team did a great job in supporting the patient toward a situation where they had safe and secure accommodation, finances were sorted, they had rehab and felt safe and supported. The patient was very thankful to RITH for their assistance.

Lisa, Allied Health Assistant

Lisa is highly valued member of our multidisciplinary team. In her role, she consistently goes above and beyond for all our clients. She is an amazing team player and is always reliable, flexible, and willing to help. There are countless examples of where Lisa has demonstrated person-centered care, and she frequently receives positive feedback from patients and family.

One example provided was Lisa’s interaction with a vulnerable patient, who through her empathy, understanding and care was able to disclose health concerns and accepted emergency care. Her care, compassion, professionalism, and persistence ensured the concerns were escalated and patient received the vital care they needed.

Lisa, Complex Care Coordinator

Lisa has worked in the Health Department as a Nurse in various roles for over 30 years. In her current role as a Complex Care Coordinator, Lisa has excelled in engaging and supporting patients with some of the most complex medical and social issues within the team. Lisa is persistent and creative in her engagement with patients and will consider all aspects of health care management. She works tirelessly to overcome barriers in accessing treatment both in hospital and community for the people she sees. Lisa is generous with her time and in the support of her colleagues.

Lynda, Welfare Officer

Lynda demonstrates compassionate care every day in her work with clients, colleagues, and external organisations. She works with an extremely vulnerable cohort, specializing in those who sleep rough, and she treats all her clients with a high level of compassion, respect, and dignity. She works tirelessly to advocate for them, frequently going above and beyond to ensure positive outcomes.

She receives continuous positive feedback from patients, their families and friends and service providers. A recent example: “The level of care and support they have given my brother surpasses anything I have seen. They never judged, went above and beyond in the level of care toward him. I believe they have given him a new chance at life.”

Nikola, Care Navigator

Nikki brings a diverse and incredible skill set to our team and her practice is extraordinary. Her approach to patient care is always person-centered and places the person and their support network at the heart of everything she does, whilst being an immensely competent clinician. She is an excellent communicator and excels in the development of relationships, particularly in supporting families as a whole unit. She brings her skills, experience and compassionate, considered approach to supporting not just each patient and family but also our team, practitioners, and health care teams we connect with. We frequently receive compliments and feedback on Nikki's practice from the practitioners we work alongside, patients and families. She is an extraordinary health professional, and we are truly lucky that she chooses to work with us.

Dr Robin, Consultant

Dr Robin consistently demonstrates compassionate care with the RITH patients and staff members. An example of one of the numerous times he has supported the team and patients with compassion was with a vulnerable RITH patient that the allied health team had raised concerns about. Dr Robin listened to and calmly responded to therapists' concerns. He was able to liaise with the patient, family, services, and the allied health team to ensure the patient could stay at home safely and with support. He then communicated the outcomes of his case management to the team and checked in with each team member.

He continually treats both patients and staff with respect and compassion. RITH staff speak highly of their interactions with Dr Robin and his calm manner. We are grateful to have him on the RITH team!

Congratulations to all nominees!

