



Government of Western Australia
Department of Health

Graduate Focus 2019

WA Health Graduate Development Program



Foreword



The Graduate Development Program commenced in 2004, and has since become an integral pathway for the recruitment of highly motivated and proficient university graduates into the public health sector.

Since its conception, the Program has welcomed graduates from a range of academic backgrounds and disciplines, providing them with the opportunity to further develop their talents within the WA health system.

This year, the Graduate Development Program consisted of 23 Graduate Officers across four streams:

- General Corporate
- Finance and Business
- Information and Communications Technology
- Data Analysis.

During the 12-month program, Graduate Officers complete three workplace rotations throughout WA Health, enabling them to develop their skills and experience across a broad portfolio of work.

Graduates who participate in the Program complete an industry recognised Diploma of Leadership and Management, which further equips them with the skills for an exciting career in our public health system.

Throughout their rotations, the Graduate Officers are supported by a network of mentors, past-graduate buddies, placement supervisors and career coaches, and receive a comprehensive introduction to WA Health.

As we approach the end of the 2019 Program in mid-January 2020, I encourage our health services to consider recruiting from this talented cohort of young WA Health professionals.

I would like to thank the staff and sites who have hosted a Graduate Officer this year, as well the mentors and buddies whose support forms the foundation of the Program.

Once again, the WA Health Graduate Development Program has been a rewarding experience for all involved. I look forward to seeing these graduates continue to contribute to the WA public health system, and to welcoming a new pool of graduates in the near future.

DR D J Russell-Weisz

Director General

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Editor's Note

The 2019 Graduate Development Program was bigger and better than ever before. This year saw the largest cohort of Graduate Officers for any one year entering the WA health system! With an eclectic mix of curiosity, enthusiasm and vigour, 23 highly motivated and talented individuals commenced their journey with WA Health on Monday 21 January 2019. We were divided across four different streams: nine in General Corporate, nine in Finance and Business, three in Data Analysis and two in ICT. True to a 'choose your own adventure' format, the Graduate Development Program provided us with a unique opportunity to complete three different rotations across WA Health, over a 12-month period. In each rotation we gained a variety of skills and exposure in our areas of interest.

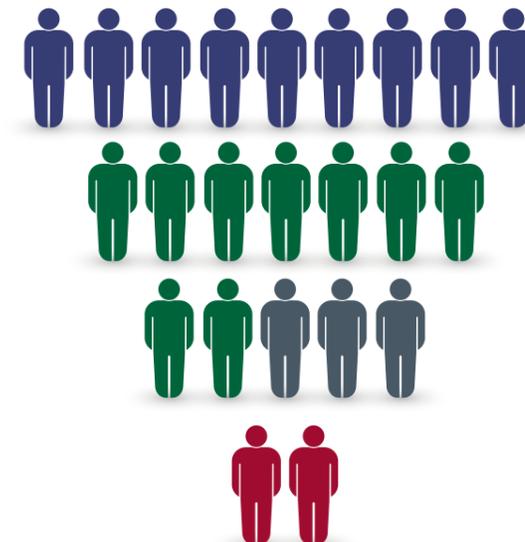
Each of us were offered a multitude of professional development opportunities throughout the course of the year. These ranged from a fully funded, industry recognised Diploma of Leadership and Management, to a multitude of seminars, workshops and conferences which have all promoted our accelerated learning and progress. We had opportunities to get involved in a variety of community engagement and volunteering activities, while representing WA Health, which were particularly proud moments for all of us. Best of all, we had the privilege of meeting likeminded individuals we could bond with; each of us with our own diverse background, but united by a common passion for health! We are very excited about our futures with WA Health and will continue to work towards contributing to better health outcomes for all Western Australians.

On behalf of the 2019 Graduate Development Program cohort, I would like to extend my deepest, heartfelt gratitude towards all our supervisors for hosting us, and our mentors and buddies for providing us with a safe space for support and guidance throughout the year. A special thanks to all the executives who took time away from their busy schedules to participate in our induction week and provide us with the inspiration to kick-start our journeys. A warm thank you to all the members of WA Health who were not involved in the program, but recognised us as new graduates and provided us with friendly advice and assistance (especially that database of acronyms and advice on finding the best coffee shops!). Thank you all for making our transition into WA Health so much smoother! Of course, none of this would be possible without the Institute of Health Leadership and our Graduate Development Program Coordinator, Alexander Kristoff, so we are very grateful to you!

I would also like to take this opportunity to acknowledge and thank my co-editors for the 2019 Graduate Focus: Harry Armstrong, Henry Clarkson, Alesha Kays, Emily Luu and Frederic Rayapen for all the hard work they have put into the development of this magazine. Also, a special mention to our Graduate Focus Project Manager, Rowena Burch for managing a difficult timeline on the magazine and helping us publish it on time. It has been an absolute pleasure working with you all!

Editor-in-Chief
Priya Jagadeesan

23



GRADUATES

9 General Corporate

9 Finance and Business

3 Data Analysis

2 ICT

66
PLACEMENTS



At 9
HSPs

\$1,374.12

Raised for HBF
Fun Run



15 Bachelors

7 Masters

1 Graduate Diploma

19 Unique Majors

23 Diplomas in Leadership and Management

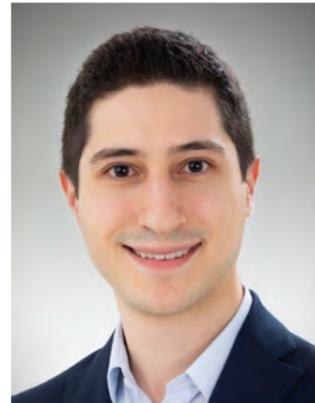
5 UNIVERSITIES



An Interview with the Graduate Development Program Coordinator

Alexander Kristoff

Department of Health, Institute for Health Leadership



Alexander joined WA Health in 2018, commencing work with the East Metropolitan Health Service (EMHS) Workforce Directorate. During his time at EMHS, he undertook various project duties providing support to the Area Director of Workforce and Royal Perth Bentley HR department. He had a keen interest in developing his knowledge of the people development function of human resources and accepted a second role at the Institute for Health Leadership (IHL). During his time at the IHL, he worked closely with the leadership team and Graduate Coordinator before taking on the role of Graduate Coordinator himself in the early part of 2019.

In the Graduate Coordinator role, Alexander has seen first-hand the amazing opportunities the program provides recent university graduates as a successful entry point to joining WA Health. He sees that – through the range of projects and professional development opportunities made available – graduates are well placed for an exciting and successful career in health.

Q: What things do you most look for when recruiting graduates?

First and foremost an enthusiasm for and a genuine interest in the WA health care system. We value graduates that are courageous and not afraid to ask questions, but also understand the importance of taking initiative and giving things a go. All our graduates are high achievers, but ultimately it is the motivation to learn and capacity to develop into future leaders that we look for the most.

Q: How would you describe this year's graduates?

The 2019 cohort have been an amazing group to get to know. They all come from a wide range of backgrounds, both academically and interpersonally, but what clearly unites them is a genuine passion for health. I can already see the difference they've made within the WA health system and can only imagine what other things they'll achieve in the years to come.

Q: How do you think WA Health has benefited from the 2019 Graduate Development Program?

Reviewing the projects that have come my way over the year, the graduates have clearly been working on some key strategic initiatives that will have a foreseeable impact on how healthcare is delivered in WA. They bring to the health system an unmatched eagerness to collaborate, learn and question. Bringing along a fresh perspective on long-standing processes has given WA Health the burst of innovation that organisations across the country are searching for.

Q: If you could re-title your job, what would you call it?

Early Career Curator – It may sound a bit conceited, but I think the key focus of the role is helping develop the foundation for what will become a successful career journey for those in the Graduate Development Program. Curating starts with identifying those with the greatest potential early on.

Q: What do you love about being Graduate Development Program Coordinator?

I love working with bright, young people who have their whole careers ahead of them. Being there from the very beginning of their journey has given me a whole new appreciation of the impact the Graduate Development Program has in setting up those crucial foundations. There's never a boring day in the office and I love that they keep me on my toes! I'm appreciative of the opportunities this role has provided me, and I know that when I look back on this year, I'll cherish the special moments I've shared with these graduates.

Q: When are some moments you felt proud/happy with what this year's graduates have done?

There are so many moments that it's difficult to narrow it down. They've made some great contributions not only to the health system, but also the wider WA community. Some of the key highlights include an amazing fundraising effort for Beyond Blue, providing lunch for families at the Ronald McDonald House, as well as volunteering at the Perth Salvation Army. On a more professional level, I would have to say that they did an incredible job presenting their projects and achievements in front of their mentors, buddies and supervisors.

Q: What has been the most challenging part of this year for you?

As my first year in the Graduate Coordinator role, much of this year has been a learning experience for me. I see the recruitment process as being one of the most logistically complex and challenging aspects of the Graduate Development Program. With any recruitment process, there is always the pressure to find the best person for a role. Multiply that by 23 positions and you start to realise the expectations in finding the best people available in a competitive pool of new university graduates. With all that being said, I've thoroughly enjoyed engaging with the wider community and found the experience rather energising.

Alexander Kristoff



General Corporate Stream

The 2019 General Corporate Graduate Officers are a group of lively and brilliant young women who share a common goal of contributing to the health and wellbeing of the population of WA. They reflect a diverse range of academic backgrounds from Public Health, Health Promotion, Health Administration, Medicine and Nutrition to Psychology, Sexology, Human Resource Management and Law!

The General Corporate Stream allows for the most choice and variety in terms of the placements and projects on offer, which allowed this year's General Corporate graduates to involve themselves in several significant projects across the WA health system. Throughout the year the General Corporate graduates had the opportunity to not only build on existing skill sets but also to step outside of their comfort zones and tackle projects that were completely new and challenging.

Some of the broad areas the General Corporate graduates had an opportunity to develop skills in included: Clinical Reform and Redesign, Health Promotion, Policy Development, Aboriginal Health, Health Service Planning, Culture Change, Workforce Planning, Research and Innovation, Service Improvement, Safety and Quality and Health Informatics. It is safe to say that the General Corporate graduates will finish up the year with the experience to jump into the ever-changing WA health System with confidence.

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GEORGIA BREALEY

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Bachelor of Arts, Psychology
(The University of Western
Australia)
Master of Sexology (Curtin
University)

👤 SUMMARY

Georgia is passionate about working with vulnerable populations to improve access to health care. Her past work in disability support and studies in Sexology have made her an advocate for diversity and inclusion.

🎬 FUN FACT

Georgia has eaten fugu
(poisonous Japanese Puffer Fish)

Placement One

North Metropolitan Health Service, Women and Newborn Health Service, Safety, Quality, Performance and Organisational Culture

Georgia's first placement consisted of implementing two consumer initiatives, #hellomynameis and 'What matters to you?' at King Edward Memorial Hospital. These initiatives aimed to improve the communication between staff and patients and to contribute towards providing safe and high-quality health care. Georgia was involved in engaging with a hospital-wide working group and the Corporate Communications Team, to develop activities to suit these initiatives to best incorporate the initiatives' key messages. This included the development of 'conversation boards', which were laminated boards above each patient bed to be used as a resource for patients to express what matters most to them during their hospital stay.

This placement challenged Georgia to liaise with multiple stakeholders from varying corporate positions in order to develop key activities to suit a wide majority of people. It also provided Georgia the opportunity to work autonomously in a new environment and to take creativity and run with it!

Supervisors: Lani Miller and Barbara Lourey

Placement Two

Western Australian Country Health Service, Innovation and Development, WACHS Command Centre

Georgia was tasked with developing a monitoring and evaluation framework for the six service streams within the WACHS Command Centre. This involved the use of data collection and manipulation tools, utilising Business Intelligence tools, as well as a large amount of manual data collection, analysis and reporting. Georgia produced a few evaluation reports and created new visually interesting and dynamic ways of presenting data. Georgia's final evaluation framework will be mapped to evaluate all service streams within

the Command Centre. In addition to this, Georgia worked on several business as usual tasks for the Inpatient Telehealth Service stream.

The main challenge Georgia found was working within a fast-paced environment that involves frequent changes and a high demand for service. This required a flexible mindset and dynamic problem-solving skills to ensure positive contribution to the development of the Command Centre.

Supervisors: Lauren Spark and Kylie Bosich

After Placement Two

After placement two, Georgia commenced a new role as an Evaluation and Reporting officer at WACHS Command Centre in the WACHS Emergency Telehealth Service.

Mentor: Damian Jolly, Operations Manager, Royal Perth Bentley Group

Buddy: Esther Dawkins, Senior Project Officer, Institute for Health Leadership

Georgia was looking to gain real world experience in a leading government department with the ability to make a positive impact on the community.

Hobbies/Interests: Reading a wide variety of books, from self-help to Harry Potter and everything in-between, playing netball for her University, adapting recipes to cook weird hybrids of dishes and tending to her veggie patch.



REBECCA HARRIS

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Bachelor of Science, Psychology (University of Western Australia)
Graduate Diploma, Psychology (Murdoch University)
Graduate Diploma in Education, School Psychology (University of Western Australia)

👤 SUMMARY

With a background in psychology and working in remote communities, Rebecca is passionate about prevention, early intervention, and working with vulnerable populations to promote mental health literacy.

🎬 FUN FACT

Rebecca has lived in Norway.

Placement One

North Metropolitan Health Service, Mental Health, Public Health and Dental Services, Public Health, Health Promotion

Rebecca was allocated to the NMHS Mental Health Smoke Free project which aims to reduce onsite smoking among staff and patients. As part of the project, Rebecca was responsible for developing a smoke-free hub on the NMHS staff intranet. The development of the intranet hub included reviewing relevant WA Health policies and guidelines, developing and sourcing smoking cessation resources, and reviewing evidence-based literature.

Rebecca was involved in various smoke-free subcommittees which required liaising with stakeholders (from local governments to not-for-profit organisations) and was the chair of the Facilities and Procurement Subcommittee to promote smoke-free health sites. One of the main challenges Rebecca faced was the complexities involved in changing organisational culture and behaviour. As a result, Rebecca developed her conflict resolution and interpersonal skills to work with a range of people with different communication and leadership styles.

Supervisors: Heather Monteiro and Jessica Carter

Placement Two

Western Australian Country Health Service (WACHS), Human Resources, Work Health and Safety

Rebecca worked with WACHS on the Occupational Violence (OV) Implementation Plan Project. Rebecca's project deliverables focused on prevention, risk management and occupation related incidents data and reporting.

Rebecca designed an OV related staff survey, developed an Occupational Safety and Health building design guideline for new WACHS sites, examined staff wellbeing initiatives to promote physical and mental health, researched and developed processes for identifying and assessing patient behaviours of concern.

Rebecca had the opportunity to visit the South West and Great Southern regions. These visits provided the opportunity to liaise with clinicians, learn about healthcare design, present to staff about sleep wellbeing and provide a

greater understanding of workplace violence.

The main challenge Rebecca faced was effectively liaising with colleagues and stakeholders dispersed across WA. As a result, Rebecca further developed her problem solving and divergent thinking skills and use of communicative technologies.

Supervisor: Josephine Wilkes

Placement Three

East Metropolitan Health Service, Royal Perth Bently Group, Clinical Service Planning and Population Health, High Value Health Care, Choosing Wisely

Rebecca worked on two Choosing Wisely projects with the RPBG team to engage clinicians and reduce patient harm.

Surgical complications, requiring return to theatre, delirium and healthcare related infections are examples of Hospital Acquired Complications (HACs). Rebecca's first project mapped HACs across three inpatient speciality groups to determine areas of unwarranted clinical variation that potentially lead to HACs. She developed a clinical engagement strategy to address unwarranted clinical variation and later create standardised pathways.

A Goals of Patient Care (GoPC) form documents clinician, patient and family discussions about patient values and treatment escalations. Rebecca's second project involved liaising with the palliative care team and clinical stakeholders to transition from a paper-based form to an electronic form.

Rebecca faced challenges learning medical abbreviations, medications and procedures. She liaised with clinical staff and stakeholders, and gained analytical skills to form evidence-based recommendations.

Supervisor: Dr Sumit Sinha-Roy

Mentor: Karen Elliott, Acting Manager – Safety Quality and Performance, North Metropolitan Health Service

Buddy: Gaby Villa Carrillo, Program Officer, Department of Health

Rebecca chose the Graduate Development Program to expand her knowledge of WA's largest government organisation, develop her leadership skills and to contribute to the health sector.

Hobbies/Interests: Hiking in the Perth hills, yoga, going to quirky cafes with friends, volunteering and travel.



ANNY
HUYNH

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Bachelor of Commerce,
Human Resource Management
(University of Western Australia)

👤 SUMMARY

Anny's interest includes workforce development and strategic innovation. In particular, understanding how innovation-based projects help steer the future direction of organisations.

🎬 FUN FACT

Anny's name is 'Annie' spelt with a 'Y'.

Placement One

Western Australian Country Health Service, WACHS Command Centre, Innovation and Development

Placement one provided Anny an opportunity to inform workforce planning for the WACHS Command Centre, which provides coordinated and innovative health services to people in rural and remote WA. Her project deliverables included a Workforce and Recruitment Plan, designed to support the development and growth of WACHS services, applying multi-faceted human resources and workforce planning principles.

Anny also contributed to strategic and operational health service planning to inform workforce decision making, developed relationships with stakeholders (including senior clinical and management staff) and maintained accountability for high quality project deliverables.

Anny found she wasn't overly challenged due to the very supportive nature of her team. Minor challenges related to this placement were Anny's introduction to health and the steep learning curve associated with health service planning and workforce redesign.

This placement provided Anny with significant learning opportunities that exposed her to real-world health service complexities, encouraging her to develop and apply skills with confidence.

Supervisors: Lauren Spark and Kylie Bosich

Placement Two

Strategy and Governance, Governance and System Support, Workforce and Employment

Anny was assigned to support two projects within the Workforce and Employment Unit under the supervision of her managers. These projects were the *Your Voice in Health*, the Minister for Health's employee engagement survey and the Sustainable Health Review recommendation to plan for a 'Health and Social Care Workforce Strategy 2019-2030'. The projects aimed to support the close out of the first annual Minister for Health's *Your Voice in Health* survey and the development of a system-wide workforce strategy. These projects support the workforce by providing

an opportunity to share their experience and identify initiatives to enable them to provide high quality healthcare.

Through these projects, Anny was exposed to various learning opportunities and high-level stakeholder engagement. These included analysing workforce trends, project management, stakeholder engagement, research of interjurisdictional plans, development of written material for a range of audience, teamwork and networking.

Supervisors: Sheralee Tamaliunas, Pippa Cook and Ian Barrett

Placement Three

Child and Adolescence Health Service, Community Health, Strategy and Development

During this placement, Anny was fortunate to have supported various Child and Adolescence Community Health projects. These included project management planning for the 'Disability Access and Inclusion Plan' audit and Midland Community Hub to support integrated models of care. Amidst this, Anny conducted other business as usual tasks. Throughout this placement, Anny was exposed to project management opportunities and gained a stronger understanding of infrastructure management within WA Health.

Early on in this placement, Anny commenced a new role as a Workforce and Employment Consultant at the Department of Health.

Supervisors: Tristan Fraser and Alan Kuipers-Chan

Mentor: Wade Emmeluth, Service Co-Director, East Metropolitan Health Service

Buddy: Ava Rajabi, Project Officer, Department of Health

Anny found the Graduate Development Program appealing as it provided diverse opportunities for professional growth by allowing graduates to choose three rotations that engaged various fields of WA Health.

Hobbies/Interests: Spending time with her dog, Netflix and eating.



SHANMUGAPRIYA JAGADEESAN

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[LinkedIn Profile](#)

EDUCATION

Master of Health Administration with Distinction (Curtin University)
Bachelor of Medicine and Bachelor of Surgery (MBBS) (Rajiv Gandhi University of Health Sciences)

SUMMARY

Priya has always been passionate about improving processes around healthcare delivery and influencing change on a larger scale, which she was able to apply through the projects she has undertaken.

FUN FACT

Priya is multilingual and can read, write and speak in five different languages!

Placement One

East Metropolitan Health Service, Royal Perth Bentley Group, Service Improvement, Organisation Learning and Development Service Improvement

For her first placement, Priya worked as the Project Lead on a Service Improvement project in the Acute Medical Unit (AMU) at RPH, which involved process mapping the communication process between the nursing and the Patient Support Services teams and recommending a solution to streamline the communication process. Priya had to engage clinical, non-clinical and executive stakeholders, create and implement a comprehensive data collection plan and develop and conduct staff surveys in the initial stages of her project.

Following this, Priya worked with a complex group of stakeholders to build a business case for an electronic task management system (CARPS) for the AMU and also developed an implementation plan for an interim communication system.

Priya found facilitating meetings with multiple stakeholders with different viewpoints and handling the complexities of a change management process particularly challenging during her project.

This placement helped Priya develop strong skills in leadership, project management, change management and stakeholder engagement.

Supervisors: Katherine Birkett and Dr Sumit Sinha-Roy

Placement Two

Department of Health, Clinical Excellence, Clinical Leadership and Reform, Health Networks

For her second placement, Priya joined the Women and Newborn Health Network and was involved across two major and diverse projects: WA Women's Health and Wellbeing Policy and the WA Women's Health Conference. Priya had an opportunity to actively contribute to the development of a state-wide policy by undertaking consultations with key stakeholders, conducting research and taking responsibility for writing sections of the policy. She was also simultaneously involved with event planning activities for the conference and managing the event.

One of the key challenges Priya faced during this placement was the tight deadline for developing the policy. She had to adapt to constant changes and feedback across both projects, given they were both high profile and involved half the population of WA as stakeholders!

Priya increased her working knowledge on policy planning and developed strong policy development and writing skills during this placement. She also honed her event management, change management and problem-solving skills.

Supervisors: Stefanie Faraone, Marie Deverell and Jennifer Watchorn

Placement Three

South Metropolitan Health Service, Fiona Stanley Fremantle Hospital Group (FSFHG), ICT BOSSnet Automation Program

For her final placement, Priya joined the BOSSnet Automation Program team at FSFHG to gain exposure to the world of Health Informatics. Her main project was a major clinical safety initiative, which involved developing a Venous Thromboembolism (VTE) risk assessment and prophylaxis tool in an eForm, for inclusion within the standard Medical Admission Form at FSFHG. Priya's role included working closely with the Anticoagulation Working Group and consulting with clinicians to identify requirements for the tool. She also had to map clinical processes and workflows and develop various eForms on BOSSnet. In addition to this, Priya developed a new e-Learning package for training medical Interns in e-Referrals and Enterprise Bed Management and delivered training for the same.

The major challenge Priya faced during this placement was familiarising herself with ICT systems and BOSSnet platforms, as she had to learn the latter from scratch.

This placement provided Priya with skills and experience in Health Information Management, clinician engagement, consultation and training.

Supervisor: Kenneth Tam

Mentor: Paola Morellini, Director Clinical Planning, North Metropolitan Health Service

Buddy: Ryan Shepherd, Project Officer, East Metropolitan Health Service

Priya chose to enter the Graduate Development Program because it offered a perfect platform for her to explore a career in health administration and put her clinical and administrative knowledge to the best use.

Hobbies/Interests: Singing, playing chess, reading books, experimenting with food and playing Dungeons and Dragons.



ALESHA KAYS

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🧠 EDUCATION

Bachelor of Science, Health Promotion (Curtin University)

👤 SUMMARY

Alesha is passionate about improving health outcomes for WA's most vulnerable populations. To do this she uses her knowledge in health promotion and experience working in the not-for-profit sector.

🎬 FUN FACT

For her gap year Alesha lived in Canada as an exchange student and attended high school – again!

Placement One

East Metropolitan Health Service, Royal Perth Bentley Group, RPBG Projects, MHEC Team

As part of her placement working on the MHEC project, Alesha conducted a literature review in order to inform the MMHEC Model of Care and presented these findings and several recommendations to two committees. She also managed a policy dashboard and a KPI dashboard and drafted the initial stages of a ward transition plan.

In the later stages of her placement, Alesha developed the MHEC welcome pack and established activity equipment requirements for the ward. She also developed a communications strategy. Finally, Alesha worked on a MHEC admission paperwork review.

The main challenge Alesha faced was learning to manage multiple tasks and stakeholder relationships at once.

This placement gave Alesha an opportunity to develop project management skills and put her research and writing skills to work. She was also able to learn from a wide range of staff from both clinical and non-clinical backgrounds.

Supervisor: James MacWatt

Placement Two

Western Australian Country Health Service, Innovation and Development, Research and Development

During her placement at WACHS, Alesha undertook a project to explore potential external research partnerships where she identified over 450 organisations and developed a research partners database. She assisted in stakeholder consultation to identify potential collaborative research projects and produced recommendations of preferred partnerships. Alesha also created a Partnership Development Framework which will guide WACHS staff on how to partner with external organisations for research.

Finally, Alesha was a key part of the planning and development of the Innovation Pilot Program within WACHS. This involved consultation with staff and external organisations and the planning of several activities to pilot.

As part of this, she was challenged to bring new ideas to the table that would push boundaries and inspire innovative practices.

This placement gave Alesha the opportunity to increase her understanding of the current research and innovation culture in health and how the benefits of research and innovation could be brought to rural and remote areas.

Supervisor: Anita John

After Placement Two

After placement two, Alesha commenced a new role at WACHS as a Research and Innovation Officer within the Research and Development team, in the Innovation and Development Directorate.

Mentor: Megan Burley, Director Clinical Excellence - Clinical Leadership and Reform, Department of Health

Buddy: Emily Howe, Development Officer, Department of Health

Alesha joined the Graduate Development Program to challenge herself whilst being exposed to invaluable skill development opportunities. She also wanted to grow her leadership skills and make a difference to the WA community.

Hobbies/Interests: Cooking, reading, jigsaw puzzles, fitness classes and hanging out with her high maintenance Labrador.



**DRIANCA
NAIDOO**

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[LinkedIn Profile](#)

EDUCATION

Bachelor of Psychology,
First Class Honours (Curtin
University)

Bachelor of Commerce, Human
Resource Management &
Industrial Relations (Curtin
University)

SUMMARY

Drianca's interest in organisational psychology has influenced her to not only focus on providing high quality healthcare to Western Australians, but also to consider staff engagement and morale in her work.

FUN FACT

Drianca has travelled to over twenty countries.

Placement One

Department of Health, Strategy and Governance, Strategy, Policy and Planning, Sustainable Health Review

Drianca worked as part of the Sustainable Health Review (SHR) Secretariat performing a range of roles focused on finalising and launching the SHR Final Report. Her role included developing key internal and external communications such as Ministerial briefing notes, global messages, key stakeholder presentations, website content and correspondences. She also supported the coordination of targeted stakeholder engagement, including the public launch of the SHR.

Drianca was the project lead for publication of the SHR background papers, requiring her to analyse and synthesise critical research and present it in a user-friendly format.

Drianca further developed her interpersonal and communication skills which enabled her to interact with key stakeholders and gain invaluable exposure to robust project management on a large scale, system-wide project. She also gained a strong understanding of the complex issues facing the health system and the future strategic direction required to drive significant reform and cultural change across the sector.

Supervisors: Judith Chew and Nicolette Zingerle

Placement Two

East Metropolitan Health Service, Royal Perth Bentley Group, RPBG Projects

For her second placement, Drianca worked on the commissioning of the Mental Health Emergency Centre (MHEC) at Royal Perth Hospital. The project involved the development of a dedicated unit for the short-term observation and treatment of mental health consumers.

Drianca was responsible for developing the MHEC Departmental Service Plan which detailed how the new service will operate, including key information such as the model, operational performance targets, procedures and consumer flow pathways. She was also responsible for managing the development of policies for the MHEC,

including a policy about referral, admission, discharge and transfer.

This placement offered Drianca the opportunity to work directly with clinicians, allowing her to broaden her understanding of clinical practice and gain an understanding of considerations from a clinical perspective in the project space.

Supervisor: James MacWatt

Placement Three

North Metropolitan Health Service, Sir Charles Gairdner Hospital, Outpatient Services

In her final placement, Drianca worked in Outpatient Reform at Sir Charles Gairdner Hospital (SCGH). Drianca was given the opportunity to lead the Clinic Scheduling and Utilisation Project. This involved conducting a comprehensive review of the current state of outpatient clinics at SCGH.

This project required Drianca to firstly develop a procedure to audit the clinics' current scheduling and utilisation practices and analyse the subsequent data. In addition, Drianca analysed large data sets from sources such as webPAS to better understand clinic performance. The analysis resulted in the identification of key issues and factors impacting clinic optimisation. Drianca developed strategies to improve patient care delivery to contribute to the development of a future state proposal for optimal clinic functionality at SCGH. The project strengthened Drianca's understanding of strategic reform at the service provider level and allowed her to work collaboratively with clinicians to drive the required changes.

Supervisors: Alice Herring and Russi Travlos

Mentor: Richard Clark, Senior Project Officer, Department of Health

Buddy: Courtney Koenig, A/Health Service Planner, South Metropolitan Health Service

Drianca chose the Graduate Development Program for the variety in placements, as she believed it was an excellent opportunity to apply her diverse qualifications to positively impact the lives of Western Australians.

Hobbies/Interests: Taking her long-haired miniature Dachshund Finley to brunch, embarking on culinary adventures and Clancy's Quiz nights with friends.



AINSLIE POORE

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🧠 EDUCATION

Bachelor of Science, Population Health and Aboriginal Health & Wellbeing (University of Western Australia)

👤 SUMMARY

Ainslie is passionate about Aboriginal health, inclusivity and reducing health inequalities. She enthusiastically applies this passion in pursuit of improving health outcomes for vulnerable populations.

🎬 FUN FACT

Ainslie is the proud team captain of both Notorious D.I.G. volleyball team and Otrivia Isaac Newton-John quiz team!

Placement One

Department of Health, Clinical Excellence, Clinical Leadership and Reform, Research Development

Ainslie contributed to the development of the Health and Medical Research and Innovation (HMRI) Strategy, the scope of which is aligned to the State Government's Future Health Research and Innovation Fund. The HMRI Strategy will guide the direction of research and innovation in Western Australia. Ainslie analysed and synthesised many significant strategies and stakeholder consultations to develop the key themes of the HMRI Strategy, which were presented verbally and in writing. She also liaised with other Department of Health units and outside organisations to plan a substantial stakeholder workshop, the outcomes of which informed the final HMRI Strategy. The main challenge Ainslie faced during this placement was her unfamiliarity with Government processes. However, she felt well-supported to ask questions and seek feedback from her colleagues, and her confidence in this area has grown as a result. This placement offered Ainslie the opportunity to develop her project management, research and evaluation skills, and helped her gain experience in the application of stakeholder engagement strategies.

Supervisors: Michael Banazis and Darren Gibson

Placement Two

South Metropolitan Health Service, State Rehabilitation Service and Allied Health, Department of Social Work

Ainslie led a review of Aboriginal Discharge Against Medical Advice (DAMA) performance to inform strategic organisational initiatives and improve outcomes for Aboriginal patients. Ainslie conducted a review of the current policy and literature context relating to Aboriginal DAMA; led process-mapping sessions to better understand the patients' journey; analysed performance data and medical records to identify key themes contributing to Aboriginal DAMA rates; and developed a suite of recommendations for FSFHG Executives to embed sustainable approaches to improve Aboriginal health outcomes and DAMA performance. Ainslie embraced every opportunity to work with multidisciplinary teams and attend workshops to develop a more thorough understanding of hospital processes. This placement presented many opportunities for Ainslie to further develop

her policy, project management, report writing, analytical and conceptual skills. Ainslie's understanding of culturally responsive healthcare has also been enriched through her close collaboration with Aboriginal staff and patients.

Supervisor: Melissa Edwards

Placement Three

East Metropolitan Health Service, Royal Perth Bentley Group, Pharmacy, Medication Safety

Ainslie was responsible for three key project deliverables during her Medication Safety placement with Pharmacy at RPH, which pertained to high-priority medication safety initiatives. This experience broadened Ainslie's knowledge of the clinical safety and quality framework that WA public hospitals operate within. It also provided her the opportunity to further develop her project management, clinical education and stakeholder communication skills.

In November 2019, Ainslie was offered and accepted the position of Project Officer at the CAHS Program Management Office.

Supervisor: Sarah Hill

Mentor: Selena West, Manager Aboriginal Health, East Metropolitan Health Service

Buddy: Stefanie Faraone, Development Officer, Department of Health

Ainslie chose the Graduate Development Program because she wanted to positively contribute to the health and wellbeing of Western Australians while gaining experience and skills from three diverse placements.

Hobbies/Interests: Attending film and music festivals, Op-shopping and road trips.



LAURA
VINCENT

✉ laura.vincent@health.wa.gov.au

[LinkedIn Profile](#)

EDUCATION

Bachelor of Law and Arts, Major in Psychology (University of Western Australia)

SUMMARY

Laura's passion for health and a strong commitment to justice are central tenets in seeking to improve health and social outcomes for Aboriginal people.

FUN FACT

Laura has never been camping before.

Placement One

Department of Health, Public and Aboriginal Health, Aboriginal Health Policy

Project 1: *Website Redevelopment: Attraction strategy - Health as an Employer of Choice for Aboriginal people*

This project involved redeveloping the Aboriginal career's page on the Department Health Website. It required review and research of other websites on Aboriginal employment.

Project 2: *Commence work on amendments to the Mandatory Policy – Aboriginal Cultural eLearning*

This project involved amending the existing mandatory policy to meet the requirements of the new Aboriginal Cultural eLearning module.

The main challenge Laura faced during this placement was working in an area that she had no experience with. Laura worked hard to learn the policy division's portfolio of work they covered. Further, Laura had to find the confidence within herself to know she could do the tasks she was given.

Laura increased her policy skills and learnt the importance of not rushing tasks to make sure the deadlines were met.

Supervisor: Susan Quay

Placement Two

Department of Health, Public and Aboriginal Health, Aboriginal Health Policy

Laura was required to plan and complete a desktop literature review of current evidence to build a case for the introduction of a new key performance indicator. This process required her to complete an extensive literature review of the existing medical research, summarise relevant findings and then produce a written report outlining the need for the new indicator. The new indicator will contribute to reducing the health disparities that currently exist between Aboriginal and non-Aboriginal people.

To complete this piece of work, Laura was required to step out of her comfort zone and learn how to prepare a comprehensive project plan that defined scope of work,

timelines, key deliverables, communication and risk-management issues. This project enabled Laura to not only learn a new skill set but also understand that she could complete a work of high standard.

Supervisors: Wynne James and Senkham Boutdara

Placement Three

East Metropolitan Health Service, Clinical Service Strategy and Population Health, Aboriginal Health Strategy

In the Aboriginal Workforce Youth Program project Laura was required to help identify employment pathways for students. This included developing a project plan to outline communication, collaboration, resources and timeframes. Further, she was required to identify linkages with education providers and develop strategies to promote working in health to students.

In her second project, Laura was required to develop a project plan for the Aboriginal Volunteer Program and develop resources to support the program. She was required to undertake extensive consultation and engagement with internal and external stakeholders to implement the program.

These two projects enabled Laura to gain experience in community engagement and exposure working in a Health Service Provider.

Supervisor: Sue Flindell

Mentor: Julia Lawrinson, Manager Board Liaison and Coordination, Child and Adolescent Health Service

Buddy: Bec Hodgekiss, Senior Programs Officer, South Metropolitan Health Service

Laura chose the Graduate Development Program because it provides participants with an unparalleled level of opportunity and access to work in areas and on projects across the WA health system.

Hobbies/Interests: Surfing, weight training and CrossFit.



RACHEL WIXON

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Bachelor of Science, Nutrition (Curtin University)
Bachelor of Health Science (Curtin University)

👤 SUMMARY

Rachel is passionate about nutrition education amongst vulnerable populations. Her academic background and experiences while travelling internationally have given her a robust understanding of health issues on a local and on a global scale.

▶ FUN FACT

Rachel grew up in Margaret River.

Placement One

Department of Health, Clinical Excellence, Clinical Leadership and Reform, Health Networks

Rachel's major project was to undertake a comprehensive literature review on adolescent transition from paediatric to adult health services. She assisted in developing recommendations to inform two transition clinics at Perth Children's Hospital and Sir Charles Gairdner Hospital regarding effective evaluation procedures. The review focused on current models of care, evaluation methods and successful measurable outcomes.

Rachel independently reviewed hundreds of abstracts which, at times was a challenge. She quickly learnt the importance of continuously documenting each research step to ensure accuracy when reporting. As a result, Rachel significantly improved her skills in research, time management and critical thinking, as well as increased her awareness of various research methodologies.

During the placement, Rachel engaged with various stakeholders both internal and external to the Department of Health and collaborated considerably with her team members. Rachel's confidence in public speaking increased as a result of presenting her findings at numerous meetings to a variety of audiences.

Supervisor: Kelsey Gill

Placement Two

East Metropolitan Health Service (EMHS), Community and Population Health, Health Promotion

Rachel worked to assist the team in the initial development of the EMHS smoke free project. Rachel completed a range of tasks including: data collation, analysis and reporting, a literature review, a policy review regarding tobacco smoke, website design for external stakeholders and also advocated for a smoke free intra-hub for staff working at EMHS.

Rachel also contributed to the design and content of a staff survey and produced a brochure to accompany the survey.

An initial challenge Rachel faced was acknowledging the multifaceted phases involved in developing a comprehensive plan for such a complex issue such as tobacco use. As a result, Rachel significantly enhanced

her knowledge about health promotion practices and models, further developed her capacity to be resilient and patient, improved her skills in data analysis, problem solving, stakeholder engagement and systems thinking.

Supervisor: Megan Milligan

Placement Three

Child and Adolescent Health Service (CAHS), Perth Children's Hospital (PCH) Surgical, Outpatient

In her third placement, Rachel produced a substantial report which identified innovative initiatives to improve care for outpatients at PCH. This required Rachel to develop a comprehensive consultation plan that incorporated various stakeholders internal and external to PCH. Additionally, Rachel undertook a scoping review of current paediatric outpatient services in Perth to compare to similar organisations in other states. Lastly, Rachel developed a proof-of-concept paper demonstrating the practicality of her results.

A challenge Rachel experienced was significant delays in stakeholder engagement as most of the stakeholders were consultants with restricted time frames. As a result, she learnt how to be politely persistent in her approach, as well as gained an understanding of clinical practice.

Rachel strengthened her interpersonal skills significantly and engaged in staff and consumer consultation successfully. Furthermore, this placement gave Rachel the opportunity to innovatively explore multiple methods to improve outpatient care which in turn increased her analytical and conceptual skills.

Supervisors: Anna Di Lucia, Jaan Turner and Carrie Dunbar

Mentor: Anita John, Area Director Research and Innovation, WA Country Health Service

Buddy: Mariette Luitjens, Senior Project Officer, Department of Health

Rachel saw the program as an as opportunity to make a positive, meaningful improvement to the health and wellbeing of the Western Australian population.

Hobbies/Interests: Exercising, completing puzzles, watching tennis and football, cooking for friends and bike riding along the beach.

A Day in the Life of a General Corporate Graduate Officer

Priya Jagadeesan

Department of Health, Health Networks

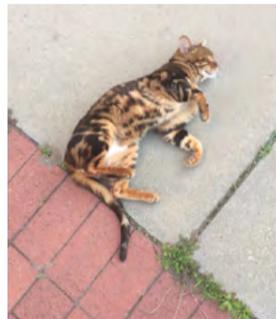


6.45am: I slowly drift out of sleep and look for the clock. I weigh out the advantages of waking up earlier than my alarm against getting more sleep and decide to capitalise on the extra 15 minutes of sleep. More sleep is always good!

7.00am: I finally convince myself that it is time to wake up and get out of bed before I talk myself into catching an extra 10 minutes of sleep and hit the shower instead...

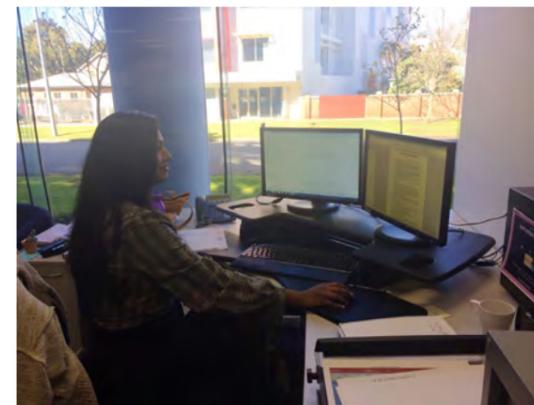
7.45am: I generally have eggs for breakfast, but I realise I have run out and make a mental note to hit the supermarket during the weekend. I throw a banana, a cut kiwi and some strawberries into my blender with some almond milk and honey and blitz it up. My healthy vitamin packed breakfast smoothie is all ready to go!

8.15am: I open my front door to head to work and find my neighbour's cat near my door. I do not know her real name, but I call her tigress because she looks like one! I try to ignore her because I need to catch my bus, but she rolls on the ground and stages a protest. She is way too adorable to ignore so I take time to pat her and wish her good morning.



8.20am: I prefer taking public transport to work as the parking in the city is quite expensive and it is generally hard to find a spot. I walk to my bus stop and manage to catch the bus on time. It takes me approximately 40 minutes to get to work and I utilise the travel time to unwind with some music and prepare myself for the day.

9.00am: I walk into the Department of Health at exactly 9 AM, right on time! Being on time to work is not something I stress about unless I have a morning meeting. As a public service employee, I have access to flexible work arrangements, so I can always make up time even if I arrive a little late!



9.15am: I generally like to start the day by reading my emails and responding to them. I am currently involved in organising a large-scale conference, so I have been receiving a fair amount of correspondence from the attendees and presenters.

9.30am: It is time for my weekly catch up session with my supervisors. We quickly go over plans for the week and I make a list of tasks I need to get started on and then I prioritise them.

10.00am: I am going through the event run sheet for the Conference and preparing the MC notes to host the conference. I try to sequence out the day and play it in my head to ensure I do not miss any of the little things. I also add introductory bios for all the day's speakers as I go to make it easier.

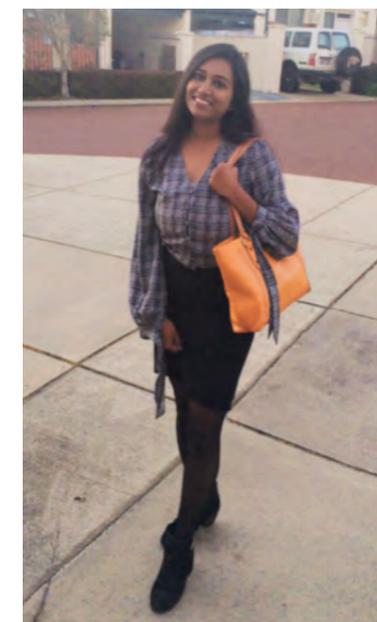


10.30am: My team has been working on a state-wide policy (I was responsible for writing some of the sections and I was thrilled about it!) for the past couple of months which is currently under production. It has just come back from the Communications Department, so we have an impromptu team meeting to run through it to detect any edits we might require. The Policy is due for launch at the conference, so it needs to be ready ASAP.

11.30am: We have a scheduled meeting with a couple of facilitators for the conference in half an hour. I excuse myself from the policy review and get the materials required for the meeting printed and get our external guest signed up for security purposes.

12.30pm: My meeting with the facilitators goes well and they have given me some valuable feedback to consider. The weather is lovely, so I decide to head to lunch with a few of the other graduates in the beautiful courtyard adjoining the department.

3.00pm: I meet with my team to refine the workshop session we have scheduled during the conference. We are trying to work out the logistics of how it should run and incorporate the feedback from our meeting with the facilitators earlier in the day.



5.00pm: I leave work and try to get back home in time for my weekend Dungeons and Dragons gaming session with some of my friends from the Graduate Development Program. I am late!!

6.00pm: I arrive a little late to meet with the team waiting outside my place (Oops!) for Friday evening Dungeons and Dragons session. We order food from a nearby restaurant and commence our action packed, medieval fantasy adventure where I roleplay my character Gwenda who is an Aasimar Paladin!

11.00pm: Our fun session ends late at night and my friends head home. I decide to call it a day and head to bed. I play a guided sleep meditation recording on my phone and drift away into a blissful sleep within minutes...

Finance and Business Stream

The Finance and Business stream gives graduates from backgrounds in Accounting, Business, Commerce, Economics and Finance the opportunity to experience three unique placements within WA Health. These included opportunities at the Department of Health, Health Support Services and other Health Service Providers.

A key component of each placement was a continuous project through which Graduate Officers gained exposure to a range of vital concepts relating to health finance.

Finance and Business graduates are also partially funded to pursue professional accounting accreditation through either the CA or CPA programs, providing them an opportunity to earn an internationally recognised qualification and kick start their career.

Graduates in the Finance and Business Stream are given the opportunity to develop a variety of essential professional skills, learn about the unique WA Health system and are able to use the program to find an area of work that they are passionate about as a starting point for their career.

The combination of wide exposure and developmental opportunities gained during their placements will assist the Finance and Business graduates to transform financial operations and become the next generations of leaders in WA Health.

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HARRY ARMSTRONG

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 [LinkedIn Profile](#)

EDUCATION

Bachelor of Commerce, Finance and Management (Curtin University)

SUMMARY

Harry enjoys working both individually and as a team, and his interests have led him to try to be detail orientated but big picture focused.

FUN FACT

Harry has been on TV – in a very short appearance!

Placement One

South Metropolitan Health Service (SMHS), Corporate Services and Finance, Business Performance and Improvement

Harry's first placement within the SMHS Business Performance and Improvement team focused on the SMHS budget, including analysis of 2018-19 and planning for 2019-20. This included a variety of financial analyses, including investigation into specific funding areas and analysis of funding plans. Harry was able to develop his Excel skills and attained a competent level of understanding of what the data means, rather than just number crunching. He worked independently through problem solving tasks to provide advice and deliver outputs useful for budget decision making. Harry also spent time with other finance teams to broaden his knowledge and understanding of SMHS Finance. Harry learnt that there was a lot to take on board in such a complicated system!

Harry has developed a better understanding of the finance role within a Health Service Provider and an array of practical skills to take with him, while gaining confidence in working in a professional environment.

Supervisors: Cameron Bell

Placement Two

Department of Health, Purchasing and System Performance, System Finance, Financial Policy

Harry worked on a variety of projects throughout his second placement with the Financial Policy Team, including policy development, investigating and addressing an audit finding and developing the strategic view for the future redesign of the Financial Management Manual. Harry found that this placement tested and developed his writing skills more than other finance roles, as well as challenging his ability to engage with stakeholders from varying backgrounds. This placement also served as a chance to learn and utilise formalised project management skills, something Harry didn't have much experience with previously. He

found it was a great opportunity to meet lots of people from a variety of areas, to learn lots about the policy requirements of WA Health, and to experience a role with work that has an impact system-wide.

Supervisors: Pratthana Hunt, Nadine Shetty and Sarah Soon

Placement Three

Western Australian Country Health Service (WACHS), Business Services, Business Performance and Improvement

Harry developed a standard operating procedure for the WACHS annual Clinical Costing Quality Assurance Review Process (QuARP). He also conducted and documented the QuARP process for the Wheatbelt region in 2019. This placement exposed Harry to the challenges of working with rural sites and large volumes of complex data. It also provided him with the opportunity to develop data analytics skills and learn about clinical costing and its importance to the overall activity-based funding and management (ABF/M) process.

Supervisors: Campbell Anderson and Callum Broadway

Mentor: Melissa Harika, Manager Finance and Contracts, Department of Health

Buddy: Baldave Singh, Financial Policy Officer, Department of Health

Harry chose the program as an opportunity to kick start his career in business and finance, whilst working for an organisation that makes a positive impact on the community.

Hobbies/Interests: Rock climbing, martial arts, social sports and reading.



BENJAMIN DANG

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🌐 [LinkedIn Profile](#)

🎓 EDUCATION

Bachelor of Commerce, Finance & Accounting (The University of Western Australia)

👤 SUMMARY

Ben is interested in financial data, process improvement and efficiency which make the Finance & Business Stream the perfect placement for him.

🎬 FUN FACT

Ben had the role of Edna in his high school's rendition of *Hairspray*.

Placement One

PathWest Laboratory Medicine, Finance

Ben's project was a part of an umbrella of projects at PathWest aiming to increase efficiency and transparency. Ben contributed to the initial stage of REAP, a project that aimed to reduce PathWest's bad debts and Medicare rejections as well as contributing to the streamlining of PathWest's revenue process. The main challenge Ben faced was navigating the system as a new graduate to find the right resources and stakeholders to contact. In this placement, Ben has had the opportunity to expand on his research skills, particularly in researching policies and legislations. Ben enjoyed working through large sets of data and learning how to leverage macros and code in Excel and believes that these skills will be extremely valuable in his future career.

Supervisor: Thuy Trang Le

Placement Two

Western Australian Country Health Service (WACHS), Business Services, Business Performance and Improvement

Ben had the opportunity to work on the Demand Management Project at WACHS in their Business Performance and Improvement Team. The project aimed to assess the viability of employing predictive analytics in the management of demand on WACHS' health care services. Predictive analytics would enable WACHS to forecast and predict demand, allowing staff to manage demand more efficiently by eliminating costs and reducing patient wait times. This would lead to better, more positive patient health outcomes.

In this project, Ben had the opportunity to conduct high level research to review the health care industry in terms of predictive analytics, create visualisations and dashboards with the TIBCO Spotfire Business Intelligence tool and visit Bunbury Emergency Department to gain insights into patient flow.

Ben's largest challenge was learning statistical methods,

however with an abundance of resources available to the Business Performance & Improvement Team, this was quickly mitigated.

Supervisors: Callum Broadway, John Dowling and Lindsay Adams

Placement Three

Department of Health, Purchasing and System Performance, System Finance, Financial Policy and Reform

In his third placement, Ben worked on various system-wide financial reform projects, including the Single System for Key Financial Information (Five Views Project) and the Financial Management Information System (FMIS) Replacement Project. The Five Views Project aims to implement an innovative system of managing key financial information across WA Health, whilst the FMIS Replacement Project aims to replace WA Health's current financial system. Both projects will have a great impact on WA Health's financial operations and future direction.

Ben contributed to a diverse range of deliverables for both projects, enabling him to develop skills in stakeholder engagement and change management, project management and writing and reviewing project documents. Specifically, in the FMIS Replacement Project, Ben gained valuable insights into the needs, wants and challenges of the current Oracle 11i users across WA Health. This was a great opportunity to learn about key financial processes for all Health Service Providers, whilst gaining exposure to the strategic development of a significant business transformation and ICT project.

Supervisors: Lucy Ellis and Nii Odamtten

Mentor: Ali Khandoker, Business and Activity Analyst, South Metropolitan Health Service

Buddy: Jonathan Patroni, Principal Project Officer, Department of Health

Ben chose the WA Health to not only gain experience in working for one of the state's largest employers, but to also make a positive impact on the health system.

Hobbies/Interests: Fremantle Dockers, Perth Glory and Chelsea Football Club, Sci-Fi and history related books and TV shows, psychedelic rock, indie pop and EDM.



ANNIKA
HTUN

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Diploma of Business Management (Central TAFE), Bachelor of Commerce, Double Major in Finance & Management (Curtin University) MBA (Global) (Curtin University) Graduate Certificate in Professional Accounting – (Curtin University), Master of Professional Accounting – (Murdoch University).

👤 SUMMARY

Annika is passionate about helping others. She is working as a Corporate Professional but working fully with both her head and her heart, as her every effort is helping/touching the lives of many.

🎬 FUN FACT

Annika attempted to fly riding a Broomstick and attempted to engineer her broom.

Placement One

North Metropolitan Health Service (NMHS), Sir Charles Gairdner Hospital, Procurement, Infrastructure and Contract Management (PICM) Finance Team (Facilities Management)

Annika’s major projects entailed detailed analysis of service usage and costings of utilities, waste, King Edward Memorial Hospital telephonist expenses and developing appropriate recoupment methodologies.

To deepen her understanding and to overcome the challenges she faced, Annika liaised, engaged and worked closely with various service provider companies, facility management teams and stakeholders. Through such encounters, Annika sharpened her problem solving, negotiation, investigation and decision-making skills. By utilising her skills in financial analysis and modelling (with a bit of Excel) Annika managed to develop and implement new utility models and recoupment methodologies that reflect clearer usage-expenses for the services that fall under NMHS. She also successfully implemented active online platforms to monitor consumptions and invoices.

Through the assigned projects and by helping her team with various tasks, Annika broadened her exposure, knowledge and understanding of finance in WA Health while enhancing her practical skills, confidence, and personal and professional growth.

Supervisors: Lisa Liu and Elizabeth Poilly

Placement Two

East Metropolitan Health Service, EMHS Finance, Planning and Budgeting

Annika’s first project revolved around assisting her supervisors with implementing new accounting standards. This required her to understand the details of the standards, prepare PowerPoint presentations, educate business managers for a smooth transition and create questionnaires for lease categorisations. Her second project trained her in bookkeeping, preparing journals and financial statements, assisting with audit and performing budget preparation for Friends of Royal Perth Hospital. During her third project, she handled General Ledger processes, journal register, uploading monthly journals onto Oracle, FTE, and doing

quality assurance of journals. She was also exposed to Procurement Development & Management System (PDMS) and impact of new changes during her fourth project.

As her placement fell during the end-of-financial year, Annika was exposed to and became a part of dynamic Corporate Finance team at the time when everything ends and starts again. The learning exposure and challenges gave her opportunities to hone her technical skills and knowledge.

Supervisors: Shilen Haria and Hendra Wijaya

Placement Three

PathWest, Corporate Services, Finance and Business Performance, Budget Management and Costing

Annika started her third placement by working on data management and billings to recover 1 million dollars worth of revenue from clinical trials. The project enabled her to improve her efficiencies in Excel, data management skills and stakeholder engagement. In her second project, she acquired in-depth knowledge of business and financial policies to produce a finance process map. This involved Annika researching and implementing a feasible cashless transaction system. This encouraged her to improve her interpersonal skills, problem solving skills, internal and external client engagement, project management and change management capabilities. The Business Planning Tool project empowered her to deepen her knowledge and understanding of the activity-based costing models and their operations. Lastly, assisting in various business as usual activities in a dynamic Corporate Finance team allowed her to polish her technical skills and knowledge.

Supervisors: Eric Siah and Adrian Bautista

Mentor: Gina Abdelnour, Operations Manager, East Metropolitan Health Service

Buddy: Jess Honisett, Business Analyst, Clinical Operations, Royal Perth Bentley Group

Working at the Department of Health, Annika knows she will be utilising her skills & knowledge meaningfully to touch people’s lives, help many and create positive impacts in our society.

Hobbies/Interests: Volunteering, martial arts, exploring & experiencing the city, going for a long walk in the nature/on the beach, reading novels, learning new things, creating & experimenting things, playing Dungeons and Dragons with co-workers every fortnight and crazy fun times with friends.



HENRY MONY DE KERLOY

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 [LinkedIn Profile](#)

EDUCATION

Bachelor of Commerce, Finance and Economics (University of Western Australia)

SUMMARY

Henry's interest in world affairs has influenced how he approached his project on modern slavery and helped him to look at it from an international perspective.

FUN FACT

Half of Henry's wardrobe is Texas Longhorns gear.

Placement One

Child and Adolescent Health Service (CAHS), Procurement, Infrastructure and Contract Management, Procurement and Contract Management

During Henry's time at CAHS he worked on a major project on modern slavery, the new federal legislation around it and how it affects the organisation. This entailed researching the risk of modern slavery occurring in supply chains and possible strategies that CAHS could employ for mitigating this risk. Henry presented his findings to the Procurement and Contract Management and Executive team. Some of the skills he developed from this project are presentation skills and having to think outside the box in order to identify different risks and solutions.

Supervisor: Ken Fowle

Placement Two

Department of Health, Purchasing and System Performance, Resourcing and Purchasing, Budget Strategy

Henry's project was to assist the Cost Modelling Team with Phase 2 of the Non-Hospital Services Model. This is a model that allows the Department of Health to forecast non-hospital services expenditure over the forward years, which in turn helps the Department secure funding for these services from the Government. Henry has been investigating material contracts throughout the health system in order to include them and improve accuracy. A challenge Henry found was that it was difficult to come into a project at Phase 2, since significant work had already been done, and he had to quickly catch up in order to assist. By being a part of this project, Henry saw a significant improvement in his Excel skills as well as improvement in how he manages and structures a project.

Supervisors: Johan Bourgaut and Flavio Basto

Placement Three

Health Support Services (HSS), Finance and Operations, Finance and Accounting

While in the Finance and Accounting team, Henry assisted with business as usual tasks such as month end reporting and completing journals. Henry's major project while at Health Support Services was to look at how capital projects/works have been reported and come up with an efficient and user-friendly way of reporting on them. One of the challenges that Henry faced while completing his project was coming up with creative ways to present the financial data so that it would be easy to read and understand. Throughout his placement Henry was able to hone his Excel skills as well as increase his accounting capabilities, including understanding and completing different types of journal entries. Learning how to summarise and present large amounts of complex data greatly improved his financial reporting skills.

Supervisors: Michael Roberts and Carrie Wilson

Mentor: Carrie Wilson, Director Finance, Health Support Services

Buddy: Savani Dissanayake, Business and Activity Coordinator, East Metropolitan Health Service

Henry chose the program because it is well respected and he felt he would enjoy working in WA health by making a difference and helping the public good.

Hobbies/Interests: AFL (specifically the WCE), Texas Longhorns College American Football Team and hockey with the UWA Hockey Club.



STEVEN
NGUYEN

✉ steven.nguyen@health.wa.gov.au

EDUCATION

Master of Professional Accounting (UWA)

SUMMARY

Steven enjoys learning new things and working collaboratively with others, which has allowed him to take on unique opportunities in Health and meet a wide range of people.

FUN FACT

Steven has yet to visit any of the eastern states.

Placement One

Western Australian Country Health Service (WACHS), Business Services, Business Performance and Improvement

Steven's first placement was with the Business Improvement team at WACHS. His project involved analysis of the cost profile and funding model of residential aged care in the Pilbara. The project deliverables included a report identifying and explaining areas of financial challenge and potential options to address. Steven was required to liaise with stakeholders both in Perth and the Pilbara. Steven had the opportunity to backfill a business analyst in the Pilbara, doing work such as FTE analysis.

Steven found learning the clinical aspect of Health challenging, particularly early on, but also very interesting. Steven also found the cyclonic weather challenging.

Steven has had the opportunity to gain a huge amount of knowledge about a unique area of WA Health. He has developed Excel skills such as cost modelling and pivot tables. Throughout his project, Steven has been able to gain confidence in consulting independently with a wide range of stakeholders.

Supervisor: Felix Hudson

Placement Two

Child and Adolescent Health Service (CAHS), Corporate Services, Finance

Steven worked on an improvement project examining how internal directorate level management reporting was conducted at CAHS. This involved attending Monthly Report Card (MRC) meetings for each service unit and liaising with other Health Service Providers (HSPs). Steven presented his observations in a report with findings and recommendations.

He also explored ways in which compliance regarding hospitality expenditure could be regularly monitored. This also included understanding the requirements of relevant policy and updating catering request forms to be compliant with policy. The product was subsequently communicated

CAHS-wide.

In addition to his other work, Steven assisted different finance teams within CAHS, which meant he had to become adept at managing workflow and time.

Throughout this project, Steven had the unique opportunity to liaise with finance staff from across the different HSPs. The project he was involved with looked at improving a process, which he felt was a rewarding experience.

Supervisor: Jacque Shervington

Placement Three

Department of Health, Purchasing and System Performance, Resourcing and Purchasing, Purchasing and Contracting

Steven assisted his team in business as usual tasks regarding the allocation of funds to the Health Service Providers (HSPs). This involved data management, as well as assessing and responding to issues that were raised by the HSPs.

The biggest challenge to Steven was the adjustment from previously working at HSPs where his work was closely related to service delivery, to then working from the perspective of the system manager.

This placement gave Steven a unique opportunity to learn about what goes into the Service Agreement allocation process - knowledge that will be invaluable no matter where Steven finds himself in WA Health.

Supervisor: Rory Carle

Mentor: Mignon Stapelberg, A/Manager Budget Strategy Unit, Department of Health

Buddy: Russel Sahingoz, Finance and Business Analyst, North Metropolitan Health Service

Steven chose the program as it gives a unique opportunity to learn about a business that impacts everybody, and because there are so many different aspects to health and pathways to explore.

Hobbies/Interests: Climbing rocks, reading excessively, watching videos about watches and cooking pies.



FREDERIC RAYAPEN

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🌐 [LinkedIn Profile](#)

🧠 EDUCATION

Bachelor of Commerce, Finance and Economics (University of Western Australia)
Currently pursuing CPA

👤 SUMMARY

Frederic's desire to add value within the Department of Health and improve the efficiency of patient care has been evident by meeting the needs and expectation of Health Service providers.

🎬 FUN FACT

Frederic is a Marvel and DC Comic Fanatic.

Placement One

Health Support Services (HSS), Finance and Operation, Analytics and Reporting

Frederic worked on the Asset Management Project and End of Month Process. Frederic carried out the HSS Asset Stocktake Report and Asset Useful Life Review, which involved working and communicating with asset managers to determine if any adjustments to the assets were required. End of Month Process is an accounting requirement for the Department of Health that fell within the scope of Frederic's role as a Finance Graduate Officer. The task requires managing all the components of the Month End Duties and FTE Maintenance Duties within a given timeframe to meet end of month deadlines. The main challenge faced during the placement were the time pressures and deadlines involved with the End of Month Process. However, Frederic was able to ask for help and feedback from his team and as a result his confidence in his work has grown.

This placement permitted Frederic the opportunity to analyse/interpret large sets of financial data, prepare financial reports/journals and develop his accounting and Excel skills, whilst also gaining a comprehensive understanding of HSS Finance Department and becoming familiar with the day to day business activities.

Supervisors: Sean Chinnery, Carrie Wilson, Nicholas May and Michael Roberts

Placement Two

North Metropolitan Health Service (NMHS), Business and Performance, Financial Policy and Operations

Frederic had the opportunity to work on several projects that allowed him to improve his financial knowledge and technical skills. His main projects were focused on helping a Finance and Business Officer with the NMHS/QEII Annual Reporting and to assist NMHS with the transition to new accounting standards. Frederic was required to interpret and apply the reporting requirements of the Financial Management Act 2006 and Treasurer's instructions, assist in the preparation working papers and understand the new accounting

standards whilst also educating managers of the changes occurring. Other projects that Frederic was involved in were the Special Purpose Accounts Reform, cash management analysis and general ledger process. These mini projects expanded his experience in uploading/preparing journals, monitoring the journal register, preparing financial reports, and analysing financial data in cost centres/accounts each month. The biggest challenge faced in the Annual Reporting Project was the time pressures involved with submitting the financial statements.

Supervisors: Melissa Moy/Sarah Duffy

Placement Three

Department of Health, Purchasing and System Performance, System Finance, Finance

While in the Financial Reporting team, Frederic worked on Commonwealth Reporting. This consisted of analysing the Public Hospital and Government Health Establishments financial performance data. He was then required to consolidate the data for the whole of WA Health to form part of the statistics submission to the National Health and Welfare for Australia reports. Fred was able to develop his financial reporting skills, analytical and problem-solving skills and project management skills. This placement allowed Fred to improve his Excel skills and develop his ability to communicate effectively with others at all levels across WA Health. Fred was exposed to the challenges of working with different Health Service Providers and large set of financial data.

Supervisors: Davina Ang and Cherry Yuan

Mentor: Sharon Stewart, Director Health Service Management, North Metropolitan Health Service

Buddy: Calum Abbott, Revenue Project Officer, Department of Health

Frederic chose to take part in the graduate program as it was an opportunity to work for WA's largest government organisation and gain hands on experience in the business and finance sector.

Hobbies/Interests: Travel, sports, reading and cooking.



SHOUNAK SARKAR

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EDUCATION

Bachelor of Business and Information Management – The University of Auckland
Master of Business Administration – Finance Major (Australian Institute of Business)

SUMMARY

Shounak loves working with numbers & analysing financial figures for underlying trends, hence this got him into the accounting/finance field.

FUN FACT

Shounak is a big fan of hard rock and heavy metal music.

Placement One

East Metropolitan Health Service, Finance, Corporate Finance

The Friends of Royal Perth Hospital (RPH) is the primary volunteer organisation for RPH. They provide services such as selling food, toiletries and gifts, beverage service in the outpatients' clinic and other general patient support services. As part of Shounak's project, he had to present monthly financial statements to the EMHS Director in Finance, Rochelle Bradley. Shounak prepared the Friends' financial statements for the last 7 years so that Friends can re-apply to the Australian Charities and Not-for-Profits Commission (ACNC) to get their charity status back once the statements are audited.

One of the challenges was going so far back in time to find data about old transactions.

Shounak was grateful for the opportunity to work on this project as it enabled him to learn a lot about how small and medium sized enterprise (SME) accounting works in practice. The accounting experience that he gained from this role will be invaluable in the future.

Supervisor: Shilen Haria

Placement Two

Department of Health, Purchasing and System Performance, System Finance, Financial Reporting

The project involved assisting with preparing the Department of Health annual report and the related notes to financial statements for presentation in Parliament. The Annual Report provides a summary of Department of Health's financial performance and how it has performed against some key performance indicators. This is an important tool assists the public in understanding the WA Health System operations. The project was challenging in many ways but ultimately rewarding.

Shounak worked on the Related Party Transactions testing for Department of Health key management personnel as well as the accompanying notes. He

worked on business as usual tasks but also completed ad-hoc tasks such as doing research on state expenditure budgets, preparing statement of cash flows estimates and other tasks. Shounak developed his Excel skills through these tasks and has become more comfortable working with pivot tables and formatting large data sets.

Supervisor: Davina Ang

Placement Three

South Metropolitan Health Service (SMHS), SMHS Finance, Area Revenue

This project involved reviewing performance indicators and reporting processes for End of Month revenue reporting in order to standardise revenue reporting for use by all directorates. Shounak's tasks included analysing SMHS level budget variances and explanation of variances related to Own Sourced Revenue (OSR) elements. Another objective was to streamline reporting to the Chief Financial Officer regarding OSR, Accounts Receivables, aged debt and other elements. It was a different and challenging project for Shounak, as the project did not have a set plan and the deliverables could change depending on how the project progressed. Regardless, Shounak was able to utilise his analytical skills to full effect on this project, which helped him to get a very comprehensive understanding of the Billing & Revenue side of hospitals.

Supervisors: Martin Hicks and Adriana Carranza

Mentor: Jodi Graham, Executive Director Corporate Services, North Metropolitan Health Service

Buddy: Daniel Dalby, A/Business Analyst, South Metropolitan Health Service

Shounak had been studying accounting & finance as part of his MBA and therefore saw the Graduate Development Program as an opportunity to put in practice his financial & analytical skills.

Hobbies/Interests: Sports, hiking, music and reading.



MATTHEW TRINIDAD

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[LinkedIn Profile](#)

EDUCATION

Bachelor of Commerce,
Accounting & Entrepreneurship
(Curtin University)

SUMMARY

Matt's work is guided by his commitment to personal health through eating well and exercising frequently. He believes that the overall health of the community starts at home and with the individual.

FUN FACT

Matt used to be a massive Star Wars nerd.

Placement One

Department of Health, Purchasing and System Performance, System Finance, Financial Policy and Reform

Matt had the privilege of being involved in four different projects during his first placement. Although it was challenging at times juggling competing workloads, the opportunities provided fantastic exposure across a diverse range of areas in health.

The main project was called 'The Five Views' and focused on establishing a single source of truth for key financial information used for resource allocation and government reporting. Other projects worked on included the review of Department of Health iProcurement processes, contribution to the strategy for implementing a new Financial Management Information System (FMIS) for WA Health and a project that involved reforming the Chart of Accounts for WA Health.

Much of the work involved applying principles of project management and operations planning to write summary papers, scoping documents and stakeholder management plans. Extensive research was conducted to find best practise approaches to developing project briefs with high levels of detail.

Supervisor: Lucy Ellis

Placement Two

East Metropolitan Health Service, Royal Perth Bentley Group, SMART Medihotel Project Team

Matt spent Placement Two developing cost models for both the SMART Medihotel and the Royal Perth Hospital Command Centre. Both projects are WA firsts and provided a fantastic opportunity to help move the standard of care in the state forward. The cost models were developed using a variety of data from many sources.

For example, Matt had to consult with Business Analysts from the Clinical Operations Department to forecast accurate costings for staff, Analytics Officers from the Activity Based Costings department to gather data on existing ward costs and Procurement Officers

from Facilities Management to determine costs of fitting out the Command Centre with furniture and equipment. As the models will form a crucial role in the application for funding, Matt had to ensure they were accurate, complete, and demonstrated key figures such as total costs, expected savings and ROI periods using consistent financial principles.

Supervisors: Kirsten Claffey and Tim Leen

Placement Three

Health Support Services (HSS), Finance and Operations, Finance

Matthew was assigned to the Asset Management Project which aimed to improve upon the accuracy of HSS's asset register. This included involvement in several key financial year end processes, such as review of useful life, stocktake, and impairment calculations, all of which are required by Australian Accounting Standards. Matthew also assisted in various other accounting processes when time allowed, such as end-of-month processing, prepayment reconciliations, depreciation calculations and preparing journal entries. Each of these functions contrasted greatly to the skills developed in Placements One and Two and required use of many financial databases and service platforms such as Oracle Financials 11i, Discoverer Plus and Objective. Since Matthew had no experience with any of these systems, he took advantage of the massive learning experience.

Supervisor: Michael Roberts and Carrie Wilson

Mentor: Helen Mitchell, A/Senior Development Officer, Department of Health

Buddy: Andrew Carter, Senior Analyst, Department of Health

The vastness of health promises an exciting and highly mobile career, and Matt values the opportunities available for personal development within a vital service for public good.

Hobbies/Interests: Gardening, fish keeping and writing.



KIMBERLEY WALTERS

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[LinkedIn Profile](#)

EDUCATION

Bachelor of Nursing
(Notre Dame)
Master of Commerce,
Professional Accounting (Curtin
University)

SUMMARY

Kimberley is passionate about healthcare and saw the graduate program as an opportunity to positively impact the wellbeing of Western Australians while using her health and finance knowledge.

FUN FACT

Kimberley has never stayed awake during an entire plane trip.

Placement One

Department of Health, Purchasing and System Performance, Budget Strategy Unit, Cost Modelling

One of the projects currently being undertaken by the Cost Modelling team is to develop business rules for the Outcome Based Management (OBM) Framework. This project seeks to ensure consistency on the reporting of expenditure under the OBM framework across budget holders. This will, in turn, ensure consistency in the aggregate forecast expenditure view used in the formation of WA Health's forward estimate budget settings.

As a graduate, Kimberley was tasked with identifying current budgeting inconsistencies by performing data analysis, reviewing current practices and ensuring ongoing stakeholder engagement. This project allowed Kimberley to gain a solid understanding of the OBM framework and further develop her accounting and Excel skills.

Supervisor: Flavio Basto and Nicholas Webb

Placement Two

South Metropolitan Health Service, Fiona Stanley Hospital Service, Business Unit and Gastroenterology Department

Kimberley assessed the cost-effectiveness of early versus delayed endoscopic examinations of patients with gastrointestinal symptoms hospitalised at Fiona Stanley Hospital. This involved liaising with the multidisciplinary team to create a process map to highlight areas of inefficiency. Kimberley used costing data to calculate the time between admission and procedure and identify delays in performance of proposed endoscopic procedures. She then performed data analysis to determine the cost of procedure delays to the health service. She accessed blood transfusion data through the Cube of Blood Related Activity Data System and liaised with Gastroenterology clinicians to determine the relationship between blood utilisation and procedure delays.

To identify the reasons for procedure delays, Kimberley accessed the Theatre Cube to assess gastroenterology theatre utilisation and cancellations, reviewed hospital

and state-wide policies and interviewed stakeholders. She then presented recommendations to increase efficiency, reduce procedure delays, minimise blood utilisation and reduce costs to the health service. This project gave Kimberley the opportunity to develop her understanding of complex data analysis and economic efficiency within the healthcare setting.

Supervisors: Robert Boag and Dr Oyekoya Ayonrinde

Placement Three

Western Australian Country Health Service, Bunbury Hospital, Hospital Management

Kimberley performed an efficiency analysis of patient pathways. This focused on the pre-admission pathway for patients having elective surgery at Bunbury Hospital. She reviewed key issues encountered at Bunbury Hospital including factors causing delays in the booking process and complications which arise from providing health services to a large regional area. Further to this, Kimberley assisted with end-of-month financial reporting and ad-hoc tasks as required, such as mapping the hospital FTE to determine if Bunbury Hospital is working with the optimal number of staff.

Supervisors: Glen Matters and Raj Subham

Mentor: Christine Siao, Senior Financial Reform Officer, Department of Health

Buddy: Mark Wong, Finance and Business Analyst, Department of Health

Kimberley chose the WA Health Graduate Development Program because she thought it was a great opportunity to pursue her interest in health care and use both her nursing and finance knowledge.

Hobbies/Interests: Travelling, reading and hiking.

A Day in the Life of a Finance and Business Graduate Officer



Annika Htun

East Metropolitan Health Service, EMHS Finance

6:00am: Music chimes ... Hmm ... Just 10 more minutes ...

6.10am: I roll myself out of my bed and wash up. I grab my bag and head out of the house to catch a bus to gym. On the way, I read the news, updates, use Facebook and watch Tik Tok. It's too early for other important stuff.

6.30am: With music in my ears, I start my gym session.



7.50am: I finish my gym session, shower, and start to walk down to work (gym to work is a walking distance). I feel somewhat achieved by this point! What a great feeling to start my working day.

8.00am: Say hello to my colleagues and settle into my desk. I start my day by checking my to-do list to prepare myself for the day. Then, I start checking my important and urgent emails. I prepare all the notes for my meetings in the afternoon. Then, I start tackling my to-do list. Today, the first thing on my to-do list is to prepare financial statements and journals for Friends of Royal Perth Hospital. It is a not-for-profit organisation that is helping the patients of Royal Perth Hospital! Our Corporate Finance team helps them with their monthly financial operation reports. I will start with that!

9.45am: We take a little coffee break! We have a lovely team culture where all of us gather around the kitchen and have a chat. I don't even drink coffee but it's great to hang out and hear everyone's fun stories for about 15-20 minutes! I also fill up my two-litre water bottle (my daily goal) for my desk and I munch on my yummy healthy "brunch".



10.00am: I start tackling down a few more items on my to-do list. The next thing on my list is to help the team with end-of-financial year journals. As we are the Corporate Finance team, we get journals from all different departments, we must review them, do some high-level checking and put them appropriately in our financial reports for the Minister. As this will also reflect in our auditing later the entire team is involved and helps one another.

11.00am: Time for my meeting with stakeholders, other business unit managers and leaders from different parts of the hospitals. As I am working on implementing new accounting standards across the entire East Metropolitan Health Service, we update them of the organisational changes, our plans and procedures and how it would impact them in the future. After the meeting, I review feedback from my meeting and catch up with my supervisor for updates.

12.15pm: I head out to yoga and meditation session with a few colleagues to relax our muscles and mind. On the way there and back, I catch up with my graduate buddy who checks on me to see if I have any issues or problems.

1.00pm: Re-energised, I start smashing out my project. At the same time, I am munching on my snacks.

2.45pm: I ring the "Stretching Bell". Our team gathers around (away from our desks and computers). We have a little afternoon chat and stretch our shoulders and neck. Our wellbeing is very important, and health is irreplaceable, right?

3.00pm: I catch up with my mentor who coaches, guides and provide support to help me with my personal and professional development. I like doing this once every two weeks.

3.30pm: I smash out all my emails that have built up over the day.

4.30pm: Pack up for the day. Start to head down with music in my ears, roam the city, check out the flowers, the sky, and shops.

4.45pm: Attend my monthly not-for-profit board meeting that I am involved with.

6.00pm: Heading home on a bus, enjoying the surroundings, then walk towards my house across a park, feeling the breeze, the grass, smelling the flowers, looking at ducks and sunset.

6.30pm: Dinner with my brother and call mom and dad. Have a family catch up and giggles. Netflix.

7.30pm: Hit the shower and study for CPA.

9.00pm: Now is my empty time slot when I do whatever I feel like. Read a book, play games, do crafts, Netflix again, CPA again or do the work for my board, talk to friends or plan my weekend. Today I decide to quickly check my personal emails.

10:00pm: I pack my lunch, snacks and gym bag for the next day.

10.15pm: I hug my Bunny to sleep, thinking about how grateful I am for all the things that I have in my life.



Data Analysis Stream

The Graduate Officers of the 2019 Data Analysis stream derive from a variety of backgrounds, including statistics, economics and finance. They have applied their critical thinking and technical skills to optimise the delivery of health services across WA and have made insights that have informed the strategic direction of WA Health.

Graduates in the Data Stream are based in the Information and System Performance Directorate (ISPD) within Purchasing and System Performance at the Department. Here, the graduates have gained an understanding of the role of the Department as system manager and have experienced a wide range of projects with a variety of teams including the Modelling Unit, Systems Analysis, WA Cancer Registry, Data Collections and Data and Information Systems. There have also been opportunities to step outside of ISPD and complete placements in the Epidemiology Branch and Bunbury Hospital.

The interpretation of data underpins many essential functions in WA Health. This year data graduates have made significant contributions to both core business as usual tasks and project deliverables through their analysis of complex data sets. They have gained skills in utilising a range of statistical and business intelligence applications to manage data and deliver insights. These Graduates have expanded their communication and stakeholder engagement skills through professional development opportunities, allowing them to facilitate widespread positive changes across the health system.

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ROWENA BURCH

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[LinkedIn Profile](#)

EDUCATION

Master of Biostatistics
(University of Adelaide)
Bachelor of Science with First Class Honours in Conservation and Wildlife Biology (Murdoch University)
Bachelor of Science in Mathematics and Statistics (Murdoch University)

SUMMARY

Statisticians get to play in everyone's backyard. Rowena thrives on the variety of data projects offered in health and enjoys using her data analysis skills to improve health outcomes.

FUN FACT

Rowena has been to Rowena in north west NSW.

Placement One

Department of Health, Purchasing and System Performance, Information and System Performance, Data and Information Systems

Rowena's project focused on writing requirements for a new web application for conducting clinical coding audits. To do this, Rowena consulted with stakeholders from the Clinical Information Assurance team and observed two audits. She developed business models of the existing process in Microsoft Visio and identified areas where improvements were needed. Rowena then compiled user stories summarising the key requirements and needs of the auditors. The stories will be used to create a purpose-built solution that will improve the quality and efficiency of clinical coding audits.

During the placement, she also contributed to other projects including customer satisfaction and data holdings surveys and 'Give it a Go Friday', a directorate-wide innovation initiative.

Rowena gained an understanding of how clinical information is coded according to international standards and why audits are important for ensuring high quality data. She was exposed to Agile project management and participated in daily stand-up meetings.

Supervisors: Arek Szejna and Natasha Hutchings

Placement Two

Department of Health, Public and Aboriginal Health, Epidemiology, Epidemiological Assessment

For her second placement, Rowena contributed to a research project modelling the health impacts of smoke from landscape fires in the Perth metropolitan area. The project challenged her to develop her computing and analytical skills. For example, she used SAS to impute missing values for air quality monitoring data and prepare monthly population estimates by age group, gender and area. Rowena also gained new skills in the use of GIS software by digitising smoke plumes from satellite imagery. She concluded her placement by developing preliminary models of the effect of landscape fire smoke on ambulance call out rates to patients with respiratory and cardiovascular

conditions and prepared a report on her findings.

Throughout the placement, Rowena gained a deeper understanding of the broader role of the Epidemiology Branch by participating in regular branch activities and contributing to data requests. The latter enabled her to further develop her epidemiological and statistical knowledge and skills.

Supervisors: Dr Alex Xiao and Dr Le Jian

Placement Three

Department of Health, Purchasing and System Performance, Information and System Performance, Analytics and Performance Reporting

Rowena returned to the Information and System Performance Directorate for her third placement. Her project was to investigate the trends and drivers of hospital service demand using a linked data analysis. WA Health faces challenges of increasing demand and costs, making it essential to understand the magnitude and the drivers of demand for strategy development and interventions. Linked data enables de-identified individuals to be followed through their healthcare journey, revealing insights into the characteristics of patients and providers that drive demand.

Rowena drew on her statistical and research skills to develop and execute an analysis plan. She delivered her findings in a report and a presentation on the trends and drivers of hospital service demand. The report will be used to inform health policy and planning.

During the placement, Rowena also contributed to the business as usual activities of the team. Rowena sharpened her project management and statistical skills throughout the placement.

Supervisor: Dr Qun (Bella) Mai

Mentor: Laura Kirkland, Principal Epidemiologist, Department of Health

Buddy: Peta Pring, A/Senior Policy Officer, Department of Health

Rowena joined the program because she loves numbers and health generates lots of them! The public health sector also allows Rowena to do meaningful work in an organisation that shares her values.

Hobbies/Interests: Masters swimming, adult gymnastics and sewing.



JAMES ILES FEALY

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EDUCATION

Bachelor of Arts, History and Economics (University of Western Australia)

SUMMARY

James is influenced by his strong interest in ensuring the long-term economic sustainability of the WA health system so that it can continue to deliver for all Western Australians.

FUN FACT

James spent his childhood on Cocos and Christmas Islands.

Placement One

Department of Health, Purchasing and System Performance, Information and System Performance, Analytics and Performance Reporting

James' first placement involved the delivery of a Cost Audit Report for Round 22 of the National Hospital Cost Data Collection. This involved the analysis of a year's worth of hospital data, which amounted to over 3.5 million episodes of care. In addition to his project, he was also required to work on various business-as-usual tasks.

To complete the project James developed an understanding of how hospital services are costed as well as the role that the System Manager plays in the delivery of health services. He used the statistical package R to join and transform data sets and to extract useful variables for analysis.

The placement provided James with several essential skills that will be useful in the future. These include the use of statistical and analytical software, as well as general corporate and organisational skills.

Supervisors: Long Tran and Kevin Frost

Placement Two

Western Australian Country Health Service, Bunbury Hospital, Hospital Management

James' second placement was at Bunbury Hospital where he worked on the ongoing Theatre Efficiency project. The primary focus of his project was emergency surgery access, and over the course of the project, he was required to analyse and develop recommendations on ways to improve theatre throughput and patient outcomes. He also conducted other Business-As-Usual (BAU) tasks in support of other hospital areas.

For the project, James was required to liaise regularly with theatre staff, managers and other key stakeholders to fully understand the processes involved in theatre access and some of the issues facing theatre access in Bunbury.

Over the course of the project James gained a greater insight into the way that hospitals function and provide services and some of the challenges with operating in a high

pressure and high-volume area. He also gained important experience in the use of several health systems.

Supervisors: Glen Matters and Raj Subham

Placement Three

Department of Health, Purchasing and System Performance, Information and System Performance, Information and Performance Governance

Whilst on placement within the Inpatient Data Collections, James worked primarily with the Elective Services Waitlist Data Collection (ESWLDC). Here he completed several data quality improvement projects and Business-As-Usual (BAU) tasks. These projects included works on a comparison between the Hospital Morbidity Data Collection and waitlist data collections, analysing variances in wait listing practices (across different hospitals for non-reportable surgeries) analysis of wait list cancellation data and the development of a data dictionary for the ESWLDC.

During his time on placement, James gained knowledge in the application of waitlist data to several different ad-hoc and regular tasks. He took part in the production of the weekly WEST and monitoring reports, liaising regularly with HSPs to ensure that the quality of the reports remained high. James developed skills in SAS, as well as in the presentation of data in Power BI.

Supervisors: Vikki Mirosevich and Andrew Puljic

Mentor: Jason Williams, Senior Project Officer, Office of the Director General

Buddy: Tom Harper, Senior Project Officer, Department of Health

James chose the program as it was a good opportunity to gain exposure and experience with working in the public sector, whilst contributing to helping deliver health services to WA.

Hobbies/Interests: Avid sports fan, reading about history, regular camper and bushwalker.



EMILY
LUU

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EDUCATION

Bachelor of Commerce, Finance (University of Western Australia)

SUMMARY

Emily's interest in improving the wellbeing of others has motivated her to contribute to strategies that increase the efficiency and quality of services in the health system.

FUN FACT

Emily enjoys reading about unsolved or supernatural mysteries.

Placement One

Department of Health, Purchasing and System Performance, Information and System Performance, Modelling

Emily's first placement involved modelling outpatient activity in Western Australian public hospitals to determine factors which may influence outpatient demand. This included using statistical software to identify trends and predict future demand to inform policy planning strategies for demand management. She summarised her findings in a report detailing methodology, results and forecasts for outpatient services. Learning how to convert raw data into more usable forms and using the various software available to analyse data was challenging but interesting, and Emily gained key insight into the usage of programs such as Excel, SAS and R Studio. She also gained skills in data interpretation and the modelling of large, disparate data sets. Other opportunities for development included furthering her formal reporting skills, communication and presentation abilities.

Supervisors: Patrick Aboagye-Sarfo and Bella Mai

Placement Two

Department of Health, Purchasing and System Performance, Information and System Performance, Information and Performance Governance

Emily's second placement involved making a strong contribution to the WA Cancer Registry 2017 annual report, which includes information on incidence, mortality and survival for all cancers, as well as more detailed analysis on specific types such as prostate and breast cancer. A core part of this placement involved reporting on cancer trend data dating back to 1982 and conducting epidemiological analysis based on gender and other demographic factors. Emily found learning how to use statistical software and developing analytical scripts challenging but rewarding, she developed various other skills such as improved stakeholder engagement, formal reporting ability and

increased capacity to draw on relevant information from related literature sources.

Supervisors: Richard Trevithick and Tony Satti

Placement Three

Department of Health, Purchasing and System Performance, Information and System Performance, Analytics and Performance Reporting

With public reporting becoming an increasing part of WA Health's strategic direction, Emily's third placement involved making a significant contribution to improving the accessibility of inpatient activity data. She drew upon various literature sources to determine key inpatient data metrics and constructed a monthly inpatient dashboard template for use by the communications team. The project also required her to use analytical software (such as SAS Enterprise) to manipulate large data sets and formulate comprehensive data tables. During the placement, Emily was able to develop her technical skills in using SAS, and her stakeholder engagement and communication skills through collaboration with various teams. Furthermore, she gained an understanding of the variables involved in inpatient data and the extensive requirements of public reporting.

Supervisors: Michael Winter and Floyd Robinson

Mentor: Marani Hutton, Project Manager, South Metropolitan Health Service

Buddy: Jessica Casado, Project Officer, East Metropolitan Health Service

Emily chose the WA Health Graduate Program because it provides an invaluable opportunity to help improve the health outcomes of all Australians, while learning new skills through professional development at the same time.

Hobbies/Interests: Playing and listening to music and watching movies with friends.

A Day in the Life of a Data Analysis Graduate Officer

Rowena Burch

Department of Health, Epidemiology Branch

6.00am: Urgh. It's dark and cold and I can't find the alarm to turn it off. The dog doesn't even notice, he is still snoring!

6.15am: It's slightly less dark, but still cold. I wake myself up by reading the news and checking my personal email.

6.30am: It's not too dark now, but it's still cold! Time to get out of bed and get ready.

7.15am: I'm dressed and somewhat functional, bag is packed, phone is found, the dog has been fed and gone out (for about 30 seconds – it's cold!) We take the Camira today, one of seven cars currently in the collection. I check the sheep on the way down the drive, no new lambs today.

7.20am: I get dropped at the station and catch a train to work. The ride is "me" time I spend reading – currently Judith Kerr's semi-autobiographical novel *When Hitler Stole Pink Rabbit*.



7.55am: I'm placed in the Epidemiology Branch of the Aboriginal and Public Health Division. I get to my desk and start on my morning administrative duties like recording my timesheet, submitting a leave form as I was off sick yesterday, and checking emails. Today, there is an invitation to a teleconference meeting this afternoon. I accept it and make a note to prepare for it later in the day.

8.20am: I'm currently working on a research project modelling the health impacts of exposure to smoke from landscape fires in the Perth metropolitan area. The priority for me today is to get the ambulance call out data in a suitable format for preliminary analysis. This involves manipulating the data in SAS, a statistical software package. Although I did a little bit with SAS during my degree, learning how to write code in SAS has been one of the biggest challenges of this placement.

9.12am: A much anticipated list of potential projects for our third graduate placement arrives in my inbox. It has generated quite a flurry of email and chat on Slack between the graduates in the data stream. I choose four that I want to look at in more detail and print them out.

9.45am: The placements were a nice distraction, but now I need to put them aside and get back to work.

10.00am: Time for our weekly team meeting. This is an opportunity to share what we have



been working on and find solutions to problems as a team. It's also a chance to get out of the office!

11.00am: I've just received a data set of population data that will make the next stage of the ambulance data preparation much easier. I review the syntax used to create it, and my supervisor comes over to help me merge it with the ambulance data.

12.00pm: Lunch time! I meet up with another graduate for sustenance and sunshine at the park across the road. Conversation revolves around the projects for our third placement – we don't know which one to pick.



12.30pm: I spend some time preparing for an upcoming teleconference meeting with project stakeholders. This involves reviewing the agenda and project methodology so I can understand the issues to be discussed.

1.30pm: The purpose of the meeting is to resolve some data and methodology issues and make sure everyone is on the same page. The discussion can get quite technical and hard to follow, but I can pick up so much more than on my first day in the placement!

2.45pm: Back at my desk and continuing with preparing the ambulance data.

3.55pm: Before I leave, I make sure I have noted where I am up to and what needs to be done tomorrow. The data preparation is almost complete!

5.05pm: Finally arrive home. The commute takes a bit longer in the afternoon because I always manage to just miss a train. Time to take my dog for a run in the top paddock and enjoy the views.

6.00pm: After a quick dinner, it is off to the pool. I'm a member of my local Masters Swimming club, and tonight is Endurance Night (timed swims 400m and over). Amongst many hats that I wear in the organisation, I am the club's Endurance Coordinator. As I was unwell yesterday, I'm not swimming tonight, but I organise the swimmers into lanes and do some timekeeping.



8.05pm: I get home, feed the dog and my pet mice, and get my clothes and lunch ready for work the next day. There is enough time left for a bit of sewing and TV before bed.

9.30pm: Shower and bedtime. It has been a long day!



ICT Stream

In recent years the Service Priority Review, Sustainable Health Review and Digital WA Strategy have emphasised the need for the WA Public Service to increase the number of ICT services and rely more heavily on data-driven decision making. For Health, this is even more important than most agencies. The 2019 Graduate Development Program put ICT Graduate Officers into the driver's seat of these changes, granting them significant responsibility and autonomy to help bring forth these changes for the benefit of all Western Australians.

The Graduate Program began recruiting Information and Communications Technology (ICT) graduates in 2013. ICT graduates this year were given the opportunity to work in Health Support Services (HSS) and the Department of Health. Both agencies are vital in providing ICT and data services to the whole of WA Health, so the impact of the graduates was felt far and wide.

ICT graduates are offered a wide variety of skills to learn and projects to work on in WA Health. This year the ICT graduates had a significant impact ensuring that the upgrade to a modern operating system and office software suite went much smoother than previous upgrades. They were central to helping redesign and modernise the way that public reporting was conducted, which hadn't been fundamentally changed since 1997. The graduates were also given many opportunities to play around with public cloud services, including AI and machine learning, to see if they could improve the speed and efficiency of WA Health services.



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DAMON
BROWN

✉ damon.brown@health.wa.gov.

EDUCATION

Bachelor of Science, Computer Science (Murdoch University)

SUMMARY

Having been raised with computers since a child, Damon would always try to find a way to use technology to reduce manual work complexity, while always maintaining (or improving) quality.

FUN FACT

Damon has never left Australia.

Placement One

Health Support Services, Service Operations, End User Computing Team

During his first placement, Damon was involved in the Office 365 and Windows 10 deployment project. During this short time, Damon contributed his analytical, research and problem-solving skills to assist with the planning and execution of the deployment. He primarily aided in improving Office 365's security and helped research whether Windows 10 will be compatible with over 500 different software applications used in WA Health.

A challenge Damon faced was learning how to rapidly adjust his mindset to work in a swiftly changing environment. The environment Damon worked in was quite agile, so new and exciting opportunities constantly arose. He then had to learn how to quickly adjust his thinking to deal with such swift change, which showed to be beneficial.

During his first placement, Damon also gained a certification in 'ITIL 4 Foundation', expanding his field of knowledge into service management. Damon also furthered his skills in the areas of procurement, communication, research and testing.

Supervisor: Wayne Luce and Liz Sinclair

Placement Two

Department of Health, Purchasing and System Performance, Information and System Performance, Data and Information Systems.

Damon joined part-way through the Transparent Public Reporting Project, which focused on increasing and enhancing reporting of key system performance information. During his placement Damon worked on the continuous improvement of pre-existing dashboards and also created three new dashboards. It was Damon's role to ensure the dashboards presented information effectively, while also maintaining a consistent style.

One of the biggest challenges for Damon was maintaining a consistent look and feel across all the dashboards. Each dashboard displayed a unique data set, making it a

challenge to keep a consistent style. Damon overcame these challenges through early planning of the dashboards, and constantly engaging in discussions with his supervisor.

Damon had the opportunity to present his work to high-level stakeholders within the health system, including the Director General.

At the end of his placement Damon's knowledge of effectively presenting information to an audience greatly improved, which he intends to use on many other projects throughout his career.

Supervisor: Natasha Hutchings and Arek Szejna

After Placement Two

After placement two, Damon commenced a new role as a Web Application Developer, within the Data and Information Team at the Department of Health's Information and System Performance Directorate.

Mentor: Wayne Luce, Manager Service Management, Health Support Services

Buddy: Georgina Cunningham, Project Officer, Health Support Services

Damon chose the Graduate Development Program as he believed it offered the best combination of being able to further his own practical skills while also performing meaningful work.

Hobbies/Interests:

Film and retro gaming.



HENRY CLARKSON

✉ henry.clarkson@health.wa.gov.au

EDUCATION

Bachelor of Science, Computer Science (Curtin University)

SUMMARY

Henry's keen interest in politics allowed him to be able to draft new policies for cyber-security, cloud computing and innovation.

FUN FACT

Henry has never watched "The Lion King".

Placement One

Department of Health, Purchasing and System Performance, Information and System Performance, Data and Information Systems.

Henry worked on the Transparent Public Reporting Project which focused on increasing and enhancing public reporting of key system performance information. Using a business intelligence tool, Henry developed a series of dashboards, centralising information and improving user experience by easing navigation, access, presentation and consistency.

Henry had to rapidly become familiar with business intelligence software in order to do this project. This involved having to find guides and tutorials on how to use the software, with little instruction, and liaising with subject matter experts from across the business.

This project gave Henry the opportunity to learn how to use business intelligence software and how to display data in a fun, interesting and interactive manner. In addition, Henry gained an understanding of health data and information. The dashboards were praised by high level stakeholders including Communication Executives, the Director General and representatives from the Minister for Health.

Supervisor: Terence Mason and Natasha Hutchings

Placement Two

Health Support Services, ICT, Security and Risk Management

Henry worked on the Cloud Service Provider Assessment Tool (CPSAT) for his second placement. This tool was designed to make it easier to perform risk assessments for new cloud services, as WA Health is expected to have an explosion in the number of cloud services being used. Using the Python programming language, and several services from cloud vendors, Henry was able to create a proof-of-concept solution.

Some of the biggest challenges that Henry had during the development of the tool was finding modules and software that could perform the various tasks. Many programs were

ultimately not as useful as Henry had hoped. There were also issues with accessing Python on Henry's workstations.

Henry was able to play with artificial intelligence and Natural Language Processing as part of developing the tool, which was something that he had never experimented with before. It also gave Henry some first-hand experience in using cloud Software-as-a-Service (SaaS) and Platform-as-a-Service (PaaS)

Supervisor: Chris Allmark and Martin Dart

Placement Three

Department of Health, Purchasing and System Performance, Information and System Performance Directorate (ISPD), Information & Performance Governance.

Henry worked on mapping out the information pipelines for several teams within ISPD. This meant collecting information about data sources and storage within ISPD, data transformations and its final destination. This was done by meeting with data custodians, reviewing database documentation and keeping logs. Henry then mapped the information onto a diagram, which was used to identify bottlenecks and duplication, helping to phase out old technologies and determine how the system could be future-proofed.

Some of the challenges that Henry faced were figuring out how to effectively show the information he collected and how to find out as much information as efficiently as possible.

This project gave Henry an opportunity to learn how to use diagramming software, which was a skill he always wanted to learn. Henry also had the ability to play around with the new Office 365 suite, learning how to best use the services available.

Supervisors: Richard Trevthick, Steward Sandon and Robert Jordan

Mentor: Karen Lopez, Director ICT Strategy and Governance, Department of Health

Buddy: Tommy Bo, Business Analyst, Health Support Services

Henry saw the Graduate Development Program as an opportunity to get practical experience in cyber-security, giving him a chance to learn, and WA Health an opportunity to improve there.

Hobbies/Interests:

Politics, video games and Dungeons and Dragons.

A Day in the Life of an ICT Graduate Officer

Henry Clarkson

Health Support Services, Security and Risk Management

6.45am: I wake up, turn off my phone alarm and open the curtains slightly to help me wake up. I start reading the news headlines.



7.05am: I finish reading the major headlines, and today it is my turn to make lunch and breakfast for my partner and I.

8.05am: At this stage I'm ready to go to work, so I walk from home to the bus stop. I check the Transperth app to know if I need to run to the bus stop today. Thankfully today is not one of those days.

8.50am: I arrive at work, take an elevator up to level 5 and I sit down at my desk. I check my emails,

see what is on my schedule and what is on my to-do list. There is nothing pressing in the morning, so I check my notebook to see what notes I left the day before, then reply to a few messages on Slack.

9.00am: My calendar gives me a reminder at 9:00 am every day to take off my sneakers and put on my work shoes. I put my sneakers into my desk draw.



9.20am: I leave to go to the weekly Perth Joint Cyber Security Centre briefing, to discuss cyber security threats.

This is a collaboration between the ASD, ACSC, state government agencies and major businesses. Today's brief was TLP 'White', meaning I can talk about it publicly – however some meetings are more confidential. We talked

about changes to the "Essential 8", and about a recent threat from Microsoft Word Macros that the ACSC has seen infect several businesses across Australia. We also go through some exercises today, discussing what we'd do if we discover an employee was sent a virus in an email that appeared to come for their supervisor. The discussion is very interesting, and many cool ideas are raised. I keep some notes to hand to my team later for consideration.



10.40am: I return from the briefing and go and get myself a cup of tea to energise.

10.45am: I start researching for any open-source modules that I can experiment with to see if they will help with my project. My project is developing a tool that will speed up the time it takes to perform

a risk assessment for new cloud-based solutions. I find one that seems useful and spend some time installing dependencies to get it to work. The latter is quite dull work so I put on a podcast.

12.30pm: I take a break to go and have lunch. I bought some lunch from home, so I go and heat it up in the kitchen. Then I sit in the lunchroom and eat my lunch, reading some more news headlines.



1.00pm: After managing to get all the dependencies installed, I start doing some programming to see if the new module can do what I hope it does. Unfortunately, after some experimentation it isn't doing quite what I would like. I decide to 'fast fail' this module to cut my losses and try something different.

2.00pm: Normally this would be time for the team's weekly meeting, but unfortunately my director is needed in another meeting so we're giving this one a miss. Instead I start doing some more research for my project.

3.05pm: I grab another quick cup of tea to help me stay focused and go through a quick daily stand up with my supervisor. We talk about what we've done today, what we're going to do for tomorrow and what's holding us back.

4.00pm: I have found a few new modules to test with. I start experimenting with them and then implement one of them into the tool. I also go back and fine tune some of the code that I had put in earlier to make it more accurate. While doing this, I am listening to some music. I usually take a thumb drive with music and podcasts with me and I copy it onto my desktop so it doesn't read straight from the thumb drive.

5.00pm: Just before 5 I start packing up everything, change into my sneakers and leave a note reminding me what I was working on. Then I walk to the train station to wait for my partner so we can go home together.

6.00pm: I get home and need to immediately leave again. My grandmother is flying away at 6am tomorrow, so I need to get some takeaway for a family dinner. I need to spend the night at my grandmother's house to help her get to airport so I also pack some clothes into my car.

7.00pm: Have dinner with the family. My partner plays some piano while we eat.

8.30pm: I check my personal emails. I also see I have a message from my supervisor in placement one saying they got a new job. I have a quick conversation with them, and then reply to a few other messages

9.00pm: I get ready for bed. I watch a few online videos and check the news to calm my mind. Usually I would do some writing for my table-top games or some digital drawing around this time but I'm not feeling it today.

10.30pm: I grab a glass of milk for me and my partner, turn the lights off and get ready to sleep.

Community Involvement and Participation

The 2019 graduate cohort had the opportunity to represent themselves to the wider community on behalf of the program and WA Health, allowing them to contribute to the community in a meaningful way. As a group with shared interests, they chose several different events and programs to lend their time and resources to. Below are but a few examples of the things they achieved this year.

HBF Run for a Reason

To raise funds for the Beyond Blue Foundation, several graduates signed up for the HBF Run for a Reason. Beyond Blue provide support, knowledge and skills related to mental health.

The graduates formed two teams, 'Smashing Avocardio' and 'Lettuce Walk', to tackle the 12km and 4km courses, respectively. It was the first time running for some of the participants, and while it was challenging at times, their dedication ensured they all pushed across the finish line... Well, almost all – one of the graduates who signed up didn't actually make the event but was there in spirit as the others physically carried his registration pack (containing his shirt and activity tracker) throughout the run, electronically suggesting he did in fact cross the finish line!

The run was followed by a well deserved carb-heavy meal with a side of banter at the Camfield. Only one graduate mildly injured themselves (Translation: Required a Moon Boot!) which was an accomplishment given the novice skill level within the group.

Through the support of their families and colleagues the graduates fundraised an amazing \$1,374.12 for Beyond Blue!



Lovin' from the Oven

An amazing volunteer opportunity that some of the graduates participated in was 'Lovin' from the Oven' run by the Ronald McDonald House. The Ronald McDonald House is attached to the Perth Children's Hospital and provides free accommodation to families who have a child with a serious medical condition and have had to travel over 100km to access specialist care.



The program involved the preparation of lunch for families who were staying at the house. The graduates created a menu which included several healthy and delicious savoury and sweet dishes. They sourced the ingredients themselves and had a ball preparing the food together in the kitchen. The aroma of freshly baked sausage rolls, quiches, pizza scrolls, zucchini slices and blueberry muffins wafting out of the commercial kitchen soon drew the families, who savoured the dishes. Following the 'no wastage' rule, the budding chefs also created an overloaded leftover pizza for themselves from the remaining ingredients, which was deemed one-of-a-kind!

At the end of the day, the graduates were treated to a tour of the house and the facilities - a memorable experience indeed! It was a fun and highly rewarding experience for the graduates, knowing that they were helping families get through a very stressful time.

Salvation Army

Every morning the Perth Salvation Army provides a Street Outreach Service to build relationships with people who are living on the streets. On two occasions (including an icy winter morning),



excited graduates arrived early at Perth Salvation Army Headquarters to assist with the Outreach Service. The graduates prepared soup, heated food and organised drinks. A van was packed with the goods and two stops were made - Langley Park and Wellington Square. At each stop, a table was set up with hot pumpkin soup, pies and warm beverages. On both occasions, the people who received the food enjoyed every bite and expressed their gratitude. The graduates served approximately 140 people from all walks of life.



One of the volunteers reflected on the experience commenting that, 'the most rewarding and enjoyable moment of the Salvation Army Volunteering experience was meeting the consumers. It was incredibly rewarding to see their smiley faces early in the morning. They even taught us some tricks and tips to make our set-up process more efficient!'

Events, tours and activities

This year's Graduate Officers were offered a variety of opportunities to undertake activities outside their regular work patterns that contributed to their overall growth and development. They played vital roles in running various state-wide events and forums, getting exclusive VIP access to hospitals and going to special state government agency-only meetings. Each one of these events were voluntary, but many graduates made the effort to come along to expand their learning and were supported to pursue something that interested them.

Perth Children's Hospital tour

At the start of the Graduate Development Program, the graduates participated in a tour of the Perth Children's Hospital. This gave graduates a rare chance to see many of the interesting parts of the newly built hospital, including the autonomous logistical robots, operating theatres and the huge children's play areas. Overall it was a great way to get all the grads in the mood for working at WA health and also gave them a taste of how innovation can have a real impact on improving the lives of children in hospital.



WA Women's Health Conference

In September, graduates got an opportunity to volunteer for the WA Women's Health Conference and contribute towards making the event super successful! The conference was co-organised by Priya Jagadeesan, one of the General Corporate Graduate Officers. The event had nearly 300 registered participants, including notable dignitaries from across WA. Graduates worked as table scribes and facilitators for the conference's workshop sessions, took the role of photographers and provided administrative support throughout the day. Between their volunteering, the graduates were able to network with key leaders across public, private and not-for-profit organisations and hear talks from many expert speakers about women's health. They also had the opportunity to participate in the launch of the landmark WA Women's Health and Wellbeing Policy at the event. The graduates' support contributed to the success of the event and they gained many valuable experiences in return.

Research and Innovation Forum

In May, the Department's Research Development Unit and the WA Cancer and Palliative Care Network Policy Unit gave the graduates an opportunity to assist at a significant consultation forum to inform the Health and Medical Research and Innovation Strategy and the research component of the WA Cancer Plan. The forum was co-organised by Graduate Ainslie Poore and brought together many diverse stakeholders to explore key focus areas for research and innovation in WA. Several graduates took on the role of scribes during the table discussions, recording all the important conversation points and innovative ideas that were raised throughout. Some graduates also contributed to the conversations themselves! Following the table consultations, the ideas with the most votes were presented by the forum's facilitator. The forum was a terrific opportunity for the graduates to gain an insight into the Department's stakeholder consultation processes and peek into the exciting future of health and medical research and innovation in WA!



WA Country Health Service (WACHS) Innovation and Development team planning days

In September, graduates were invited to help at the WACHS Innovation and Development directorate team planning days, which were partially organised by Alesha Kays. The graduates worked as scribes and helped facilitate group discussions. Graduates gained an insight into how the WACHS Innovation and Development directorate is responding to the *Your Voice In Health* survey and helping to build innovation capability within the organisation. They also had the opportunity to network with many senior staff within WACHS and listen to an expert innovation guest speaker. At the end of the sessions, many of the attendees couldn't get enough of the event. The graduates found this a fantastic learning and networking opportunity!

Emergency department ramping audit

When the Minister for Health requested an audit of Emergency Department (ED) ramping times, The Department of Health was tasked with auditing patient ramping times across several WA Health hospital sites within Perth. The graduates put their hands up to volunteer with other Department staff and were involved in conducting audits across different hospital sites over a two-week period. This provided the graduates a unique opportunity to witness first-hand the intricacies and challenges faced in ED environments. It also provided them an opportunity to shadow Ambulance Officers and learn about their work and experiences. This served as a valuable learning experience for the graduates to get a better understanding of hospital workflows and challenges faced by healthcare staff. They simultaneously donned their thinking caps to assess the reasons for increased ramping times.

Curtin Corner

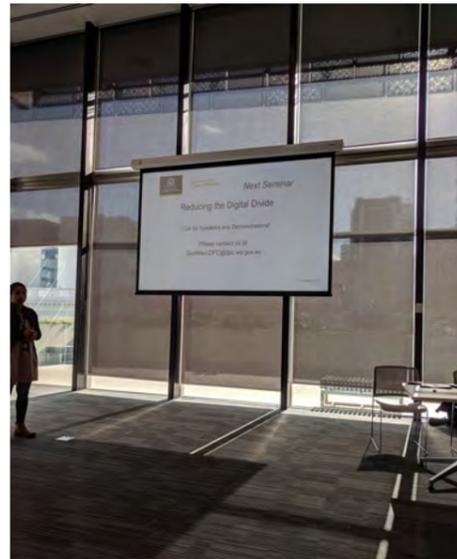
Graduates could choose to go to several Curtin Corners hosted by the John Curtin Institute of Public Policy. These weekly one-hour seminars run during the university semesters feature a range of topics. This year graduates went to Curtin Corners talks about the future of cyber security, public policy, the Sustainable Health Review and prioritising reform. These seminars were given by subject matter experts including one of the Sustainable Health Review panel members, the CEO of the Grattan Institute and veteran professors. These seminars always proved to be incredibly insightful and always had some magnificent catering too!

Office of Digital Government, Cloud Community of Practice seminars

Graduates had an opportunity to attend a series of seminars hosted by the WA Office of Digital Government. These seminars enabled government agencies to share their digital success stories. Some of the presentations included talking about the WA Museum digitising their eight million museum pieces, the Department of Communities creating an AI smartphone app to allow social workers to fill in forms using their voice, and a presentation by the Premier and Cabinet about the new Responsible Data Sharing and Privacy bill. Graduates learned about the great things other WA Government agencies are doing in the ICT and data space to meet the challenges of the digital age.

Perth Joint Cyber Security Centre briefings

ICT and data graduates were invited to come along to the weekly Perth Joint Cyber Security Centre briefings. These briefings were attended by people from all over business, research and government sectors. Staff from the Australian Cyber Security Centre presented on recent trends and behaviours they have noticed in cyber crime, discussing various viruses or actors that are appearing in several confirmed attacks. They also suggested ways for organisations to defend themselves against cyber crime, and lead everyone through interesting thought exercises. Briefings were supplemented by workshops, enabling graduates to use new penetration testing tools or run security exercises. The sessions were always interesting, and the staff engaging – having time to both explain cyber-crime and find funny dog photos for their slides. Just remember to set multi-factor authentication (#mfa) on your devices if you want to attend!



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Professional Development

Throughout the year, graduates were provided with extensive opportunities to develop their leadership skills as part of the Graduate Development Program. All these opportunities were fully funded by the Department of Health, or the Institute of Health leadership, and formed an essential part of each graduate's growth. These opportunities proved to be invaluable learning experiences for the graduates and laid yet another stepping-stone towards developing them as the future leaders of WA Health.

Integral Development

The Department of Health gave Graduate Officers various professional development opportunities. One of these was the opportunity to obtain a fully funded and industry recognised Diploma of Leadership and Management, facilitated by Integral Development. This program spanned the course of the year and was broken up into a variety of workshops that enabled graduates to greatly improve their leadership skills. These workshops trained the graduates in project management, innovation, leadership, teamwork, facilitation and career planning skills. Each workshop was coordinated by a range of extremely knowledgeable and experienced facilitators, who were able to help the graduates reach their full potential. Integral workshops were supplemented by online modules, which pushed graduates to consolidate key learnings by applying them to real situations in their own professional careers. The graduates' final Integral workshop involved a surprise cooking competition using rescued food. Graduates were assessed on their ability to minimise waste, maintain a clean workspace, provide strong leadership and create tasty dishes! The lovingly cooked meals were delivered to people sleeping rough while the graduates toured the facilities of a homeless support service.



Cultural Training



In March, the Graduate Officers attended a day-long Aboriginal Cultural Learning Session. This was hosted by Danny Ford of Kambarang Services and Wendy Casey from the Department of Health. Wendy and Danny gave the graduates insight into the diversity and customs of Aboriginal people in Western Australia. They also described the impact previous government policies had and continue to have on Aboriginal people. Everyone was encouraged to reflect on how their own attitudes and beliefs impact Aboriginal people and health service delivery and how they could foster a culturally secure and supportive workplace

for Aboriginal staff. The key message of the day was that Aboriginal health and wellbeing is everybody's business, and that we all need to work together to improve health outcomes for Aboriginal people.

ACHSM Leadership Conference

In June, seven lucky Graduate Officers attended the WA Leadership Conference presented by the Australian College of Health Service Management. These graduates heard from a range of inspiring leaders from both within and outside of the health sector. One of the highlights included Professor Jeffrey Braithwaite's plenary on changing the conversation in patient safety from 'why did this go wrong' to 'why did this go right'. A/Professor Tracey Westerman's keynote on her journey as an Aboriginal psychologist tackling indigenous suicide and mental health and a panel session from industry leaders of health care in Western Australia were also thoroughly enjoyed. The closing plenary also included a thrilling narration of the epic Thai cave rescue mission by Australian of the Year, Craig Challan.



Attending graduates had the opportunity to follow areas of interest in the afternoon's concurrent sessions. They participated in conversations ranging from the challenges of digital health care to leadership for innovation and growth. The conference provided the graduates with opportunities to reflect on their own leadership journeys and reminded them that anyone in any part of an organisation can be a leader.



Media Training

In March, the Institute for Health Leadership extended an invitation for three Graduate Officers to attend Media Training with experienced journalist Andrea Burns.

These graduates learned how to spot and diffuse 'grenade' style questions during interviews, how to stick to key messages and how to ensure those messages were told correctly in the media. They were then given the opportunity to participate in a mock telephone/radio interview with Andrea Burns, receiving constructive feedback on how to effectively engage with journalists and radio presenters.

The graduates also underwent a tough 'Current Affair' style interview, where they were asked hard hitting questions about a fictional health related news story. This was an intense exercise, but they stuck to their training and avoided falling into any traps. The graduates were even filmed by a professional TV news crew! To finish up, each participant was asked to use their newly developed speaking skills to give a short presentation on something they were passionate about.



Regional Placement



James Iles Fealy

South West | Bunbury

There were two things I was really hoping to experience at some point during my time in the WA Health Graduate Development Program: to work in a regional setting and to work in a hospital. So, when the opportunity arose to work at Bunbury Hospital, it was a 'two birds, one stone' situation.

Having grown up in a regional area, moving down south was certainly appealing and the bonus of being in Bunbury is that it is not too far removed from the city so weekend trips back to Perth were not outside the realm of possibility.

The project itself, which was around theatre efficiency, allowed me to engage directly with a variety of different people and groups, as well as get more hands-on experience with the data that I was working with. I also gained a first-hand appreciation for the complexity of the work done in the South West and some of the unique challenges facing the hospital. Particularly, I saw the amount of effort that goes into providing health services and the hard work that the people of Bunbury Hospital put in every day.



Steven Nguyen

Pilbara | Hedland Health Campus

As part of my first placement at WA Country Health Service (WACHS), I had the opportunity to visit the Pilbara. My project was on a residential aged care facility so I expected to be able to conduct a site visit at some point. But things don't always go to plan.

Cyclone Veronica came and everything got thrown out of whack. It cut short my trip, and the threat of another cyclone on the horizon meant I had a limited time to conduct my project tasks.

The aftermath of Cyclone Veronica was that the Pilbara was a beautiful combination of red and green. I was based in the regional office, but also was able to work out of Hedland Health Campus, all a short distance from my very modern accommodation. I conducted interviews with site staff, worked on budgets, sat in finance meetings and even sat in disaster preparedness meetings.

In my free time, I would take a short walk to Coles and return to my apartment to cook my sandwiches. Some of the restaurants in Port Hedland were fantastic, however. I would go out for a meal with friends who flew to Port Hedland for work, or with some of the regional office staff. I have never been to this region before and without being provided this opportunity by WACHS, probably never would have considered it. In this short period of time I feel I learnt and experienced a lot.

Rebecca Harris

Southwest and Great Southern regions

While working on the WA Country Health Service (WACHS) Occupational Violence Implementation Plan I had the amazing opportunity to visit two regions. I hopped on a train to the South West region (Bunbury, Busselton and Collie Hospitals) and on a tiny plane to the Great Southern region (Albany and Plantagenet Hospitals).

My goals during the visits were to understand regional healthcare challenges, map the patient journey and identify design elements which may prevent occupational violence (e.g. behaviour assessment rooms) and elements which may be a safety risk (e.g. patients in the waiting room not in full view of triage staff). I was also tasked with understanding the current WACHS processes which identify, assess and manage patients who may become violent and aggressive.

My highlights included:

- Presenting two 'Sleep Wellbeing' workshops to Albany staff to share evidence-based sleeping and stress reduction tips.
- Meeting the volunteer 'meet and greet' team at Bunbury Hospital who warmly greet and help patients navigate the hospital. As a hospital visit can bring feelings of uncertainty and worry, I felt this was a great initiative.
- A key message from Plantagenet Hospital was the importance of recognising patients' behavioural triggers and providing individualised care.
- Albany's beautiful sunsets and fresh seafood!



Mentors and Buddies

To support their leadership journey the graduates are each paired up with a senior WA Health mentor and a past program participant buddy. Here, three grads, their mentors and buddies share their experience of the Graduate Development Program. The graduates are:

Benjamin Dang, Finance and Business

Mentor: Ali Khandoker **Buddy:** Jonathan Patroni

Drianca Naidoo, General Corporate

Mentor: Richard Clark **Buddy:** Courtney Koenig

Damon Brown, ICT

Mentor: Wayne Luce **Buddy:** Georgina Cunningham.

Graduates, what did it mean to you to have a mentor and buddy?

Ben: Both Ali and Jonathan were graduates in the Finance and Business Analyst stream which meant they knew and understood the pressures I was going through. With their experience, they assisted me in my transition to full-time work in the WA Health system.

Drianca: Having a mentor and buddy has been invaluable to my personal and professional growth this year. Both have helped me identify my areas for development and set career goals.

Damon: A mentor and buddy allowed me to have a safe contact point whenever I had a worry or question that I didn't feel like I could tell others about.

Why did you choose to be a mentor or buddy?

Ali: To assist a graduate forge a career path in the WA Health system. It also gave me the chance to reflect on my own development by engaging with someone who may see things differently.

Georgina: To help graduates navigate one of the largest government bodies you can work for: WA Health.

What changes have you seen in the graduate?

Richard: Growth in maturity and confidence over the past few months as challenges have been encountered and overcome.

Jonathan: Ben has started to be more reflective and gain an understanding of what motivates him personally and professionally.

What advice do you have for the graduates?

Wayne: Take every opportunity presented to you and turn it in to a learning experience.

Courtney: Try new things and don't be discouraged if the role you commence following the program isn't your "ideal" or "dream job." Take the opportunities to learn new skills, further establish your current ones and don't be in a rush for the next job. We have many working years ahead of us!

Richard: Continue to have mentors (and be a mentor yourself) throughout your career.

Jonathan: Open yourself to feedback, continue to build your confidence and self-reflect more. You will be happy and successful if you figure out who you are, what you like and where you want to get to.

Georgina: Don't be afraid to ask questions and look for ways to improve. Always look out for opportunities to learn.

Executive Shadowing Experience

Each year the Graduate Officers have an opportunity to be able to shadow an executive in WA Health. What occurs on these shadowing experience varies a lot, depending on what the graduate wants to get out of the experience and what role the executive has. For the most part these experiences go for about half a day, and the graduate can follow the executive as they attend meetings, talk to people and do their everyday job. Graduates usually leave the experience with a much better idea of the kind of leader they want to be.

The Institute for Health Leadership would like to thank the following executives for providing shadowing opportunities to the Graduate Officers: Liz MacLeod, Aresh Anwar, Kate Gatti, Denese Griffin, Sumit Sinha-Roy, Denise Sullivan, Diane Barr, Angela Kelly and Paul Armstrong.

Georgia Brealey

Who did you shadow?

Dr Paul Armstrong, Director, Communicable Disease Control Directorate, Department of Health

- Observed a Syphilis Outbreak Response Group Collaborative meeting

Why did you want to do executive shadowing?

After completing a Master's in Sexology, I wanted to apply my learnings within the context of the WA health System. The Communicable Disease Control Directorate, where the Sexual Health and Blood Borne Virus Program lies, was the perfect opportunity for me to undertake Executive Shadowing with Dr Armstrong. I met with Dr Armstrong and we discussed my background, interests and what I wanted to get out of the shadowing. From there, he arranged for me to observe the Syphilis Outbreak Response Group Collaborative meeting, which meant I was able to get what I desired from the experience with the added benefit of observing the day to day operations of the directorate.

Would you recommend the experience to other graduates? Why or why not?

Absolutely! It is a great way to get some day to day experience in an interest area of yours. More often than not, new graduates have a wide array of interest areas in WA Health (I know I did!) so to be able to have some direct exposure within the directorate of your choice helps to refine the multitude of options available during and after the Graduate Development Program. A shadowing experience is an opportunity to observe how an experienced WA Health employee manages and prioritises their time and is vital to understand the culture and daily operations of their team.

What was the most valuable thing you've taken away from it?

The most valuable learning experience for me was the importance of collaborative groups, particularly across disciplines and regions. It opened my eyes to the span of the Department and the great work they do for all who live in WA. It was incredibly insightful to see the combination of the data, the project and planning work and the front-line staff involved in coordinating the response to such a widespread health problem such as Syphilis.

The friends we made

When you bring together a bunch of likeminded, fun-loving individuals who thoroughly enjoy each other's company, heaps of fun and laughter is guaranteed. The 2019 graduate cohort were no exception to this rule and being firm believers in having a perfect work-life balance, they love complementing their professional lives with an array of fun and vibrant activities. Read on to find out what the graduates did in their spare time when they were not working on important healthcare projects!

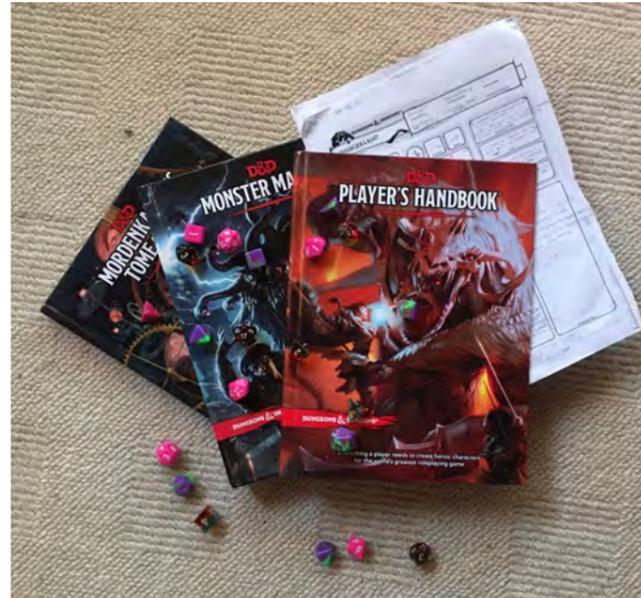
Dinners at Priya's

To showcase her international culinary heritage, Priya particularly enjoys inviting unsuspecting graduate friends over to her place for dinner and experimenting on them with a vast array of dishes of Indian cuisine. While it is almost always lip-smacking delicious, there may have been a couple of times she went the extra mile and slipped in a chilli too many in her curries! Although this was mostly without incident, on one occasion the 'not so spicy food' set a couple of graduates on fire (sorry Anny and Alesha!), which they till date describe as a near death, out of the world experience! No amount of yoghurt could cool their palates down and they remained in a state of accelerated metabolism for the rest of the weekend.

Dungeons and Dragons

Most Friday evenings, when most graduates go home to relax for the weekend, some come together to help save the world. Together this group call themselves the "Saviours of Tournai", and are saving the world one dice-roll at a game. This is a campaign of Dungeons and Dragons, that four graduates play most Friday evenings. Each session usually has lots of laughs, role playing and copious amounts of tasty food. The campaign stars the following characters:

- Rowena Burch, playing as Thunderlight: a brooding, centaur ranger who spends her time as a demon hunter, while also being haunted by a demon.
- Priya Jagadeesan, playing as Lady Gwenda Ironpledge: an overdramatic, angelic noblewoman in shining armour, on a quest of vengeance against the forces of evil.
- Annika Htun playing as Cara: an over-suspicious, urchin who had a hard start to life but found herself blessed by the heavens and is now spreading light and happiness with magic.
- Henry Clarkson, the dungeon master, who controls most aspects on the game and is responsible for the story and all other characters in the world.



The campaign is still going on and looks like it will continue into the next year.

Adrenaline Vault

On a cool Wednesday afternoon, some of the graduates took a short ride into Belmont to do some indoors bouldering (rock climbing with no ropes/harnesses). The brave adventurers were Steven, Henry, Frederic, Drianca and Rosie (previous Graduate Development Program Coordinator). Steven and Rosie had done it before - the rest hadn't - but they had a fun experience nevertheless. Those who

hadn't done any climbing before first had to learn how to correctly fall from the rocks – this was initially scary, but they quickly overcame that fear. Everyone then started to climb up the beginner's stages (yellow), and quickly advanced to the next level of difficulty (green). Soon they were all climbing all the way to the top of the room and getting on top of the climbing structures. Steven was clearly a pro and spent a bit of time showing the others how it is done on the more advanced stages, with much applause from the group. After some time, they started to feel tired, their hands were scuffed and they were exhausted. However, that did not stop the group from playing a bit of basketball and table tennis before heading back home. Overall it was a very enjoyable way to end a day of work!

Quiz night at Clancy's

To celebrate a few of the Graduate's birthdays, the group decided to go out for a fun and exciting quiz night one Monday evening. The graduates formed two teams – the Steven-Free Team (he was deemed a deserter) and Quizteama Aguilera. These teams put their minds together to solve many tricky questions. When it got to the bonus round it quickly became apparent to everyone who watched a lot of old TV drama series, who listened to 90's pop music and who was the political fanatic. In the end, Quizteama Aguilera emerged as the victorious team from the graduates (with a lot of help from the Graduate Coordinator, Alex). Amongst the playful competitiveness, everyone had a great time and the attendees felt like they had learnt as much about each other as they did the trivia.

Famous Friday lunches

Every Friday, the graduates who were based in the city would organise a small outing to get some lunch and discuss their week. This included the famous 'Department of Health Graduate Lunches' and the 'RPH Coffee Club Friday Lunches'. It was always a good way for the graduates to be able to decompress from a hard week of work and the conversation was always funny. It would also proved to be a good place for the graduates to plan a weekend get together.

The 'Coastal Clean-up' that never was

Eleven eager graduates rocked up to City Beach at 730am one Saturday morning, enthusiastic to pick up rubbish for the next couple of hours and catch up with one another. However, this community involvement event turned out to be an example of best laid plans going awry! Unfortunately, the company that one of the graduates had organised the event through did not show up with the promised rubbish bags and gloves and were not contactable on the day. Ever a resilient bunch, the graduates decided to catch-up over breakfast instead! It was a lovely (if not windy) morning and a few graduates still managed to do a bit of rubbish collecting while walking along the shore. One torn tea towel, three holey socks and a handful of plastic rubbish was saved from injuring any sea life and promptly disposed of!

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