



Government of Western Australia
Department of Health

Graduate Focus 2020

WA Health Graduate Development Program

20



Graduate Focus 2020

DG's Foreword

The Graduate Development Program recruits highly motivated and talented university graduates into the public health sector.

Since its conception in 2004, the program has welcomed graduates with a range of academic backgrounds and interests, providing them with the unique and exclusive opportunity to advance their careers within the WA health system.

This year, the Graduate Development Program consisted of 24 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 the WA health system, enabling them to develop their skills and experience across a broad portfolio of work.

Through the program, each Graduate Officer receives:

- a comprehensive induction to WA Health
- a fully-funded, industry-recognised Diploma of Leadership and Management qualification
- a network of support including a dedicated program coordinator, an experienced mentor, a past graduate buddy, a careers coach and numerous placement supervisors
- on-the-job learning, executive shadowing and extensive professional development opportunities.

Across the WA health system this year, significant changes were required in response to the COVID-19 pandemic. Many Graduate Officers found themselves undertaking new and different roles to the one they expected, with many of these changes occurring within very short timeframes. Our Graduate Officers displayed exemplary agility and professionalism during this period, and I thank them for their efforts as part of the collective response to protect our State.

I also extend my sincere thanks to the sites and mentors that hosted and supported Graduate Officers throughout the year despite the upheaval caused by the pandemic.

The 2020 program will come to an end in mid-January 2021 and I encourage services to consider recruiting from this pool of talented individuals.

We look forward to seeing these graduates forge long careers within the WA health system.

Dr D J Russell-Weisz
Director General

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Editor's note

On a sunny summer's morning in January, the Graduate Development Program (GDP) 2020 kicked off with the largest cohort of graduates to date. The 24 Graduate Officers were split amongst four streams, including ten in General Corporate, eight in Finance and Business, four in Data Analysis and two in ICT. Overall, the GDP has been a fantastic opportunity to develop our skills, explore career interests and make a meaningful contribution to the health system.



The COVID-19 global pandemic made the GDP 2020 a very unique experience. Typically, the GDP offers the opportunity to undertake three different four-month rotations at locations across WA Health. However, due to limitations of COVID-19 some graduates remained within the same area for two or all three rotations, or even had their projects halted. The pandemic also brought disruptions to planned community engagement activities and events such as conferences and seminars that graduates usually have the chance to attend. Despite the changes and challenges COVID-19 brought, many positives have come out of the year. We got to see firsthand and be part of the COVID response. Staying within placements for extended periods of time enabled us to get further involved in the workings of our teams and refine our skills. We found new ways to bond, such as over Zoom and Microsoft Teams calls. We still had the opportunity to complete a Diploma of Leadership and Management. And, we came out of the year with strengthened resilience and adaptability, which we can bring forward into our careers.

On behalf of the 2020 Graduate Officers, I would like to express our gratitude to our supervisors for welcoming us into their teams and being part of our development journey. Thank you to our mentors and buddies for their invaluable insights, support and advice. And, a special thanks to the Graduate Coordinator, Alexander Kristoff, from the Institute for Health Leadership (IHL). The hard work he put into managing the GDP and consistent support has been much appreciated, especially during what has been a year like no other.

I would also like to thank my co-editors Derryn Howes, Rebecca O'Donnell and Elena Velikichevska for all the time and effort they put into bringing this publication together. A special thank you to Derryn who was also responsible for managing the entire Graduate Focus Magazine Project.

The 2020 graduate cohort are looking forward to leveraging all the knowledge and skills we have gained from the GDP experience in our future roles.

Jasmine Sidhu
Editor-in-Chief

An interview with the Graduate Development Program Coordinator

Alexander Kristoff

**Department of Health,
Institute for Health Leadership**

Alexander Kristoff is the Graduate Coordinator of the WA Health Graduate Development Program. He first supported the delivery of the Program when he joined the Institute for Health Leadership (IHL) in 2018, before commencing in the Coordinator role in early 2019. During this time, Alexander has observed first-hand the amazing opportunities the Program has provided recent university graduates as a successful entry point to joining WA Health. From the unique projects and professional development, to the extensive networking opportunities on offer, many past graduates have used the Program to fast-track their career progression.

From Alexander's perspective, 2020 has been a year marked by resilience, adaptability and an expression of the cohort's humanity. Despite the challenges caused by COVID-19, the positive impact of the graduates' contribution can be found throughout the health system, demonstrating their true leadership potential. It is with full confidence that he can see the challenges of this year translating to an exciting and successful career in health for all the graduates.

What is the most satisfying part of your job?

The most satisfying part of my job is undoubtedly having the opportunity to directly influence the development of recent university graduates as they transition to working life. It is never easy making that change after spending so long in formal education; so, seeing that shift from student to future leader in what is a relatively short period of time never ceases to amaze me. It ultimately reinforces the importance of nurturing young talent early in their career to ensure a strong foundation in the future workforce.

As the Graduate Coordinator, what would you say is your most important responsibility?

I think it goes back to the very beginning of recruiting the right people for the Program. As with any recruitment process, there is always the pressure to find the best person for the role. When you multiply that by 24, you soon realise the immense responsibility that is placed on you to identify those with the key skills and a genuine passion for health from a large pool of recent university graduates. While an interesting challenge, it is certainly not lost on me the impact my hiring decisions have on the lives of those individuals and the future direction of the WA health system.

What part of WA Health would you like to do a placement at?

This is a really difficult question, because there are so many exciting projects across the health system that I would love to get involved in. If I was not currently coordinating the Graduate Program, I would definitely consider a placement in the State Health Incident Coordination Centre (SHICC). Having a more direct role in the effort to manage the health response to a state-wide emergency would be a fulfilling and exciting opportunity. Aside from the fast-paced nature of the work environment, any role in SCHICC comes with the potential for a unique and valuable professional development experience.



Where is the first place you would like to travel to when restrictions end?

Coincidentally after five consecutive years of going on trips overseas, I decided to take a pause in 2020 and stay local – I just never expected everyone else in the country to follow suit! I have always wanted to explore more of Asia and since having visited Japan multiple times in those past five years, South Korea is a destination that has shot to the top of my list. With an impressive public health response to COVID-19, hopefully South Korea is one of the countries we find ourselves in a travel bubble with in the not too distant future.

How did you find managing 24 people remotely?

This was something I was already quite adept at doing due to the nature of running a Graduate Program in the WA health system. With placement sites spread across WA, managing people remotely is an inherent feature of my role. What made this year's process much easier to manage was how quickly our graduates were able to adapt to a new way of working. This underpinned many of the successes we experienced when overcoming the challenges presented to us. Although the entirety of managing the graduates successfully moved online during peak COVID-19, it became quite evident that nothing could truly replace the value of face-to-face interactions.

What was the IHL's top priority for the graduates during the peak of COVID-19 in WA?

The advent of COVID-19 presented many unique challenges that certainly meant a refocus of the IHL's core priorities for the graduates. It was important that despite the disruptions caused by COVID-19, that all the support networks remained intact and readily available. We leveraged the digital tools at our disposal to ensure all graduates stayed connected and that the transition to new systems, projects and modes of delivery were as smooth as possible. Above all, we recognised that this level of support was key to ensuring a timely response to their individual needs and a means of maintaining mental health and wellbeing.

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

Without a doubt, it would have to be the way they dealt with the challenges of COVID-19 and quickly adapted to become productive members of their respective teams so early in the Program year. It is difficult enough for any graduate transitioning from studying to professional work in normal circumstances, let alone in the middle of a global pandemic. I recall having supervisors express to me how much they appreciated having a graduate on their team and recognised their valuable contribution to the health system's efforts in managing COVID-19. It was in those moments that I realised we recruited a particularly special group of graduates for 2020.

What is the best bit of advice you have for the graduates going forward?

I would encourage our graduates to take the learnings from this year and continue their pathway of ongoing development. It is important that they keep learning, ask questions and engage others as they strive to be the best leaders they can possibly be. And while this pandemic will pass, it does not mean that their shared passion and spirit of resilience must pass with it. If there is one thing I hope this year has taught them, it is to never doubt themselves and that they are more than capable of overcoming the seemingly impossible.

Graduate diversity

by Francesco De Toni

Workforce diversity

The WA health system is pursuing the goal of achieving diversity in its workforce that reflects the diversity of the WA community and aligns with the Public Sector Commission's Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020–2025. This includes, for example, an employment target of 3.7% Aboriginal and Torres Strait Islander people and 15.5% culturally and linguistically diverse (CaLD) people.

In particular, the WA health system is committed to building a sustainable, skilled Aboriginal health workforce from entry level to leadership roles, with the objective of improving health outcomes for all Aboriginal people living in WA. The Graduate Development Program (GDP) actively promotes and encourages Aboriginal and Torres Strait Islander graduates to apply for the Program and enables equitable access through the application of Section 51 and Section 50 (d) of the *Equal Opportunity Act 1984*. The GDP also reflects the cultural and linguistic diversity of non-Indigenous Western Australians: the 2020 cohort comprises graduates who were born in eight different countries (including Australia) and who speak seven different languages, in addition to English.

Diversity training

During the GDP, the graduates engaged in training initiatives that enabled them to understand the role of diversity in the provision of healthcare to WA communities and in the WA health system's workforce. All the graduates completed the Aboriginal Cultural e-Learning unit, which supports staff in the WA health system to develop and deliver culturally appropriate health services for Aboriginal people living in WA. Some graduates also completed additional training focusing on providing healthcare to specific communities in WA, such as Aboriginal Mental Health Training, and Rainbow Tick Training – Back to Basics (focussing on the delivery of safe and inclusive healthcare to LGBTI+ people).

Diversity projects

Throughout the year, several graduates have worked on projects to improve the well-being of diverse communities in WA.

Dion Kickett – CAMHS Aboriginal Cultural Security Review

Dion worked on the Cultural Security Review of the Child and Adolescent Mental Health Service (CAMHS). This project was about ensuring that CAMHS is providing a culturally safe, accessible and responsive service for Aboriginal and Torres Strait Islander young people and families. This is vital in the mental health space, as Aboriginal and Torres Strait Islander people's concepts and understandings of mental health differ greatly to that of non-Aboriginal people. At the beginning of the project, Dion conducted a literature review to understand the theory and previous work conducted in the cultural security/safety space, and to also compile a list of what works and what doesn't for such reviews. This helped to shape the direction of the review and to determine an action plan. He also worked with the Project Team to consult with Aboriginal staff to understand their experiences with cultural security, and how negative experiences can be addressed within the review. Further to this was his support in putting together a Project Steering Committee to help drive the review. The Committee includes representation from all levels of staff (both Aboriginal and non-Aboriginal) within CAMHS, as well as Aboriginal Elder, Family and Youth consumer representatives. Working on this project, he has come to understand that to see real changes, there must be long term goals set, with effective strategies and actions put in place.

Rebecca Will – WA LGBTI Health Strategy 2019–2024

Rebecca’s second placement was at the Department of Health, where she worked on the implementation of the WA LGBTI Health Strategy 2019–2024. This project involved her working cross-collaboratively with Health Service Providers (HSPs) to develop an understanding of how they are working towards LGBTI+ consumer consideration and accessibility in health care, and how the health system can assist HSPs to ensure their services are accessible, culturally safe, and respectful in meeting the healthcare needs of LGBTI+ people. Through this placement, Rebecca found that she could use her graduate position to raise awareness and support movement towards change. Conversely, this experience has also shown her that change in government is very multifaceted. She had to learn to appreciate the small wins in projects as she progressed, which helped her recognise that even the smallest droplet has ripple effects.

Otjee Williams – Aboriginal Health Policy Directorate Recruitment Strategies

For her second placement, Otjee worked on a project for the Aboriginal Health Policy Directorate (AHPD) Team at the Department of Health. The project involved conducting research on innovative recruitment strategies at state, national and international levels that have the potential to be implemented in the WA health system for growing the Aboriginal workforce. It is recognised that increasing the employment of Aboriginal people in health is an essential component in the delivery of culturally safe and responsive health services. In this placement, Otjee learnt how important Aboriginal employees are to the health sector and the unique cultural perspective they bring to the WA health system. Growing the Aboriginal workforce and achieving more equitable representation is a priority for the WA health system and aligns with the Public Sector Commission’s target of 3.7% of Aboriginal people in public employment by 2025.

Lauren Preedy – EMHS Maternity Clinical Services Plan

Lauren was involved in the development of the East Metropolitan Health Service (EMHS) Maternity Clinical Services Plan. The Plan addresses the needs of diverse social groups, with a particular focus on Aboriginal and CaLD women and babies. Lauren conducted a literature review on cross-cultural models of maternity care, which enabled her to identify best-practice models of care for Aboriginal and CaLD women and babies. Considering these models, the strategic directions were then developed in consultation with EMHS maternity service leads and clinicians, including Aboriginal health professionals. The project impressed upon her the importance of culturally secure, contemporary models of maternity care in facilitating equitable access to maternity services that meet the needs of Aboriginal and CaLD women and babies. Investing in strategies to optimise maternal and infant health outcomes ultimately contributes to a healthier population.

Grace Gatt-Lodding – HSS Disability Access and Inclusion Plan

While she was working at Health Support Services (HSS), Grace became part of the Disability Access and Inclusion Plan (DAIP) reference group to identify the barriers which prevent full participation of people with disability. This involved meeting regularly with the group to discuss people’s experience of disability in the workplace, researching, conducting a survey about the accessibility of the workplace, and brainstorming activities to reduce and remove these barriers. From speaking to people from different backgrounds, Grace learned of the challenges these individuals face, which has changed her work habits and the way she interacts with people. She also learned that diversity in the workplace is an excellent thing to have, but if it is not accompanied by equity and inclusion, the benefits to the individual, team and organisation are lost.



27

Bachelor degrees



23

Diplomas in Leadership and Management



10

Masters degrees



5

Graduate Certificates and Diplomas



2

PhDs

From eight countries, including three Aboriginal people, speaking eight languages

English, Arabic, French, Italian, Macedonian, Shona, Spanish and Tagalog



● Finance
● Data Analysis
● ICT
● General Corp



Four streams, many backgrounds

Chartered Accounting Biotechnology
Financial Analysis Marketing Commerce Health Promotion
Linguistics Biological Science Physical Geography
Anatomy Pharmacology Law and Society Portfolio Management
Infomatics Finance Indigenous Knowledge
Economics Exercise and Health Sciences Accounting History and Heritage Social Work Sport Science
Public Health Computer Science Geology Midwifery
Psychology Human Resources Management
Business Administration European Languages and Studies

General Corporate Stream

The 2020 General Corporate Graduate Officers are a vibrant group of individuals with varied and interesting academic backgrounds, ranging from Public Health, Health Promotion, European Languages and Psychology to Human Resources, Physical Geography, Biomedical Science, Genetics and Anatomy and Human Biology. Each of the General Corporate graduates brings fresh and diverse perspectives to work towards the common goal of contributing to the health and wellbeing of the WA population.

The General Corporate Stream allows for the most choice and variety in terms of the placements and projects on offer across the WA health system. As the events of COVID-19 unfolded, many of the General Corporate graduates faced disrupted or extended placements, with some involved in various elements of the COVID-19 pandemic response. While the Graduate Development Program encourages graduates to build and develop new skill sets, the events of COVID-19 certainly pushed the General Corporate graduates to work on projects outside their comfort zone.

It is safe to say that the events of 2020 have resulted in a highly adaptable and resilient group of General Corporate graduates, many with some very unique (and hopefully, once-in-a-lifetime) experiences to best reflect the dynamic environment of the WA health system.



General Corporate

Francesco De Toni

Profile

Academic Qualifications:

- Doctor of Philosophy, European Languages and Studies, University of Western Australia
- Master of Arts, Modern Philology, Catholic University of the Sacred Heart, Italy
- Bachelor of Arts, Modern Letters, Catholic University of the Sacred Heart, Italy

LinkedIn Profile: <https://www.linkedin.com/in/francescodetoni>

Why the Graduate Program:

Francesco chose the WA Health Graduate Program because he wanted to work in an organisation that allows him to help and give back to the Western Australian community.

How interests have influenced what graduates do/how they work:

Francesco enjoys learning new things and solving problems. This prompted him to engage with projects across different areas of WA Health.

Hobbies/interests outside of work:

One of Francesco's hobbies is learning new languages. He also enjoys outdoor photography and running.

Fun Fact:

Francesco can understand seven different languages.

Mentor:

Darren Gibson, Director Research, Research Development Unit, Department of Health

Buddy:

Calum Abbott, Principal COVID Reporting Officer, Finance, Department of Health



Placement One Summary

East Metropolitan Health Service (EMHS), Workforce, Workforce Strategy

Francesco worked to develop the People with Disability Employment Action Plan for the EMHS. In this Plan, he devised actions to improve employment resources and strategies for people with disability across key areas, including staff recruitment and retention, data management, and workplace adjustments.

The first challenge Francesco encountered was analysing a large amount of data and documents, including legislation and policy on the employment of people with disability, workforce data, and models of best practice in equal opportunity employment. Another challenge was developing a clear definition of disability, which could be usefully employed in identifying and resolve disability issues in the workplace.

This placement enabled Francesco to gain experience in workforce strategy and policy. He learnt how to translate policy into strategies and acquired new skills in developing gap analyses and action plans. Francesco also had the chance to engage with several stakeholders at EMHS and in other agencies to collect feedback as well as presenting his Action Plan.

Supervisor: Michelle Nelson

Placement Two Summary

Department of Health, Clinical Excellence, Research Development Unit

Francesco worked on the development of an Innovation Fellowships Program for the WA Future Health Research and Innovation Fund. After completing an environmental scan of health and medical innovation in WA and undertaking wide stakeholder consultations, he designed the fellowship structure, development plan, selection process and evaluation plan.

One challenge was to embed the Fellowship Program in the WA innovation ecosystem, including links with Health Service Providers, innovation accelerators and industry. Another challenge was to define program outcomes that support innovators while also mitigating the inherent risks of the innovation process.

Thanks to this placement, Francesco was able to acquire expertise in health and medical innovation and to connect with stakeholders in the WA innovation space. The placement also enabled him to learn new skills in program development and program evaluation.

Supervisors: Lita Geros and Neil Lynch

Placement Three Summary

East Metropolitan Health Service (EMHS), Clinical Services, Health in a Virtual Environment (HIVE) Program

HIVE is an innovative system that provides continuous monitoring of patients through the support of an Artificial Intelligence (AI) platform that detects early signs of clinical deterioration. Francesco worked on projects and Business as Usual (BAU) tasks across several workstreams in the HIVE Program. Examples of the projects he developed are the HIVE Research Strategy and the HIVE AI Ethics Framework.

The main challenge of this placement was working in a complex and fast-paced environment. Francesco had to quickly familiarise himself with the HIVE Program and complete tasks with close deadlines.

Working at HIVE enabled Francesco to gain an understanding of hospital operations and to acquire insight into applications of AI and other innovative technologies to person-centred healthcare. Thanks to this placement, he also developed skills across a range of areas, including project management, risk management, policy drafting and stakeholder consultation.

Supervisors: Timothy Leen and Adam Lloyd

Grace Gatt-Lodding

Profile

Academic Qualifications:

- Bachelor of Science, Psychology, University of Western Australia
- Bachelor of Commerce, Human Resource Management, University of Western Australia

LinkedIn Profile: <https://www.linkedin.com/in/grace-gatt-lodding>

Why the Graduate Program: Grace chose the GDP because of her interest in healthcare, development opportunities, project diversity and the ability to have a meaningful impact on the people of WA.

How interests have influenced what graduates do/how they work: Grace's passion for helping people is positively influenced by her interest in working for an organisation that directly impacts the community.

Hobbies/interests outside of work: Grace loves travelling, outdoor activities, baking, sewing, listening to podcasts, and volunteering.

Fun Fact: Grace spent six months travelling through South and Central America between her two degrees.

Mentor: Kate Baxter, A/Manager of Health Networks, Department of Health

Buddy: Annika Htun, Finance and Business Officer, PathWest



Placement One Summary

Health Support Services (HSS), Workforce and Organisational Development, HR and Capability Team

Grace worked on delivering initiatives under the HSS' Culture and Capability Theme Plan to promote HSS values and employee engagement.

These initiatives included writing policy, researching and recommending a learning and development framework, developing online training modules, setting up an Employee Support Officer Program, implementing diversity and inclusion activities, and project managing an employee engagement campaign.

The biggest challenge during this placement was the impact COVID-19 had on her projects; having to come to terms with her initiatives being put on hold or cancelled and quickly adapting to remote working.

However, the biggest challenge opened the door to more opportunities. Grace was able to participate in critical COVID-19 related projects, assist her team navigating Office365 and work on projects that would not have been available had a pandemic not occurred.

Supervisors: Morgan Colless and Kasey Ayres

Placement Two Summary

North Metropolitan Health Service (NMHS), Office of the Chief Executive, Program Management Office

For her second placement, Grace moved to NMHS where she worked on the Innovative Future (IF) Program. The IF Program gives employees the opportunity to think and do things differently through submitting their innovative ideas for problems they want to solve.

Grace worked on Business as Usual (BAU) tasks which included providing project support to innovation projects as well as program set up. She was also given the project of developing an Innovation Plan which will form the basis of innovation at NMHS moving forward.

The biggest challenge Grace encountered was learning the different processes and procedures of NMHS to help the projects she was working on move forward. However, through this process, she learnt how a hospital operates and had close contact with people across the Health Service, including clinicians, nurses, executives, patient support, and corporate staff members. Grace also loved learning about design thinking and found it to be an extremely useful tool.

Supervisors: Kaitlyn Holyman and Susan Powe

Placement Three Summary

South Metropolitan Health Service (SMHS), Office of the Chief Executive, Kaartdijin Innovation Centre

For her final placement, Grace worked on a diverse range of projects within the Kaartdijin Innovation Centre that helped bolster a culture of innovation. She created workflows, tools and templates, and communication materials, and provided project support for an innovation project. Grace also planned, organised and coordinated engagement and learning events, including a globally connected event called Government After Shock that focused on innovations during the COVID-19 pandemic. Her final project was to create an innovation dashboard, which is being used to report about SMHS innovation on a monthly basis to the Area Executive Group.

This placement built on Grace's previous experiences in innovation at NMHS, and really drove home how important collaboration is in this space. She found it fun to work with people both internally and externally on innovation projects and initiatives!

Supervisors: Hazel Hudson and Chloe Goodred

Dion Kickett

Profile

- **Academic Qualifications:** Bachelor of Arts, Double Major in Psychology, University of Western Australia
- **LinkedIn Profile:** <https://www.linkedin.com/in/dion-kickett>
- **Why the Graduate Program:** Dion chose the WA Health Graduate Development Program as an opportunity to grow, learn and develop his skills, and to make a meaningful impact in WA Health.
- **How interests have influenced what graduates do/how they work:** With a passion for improving Aboriginal health, Dion strives to create positive changes for Aboriginal and Torres Strait Islander people.
- **Hobbies/interests outside of work:** Photography, art, video games, basketball and finding the best burgers in Perth.
- **Fun Fact:** Dion has recently become a father and has enjoyed every moment of being a dad.
- **Mentor:** Billie Webb, Senior Development Officer, Aboriginal Health Policy Directorate, Public and Aboriginal Health, Department of Health
- **Buddy:** Henry Mony De Kerloy, Project Officer, Resourcing and Purchasing Directorate, Department of Health



Placement One Summary

Child and Adolescent Mental Health Service (CAMHS), Corporate Support and Community CAMHS

During his time at CAMHS, Dion was involved with the CAMHS Cultural Security Review. The Review is about ensuring that CAMHS is providing a culturally safe and appropriate service for Aboriginal and Torres Strait Islander young people and children. He worked closely with his supervisors, the CAMHS Corporate Team and the State-wide Specialised Aboriginal Mental Health Service (SSAMHS) workers to inform and help develop the project from the ground up.

Dion worked on several tasks, including a Project Initiation Document (PID), a COVID-19 Aboriginal Mental Health Workforce (AMHW) Plan, and a Cultural Security Literature Review, as well as other tasks and projects.

During COVID-19 the Review was paused, and Dion was made a part of the CAMHS COVID-19 Response Team. With the rapidly changing nature of the pandemic and the work at CAMHS, he learnt to navigate a stressful and fast-paced work environment, and to prioritise and complete tasks in an efficient and timely manner. Dion was also given the opportunity to work with lead Aboriginal Psychiatrists who have contributed significantly to Aboriginal health.

Supervisors: Roger Golling and Phillippa Farrell

Placement Two Summary

Child and Adolescent Mental Health Service (CAMHS), Corporate Support and Community CAMHS

For Placement Two, Dion remained at the CAMHS to continue working on the Aboriginal Cultural Security Review.

Dion worked on an organisational measurement framework/tool to determine the key areas of cultural security that need to be addressed and strengthened within CAMHS. This has been informed by two Cultural Security Frameworks and includes roughly 100 strategies that CAMHS will be implementing to strengthen the overall cultural security.

Dion had the opportunity to enhance his existing skillset and gain experience in consumer/stakeholder engagement, research and analysis, project management and organisation, and the facilitation of change within the workplace, especially in the cultural security space.

Supervisors: Roger Golling and Phillippa Farrell

Placement Three Summary

Child and Adolescent Health Service (CAHS), Nursing Services, Consumer Engagement Team

Dion spent his final placement with the CAHS Consumer Engagement Team, working on the Child and Family Centred Care (CAFCC) project. The project focussed on improving the consistency in the way child and family centred care is implemented across CAHS, through organisational cultural change.

Dion collaborated with children, young people, parent/carers and family representatives, and worked with staff from the different service areas across CAHS to promote and implement changes to policy, training and education.

He also coordinated a reference group, facilitated workshops, designed surveys and contributed to the development of a training program. These experiences during his placement enabled Dion to strengthen his ability to engage with consumers and stakeholders.

Supervisors: Matthew Holmes and Pippa Blatchford

Rebecca O'Donnell



Profile

Academic Qualifications:

- Master of Science (First Class Honours), Physical Geography, Victoria University of Wellington, New Zealand
- Bachelor of Science (Distinction), Health Promotion, Curtin University
- Bachelor of Science, Geology, Victoria University of Wellington, New Zealand

- **LinkedIn Profile:** <https://www.linkedin.com/in/rebeccajodonnell>

Why the Graduate Program:

Rebecca chose the Graduate Program for the opportunity to apply her diverse academic background to a field she is passionate about and have a meaningful impact on the WA community.

- **How interests have influenced what graduates do/how they work:** Competitive sport has featured throughout Rebecca's life, teaching her the importance of hard work, discipline and resilience. This influences Rebecca's attitude towards, and desire to succeed in her professional work.

- **Hobbies/interests outside of work:** Kite surfing, powerlifting, running, hiking in the Perth hills and brunches.

- **Fun Fact:** Rebecca has only competed in sports that involve lycra.

- **Mentor:** Kingsley Burton, Project Director, System Clinical Support and Innovation, Department of Health

- **Buddy:** Drianca Naidoo, Project Officer, Command Centre, East Metropolitan Health Service (EMHS)

Placement One Summary

North Metropolitan Health Service (NMHS), Mental Health, Public Health and Dental Services, Adult Inpatient Directorate

Rebecca worked on a quality improvement project to identify processes to improve outcomes for homeless consumers across NMHS Adult Inpatient and Community Mental Health services.

As project lead, Rebecca developed project management documents, a quality improvement protocol and liaised with stakeholders to identify collaboration and data sharing opportunities. She also navigated clinical databases to extract data for analysis, as well as organised and assisted in the facilitation of a multidisciplinary working group.

The biggest challenge during her placement was the impact COVID-19 had on Rebecca's ability to progress the project, due to the shifting priorities of her supervisors, clinical staff and stakeholders.

In mid-March, Rebecca's project was placed on hold and she was shifted to the Office of the Chief Health Officer (OCHO) to provide research support to the CHO as part of the COVID-19 pandemic response.

Supervisors: Monica Petracca and Michelle Miller

Placement Two Summary

Department of Health, Public and Aboriginal Health, Office of the Chief Health Officer (OCHO)

Department of Health, Public and Aboriginal Health, Epidemiology Branch

Rebecca worked on multiple projects within OCHO and the Epidemiology Branch (EB).

Within OCHO, she provided COVID-19 research and other ad hoc support to the CHO. This primarily entailed sourcing, critically analysing and providing high-level summaries of COVID-19-related evidence across a broad range of areas. Rebecca liaised with other Department of Health research groups to minimise duplication, identify gaps and establish links to ensure information was being communicated appropriately. She also reviewed and prepared correspondence on behalf of the CHO.

While balancing her workload with the CHO, Rebecca project managed the transition of the EB's data request process to an online and more

automated platform. This entailed stakeholder consultations, investigation of online platforms, developing and testing online forms, staff training and the development of a manual.

Rebecca also assisted the EB with a project investigating the population health impacts of the COVID-19 interventions. After reviewing literature, she assisted in the scoping, stakeholder engagement and proposal development. Rebecca also analysed statistical data and coordinated the preliminary development of one of the bulletins.

While her second placement spanned six months, Rebecca developed strong project management skills with the ability to manage competing priorities in a highly reactive environment.

Supervisors: Dr Andrew Robertson and Karen Bradley (COVID-19 Special Projects)

Dr Jennifer Girschik and Karen Bradley (Epidemiology Branch)

Placement Three Summary

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

The Environmental Health Directorate have been requested by the Minister for Health to develop regulations to prescribe the proposals that will be subject to Public Health Assessments in Western Australia.

As part of her role within the Science and Policy Unit, Rebecca developed case studies for developments that have been undertaken in WA to identify the health impacts of those proposals, mitigation strategies that could have been employed and the health cost impacts. The case studies provided an evidence base and helped determine the scope of the required regulations.

She also mapped the development approvals processes for large developments in WA to determine where and when there may be a place for Department of Health involvement.

While this placement allowed Rebecca to enhance her project management, stakeholder consultation, communication and research skills, she also developed a strong understanding of the legislation development process and health economics.

Supervisors: Helen Tanner and Kelly Crossley

Lauren Preedy



Profile

Academic Qualifications:

- Bachelor of Science, Anatomy and Human Biology, University of Western Australia
- Master of Health Science (Distinction), Anatomy and Human Biology, University of Western Australia

• **LinkedIn Profile:** <https://www.linkedin.com/in/lauren-preedy-9485a01a9>

Why the Graduate Program:

The WA Health Graduate Development Program represented a unique opportunity to challenge Lauren to be adaptive and gain experience across several different roles within the health system.

How interests have influenced what graduates do/how they work:

Lauren has always been passionate about health, with a particular interest in the developmental origins of health and disease. Working at WA Health provides the opportunity to pursue this interest.

Hobbies/interests outside of work:

Netball, boxing for fitness, catching up with friends and reading.

• **Fun Fact:** Lauren was born and grew up in the small Kimberley town of Derby.

• **Mentor:** Kate Gatti, Executive Director, Clinical Service Planning and Population Health

• **Buddy:** Emily Howe, Development Officer, Cancer and Palliative Care Network

Placement One Summary

East Metropolitan Health Service (EMHS), Clinical Service Strategy and Population Health, Planning Innovation and Commissioning

Lauren worked with the EMHS Planning, Innovation and Commissioning (PIC) Team to develop a five-year forward-thinking Maternity Services Plan.

This involved conducting a literature search on best practice cross-cultural models of care, analysis of quantitative and qualitative data, engagement with key stakeholders to develop the strategic direction for EMHS maternity services and drafting the plan. Revision of the approach to consultation in the context of COVID-19 represented a challenge but provided a great opportunity to develop her ability to rapidly adapt to regular changes. Additionally, this placement allowed Lauren to develop and improve her critical thinking, problem solving and professional communication skills.

The most important lesson Lauren learnt during her time with the PIC Team was to not be afraid to seek feedback from colleagues – they possess a varied wealth of knowledge and experience and are more than happy to point you in the right direction or provide a new perspective.

Supervisors: Susan Mylne, Ann Blunden and Glynis Chambers

Placement Two Summary

South Metropolitan Health Service (SMHS), Safety Quality and Consumer Engagement

Lauren led the Patient and Carer Stories Project, which sought to collect a repository of stories from SMHS patients and carers, describing their experiences in care.

Lauren was involved in the collection of these stories and the development of a supporting guideline to ensure the continuation of story gathering across the organisation by staff. She found listening to patient and carer stories to be an incredibly humbling experience that reinforced the importance of patient-centred care.

After consulting with key stakeholders, she developed a communication strategy detailing the storage, access and sharing of with staff to support ongoing improvements in patient experience. The conceptualisation of 'housing' the story repository proved to be an interesting challenge given technological constraints, providing Lauren with an opportunity to apply her problem-solving skills.

Lauren also benefitted from the opportunity to engage with a wide range of stakeholders, including patients, carers, clinical staff and corporate health staff.

At the end of her second placement, Lauren was offered and accepted a contract with the SMHS Safety Quality and Consumer Engagement Team as a Program Support Officer.

Supervisor: Jaymie Arthurson

Ashleigh Small

Profile

Academic Qualifications:

- Bachelor of Arts (double major), Law and Society, and Indigenous Knowledge, History and Heritage, University of Western Australia
- Master of Social Work, University of Western Australia
- Cert III and IV in Travel and Tourism

LinkedIn Profile: <https://www.linkedin.com/in/ashleigh-small-171970111>

Why the Graduate Program: Ashleigh chose the WA Health Graduate Program to develop new skills, and it was important to her to choose a career that aligned with her values.

How interests have influenced what graduates do/how they work:

Ashleigh is passionate about community development and increasing access to services for vulnerable communities. This drove her to a career in the public sector.

Hobbies/interests outside of work: Ashleigh runs a not-for-profit in the youth justice sector. She is very passionate about this work. She also loves to cook and read!

Fun Fact: Ashleigh used to be a travel agent and has travelled to 36 countries!

Mentor: Julia Lawrinson, Manager Board Liaison and Coordination, Office of the Chief Executive, Child and Adolescent Health Service (CAHS)

Buddy: Priya Jagadeesan, Project Officer, Sustainable Health Implementation, Department of Health



Placement One Summary

WA Country Health Service (WACHS), Nursing and Midwifery, Cancer Services

Department of Health, Office of the Director General, Ministerial Liaison Unit

Ashleigh worked as a project lead with the WACHS Cancer Services Team to introduce a new supportive care needs tool to cancer patients and their health professionals in the Kimberley. This included developing project management documents and a research protocol to begin the process for ethical review. Ashleigh also had to liaise with stakeholders in the project and develop a plan for consultation.

The biggest challenge in this placement was the ongoing restrictions placed on stakeholders by COVID-19. As a regional project with stakeholders across diverse geographic regions, navigating these restrictions created uncertainty on the project timeline.

During this placement, Ashleigh learned key project management principles. She was also able to practice her professional communication and relationship management skills.

In late April, due to project delays induced by COVID-19, Ashleigh moved to a secondary placement at the Ministerial Liaison Unit in the Office of the Director General. Here, she assisted to shift a backlog of ministerials and responses that had surged due to COVID-19.

Supervisors: Melissa Pola, Asha Singh and Jess McNeill (WACHS)

Jane James (Department of Health)

Placement Two and Three Summary

East Metropolitan Health Service (EMHS), Clinical Services, Innovation Team

Ashleigh's Placement Two project involved establishing the EMHS Innovation Hub; a project she enjoyed so much that she arranged to continue

with it for her final placement. Her time at the Hub included the opportunity to design and run development programs with staff in innovation frameworks, host external events (for example, with school students from across Perth) and work on the back-end development of an ideas management process to capture innovative ideas from across the staff cohort.

The key deliverable for the Innovation Hub project was to improve innovation maturity across EMHS in several key areas, including culture, training, idea capture and management. As the sole project officer working on the Hub, Ashleigh had the opportunity to work across multiple activities in pursuit of this goal.

Ashleigh was required to work with diverse staff across numerous sites, which was initially quite challenging. To overcome this challenge, Ashleigh was required to advance her networking and facilitation skills, and lateral thinking as she worked across vastly different projects, including clinical, HR and strategic projects.

Additionally, many of the tasks were drafting foundation documents, requiring her to be creative in designing the project from the ground up. She found this challenge very rewarding.

As a result of her experience with the Hub, Ashleigh has significantly expanded her innovation skills to reflect international best practice, such as human-centred design thinking, problem re-framing and behavioural economics. She has also refined her written communication skills through developing proposals, grant applications, reports, training documents and other documents such as terms of reference.

Ashleigh's time at the EMHS Innovation Hub has sparked a passion for innovation that will inform her approach to identifying and solving complex problems into the future.

Supervisors: Lindsay Rowe and Grant Waterer

Kaila Stevens

Profile

- **Academic Qualifications:**
 - Bachelor of Science, Genetics, University of Western Australia
 - Bachelor of Arts, Japanese, University of Western Australia
 - Master of Public Health, University of Western Australia
- **LinkedIn Profile:** <https://www.linkedin.com/in/kailastevens>
- **Why the Graduate Program:** Kaila chose the WA Health GDP as it offered the opportunity to gain experience in a range of areas across the Department and combine her passion for public health with the opportunity for leadership development.
- **How interests have influenced what graduates do/how they work:** Kaila's interest in the social determinants of health and improving the community's health literacy means she brings a broad approach to her work to ensure important factors are not missed from consideration.
- **Hobbies/interests outside of work:** Kaila enjoys spending time hiking, reading, cooking, learning languages and travelling.
- **Fun Fact:** Kaila survived riding down "Death Road" starting in La Paz, Bolivia.
- **Mentor:** Trulie Pinnegar, Coordinator of Nursing – Community Health, Population Health, WA Country Health Service (WACHS) Goldfields
- **Buddy:** Esther Dawkins, Senior Project Officer, Institute for Health Leadership, Department of Health



Placement One Summary

Child and Adolescent Health Service (CAHS), Office of the Chief Executive, Digital Transformation Program

Kaila commenced her placement planning workflow mapping, program events and writing a communication strategy for the Digital Transformation Program.

As part of a COVID response, the team was redirected to enable virtual methods of healthcare delivery across CAHS. Kaila assisted the expansion of telehealth and roll-out of MS Teams. She also liaised with Community Health (CH) and the Child and Adolescent Mental Health Service (CAMHS) regarding their needs and assisted with development of telehealth resources. Kaila delivered remote and face-face trainings for MS Teams, assisted with resource development and ensured training requirements were met. Along with the ICT team, Kaila managed an equipment audit and armed all CAHS sites with sufficient equipment for telehealth. Kaila deployed over 200 webcams at Perth Children's Hospital (PCH) and delivered 485 to CH and CAMHS.

As for many people during this time, the biggest challenge was the rapid change brought on by COVID. However, this provided Kaila an unexpected opportunity to visit many parts of PCH, as well as meeting staff who she might not otherwise have met. This allowed Kaila to improve her understanding of how different areas of the hospital work.

Supervisor: Caroline Walker

Placement Two Summary

East Metropolitan Health Service (EMHS), Clinical Service Strategy and Population Health, Planning, Innovation and Commissioning

Kaila led the development of the Multiple Admissions Reporting (MAR) dashboard, which identifies and 'tracks' patients who have had multiple non-elective hospital admissions to connect them with services that can provide support outside of the hospital setting. Kaila led the initiation of the project, as well as the conceptualisation, development and the trial of the dashboard during her placement.

A significant challenge was defining the cohort of patients to be included in the dashboard. Initially, frequent presenters to the Emergency Department were a key focus. However, the reason for presentation is often not identifiable, limiting the ability to connect patients with appropriate support services.

Kaila presented the MAR to representatives from across all metropolitan hospitals with an adult Emergency Department. She had a positive end to her placement, with the representatives collectively agreeing to explore the use of the dashboard across the metropolitan area.

Supervisor: Ann Blunden

Placement Three Summary

North Metropolitan Health Service (NMHS), Women and Newborn Health, Women's Health Strategy and Programs

For Placement Three, Kaila was part of the Strengthening Antenatal Responses to Family and Domestic Violence Team at the Women and Newborn Health Service. Kaila led the planning for the rollout of the REAL Transformation Model to three metropolitan hospital maternity services. The Model provides a framework to support staff and women presenting for antenatal care discuss their experience of Family and Domestic Violence (FDV) and provide the appropriate supports. The learnings from the focus groups conducted with staff were integrated with the Model to develop a tailored implementation plan for each site.

Kaila also worked on improving the collection of data related to screening for FDV in the antenatal setting. The data that has been recorded previously has been difficult to interpret for evaluation and reporting. Finding the right people who were able to provide information on the system and assist with any changes was the most challenging part of the project.

The highlight of this placement was contributing to a meaningful area of work with people passionate about what they are working towards.

Supervisors: Chloé Merna and Safiyah Salim

Kaija Strautins

Profile

Academic Qualifications:

- Doctor of Philosophy, Biomedical Science, Murdoch University
- Postgraduate Certificate in Business Administration (Masterclass), Murdoch University
- Postgraduate Certificate in Population Health Studies, University of Western Australia
- Honours (First Class), Biomedical Science, Murdoch University
- Bachelor of Science (double major), Biomedical Science and Molecular Biology, minor in Applied Statistics, Murdoch University

• **LinkedIn Profile:** <https://www.linkedin.com/in/kaija-strautins>

• **Why the Graduate Program:** Kaija chose the WA Health Graduate Development Program for the opportunity to do multiple placements to better understand the interaction and complexities of the WA health system.

• **How interests have influenced what graduates do/how they work:** Kaija's passion for science and clinical research influenced her interest in human health and decided public health is a great way to impact a lot of people.

• **Hobbies/interests outside of work:** Movies and TV shows (always up to discuss), reading, and hosting potlucks.

• **Fun Fact:** Kaija lived in Vancouver for two years and travelled almost every month she was there.

• **Mentor:** Megan Burley, Director of Health Networks, Department of Health

• **Buddy:** Rachel Wixon, Health Promotion Officer, Community and Population Health, East Metropolitan Health Service (EMHS)



Placement One Summary

Department of Health, Strategy, Policy and Planning Directorate, Planning Unit

Department of Health, State Health Incident Coordination Centre (SHICC), Intelligence Cell and Health Operations Cell

In the Planning Unit, Kaija analysed historical and current data of clinical specialities for current state reviews. In response to COVID-19, she assisted with auditing hospital bed and Intensive Care Unit (ICU) capacity across WA, before being seconded to SHICC.

Within the Intelligence Cell, Kaija researched international COVID-19 responses and impacts on mental health of healthcare workers. Upon returning to the Planning Unit/COVID-19 Health Operations Cell she significantly contributed to the development of the Mental Health COVID-19 Response Capacity Framework, which she presented to the Chief Executive of COVID Health Operations.

This placement challenged Kaija as there was a significant shift in Department priorities due to COVID-19, allowing an opportunity to work directly on state-wide COVID-19 responses. She developed a strong understanding of the complexity of state-wide planning and clinical services and honed her problem-solving, data analysis and research efficiency skills, in order to gain understanding of new topics under time pressure.

Supervisors: Jane Saligari and Antony Monaco (Planning Unit and Health Operations)

Adrian Kotowski (DFES, Intelligence Cell)

Placement Two Summary

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

Kaija joined the Midland Community Hub Project, which aims to build a fit-for-purpose facility to co-locate multiple CAHS community health services. Her favourite aspect of this project was how multifaceted it was – she was able to work with Infrastructure, Strategy and Planning, Consumer Engagement and Workforce.

In Infrastructure, Kaija co-created the Time-Motion study, which defined room utilisation at the Hub. The study highlighted the complexities of providing flexible services while using rooms efficiently, with data used to create the Schedule of Accommodation, a key document in facility design.

As part of Service Delivery, Kaija helped coordinate an Aboriginal consumer consultation, and contributed to the Service Integration Literature Review. She also created the Consumer and Service Provider Consultation Summary, a collation of reports from multiple surveys and workshops. These documents enabled her to develop her qualitative analysis skills.

During the middle of this placement, Kaija was offered and accepted a position as Service Development Officer at CAHS Strategy and Planning.

Supervisors: Alan Kuipers-Chan and Tristan Fraser

Rebecca Will

Profile

- **Academic Qualifications:**
 - Bachelor of Biological Sciences, Biology, Edith Cowan University
- **LinkedIn Profile:** <https://www.linkedin.com/in/rebecca-will-1824261a8>
- **Why the Graduate Program:** Why not health! The opportunity came up and Bec thought she would apply and see what happens. She knew her knowledge in science would eventually be used to help people.
- **How interests have influenced what graduates do/how they work:** Bec comes from a multicultural family and has a very independent lifestyle which allows her to apply holistic and open-minded approaches in strategies to positively impact people.
- **Hobbies/interests outside of work:** Bec's partner is currently teaching her how to play piano – which has been really fun.
- **Fun Fact:** Bec is obsessed with jigsaw puzzles – the dining table is for puzzles only.
- **Mentor:** Karina Moore, Senior Development Officer, Health Networks: Clinical Leadership and Reform, Clinical Excellence Division, Department of Health
- **Buddy:** Jessica Shaw, Project Officer, Planning Cell, North Metropolitan Health Service (NMHS)



Placement One Summary

South Metropolitan Health Service (SMHS), Clinical Services, Planning, and Population Health, Human Resources

Bec's project focused on developing the SMHS Equity, Diversity and Inclusion Plan for 2020-2023 as required by the Public Sector Commission for all Health Service Providers.

Having never completed a project like this, Bec initially found it difficult identifying which departments were responsible for overseeing equity and diversity strategies and initiatives for allocation of implementation. She attended strategic meetings focused on developing retention and recruitment strategies for SMHS employees from diverse backgrounds and incorporated approved strategies into the Plan. The proposed Plan was presented to the Area Executive Group for final endorsement and implementation in July 2020 across all SMHS sites.

This was an extensive project, requiring endless consultation and liaising, in addition to the incorporation of various data sources to ensure SMHS maintained inclusive practices and environment for all staff and patients.

Supervisor: Jenni Stallwood

Placement Two Summary

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

Bec's second placement was at the Department of Health in Health Networks, creating the WA LGBTI+ Health Strategy Implementation Plan as outlined in the WA LGBTI+ Health Strategy 2019-2024. This was Bec's first time working in the LGBTI+ inclusion space, which made for a very interesting learning experience.

During this project Bec mapped stakeholders and developed a communication plan to ascertain the current LGBTI+ considerations across health as part of working towards creating the 'HDWA LGBTI+ Inclusive Practice Framework'.

Ultimately, this project involved strategically championing the Strategy at the executive level to involve Health Service Provider decision makers in understanding the importance of inclusion for vulnerable people in accessing healthcare.

During this placement Bec was also involved in the State Health Incident Control Centre (SHICC) airport COVID-19 screening and successfully balanced both demands to maintain a proactive role during her placement.

Supervisors: Marie Deverell and Jess Hillier

Placement Three Summary

PathWest, PathWest Laboratory Medicine, Immunology, Research and Development

Bec's final placement was based with PathWest, working on a laboratory-based project with the Research and Development Department of Immunology alongside university students and Dr Chris Bundell.

Her project, titled 'Automation and Validation of the Granulocyte Macrophage Colony-Stimulating (GM-CSF) and Interferon Gamma Antibody ELISA Assays', involved performing routine tests to provide consistent results and the creation of a standard curve for progressing towards gaining NATA (National Association of Testing Authorities) validation for this assay.

Supervisor: Dr Chris Bundell

Otjee Williams



Profile

- **Academic Qualifications:**
 - Bachelor of Business in Human Resources Management, Murdoch University
- **LinkedIn Profile:** -
- **Why the Graduate Program:** Otjee is very fond of the Department of Health, including the workplace culture and friendly people. She was already working at the Department beforehand and wishes to stay on.
- **How interests have influenced what graduates do/how they work:** Otjee enjoys working with people which has influenced her interest to work at the Department of Health, where she feels part of the team.
- **Hobbies/interests outside of work:** Spending time with family, films, tea, plants and the subject of the paranormal
- **Fun Fact:** Otjee was born on St. Patrick's Day (17 March) which makes her very lucky!
- **Mentor:** Richard Clark, Project Manager, Clinical Services, Royal Perth Hospital
- **Buddy:** Ainslie Poore, Project Officer, Child and Adolescent Health Service (CAHS)

Placement One Summary

Department of Health, Strategy and Governance, Governance and System Support, Workforce and Employment

In the Workforce and Employment team, Otjee worked on the Working with Children (WWC) Check Policy. She was required to familiarise herself with the processes regarding WWC Checks in Western Australia through reading relevant publications on the WWC Check website to ensure these processes were aligned with the WA Health Policy.

Otjee then assisted with reviewing and redrafting the WWC Check Policy, Procedure and Guidance Notes, as well as analysing previous relevant documents such as meeting minutes. Alongside this, she assisted with administrative requirements related to the Minister for Health Employee Engagement Survey.

Otjee's time in Workforce and Employment developed her knowledge of policy construction and the importance of legislative requirements.

Halfway through Placement One, Otjee moved into the Aboriginal Health Policy Directorate Team.

Supervisor: Pippa Cook

Placement Two Summary

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

During Otjee's second placement, she worked on the Aboriginal Health Workforce Recruitment Strategies. Her project involved researching innovative strategies at a state, national and international level with the aim of increasing the WA Health System Aboriginal workforce.

More broadly, Otjee's project linked to the Department of Health's commitment to increase Aboriginal employment to improve health outcomes for Aboriginal people and achieve the Public Sector Commission's employment target of having 3.2% of Aboriginal people in public employment.

Otjee utilised significant employment strategies within her research, such as the use of Section

50(d) and 51 of the *Equal Opportunity Act 1984* (WA).

Due to Otjee's Aboriginal heritage and interest in Aboriginal affairs, this placement enabled her to explore the approaches used to support Aboriginal employment in the Health sector. Through this project, Otjee has learned about the challenges facing Aboriginal people in improving their health outcomes through growing their workforce.

Supervisors: Bill Milroy, Senior Policy Officer, Aboriginal Health

Placement Three Summary

South Metropolitan Health Service (SMHS), Clinical Service Planning and Population Health, Aboriginal Health Strategy Team

Otjee's final placement was at SMHS and involved evaluating the effectiveness of the Aboriginal Health Champions (AHCs) Program, SMHS non-Aboriginal staff members and Aboriginal consumers and carers. Otjee engaged with AHCs and SMHS staff members to evaluate the program and produced a report with recommendations for its future.

SMHS launched the AHCs program in 2017 to recognise the efforts of non-Aboriginal staff members (who are the champions) to provide culturally appropriate care and improve Aboriginal health needs through their engagement with Aboriginal consumers and carers.

Otjee is very dedicated making a difference in Aboriginal health and building capacity, in fact all business Aboriginal and driving equity for her community. During Otjee's time there has been considerable knowledge and experience contributed to the business as well transferring her skills and knowledge to others which has been part of her building blocks through her education and current placements.

These skills have had a collective impact in developing a culturally responsive health service for Aboriginal people with the overarching aim of improving Aboriginal health outcomes.

Supervisors: Nola Naylor and Bec Hodgekiss

A day in the life of a General Corporate Graduate Officer

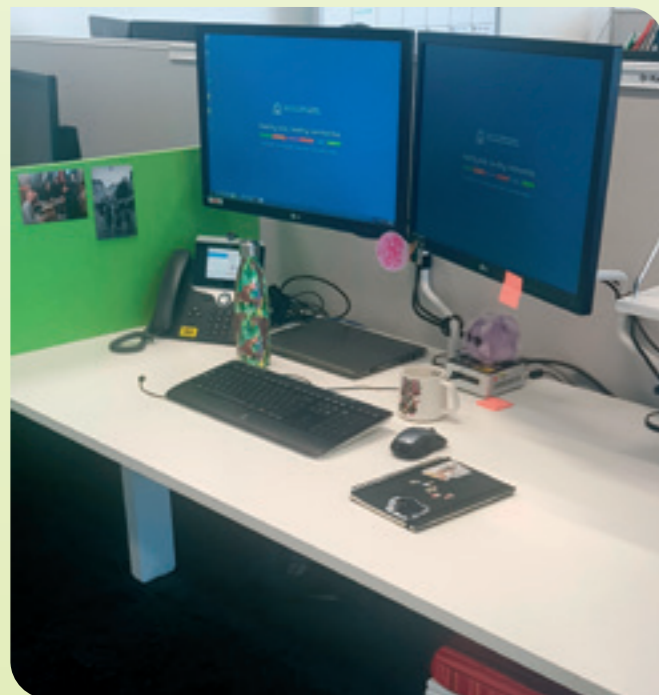
by Kaija Strautins

Child and Adolescent Health Services (CAHS), CAHS Infrastructure

7.00am: My alarm goes off and I mentally weigh up the options of sleeping in against leaving work while the sun is up. I get up.

7.30am: I catch the bus to work – I like this because (A) avoiding parking saves me money and (B) I get to read. I borrow library e-books on my phone and have read 25 this year. This morning is Dark Matter- a sci fi thriller about alternate universes.

8.00am: I get into work, make a peppermint tea and go through my emails. I use my inbox as a running to-do list and choose my priorities for the day. I'm working with the Infrastructure Team on the Midland Community Hub Project – a pilot facility funded by the Sustainable Health Review to co locate CAHS community health services and innovate service delivery. This morning I am creating the intranet page for our project which allows us to update staff.



9.00am: The Midland Hub Project is in the planning stage so we're working with the architects to develop the Schedule of Accommodation. I'm working on a Time-Motion study to contribute to this- collecting data from each service about how many rooms they need and how these could be utilised most efficiently. I work through the ones we have already collected and highlight points for me to clarify with my colleague.

10.00am: I have a fortnightly meeting over coffee (hot chocolate for me) with my supervisor. We talk about my work and upcoming aspects of the project. I really appreciate these meetings as we can discuss any opportunities for me to develop my skills across the project.

11.30am: I attend the Project Working Group meeting which updates service representatives on overall project management and progress. I like these as they give me perspective of the interdependencies between everyone contributing to this multi-year project.

12.30pm: I've taken to bringing big salads to work to trick myself into eating healthily. I have lunch out at the lounge which has a great view over Kings Park.



2.00pm: I meet with the CAHS Strategy and Planning Team to discuss my report on the consumer and community engagement for the Hub. This will help identify the service delivery projects, and I get some good feedback on framing the results which I incorporate straight after the meeting while they're fresh in my mind.

2.30pm: I snack on apple and cheese in an attempt to not eat the office chocolates. This approach does not work every day.

3.00pm: I email a contact in Midland about holding Aboriginal-specific consultations with the local community. I end up calling her as we can chat through options much faster than email- we conclude that it's better for families if we visit existing community program sessions rather than trying to hold a separate forum. I get a timetable of their sessions to coordinate when we could visit.

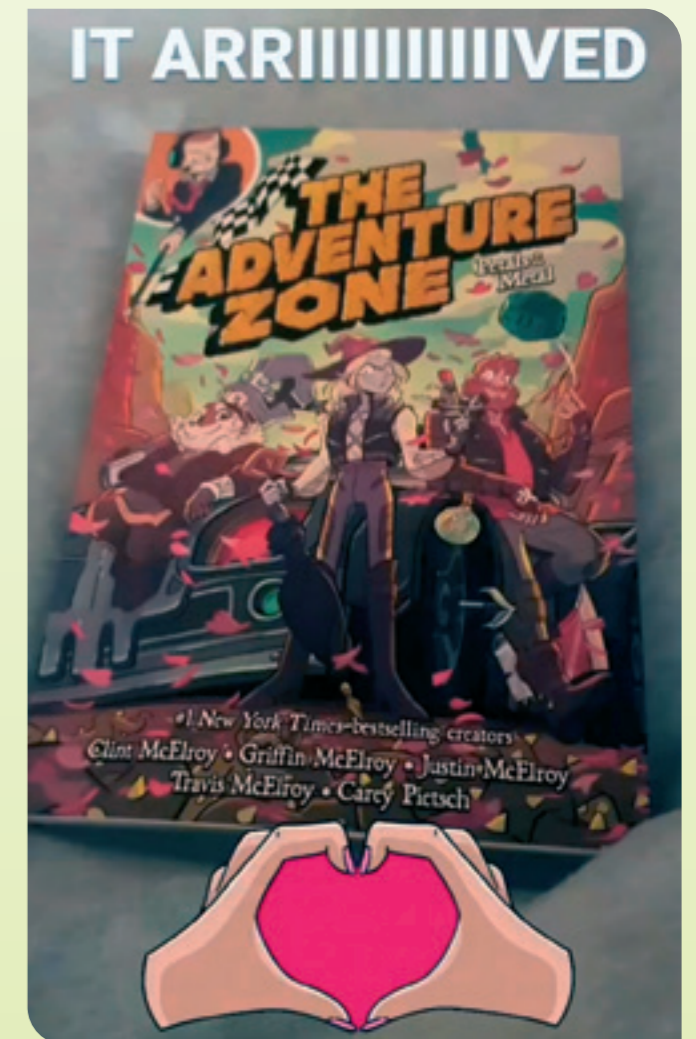
4.00pm: Home time! On my way out, I confirm with my colleague that we will meet at the office tomorrow morning before driving out to Midland for a Time-Motion meeting.

4.45pm: I get home and find my graphic novel has been delivered – I excitedly share it on Instagram despite only two of my friends knowing the podcast this is based on.

5.30pm: Post-shutdown I am appreciating having access to my gym more – today I go to a step freestyle dance class. I love it, and I don't fall over the step. Double success.

6.30pm: My partner and I eat tacos using leftover roast pork from Sunday night while watching Chef's Table – I like cooking big meals on the weekend to make weeknight meals no-brainers.

9.00pm: I read some of my graphic novel but end up scrolling Instagram. I save a picture of an overpriced dress I can find dupes for and a pasta dish I can cook next week.



COVID-19: The Graduate experience

by Kaila Stevens

Well there is nothing like a once in a lifetime (hopefully) pandemic to kick off your time working in the public health system. This year has been nothing short of a rollercoaster, making settling into the graduate lifestyle perhaps a little harder, or more exciting than in previous years. All the graduates experienced a change in their work life (as did many others), whether it was the project they were working on, where they were working from, their daily commute, or their interactions with their colleagues. Eighteen graduates shared their experiences of working in the health system and their personal lives through COVID-19, and the responses show that while there were certainly unexpected challenges this year, there were also some opportunities and exciting experiences.

Placement One (27 January – 22 May) was the peak time we were affected and responding to COVID. Due to the uncertainty created by COVID, the Finance and Business graduates remained in their first placements for an additional four months. While the other graduates had the option to move for their second placement, again due to the uncertainty, there were limited options and some graduates chose to stay where they were. As priorities started to change in the health system when COVID hit, half of the graduates moved to a new team or took on different work. Much of this change in work was specifically related to responding to COVID and a number of graduates were directly involved in pandemic planning, surge and capacity auditing/planning and ensuring the workforce could continue to work i.e. telehealth, digital interactions, remote access and working from home. Some of the graduates that remained working on their original project reported the scope of their project or timelines changed as priorities and resources were shifted, resulting in cancelled trips, consultations, events and other things that had been planned. Many also reported they took on additional pieces of work as they were staying on longer, which in some cases were specifically related to COVID.



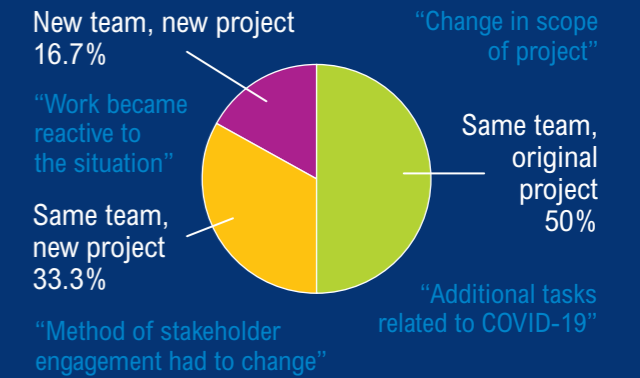
A number of the graduates experienced working from home for the first time – many of them loving the additional time before and after work, saving money on transportation, flexibility in their work setup/attire, and the increased access to snacks. A neighbour who liked to practice the drums was a distinct negative for one graduate working from home. While some were glad they continued to go into the office every day, others relied on the small wins to make up for the continued commuting, including the empty roads and public transport, quiet offices, and even free coffee from the hospital cafes. Whether at home or in the office, workloads remained steady or increased with the addition of COVID-related tasks for most of the graduates. There were certainly very few boring days working in Health unlike many other industries that went on hold.

The graduates unanimously agreed that working for Health during the pandemic was a unique experience that allowed them to have a different perspective on the pandemic. Working within the system that was working so hard to protect and inform Western Australians added fulfilment and purpose to many people's work, and led to a sense of pride in being part of Health. While the pandemic heightened stress levels and fuelled a "sense of organised chaos", ultimately everyone was grateful to have a job, and one in an organisation they were proud to work for.

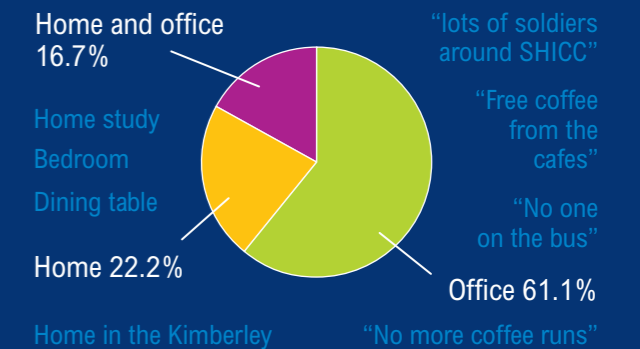
Baking, especially of bread, seemed to be the most popular new hobby for many of the graduates during lockdown/COVID-life. One graduate started a baking club with friends where baked goods of a specific theme were exchanged on a regular basis (understandable why Perth seemed to have run out of flour). Other activities that were used to fill all that new-found free time were walking or running along the river, learning or teaching sewing, learning Spanish, cultivating a veggie garden, practicing handstands, reading, watching documentaries, rearranging furniture, colouring, building blanket forts in the living room from which to watch Tiger King, and the infamous puzzles – which one graduate loved, and another found infuriating. A few graduates mentioned how valuable they found the opportunity to just have downtime, relax, and reconnect with family, something which often gets missed in the busy world (anyone else feeling the pre-pandemic levels of busy-ness have already returned here in WA?).



2020 COVID-19 Graduate experience



Work location



Areas of work

- ✓ Pandemic planning
- ✓ COVID-19 reporting
- ✓ Ministerials
- ✓ Employee wellbeing
- ✓ Remote access and working from home
- ✓ Recruitment and training
- ✓ PPE procurement
- ✓ MS Teams and Telehealth training

Lockdown activities

- ★ Baking (bread)
- ★ Sewing
- ★ Walking/running outdoors
- ★ Books and documentaries
- ★ Puzzles
- ★ Family time
- ★ Tiger King

3x New home owners

Countless hours spent on video calls

This theme of more free time resonated throughout the highlights of life during lockdown/COVID-life shared by the graduates. A reduced or no commute improved many graduates' quality of life allowing more enjoyable drives, increased quality time with children and family, and more free time to do things they enjoyed outside of work. Spending minimal money during lockdown was extremely beneficial for some, with a few graduates becoming first time property owners. The additional time at home gave people more time to focus on their fitness, cooking, taking walks outside and general relaxation.

While it certainly sounds like the fairly short disruption to normal life may have actually been beneficial in some ways for many people, there were also negative impacts that were shared. With the inability to travel, several graduates were worried about their family outside of WA and when they may next be able to see them. One graduate also shared the experience of a grandparent passing away in hospital and not being able to visit due to hospital restrictions. Other lowlights were not as serious, but still affected people such as not being able to go to the gym or other organised sport, having to suspend book club meetings, having to borrow toilet paper from parents, not being able to buy the cat's favourite cat litter and having limited social interactions especially outside of the home.



Quotes:

- “As part of the Planning Unit who audited the ICU beds and planned surge capacity in a really tight timeframe, I felt I was able to contribute to something meaningful in a time of uncertainty. It helped me realise that Strategy and Planning was a field I loved.”
- “I was very lucky to have some very good friends and colleagues also work from the office during this time, which I really think helped us share our experiences and keep each other sane. I truly think that although hectic, it really bought a lot of people together and allowed us to focus on the simpler, more important aspects of life.”
- “During the lockdown period, the WA Health graduates organised a few ‘Zoom dates’. It was nice to see other people, share our own work experiences and meet their pets.”

Five graduates took up the opportunity to assist in the COVID airport screening of travellers who had returned from Victoria and New South Wales. The graduates assisted in filling out the pathology forms for the staff undertaking the swab tests. This was an interesting chance to see the collaboration between the Defence Force, Airport and Department of Health staff to ensure the prevention of an outbreak of COVID-19 in WA.

The pandemic, for many, reminded us and solidified why we chose to work in Health in the first place. The opportunity to actively work to keep the community safe and prepare the health system to respond to the pandemic, while continuing our core business was fulfilling and rewarding to experience. COVID also reminded us about the importance of taking time to look after ourselves and our relationships, especially spending time doing things we enjoy and having downtime. Ultimately, this year has been an unparalleled learning experience for all of the graduates and we look forward to taking that knowledge with us through our careers.



Finance and Business Stream

The Finance and Business Stream recruited recent graduates from Accounting, Finance, Economics, Business and Commerce backgrounds. The Program is designed to allow graduates to rotate through placements across WA Health. Given the developments with COVID-19, graduates from the Finance and Business Stream did not rotate entities between Placements One and Two. This offered graduates the opportunity to gain a deeper understanding of the entity within which they were placed. Some graduates took this opportunity to expand their understanding of the entity in which they were placed by rotating to another business unit, while others chose to increase their depth of understanding within the same business unit for both Placement One and Two. In to Placement Three some graduates chose to stay within the same entity, finalising projects they had been working on throughout the year and increasing their depth of understanding within their area of work, while other graduates chose to rotate, expanding their breadth of knowledge and experience.

In addition to this, graduates were partially funded to pursue their professional accreditation as a CA/CPA. They also had the opportunity to attend the Institute of Public Administration Australia (IPAA) Budget Briefing with the WA Treasurer the Hon. Ben Wyatt.

Participating in the WA Health's Graduate Program's Finance and Business Stream enabled the graduates to gain skills and experiences that will establish them as outstanding employees within WA Health as they progress their careers.



Finance and Busi

Lyna Berriche

Profile

- **Academic Qualifications:**
 - State Engineer, Finance and Actuarial Sciences, Higher National School of Statistics and Applied Economics, Algiers
 - Graduate Certificate in Professional Accounting, Curtin University
- **LinkedIn Profile:** <https://www.linkedin.com/in/lyna-berriche-35a542154>
- **Why the Graduate Program:** The WA Health Graduate Program gives access to many opportunities for professional development and personal growth, providing a lovely sense of balance to Lyna's wellbeing.
- **How interests have influenced what graduates do/how they work:** Lyna finds it fascinating how analysing numbers and trends can lead to so many findings that could be used effectively to influence and improve WA Health services.
- **Hobbies/interests outside of work:** Lyna really enjoys travelling and discovering new places and cultures but hates long haul flights!
- **Fun Fact:** Lyna also enjoys baking when she has the time!
- **Mentor:** Paola Morellini, Director Clinical Planning, Sir Charles Gairdner Hospital
- **Buddy:** Kimberley Walters, Data Analyst, Perth Children's Hospital



Placement One Summary

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

Lyna had the privilege of being involved with different aspects of work of the Finance Policy Team, including addressing an Audit finding where she engaged with different stakeholders. The project progressed well but needed to be put on hold due to Covid-19, as most involved parties were unavailable for consultation. Subsequently, Lyna started working on a policy update. She also assisted in Business as Usual (BAU) work when required, including responding to financial policy queries and attending meetings along with other team mates.

This placement helped Lyna in developing her communication skills, particularly in writing. She also has learnt many new concepts on policy requirements and the legislature surrounding it.

Throughout this placement Lyna had the opportunity to liaise with staff from across the health system, improving her understanding on how the System Manager coordinates the consistency of deliverables within the Health Service Providers.

Supervisors: Sarah Soon and Prishha Lavalette

Placement Two Summary

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

In her second placement, Lyna was involved with different areas of the Reporting Team work. She assisted in gathering information for 19/20 Financial Statements, including working on completion of the Notes to Financial Statements based on the Questionnaires returns. Lyna also helped in reconciling numerous accounts for the End of the Financial Year.

One of the major challenges Lyna faced, was learning on the go what was required for prompt completion as the Reporting Team works within very tight deadlines. During her placement Lyna developed and extended her accounting knowledge and improved her Excel skills.

Supervisors: Davina Ang and Cherry Yuan

Placement Three Summary

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

Lyna was at the SMHS Business Performance and Improvement team for her third placement. During her time there, Lyna was given the opportunity to work across different areas of the Budgeting and Reporting Teams, including monthly reporting and forecasting. She was first involved with the SMHS Own Source Revenue Analysis for past and current years. This developed a broader understanding of the revenue sources for SMHS. Lyna also helped to review, compare and analyse the Service Agreement and Funding Plan. This enabled Lyna to develop an understanding of the Activity Based Funding (ABF) System, an essential part of the budgeting process.

Lyna faced the challenge to make the most of her experience considering the limited timeframe!

This placement provided Lyna with an understanding of the multiple budgeting and reporting processes for SMHS. It has also offered a Health Service Provider (HSP) perspective, different to that which Lyna gained in Placement One and Two at the Department of Health. This involved learning about HSP's challenges, in addition to the concepts of Full Time Equivalent (FTE), dollar (\$) and activity.

Supervisors: Cameron Bell and Gerard Montague

Ian Cainap



Profile

Academic Qualifications:

- Bachelor of Commerce, Double Major in Finance and Economics, University of Western Australia

LinkedIn Profile: <https://www.linkedin.com/in/ian-cainap-b1570116a>

Why the Graduate Program: Ian was inspired to pursue the WA Health Graduate Program because of the opportunities offered for growth and development, and the positive impact he could make to the WA community.

How interests have influenced what graduates do/how they work: Ian enjoys work that contributes to the overall improvement of the services provided by WA Health to the community which motivates him to do better.

Hobbies/interests outside of work: Ian likes to be active – gym, social sports, and occasionally plays computer games.

Fun Fact: Ian has seen F.R.I.E.N.D.S season 1 to 10 more than 10 times.

Mentor: Ali Khandoker, Business and Activity Analyst, Service Unit 4 – Fiona Stanley Hospital

Buddy: Steven Nguyen, Finance Analyst, Purchasing and System Performance, Department of Health

Placement One and Two Summary

Child and Adolescent Health Service (CAHS), Budgeting and Reporting Team, Finance

During his extended placement, Ian first worked on the Outcome Based Management (OBM) Framework, which describes how outcomes, services, and KPIs are used to measure WA health system performance. He was tasked to review the current OBM reporting process at CAHS, and make recommendations to improve the quality, and accuracy of the OBM report.

Ian then led the delivery of the True-up of the Perth Children's Hospital (PCH) Variable Outgoings, where he engaged with multiple business areas, prepared financial data, and gathered supporting evidence as required. He also procured and liaised with an external audit service provider, being the key point of contact on behalf of CAHS.

Ian also took ownership of the development of a Full Time Equivalent (FTE) Management Tool for the Neonates Department, which enabled the business area to effectively manage their 400+ staff in relation to rostering, leave planning, secondments, and recruitment capacity. The capabilities of the tool created was noticed by one of the Coordinators of Nursing and is now currently being considered to be rolled out in other clinical areas across the organisation.

Supervisors: Jacque Shervington and Phil Bamford

Placement Three Summary

Department of Health, Purchasing and System Performance, Budget Strategy Unit, Policy and Strategy Team

Ian's main project was the development of a long-term Budget Strategy for the WA health system, taking into consideration the overall budget process and alignment to Government strategy and policies.

Ian undertook research and worked collaboratively with a broad spectrum of internal and external stakeholders to identify proposed options and make recommendations on the long-term budget strategy. The work carried out is critical to ensuring:

- a strategic approach to seeking funding for the WA health system by considering the current and future Government strategies, policies and overall priorities; and
- the development of effective procedures and guidelines to support the delivery of high-quality Budget processes.

Stemming from a key recommendation of the Sustainable Health Review, this project was an excellent opportunity for Ian to be involved in the WA health system's reform and transformation journey.

Supervisors: Tana Hunt and Daniel Hawkins

Matilda Fowler



Profile

- **Academic Qualifications:**
 - Bachelor of Commerce, Accounting and Finance, Curtin University
 - Graduate Diploma in Chartered Accounting (CA), Chartered Accountants Australia and New Zealand
 - Graduate Diploma in Public Health, Curtin University
- **LinkedIn Profile:** <https://www.linkedin.com/in/matildafowler>
- **Why the Graduate Program:** Matilda chose the Program as it provides the opportunity to combine her experience and qualifications in finance with her desire to support the improvement of the WA population's health.
- **How interests have influenced what graduates do/how they work:** Matilda finds health economics and individual health behaviours interesting, leading her to seek work that allows her to not only observe current trends but find ways to improve health outcomes through effective resource allocation.
- **Hobbies/interests outside of work:** Matilda enjoys running and experimenting in the kitchen with baking.
- **Fun Fact:** Only 1% of the population share Matilda's AB blood type
- **Mentor:** Sharon Stewart, Director, Office of Operations, Child and Adolescent Health Services (CAHS)
- **Buddy:** Alesha Kays, Project Officer – Cancer Strategy, WA Country Health Service (WACHS)

Placement One and Two and Summary

East Metropolitan Health Service (EMHS), Royal Perth Hospital, Finance and Infrastructure, Budgeting and Resource Allocation

During her first two placements with WA Health, Matilda worked on a review of the Outcome Based Management (OBM) Framework for the EMHS whilst also completing OBM monthly cost centre mapping and reporting. Matilda's project focussed on improving the allocation of cost centre expenditure across the OBM Framework establishments and programs. Additionally, her role in the project required her to prepare monthly analysis on efficiency Key Performance Indicators (KPI) and Cost per Weighted Activity Unit.

The OBM Framework is a Treasury Mandated initiative used to measure the efficiency and effectiveness of the WA health system in delivering services against agreed State Government priorities and outcomes. Matilda's work in improving the allocation of EMHS expenditure across the OBM Framework has ensured that the efficiency of services provided is accurately reflected in the annual report. To develop a new methodology for mapping overhead cost centres and to confirm the accuracy of current expenditure allocations, Matilda was required to analyse and review relevant quantitative and qualitative data. This analysis provided Matilda with the opportunity to consult and work alongside various EMHS hospital and corporate divisions. This consultation provided Matilda with valuable exposure to how EMHS's various clinical and non-clinical divisions operate together to deliver the vision of "healthy people, amazing care". Furthermore, Matilda was given the opportunity to create a new policy for EMHS. The policy is focussed on improving the understanding of how EMHS applies the OBM Framework and to state the ongoing application of the framework.

During her second placement Matilda was involved in the 2019–20 Annual Report process. Her work in this space involved preparing EMHS efficiency KPIs and working with the corporate finance team on the net cost of service calculation. This work afforded her the opportunity to work closely with the director of finance and gain insight into the robust annual report process. This work helped to further substantiate the importance of the OBM Framework's accuracy through its use in the annual report preparation.

Matilda faced various challenges that she overcame during her time in the graduate program. Matilda's time with EMHS finance allowed her to improve her Microsoft Excel skills by developing efficient templates for business review. She also managed to understand and learn the multifaceted structure of the WA health system better. The OBM review provided Matilda with many opportunities to develop her understanding of how the system operates, as well as provide insight into how Treasury initiatives are applied by WA Health.

At the start of her third placement, Matilda accepted a new and exciting role with the EMHS budgeting team as a budget analyst.

Supervisors: Clayton Boakes, Justin Anderson and Kam Dogra

Derryn Howes



Profile

Academic Qualifications:

- Bachelor of Business, Accounting and Finance, Edith Cowan University
- Undertaking a Graduate Diploma of Chartered Accounting

LinkedIn Profile: <https://www.linkedin.com/in/DerrynHowes>

Why the Graduate Program: Derryn chose the WA Health Graduate Program as it enabled him to make a meaningful impact on the Western Australian community while advancing his skills in Accounting and Finance.

How interests have influenced what graduates do/how they work: Derryn has an interest in problem solving and strategy. This led to pursuing a career in Accounting and Finance where these skills are utilised regularly.

Hobbies/interests outside of work: Going out to eat – particularly for breakfast.

Fun Fact: Before going back to study Derryn worked as a General Manager importing fitness equipment.

Mentor: Pratthana Hunt, Manager Financial Policy, Finance, Department of Health

Buddy: Matthew Trinidad, Project Officer, Budget Strategy Unit, Department of Health

Placement One, Two and Three Summary

Health Support Services (HSS), Finance Operations, Finance

While placed at HSS Derryn worked on Business as Usual (BAU) tasks, predominantly related to Financial Accounting, as well as analysis on the financial impact of COVID-19 on HSS's inventory.

BAU tasks included analysis and preparation of journals for month end, analysis of capital expenditure, as well as work on compiling HSS's Financial Statements. Key areas of work on the Financial Statements included preparation of the Statement of Cash Flows, Senior Officer's Remuneration Note, and Explanatory Statements Note, as well as responding to audit queries and conducting the Fixed Assets Useful Life Review.

Challenges involved in these tasks included familiarisation with the financial management process for HSS and stakeholder engagement with parties external to HSS Finance. Completing these tasks enabled Derryn to develop a firm understanding of HSS's financial system, develop a greater understanding of Financial Reporting and further develop stakeholder engagement skills.

Derryn completed an analysis of the financial impact of COVID-19 on HSS's inventory. This required establishing a set of assumptions with senior Finance staff based on input from Procurement and Supply on Personal Protective Equipment (PPE) procurement forecasting and developing a model to apply these assumptions to historical data.

The key challenge of this task was to balance uncertain assumptions due to evolving business environmental factors, with the need to deliver information that could be relied upon for funding decisions in a timely manner. This gave Derryn an opportunity to demonstrate his skills in data modelling and time management.

Supervisor: Michael Roberts

Sophie Leitch



Profile

Academic Qualifications:

- Bachelor of Commerce, Finance, Edith Cowan University

LinkedIn Profile: <https://www.linkedin.com/in/sophie-leitch-643480a8>

■ **Why the Graduate Program:** Sophie chose the WA Health Graduate Program as it enabled her to gain a wide range of opportunities in a large government organisation whilst being supported in beginning her new career.

■ **How interests have influenced what graduates do/how they work:** Sophie enjoys using her skills with numbers and problem solving to make a positive impact on people's lives.

■ **Hobbies/interests outside of work:** Sophie is a book club organiser and enjoys parenting and coffee with friends.

■ **Fun Fact:** Sophie has a talent for solving Rebus puzzles and Cryptic crosswords.

■ **Mentor:** Gina Abdeldnour, Operations Manager, Service 3 – Royal Perth Bentley Group

■ **Buddy:** Georgia Brealey, Research Co-ordinator, Child and Adolescent Health Service (CAHS)

Placement One and Two Summary

South Metropolitan Health Service (SMHS), Fiona Stanley Fremantle Hospitals Group (FSFHG), Service 4 Emergency and Acute Care, Finance Team

Sophie's major project was analysing a recent increase in patient transport costs for Fiona Stanley and Fremantle Hospitals. This involved developing a report that included a presentation to the executive team on the findings and making recommendations. The impact of Sophie's report has improved patient care and reduced transport costs.

During the second half of her placement, Sophie examined factors surrounding Emergency readmission rates for General Medicine patients discharged from Fremantle Hospital. Working alongside Dr Tony Ryan, she delivered a report and presentation recommending changes to pre-discharge care arrangements to reduce the readmission rates.

Sophie also assisted in the development of new dashboards, briefing notes for new initiatives and ad hoc reports. Sophie's skills were increasingly in demand and she was invited to join the working group for management of the large increase in eating disorder patients at Fiona Stanley. She has used her skills to develop reports, costing and activity forecasts.

An ability to be flexible and manage competing priorities was an essential part of Sophie's placement at SMHS Fiona Stanley Fremantle Hospital Group. She utilised her ability to self-manage her work due to sudden changes in priorities and deadlines of projects and tasks. She enjoyed the challenge of discovering the breadth of Health and all the resources available.

During this extended placement Sophie enhanced her Excel skills and ability to use SQL, which helped improve her data analysis. Working in the acute care service area, with its diverse nature, enabled her to explore other aspects of finance within Health and increased her ability to communicate with a variety of stakeholders.

Supervisors: Robert Boag and Ali Khandoker

Placement Three Summary

WA Country Health Service (WACHS), Central Office, Business Services, Business Performance and Improvement

Sophie's major project was centred around improving the WACHS recently-developed ABF (Activity Based Funding) budget differential pricing model.

By focussing on stakeholder engagement throughout the reform process Sophie was able to increase user engagement and identify key areas for improvement. These improvements led to improved understanding of the model across WACHS' regions, improving the resource allocation process.

The tight timelines involved with creating a model output led Sophie to utilise her creativity in developing a robust model structure that could be updated quickly and accurately when data became available.

This project allowed her to gain real-world experience in project management.

Using her strong analytical and problem-solving skills, Sophie also developed a dashboard in Spotfire for monitoring Elective Surgery Waitlist process compliance. The dashboard fostered higher compliance of the documentation process to improve the patient journey.

Working at WACHS enabled Sophie to expand her experience in health and her placement at the Business Performance and Improvement Unit exposed her to the broad scope of WACHS. Sophie embraced the opportunity to visit regional hospitals and learn about the locational challenges which was a highlight of her placement.

Supervisors: Lindsay Adams and Jonathan Patroni

Tanya Muzvidziwa

Profile

Academic Qualifications:

- Master of Business Administration (MBA), Murdoch University
- Bachelor of Financial Analysis and Portfolio Management (Honours), University of Cape Town, South Africa
- Bachelor of Financial Management Sciences with a Triple Major in Financial Management, Financial Accounting and Taxation, University of Pretoria, South Africa

- **LinkedIn Profile:** <https://www.linkedin.com/in/tanya-muzvidziwa-9086ab96/>

- **Why the Graduate Program:** The Graduate Program not only allowed Tanya to gain exposure and experience in her field through the rotating of placements and completing different tasks within the placements, but it also offered development opportunities such as providing a formal mentor, an informal buddy and the opportunity to complete a Diploma of Leadership and Management.

- **How interests have influenced what graduates do/how they work:** Tanya's passion for making a real, positive and sustainable impact in people's lives in her community inspired her to work for the WA Department of Health.

- **Hobbies/interests outside of work:** Tanya's hobbies include catching up with friends and family, watching movies and series, and travelling.

- **Fun Fact:** Tanya is bilingual and has lived full-time in two continents and four major cities (Harare, Pretoria, Cape Town and Perth) in the last decade.

- **Mentor:** Justine Griffin, Innovation Program Officer, Innovation and Development, WA Country Health Service (WACHS)

- **Buddy:** Jessica Honisett, Business Analyst, Clinical Operations, Royal Perth Bentley Group



Placement One Summary

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

The project included an initial scoping of current processes and developing process maps. The aim was to develop a basic framework of an MS Access Database with multiple tables identifying key components of the bank reconciliation function, and to develop an automated form to generate the bank reconciliation. Tanya was also involved in day-to-day tasks such as assisting with the remittance collection for reconciliation purposes, revenue recognition for Special Purpose Accounts (SPAs) via AASB 15 and AASB 1058 and assisting with the interim and final audit for annual reporting at NMHS.

This project challenged Tanya as she previously had minimal technical knowledge on MS Access Database, as well as challenges arising due to COVID-19 issues.

Through being exposed to different teams and different work tasks, Tanya learnt how to engage with different stakeholders, such as requesting audit evidence for the Office of the Auditor General during the interim and final audit for Annual Reporting purposes. Before the placement, she had never used MS Access Database before and so the tutorials, job shadowing and process mapping that she completed allowed her to learn the basic command and functionality of MS Access. She improved her Excel skills to a good extent, as well as worked on tasks that allowed her to become more familiar with using systems such as Oracle.

Supervisors: Charli Xu, Zarny Soe and Sarah Duffy

Placement Two Summary

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

Tanya worked on interim and final audit tasks in preparation for the Annual Audit and for Annual Reporting purposes. She was involved in prepping and tailoring the End of Financial Year (EoFY) Questionnaire for the different NMHS entities, which was then sent to all NMHS sites. Once the questionnaires were returned, Tanya created a working paper to extract and collate the returned data. Tanya also coordinated the AASB 124 Related Party Disclosures and Pecuniary Interest tasks. This involved preparing the documentation to be signed by NMHS Board Members and NMHS Area Executives, filing returned disclosures and collating all the information via a tracker once the signed disclosures were returned. Tanya assisted in collecting all the NMHS finalised working papers required in the preparation of the 2019-2020 financial statements, with a focus on the statement of financial position. Tanya was also involved in assisting with the remittance collection for reconciliation purposes, as well as researching alternative options to streamline the

bank reconciliation process and improve remittance management.

This placement challenged Tanya as it was her first time working in an audit-related space and due to the after-effects of COVID-19.

Being a part of the audit process from start to finish helped Tanya put what she read in theory in practice as well as gave her exposure in a field she had not worked in before.

Supervisors: Zarny Soe and Sarah Duffy

Placement Three Summary

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

The project was a review of the key challenges faced by the WA Country Health Service (WACHS), cost and otherwise. Tanya was involved in the data collection and analysis of the WACHS data, including budget breakdowns. She consulted with stakeholders including teams from the Department of Health as well as representatives from the Department of Treasury and WACHS. Tanya conducted an analysis of the interdependencies of the funding models and developed a draft report of preliminary findings, potential options and strategies to address challenges faced by WACHS. Tanya was also involved in Business as Usual (BAU) tasks such as budgetary analysis; responding to budget queries from Health Service Providers, the Department of Health and the Department of Treasury; ad-hoc costings; and updating and enhancing WA Health's funding models, in particular the non-hospital model.

A challenge faced by Tanya was that the placement started during a busy time for the Budget Strategy Unit, so the project work started a bit later into the placement. This placement allowed Tanya to enhance her Excel proficiency skills and her ability to use software to analyse data. She also developed project management skills and financial and cost modelling skills.

Supervisors: Nicholas Webb and Johan Bourgauf

Michael Somerville



Profile

Academic Qualifications:

- Bachelor of Economics and Commerce, majoring in Economics, International Business Economics, and Money, Banking and Financial Markets, University of Western Australia
- Master of Marketing, University of Western Australia

- **LinkedIn Profile:** <https://www.linkedin.com/in/michael-somerville-b75ba7150/>

Why the Graduate Program:

Michael chose the Graduate Development Program in order to combine his University studies in Business with his previous work experience in WA Health.

How interests have influenced what graduates do/how they work:

Michael's interests in business, economics and finance, along with his work experience in health, have ensured the Finance and Business Stream has been engaging and rewarding.

Hobbies/interests outside of work:

Michael plays ultimate frisbee and is an avid West Coast Eagles fan. He's also a self-taught guitarist and bassist and enjoys gaming in his spare time.

- **Fun Fact:** Michael captains a social ultimate frisbee team.

- **Mentor:** Helen Mitchell, Senior Development Officer, Health Networks, Department of Health

- **Buddy:** Ben Dang, Data Analyst, Analytics and Performance and Reporting Unit, Department of Health

Placement One Summary

PathWest Nedlands – QEII Medical Centre, Finance, Finance and Business Performance

Michael's first project was to assist with creating a business case for PathWest to remove cash handling from its processes where possible. To support the business case, this project required background research, a briefing note, process flowcharts, risk assessments, a communications plan and an implementation timeline.

New processes for petty cash and payment receipts were mapped out, proposed, approved and implemented. Comms, manuals and FAQs (Frequently Asked Questions) were created to support the implementation. Research was conducted on different payment methods, to provide avenues for non-Medicare eligible customers to pay through, alternative to cash.

The emergence of a COVID-19 meant that project implementation timelines had to be significantly revised. Cash payments were no longer accepted by collection centres and lab staff much sooner than initially planned, to minimise the risk of transmission.

In addition to project work, Michael was involved in Business as Usual (BAU) tasks, such as preparing briefing notes, raising invoices on Oracle, and providing support for the End of Financial Year (EoFY) planning processes.

Supervisors: Thuy Le and Eric Siah

Placement Two Summary

PathWest Nedlands – QEII Medical Centre, Finance, Finance and Business Performance

Continuing the cashless project for Placement Two, Michael was tasked with implementing the new payment processes, writing communications, assisting PathWest staff where needed throughout the implementation, and collating feedback.

Michael also worked on a review for PathWest's Taxi and Couriers processes. He organised and participated in meetings with Cabcharge and PathWest management, incorporated feedback

from these meetings into the final processes, and presented the final recommendations. Digital Passes for taxi travel and a centralised Cabcharge Plus database were incorporated into PathWest's taxi processes, providing PathWest with greater oversight of taxi usage within the organisation.

Michael was given ownership of the training process for PathWest's Accounts Receivable Department in Oracle invoicing, creating instruction manuals and organising and running training sessions with staff. He also assisted in co-ordinating PathWest's End of Financial Year (EoFY) stocktake process and helped with organising and running a team-building afternoon for the Finance, AR and Procurement Teams.

Supervisors: Thuy Le and Eric Siah

Placement Three Summary

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

Michael rotated to the Department of Health for his third placement, working in the Financial Policy team within the Systems Finance division. As well as participating in Business as Usual (BAU) tasks, including policy meetings, queries and forums, he was tasked with developing and implementing financial management policies across three main projects.

The first was creating a comprehensive policy framework around the use of rideshare apps within WA Health. Michael was involved in collating research, consulting stakeholders and presenting recommendations, as well as taking part in the policy writing process.

The second project was to update the Financial Management Manual to be consistent with recently issued Treasurer's Instructions, and the third to develop new policies around the use of REDCap software within WA Health.

Through these policy projects, Michael was able to further develop his project management, written and communication skills.

Supervisors: Nadine Shetty and Prishha Lavalette

Iftekhar Zamir

Profile

- **Academic Qualifications:**
 - Bachelor of Commerce, Finance and Marketing Double Major, Curtin University
 - Pursuing CPA Qualification
- **LinkedIn Profile:** <https://www.linkedin.com/in/iftekhar-zamir-4b1926108>
- **Why the Graduate Program:** Iftekhar has always wanted to pursue a career in the public service. His passion for health and his academic background in Finance and Business made the WA Health Graduate Program an easy choice.
- **How interests have influenced what graduates do/how they work:** Iftekhar's desire to give back to the community and his own interest in health and wellbeing have ensured that he gives his all to producing positive outcomes for WA Health.
- **Hobbies/interests outside of work:** Iftekhar spends his days hoping Arsenal can make a return to the invincible era.
- **Fun Fact:** Iftekhar can read classical Arabic but can't understand or speak it.
- **Mentor:** Nii Odamtten, Senior Financial Reform Officer, Health Policy and Clinical Reform, Department of Health
- **Buddy:** Shounak Sarkar, Budget Analyst, Purchasing and System Performance, Department of Health



Placement One Summary

WA Country Health Service (WACHS) Central Office, Business Performance and Improvement

Iftekhar's placement with WACHS required him to lead the development of a WACHS-wide Management Reporting Framework. The Framework was designed to outline a foundation for improved reporting processes that addressed the issues and gaps that were identified through a thorough environmental scan. The aim of the project was to improve the analysis and application of performance and financial information throughout WACHS.

To identify issues in reporting, Iftekhar worked in data analysis and undertook a stakeholder liaison role to engage and produce insights from a front line, up to an executive level perspective; this was to ensure the framework was developed with the full understanding of the WACHS reporting hierarchy.

Challenges surrounding the COVID-19 pandemic had impacted various aspects of the project. Due to the reshuffle of staff and reprioritisation of essential tasks, aspects surrounding the environmental scan of the project were put on hiatus, and the scope of the project revisited.

Throughout his placement, Iftekhar developed key skills in project management and saw firsthand how risk can force a restructure of project priorities. Iftekhar also developed skills in effectively engaging stakeholders, the use of data analysis software and gained experience and broad oversight into finance and business processes within the Health Department.

Supervisors: Lindsay Adams and Callum Broadway

Placement Two Summary

WA Country Health Service (WACHS) Central Office, Business Performance and Improvement

Iftekhar's second placement with WACHS provided him with the opportunity work on an aged care performance reporting data project. This project was to rework an existing performance management tool and effectively translate a complex data series into an updated user-friendly format.

The project required Structured Query Language (SQL) to be translated for use in WACHS' Business Intelligence (BI) tools and run as a data management framework. Iftekhar was able to translate the SQL code to create a new model that maximised stakeholder utility through mechanisms that supported ongoing monitoring of performance and reporting across various WACHS Older Patient Initiative Key Performance Indicators. This new model aimed to significantly improve the ability of the Aged Care Teams to monitor and report on their performance and to take better targeted actions to deliver their core purpose of clinical service provision and healthcare to Western Australia's regional aging population.

This project provided Iftekhar with the opportunity for extensive stakeholder engagement through his consultation and discussion with directors, clinical managers and hospitals in the regions to ensure the end result met stakeholder expectations. The project also allowed Iftekhar to demonstrate his communication ability. Iftekhar was able to develop succinct reports for various regions whilst

tailoring them to the intended audience by utilising his previously developed Management Reporting Framework. This project allowed Iftekhar to develop new skills in data science and also exposed him to how WA Health's complex data repositories are used as business intelligence and the role data analysis plays in overall service improvement and delivery.

Supervisors: Lindsay Adams and Jonathon Patroni

Placement Three Summary

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

Iftekhar's third placement with NMHS had him working with the Financial Policy and Operation's corporate accountants and corporate stakeholders to scope and design a set of monthly reports which provide relevant information in an informative format.

As part of this project, Iftekhar was required to scope the current suite of reports available, as well as consult with stakeholders to assess required improvements regarding the format and content that they would find most useful. Following this, Iftekhar created a suite of reports through PowerBI, using a variety of analytical tools to extract the relevant data. These new reports were then road tested with corporate stakeholders with a view to rolling out further to achieve consistent and standardised reporting across NMHS. Iftekhar was also involved in finance orientated Business as Usual (BAU) tasks to further develop his skills and knowledge in what keeps NMHS hospitals running on a daily basis.

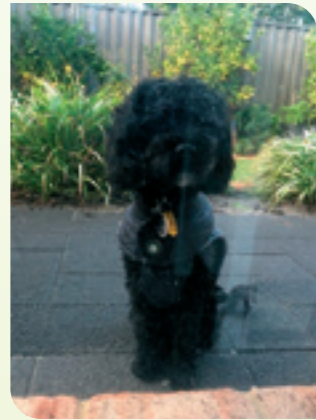
During this placement, Iftekhar gained a good understanding of the work undertaken by finance teams in a Health Service Provider, and how the various finance functions interact. He was also exposed to a range of different deliverables and was able to further develop his communication skills with stakeholders. The opportunity to identify opportunities for improvement also provided Iftekhar a space to further develop and enhance his analytical skills.

Supervisors: Sarah Duffy and Raymond Ding

A day in the life of a Graduate Finance and Business Analyst

by Matilda Fowler

East Metropolitan Health Service,
EMHS Finance



6.30am: My alarm goes off – It's a stormy morning so getting out of bed was slightly less appealing today but after

a quick read of the news and check of the weather I'm up and getting ready. Chip the cavoodle keeps me company while getting ready.

7.10am: I grab the lunch I meal prepped Sunday afternoon and head to work. I stop by one of my favourite coffee spots on my way and grab my morning coffee before heading into Royal Perth Hospital

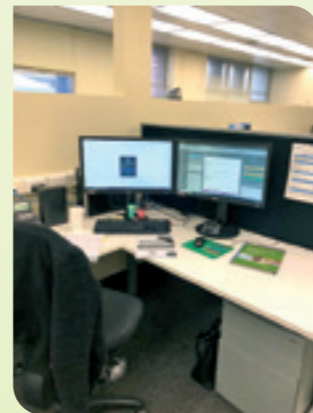


7.50am: Walking into the hospital these days is a little different given the circumstances surrounding COVID-19 as there is restricted access to the hospital. I pass through the security check with my staff ID and continue my walk to the Outpatient Clinic.

8.00am: My first placement at WA Health is with the EMHS Finance division working in the Budgeting Team. I settle in and greet my colleagues. I always start my day by reviewing the task list I wrote before leaving the prior day. This is my way of ensuring my day's work is focused.



8.10am: I review the emails I received overnight and respond where required. My mentor and I decide to meet next Friday, and I schedule this meeting. As we work at different hospitals we decide to conduct our catch-up via video call on Microsoft Teams.



8.30am: Business as usual – I have been tasked with performing some business as usual tasks relating to monthly reporting of the Outcome Based Management (OBM) framework. I have some cost centre mapping to attend to which is my first task of the day. I note down some queries I have for my supervisor as we are making changes to the mapping process by using the information we attained through my project work... it's exciting to see my work have an impact.



9.40am: The Finance Team gather for a socially distant coffee/tea catch up. I enjoy the morning teas as it's a great way for me to get to know everyone in the Finance Team and the work they do.

10.00am: My project is a review of the OBM process at the EMHS and I'm working with my supervisor to ensure the process is accurate and useful. I met with a business intelligence specialist from the Data and Digital Innovation Team to discuss attaining some activity data as this will assist in the effectiveness of the OBM review. I open the tool created based on the information request from our meeting and I'm able to use the tool to provide the information I need input into the matrix I developed to extrapolate the new data.

1.00pm: I have my lunch and quick walk to reset during the break in the rainy weather.

1.30pm: Given the new possibilities in OBM mapping created from data provided by the Data and Digital Innovation Team, I'm able to amend and finalise the review template that will be provided to the EMHS business managers when they review and provide their input. I do this by adding in another option for area managers to consider when reviewing the OBM driver for overhead cost centres.

3.30pm: Today my supervisor and I are reviewing my first draft of the OBM Methodology document I'm in the process of writing. This document contains information on what the OBM Framework is and how it operates, as well as the method for the EMHS OBM review process. We decide to organise a meeting with the Executive Director of Finance and Infrastructure next week to update him on the OBM review work as well as organise a meeting with some business managers to discuss their review templates.

4.30pm: I review emails I flagged and the notes I jotted down throughout my day. I then compile a list of outstanding tasks. I have a Gantt chart tracking my long-term tasks and deliverables that I note to review tomorrow.

5.00pm: Once home I'm into gym gear and I head to the garage... my makeshift gym as they are currently closed due to government restrictions. I then have dinner with my family and unwind with some YouTube.

10.30pm: Around 10:30pm I check my emails and calendar to remind myself what I have on tomorrow and to decide what time I should head into work. It's Friday tomorrow so I decide I'll work 8:00am – 4:00pm. Bedtime.

Meet the pets

by Brooke McQuade

With the graduates and the rest of the state placed in lockdown, home life and lazy weekends became the norm. On top of puzzles, new hobbies and taking up baking, perhaps it was the pets who benefitted most from this increased time at home. Through the new-found digitalised socialising, pets often liked making their cameo appearances, ensuring the spotlight was on them. For that reason, it only makes sense that we meet some of the Graduate's pets and see what their experiences of COVID-19 were.



First off the rank is Michael Somerville's cat Samuel.

Samuel is a docile cat, enjoying pats and naps. His hobbies and interests include sleeping, food and getting attention. If these needs aren't met, Samuel can become demanding, meowing loudly until his humans meet his demands. During COVID-19 Samuel enjoyed the extra company as his humans worked from home. This often-meant extra pats while Michael was procrastinating.



Grace Gatt-Lodding's cat Barbara.

Perhaps it was Barbara who benefitted most from the COVID-19 pandemic. Grace and her partner adopted Barbara, a two-year-old Scottish Fold, during the lockdown period. Barbara is used to people being around the house, so lockdown was right up her alley. She loves exercising, starting her mornings off at 5am by completing 'zoomies' – running up and down the house. She is a big fan of a good belly scratch and becomes extra cuddly if her owners have been out for the day.



Michael Whitby's dog Lisa.

Lisa is a 14-year-old Australian Terrier. She is a very curious dog who enjoys spending her time sniffing everything that she can get her nose into. With this curiosity, it is no surprise that another of Lisa's pastimes is scouting around for food scraps. Like the rest of us during lockdown, Lisa took advantage of nap times. She enjoys sleeping in half full laundry baskets, finding comfort in the soft, recently washed clothes.



Claire Gooding's cat Honey.

Honey is two years old and was adopted from the Cat Haven shelter by her human in early 2019. Initially Honey would scare easily, running and burrowing underneath the quilt on her human's bed whenever anyone came to the door. With lots of love from her human, Honey has come out of her shell. She was a fan of the lockdown period as her human worked from home, meaning more time for pats and additional treats.



Sophie Leitch's cat Tinkerbelle.

Relating to many of us, during the COVID-19 lockdown Tinkerbelle went through a period where she felt lost. Unfortunately, this went further than just a feeling and resulted in her going missing for five weeks during lockdown. She was thankfully found, and the only lasting side effect has been her increased demand for food at all hours of the day. Tinkerbelle is laid-back, enjoying rolling in the sun and pats... but only on her terms. Her owner agrees that having a pet during COVID-19 is a great distraction and stress reliever.

Alex Gunn's cats Edmund and Ellio.

Despite being similar in appearances, Edmund and Ellio are opposites in personality. Edmund is a very personable and affectionate goofball of a cat, who wants attention all the time. It's no wonder then that lockdown suited him, with his humans being home more often resulting in more attention. Conversely, Ellio is incredibly shy until you've been around her for a long time, where she then may approach demanding attention. Ellio likes her pats, but only on her terms; if her humans approach her unasked she may run or even attack.



Brooke McQuade's dog Cocco.

During the COVID-19 period Cocco's home increased from three to four humans, with Brooke moving back home for a while. This was met to Cocco's delight, with an increase in pats and walks as a result. Cocco is a very loving and needy dog who craves attention 24/7. The only thing Cocco loves more than cuddles, is food. She will happily eat all day, often trying to steal her sister Bella's (cat) food as well. When she is not eating or getting attention Cocco enjoys sun-bathing and pondering on her life.



Data Analysis Stream

The 2020 Graduate Data Analysts do not come from traditional Data Science backgrounds, having studied Midwifery, Public Health, Sports Science, Exercise and Health Science, Biology and Pharmacology. Nevertheless, they all share an interest how data can be used to improve the health system and patient outcomes. Their diverse backgrounds enabled them to bring different perspectives to how data is managed and analysed.

Graduates in the Data Analysis Stream were based in the Information and System Performance Directorate (ISPD) of the Purchasing and System Performance Division at the Department of Health for their first placement. This allowed them to gain an understanding of the role of the Department in managing system-wide policy around performance and information management and how information is used to guide resource allocation and management, performance monitoring and reporting and strategic planning. Due to the impact of COVID-19, graduates remained in ISPD for their second placement. However, the graduates did have the opportunity to work in other areas of the Department and at Health Service Providers for their final placement.

Over the course of the Program, the graduates gained experience in using various Business Intelligence (BI), spreadsheet, statistical and data management software, contributing to Business as Usual (BAU) tasks and project work. This together with the professional skills developed, has set them up for making a strong impact on WA Health in the future.



Data Analysis Stream

Claire Gooding



Profile

- **Academic Qualifications:**
 - Bachelor of Midwifery, University of Canberra
 - Master of Public Health (with Distinction), University of Western Australia
- **LinkedIn Profile:** <https://www.linkedin.com/in/claire-gooding>
- **Why the Graduate Program:** The Program appealed strongly to Claire for its unique opportunity to gain experience and develop the skills learnt during her Master of Public Health degree across several different placements.
- **How interests have influenced what graduates do/how they work:** Having previously worked as a midwife, Claire has a strong interest in maternal and neonatal health and how to improve healthcare from both a patient and systems perspective.
- **Hobbies/interests outside of work:** Baking and stand-up paddleboarding.
- **Fun Fact:** Claire has a fraternal twin.
- **Mentor:** Karen Elliott, Service Coordinator, Graylands Hospital
- **Buddy:** Jessica Casado, Senior Project Officer, Surgical Division, Royal Perth Hospital

Placement One Summary

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

In her first placement, Claire was tasked with undertaking the Department of Health's first analysis of the newly established Mental Health Linked Data Repository (MHLDR). The enduring repository brings together more than 15 years of Emergency Department, admitted, and mental health activity for all people who have engaged with Western Australia's mental health system.

Claire's analysis and final report focussed on a cohort of patients who accessed care in specialised mental health Mother and Baby Units. Claire also undertook ad-hoc data requests utilising the MHLDR. This included analysing the demographic and diagnostic characteristics and service usage patterns of high mental health service consumers for COVID-19 planning purposes.

During her placement, Claire had the opportunity to gain new skills in SQL Server Management Studio and Power BI, as well as develop further skills in SAS and Excel.

Supervisors: Floyd Robinson and Vaike Vohoma

Placement Two Summary

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

Claire took her new-found Power BI skills to the next level in her second placement. She designed a Power BI dashboard to provide monthly updates on WA Health Aboriginal employment figures and workforce composition to the Department and Health Service Providers (HSPs). Working closely with the Aboriginal Health Policy Directorate, Claire delivered a final product that automated two manual reports into a one-stop destination for Aboriginal workforce analysis. The dashboard tracks the performance of the Department and HSPs in terms of the percentage of Aboriginal employees, and offers insights into Aboriginal representation across occupational groups, employment types, demographics, and position types. Claire was also involved in allied health and nursing workforce reporting, training new staff, and updating process documentation.

In this placement, Claire learned how to use Microsoft Access and Oracle databases, and had the opportunity to develop skills in presenting and stakeholder engagement.

At the end of her second placement, Claire accepted a permanent role as an Analyst in Safety and Quality at the Child and Adolescent Health Service (CAHS).

Supervisors: Yannick Premont and Shamiso Marerwa

Brooke McQuade



Profile

Academic Qualifications:

- Bachelor of Science, Sport Science and Exercise and Health Science, University of Western Australia

LinkedIn Profile: <https://www.linkedin.com/in/brooke-mcquade-79a2b7154>

Why the Graduate Program:

Brooke wanted a job that would provide exposure to the multifaceted nature of health, and the WA Health Graduate Development Program seemed the most appropriate way to gain such opportunities.

How interests have influenced what graduates do/how they work:

Growing up playing team sports developed an interest in understanding how individual roles work towards shared objectives. This inquisitiveness drew Brooke to a career in health, as it is both multidimensional and rewarding.

Hobbies/interests outside of work:

Brooke enjoys going out for coffees and brunch and looking after her indoor plants.

Fun Fact:

Brooke can say the alphabet backwards.

Mentor:

Laura Kirkland, Principal Epidemiologist, Public and Aboriginal Health Division, Department of Health

Buddy:

Ava Rajabi, Project Officer, Purchasing and System Performance Division, Department of Health

Placement One Summary

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

Brooke's first placement involved consolidating, analysing and evaluating metadata captured across Department of Health data collections managed by the Information and System Performance Directorate. The main objective was to identify opportunities for standardisation of data elements. Brooke assisted with developing templates for a standardised approach to managing metadata.

In addition to working on the metadata project, Brooke undertook COVID-19 related work involving analysing and summing existing data elements from Health Service Providers, PathWest and other jurisdictions. This aimed to assist with the development of a minimum data set for COVID-19 data collection.

Like many others, one of Brooke's main challenges during the placement was the ever-changing nature that COVID-19 brought. With work priorities shifting at times to a more COVID-related focus, Brooke developed her skills of adaptability and flexibility when faced with new challenges.

Supervisors: Timothy Nelson and Stewart Sandon

Placement Two Summary

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

Brooke's second placement involved creating interactive ways to analyse birth data, with the aim to increase both availability and transparency of data. This included completing project documentation and building an interactive dashboard using Tableau on gestational diabetes in women who gave birth. This dashboard was showcased at the annual Midwives WA Reference Group meeting.

Additionally, Brooke used Power BI to create a dashboard on abortions in Western Australia. This dashboard will assist Maternal and Child Health answer Parliamentary Questions as they arise, and minimise time required to publish reports.

Brooke's biggest challenge was learning both the governance surrounding data publication, and technical skills required for Tableau and Power BI. Through research, tutorials and training modules Brooke was able to overcome these challenges and gain practical experience with Business Intelligence (BI) software.

Supervisors: Maureen Hutchinson and Shannon Carter

Placement Three Summary

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

Brooke's final placement involved identifying and improving the data quality validation processes that currently exist within the Department. This will also be expanding to a state-wide new data validation process.

The first step was to develop a Current State Assessment, including recommendations of a new severity scale and categorisation of edits to align with policy, best practice, improve clarity and increase the compliance of Health Service Providers. This entailed Brooke completing a desktop review of existing documentation and an inter-jurisdictional analysis.

Brooke's final placement further developed her data management, project management and written skills. She had the opportunity to write supporting documents and Briefing Notes, increasing her experience in project work and documentation.

Supervisors: Tahlia Parry and Timothy Nelson

Jasmine Sidhu



Profile

Academic Qualifications:

- Bachelor of Arts, Biological Sciences (First Class Hons), University of Oxford, England

LinkedIn Profile: <https://www.linkedin.com/in/jasmine-sidhu-4662911a3>

Why the Graduate Program: Jasmine chose the Graduate Program as it provides an excellent opportunity to work on a variety of projects that ultimately contribute to improving the health and wellbeing of Western Australians.

How interests have influenced what graduates do/how they work: During her degree, Jasmine thoroughly enjoyed taking courses in the areas of disease, immunology and genetics, which heightened her interest in health.

Hobbies/interests outside of work: Cooking, baking, reading, dance and travel.

Fun Fact: Jasmine was born in Greenwich, London, where Greenwich Mean Time (GMT) originates from.

Mentor: Alan Kuipers-Chan, Clinical Infrastructure Lead, Infrastructure Unit, Child and Adolescent Health Service (CAHS)

Buddy: Anny Huynh, Workforce and Employment Consultant, Governance and System Support Directorate, Department of Health

Placement One Summary

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

During Jasmine's first placement, she was tasked with identifying local, national and international performance indicators relevant to each of the Sustainable Health Review outcomes. This information was collated into a user-friendly matrix, which was then used to identify gaps in WA Health reporting and opportunities for new performance indicator development. Jasmine presented her findings in a written report.

One of the most difficult aspects of the project was its scope, with the final matrix including performance indicators from over 150 frameworks/reports/publications. Nevertheless, Jasmine enjoyed the challenge of working with and presenting the vast amount of information.

Placement One strongly developed Jasmine's research, written, verbal, conceptual and analytical skills, whilst giving her extensive knowledge of performance reporting and priorities for changes to the WA health system over the next ten years.

Supervisor: Jessica Dean

Placement Two Summary

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

Jasmine's second placement focussed on awareness and deployment of the REDCap electronic data capture tool throughout WA Health.

After familiarising herself with REDCap, Jasmine's first task was to develop and launch a REDCap Information Hub on the intranet. This included creating guides for commonly used features of REDCap and integrations of REDCap with applications such as Power BI and Tableau.

Throughout her placement, Jasmine liaised with a range of stakeholders to promote REDCap and work on projects such as creating pipelines for approval processes, building a Power BI dashboard displaying the results of a staff skills survey, developing an online National Health Committees Register and setting up patient experience surveys.

During the four months of the placement the REDCap userbase expanded considerably, increasing by 200% from 250 to 754 users.

Placement Two presented an excellent opportunity for Jasmine to develop her data management, data analysis and stakeholder engagement skills.

Supervisor: Nasir David

Placement Three Summary

Department of Health, Public and Aboriginal Health Division, Communicable Disease Control Directorate

For her final placement, Jasmine worked on a WA Syphilis Outbreak Response project. In WA, the syphilis outbreak was identified in the Kimberly in 2014, Pilbara in 2018, Goldfields in 2019 and metropolitan area in 2020. One objective from the WA Syphilis Outbreak Response Action Plan was to produce ongoing reports on Point of Care Testing (PoCT) data generated by Health Service Providers (HSPs), in an effort to reduce infectious syphilis incidence in outbreak-affected regions.

During the placement, Jasmine was tasked with building a streamlined data pipeline to bring in and collate syphilis PoCT data captured in HSP clinical management systems. She was then responsible for developing a reporting template for the data using a Business Intelligence (BI) tool. The report was to be disseminated to stakeholders on a quarterly basis for performance monitoring.

Placement Three further developed Jasmine's skills in project management, stakeholder engagement and data collection, management and analysis.

Supervisors: Simone Tempone and Matthew Bacon

Michael Whitby



Profile

- **Academic Qualifications:**
 - Master of Biotechnology, University of Western Australia
 - Bachelor of Science in Pharmacology, University of Western Australia
- **LinkedIn Profile:** <https://www.linkedin.com/in/michael-whitby-785536191>
- **Why the Graduate Program:** Michael was interested in the Graduate Program as healthcare is full of interesting data which can be used to improve people's lives.
- **How interests have influenced what graduates do/how they work:** Michael's interest in problem-solving and computers has led him to attempt to automate any process he can, sometimes wasting more time than it saves.
- **Hobbies/interests outside of work:** Board games, ultimate frisbee, cooking, running.
- **Fun Fact:** Michael has travelled internationally to play ultimate frisbee.
- **Mentor:** James MacWatt, Project Manager, East Metropolitan Health Service (EMHS)
- **Buddy:** Damon Brown, Web Application Developer, Purchasing and System Performance, Department of Health

Placement One and Two Summary

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

Michael's Public Reporting Data Pipeline project aimed to improve the existing data flow process for WA Health's performance reporting by replacing the old system with a centralised database. However, as was the case with several of the graduates, a global pandemic came in and changed the course of the project. Day-to-day tasks revolved around building and maintaining the public performance reporting dashboards for the Department, while also assisting with other COVID-related tasks.

As the project had been worked on by two previous graduates, the initial challenge was to understand how the public reporting dashboards worked. Michael learnt how to use Tableau by jumping straight into the maintenance of pre-existing dashboards, which required strong problem-solving skills and troubleshooting abilities. This proved to be enjoyable enough for Michael to carry on with the project into his second placement.

Placement Two gave Michael the opportunity to improve upon the existing public reporting dashboards by transitioning them to a new platform. In the scope of this placement, this involved designing, planning and creating a proof of concept for the transition between Tableau and Power BI. The major challenge in this process was the difference in functionality between the two platforms, requiring some serious problem solving to work around.

Placement Two also offered Michael a great opportunity to apply some of the innovation skills that he learnt in doing the Diploma of Leadership and Management. He had never been through a design planning process before and it was a great change of pace.

Supervisors Placement 1: Simone Tempone and Detlev Kerkovius

Supervisor Placement 2: Tim Allan

Placement Three Summary

Child and Adolescent Health Service (CAHS), Corporate Services, Finance/Business Intelligence Unit

Michael's third placement was centred around using Business Intelligence (BI) software to further financial forecasting. Shortly after beginning the placement, Michael was offered a position in the Business Intelligence Unit at the North Metropolitan Health Service (NMHS), which he accepted.

Supervisors: Karen Hall and Raj Subham

A day in the life of a Graduate Data Analyst

by Michael Whitby

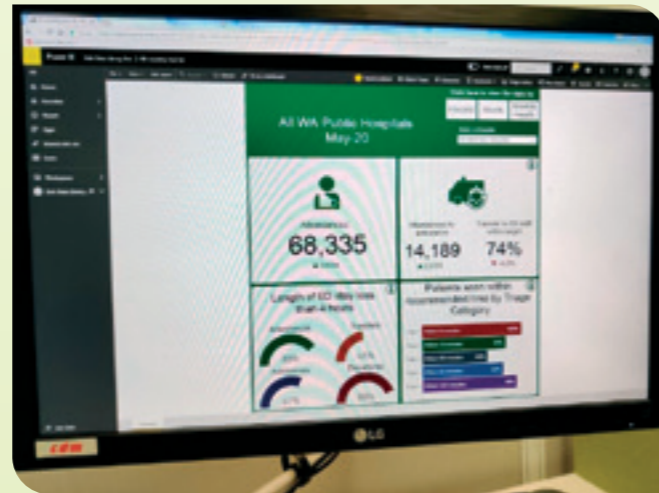
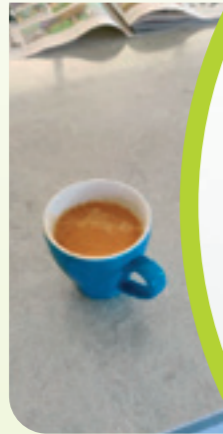
Department of Health, Data and Information Systems – Data Library

7.20am: Wake up and browse the news until I can roll myself out of bed and get dressed. I make a beeline for the coffee machine and begin my morning ritual: a double shot of espresso and no breakfast.

7.40am: I grab my lunch I prepared on the weekend from the fridge as well as a thermos with some cold drip coffee in it for my post-lunch pick me up. I leave to walk to the bus stop at the end of the road for my morning commute.

8.05am: After 25 minutes of reading my book, book 13 of The Dresden Files for anyone interested, my first task is to sort through any emails I have and check to see what I've got pencilled in for the rest of the day. The most important email I received was from Kaija, who has the unfortunate job of organising the 'A day in the life of a...' sections for the Grad Focus Magazine this year, asking me when I would have my section written.

8.15am: Time to start some work. My project for the past 6 months has been about improving the public reporting dashboards that the Department has to give the public an insight into health system performance. This project started out as a 4-month project to update the data pipeline that supplies the dashboards but has morphed into what is essentially a total redesign of the dashboards in addition to improving the data pipelines. Today I am going to be working on building the new and improved dashboards in PowerBI, a Business Intelligence (BI) tool from Microsoft. Before this placement I had no experience with BI, but the tools themselves are quite simple to use and it has been a lot of fun puzzling out how they work.



9.30am: Time for our daily stand up meeting. This meeting is for the team to come together and discuss what they are going to be doing today. I explained how I was working on the same thing as yesterday, building the PowerBI report. The Data Library uses an agile management methodology which involves having stand up meetings every day as well as longer retrospective and planning meetings once a fortnight.



9.40am: Back to the dashboard. I am currently on day three of building this dashboard and it's going well. The dashboard is starting to come together, and I really think it will be an improvement over the currently live dashboards.

12.00pm: Lunch time. The data grads are all at the department currently, so we like to catch up for lunch along with some previous grads. This week I've got Korean flavoured fried rice with chicken and chickpeas, not too bad.

12.30pm: Back to PowerBI for me!

1.30pm: The first of two meetings as part of our agile strategy, a retrospective session. This session is to identify how the last two weeks have gone, what went well, what didn't go quite so well or anything that we want clarification on. From this we discuss as a team how we could improve any of our processes to make sure we perform better in the future. Today I take the time to thank my teammate Cesar for helping me out with my dashboard and raise the issue of being interrupted while trying to get my work done. As a team we discuss potential solutions to this problem, with the best solution being to block out time in our calendar to get work done which is definitely something I will do in the future!

2.30pm: Retro is done, time to quickly check my emails and get ready for our fortnightly planning session.

3.00pm: Now it's time for our sprint planning. This is where we plan out our work for the next fortnight and discuss how that work relates to our team's overall strategy and vision. I find these sessions very useful for my own planning as they provide a really good structure for the following fortnight. My next fortnight mainly involves finishing up the dashboard and quality checking.

4.15pm: Sprint planning is done, that means it is time to head home. Off to the train, giving me some more time to read my book.

4.45pm: Currently it is the off season for the sport I play, ultimate frisbee, so to keep up my fitness usually I will go rock climbing or for a run. Tonight, is a climbing night so I throw on some exercise gear, grab my shoes and chalk bag and drive over to the climbing gym.

6.00pm: Alright, my arms are saying they don't want to climb any more so it's time to head home and get some food.

6.20pm: Dinner tonight is Spaghetti Bolognese, can't go too wrong with it.

7.00pm: Shower and jump on the computer to watch some YouTube videos and relax before bed.

10.00pm: Time to hop into bed and read for a while before getting to sleep, ready for tomorrow.



Community engagement

by **Matilda Fowler**

The WA Health 2020 Graduate Officers had the opportunity to engage in volunteering and fundraising opportunities throughout the last five months of the Program to ensure that as a group we were able to contribute to our community in a meaningful way.

Due to government restrictions, the 2020 graduates were unfortunately limited by the time we had available to engage in opportunities. Nevertheless, the graduates rallied in the latter portion of the Program and were able to still organise unique opportunities that were not only able to assist those who need help in our community but also being able to learn new skills and have fun!

The graduates look forward to continuing the good work we started in 2020 and to potentially complete some of the activities we had planned such as the HBF Run for a Reason and blood donation.

Hello Initiative

Ashleigh Small, Hello Initiative Co-Founder, CEO and WA Health 2020 Graduate

Hello Initiative (HI) is a WA not-for-profit that seeks to improve access to justice for young people. HI's major program is Mobile Support. Mobile Support provides recycled and refurbished smartphone devices to young people engaged in the youth justice system in order to create access to professional support workers such as diversion officers and counsellors. Through this, HI seeks to empower young people to navigate and successfully exit the justice system and avoid getting caught in the 'revolving door of justice'. HI also runs programs that address digital literacy and cyber safety for young people engaged in the criminal justice system.

In September the graduates met at the Department of Health to work with HI as their first community engagement opportunity. The afternoon involved assisting the HI co-founders perform system updates, install apps and contacts on mobile devices in HI's Mobile Support program.

This workshop also included an introduction to the work HI does in the community and provided some insight into the challenges faced by both the disadvantaged WA youth navigating the justice system, as well as those challenges faced by their respective frontline justice workers.



Website: <https://helloinitiative.org.au>
Instagram: helloinitiative



Dismantle

Grace Gatt-Lodding, WA Health 2020 Graduate

Dismantle is a WA not-for-profit that enables and empowers vulnerable young people across the state through various youth development programs.

A few of the WA Health graduates took some time on a Saturday in October to volunteer at their workshop in West Perth to assist in their Bike Rescue Program that uses hands-on skill-building to engage and mentor young people in need of support. The graduates spent the day sorting and organising donated bikes, and dismantling bikes to salvage working parts for reuse.

The volunteering session was finished with some tea, coffee, and cake, as well as a lesson on how to change a bike tire. The graduates found it to be a valuable experience and an important cause. They enjoyed the day so much there is a plan to go back in early 2021!

Website: <https://www.dismantle.org.au>
Instagram: dismantle_inc



November

Sophie Leitch, WA Health 2020 Graduate

In November the graduates got their move on, walking, running and riding over 300km for Move for Movember – fundraising and raising awareness for men's health. We encouraged each other to complete the challenge with group walks and runs in Kings Park and friendly competition to top the leader board. Movember's focus is on prevention and early intervention to enable men to take action to be mentally well and receive support from those around them. We appreciate the support of family, friends and colleagues to hit our fundraising target of \$500.

Website: <https://au.movember.com>
Instagram: movember



ICT Stream

The Graduate Program began recruiting Information and Communications Technology (ICT) graduates in 2013. The ICT stream gives a unique opportunity for graduates from any Computer Science discipline to contribute to the process of developing solutions, deliver projects and provide operational support within designated ICT work areas.

This year, the ICT graduates were based at Health Support Services and the Department of Health. They had the chance to develop a variety of essential skills, learn about the WA Health system, gain knowledge about the complexity of ICT and discover areas of work they are passionate about and may want to pursue a career in.

The applications and systems used within WA Health have a significant role in delivering high-quality services that make a difference to the lives of WA people. This year, the ICT graduates made a significant contribution through various placements in areas such as applications, security and risk management, data and information systems. These placements allowed the ICT graduates to engage in the largest ICT project HealthNext, other projects, programs and initiatives, as well as Business as Usual (BAU) activities.



ICT Stream

Alex Gunn



Profile

Academic Qualifications:

- Bachelor of Science, Games Technology and Computer Science, Murdoch University

LinkedIn Profile:

- **Why the Graduate Program:** Alex chose the Graduate Development Program because allowed him to demonstrate and improve his skills in ICT.

How interests have influenced what graduates do/how they work:

Hobbies/interests outside of work:

- Alex trains in Jujitsu, Brazilian Jujitsu, and Judo, he also loves to read sci-fi and fantasy novels.

Fun Fact:

- Alex has a twin brother.
- **Mentor:** Lindsay Rowe, Innovation Manager, East Metropolitan Health Service (EMHS)

Buddy:

- Henry Clarkson, Quality Officer, Perth Children's Hospital

Placement One Summary

Health Support Services (HSS), HealthNext Program

Alex joined two workstreams at HealthNext, Outlook Online, and Managed Services. Both were extremely interesting and challenging roles requiring the development of new skills in stakeholder management, critical thinking, and communication.

In the Outlook Online workstream Alex participated in the migration of several Health Service Providers from their previous mail systems to the new Microsoft exchange. He helped guide users and other technical staff with the creation of remediation guides and assisting users directly by troubleshooting their issues with the new system in person and using remote access tools.

Alex moved workstreams to Managed Services halfway through the placement. He was working on business requirements and process documents with several business analysts. He needed to engage internal and external stakeholders as well as analyses existing documentation to gather information on the business and technical requirements to deliver the new documentation.

Supervisors: Catherine Rogan and Antony Vafeas

Placement Two Summary

Health Support Services (HSS), Quality Release Management, Automation Team

During Placement Two, Alex took the role of a lead developer on the Performance Test Management System (PTMS) within the Quality and Release Management Team. This gave Alex a chance to extend the project management and software development skills he gained at University by working on an ASP.NET Core project.

PTMS is an inhouse tool that serves as a user interface for Ranorex Automation Performance Test Scripts. It is designed to minimise the overhead in running performance tests by automating much of the process. It is both a web dashboard and a configuration tool for users to push test scripts to remote agents and monitor scheduled performance tests.

Alex encountered challenges during the project when he had to quickly learn an unfamiliar technology stack and develop project requirements, leading to inefficiencies in the code which were difficult to fix later in development.

Supervisors: Cherie Forbes and Carlos Quijano

Placement Three Summary

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

During the last placement, Alex worked on a number of different areas around the development of a .NET Core App. The team worked on an Agile methodology with a focus on Scrum, involving daily stand-ups and a code review process. Within the team, Alex built features for the service based upon API requests. After each feature was completed he needed to develop tests for them. Also during the placement, Alex worked on an interdisciplinary project involving the generation of synthetic data for use in a clinical setting. Alex took the role of testing the data for identifying if it could be decoded to draw out data about real people.

Alex gained skills over the placement in programming by working with C# in .NET Core, testing working in Xunit, Agile processes by working within a Scrum team, DevOps processes by working closely with a DevOps Engineer, and various skills by working on an interdisciplinary project.

Supervisors: Nasir David and Matthew Nixon

Elena Velikichevska



Profile

Academic Qualifications:

- Master of Computer Science, Edith Cowan University
- Bachelor of Informatics, St. Kliment Ohridski University of Bitola, North Macedonia

LinkedIn Profile: <https://www.linkedin.com/in/elena-velikichevska-87b362119>

Why the Graduate Program:

Elena chose the Graduate Program as the various roles offered an opportunity to develop and enhance her skills, whilst contributing to delivering better healthcare for the WA community.

How interests have influenced what graduates do/how they work:

Elena is a big believer in technological improvements being one of the most significant influencers in today's world, minimising the time for administrative work and contributing to saving lives.

Hobbies/interests outside of work:

Cooking is Elena's main interest; she is always searching for new recipes and tips.

Fun Fact:

If Elena could keep any animal as a pet, it would be a monkey.

Mentor:

Liz Sinclair, Manager Field Support, Service Operations, Health Support Services (HSS)

Buddy:

Mark Wong, Finance and Business Analyst, Finance and Business Services, Department of Health

Placement One Summary

Health Support Services (HSS), Security and Risk Management

The focus for Elena's first placement was providing a solution for secure management and storage of the result obtained from vulnerability assessment and penetration testing activities. As part of this initiative, a development project was initiated and the first phase of implementing the main features was completed. Elena also assisted with Lunch and Learn "Cyber Security" sessions provided to WA Health staff as part of the Digital Information Security 2 (DIS2) Program's Cyber Security Uplift project and completed the first draft of a Secure Coding Guideline.

Working from home and communicating online during the COVID-19 pandemic were the most challenging parts of the placement. Despite the challenges, Elena had the chance to learn about the ASP.NET Core Web Framework and apply the knowledge through the project initiated. Moreover, she enhanced her knowledge of the Cyber Security field and the importance of practising safe behaviour.

Supervisors: Teresa Harding and Caesar Pereira

Placement Two Summary

Health Support Services (HSS), ICT, Applications

During her second placement, Elena was mainly involved in the web development activities of the Application Design and Development Team. She was setting up new websites in Sitecore according to the WA Government Website Style Standard and was involved in the remediation of Access Applications as part of the HealthNext Project. She also assisted in the creation of VCS (Virtual Clinic System) questionnaires, PowerApps forms, and many other BAU activities such as providing support with legacy websites, access requests and SharePoint.

The main challenge Elena faced during the placement was learning the various processes followed for delivering software solutions.

Placement Two provided Elena with an opportunity to learn from Professional Developers and gain knowledge in new technology including Sitecore, SharePoint and PowerApps. The placement also required strong interpersonal communication skills to ensure requirements were met and high-quality solutions were delivered.

Supervisors: Wes Metcalf, Peter McKelvey

Placement Three Summary

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

During Placement Three with the Data Library Team, Elena developed training across Python and SQL, with the aim of increasing the data capability of users across the Department of Health (DoH) and Health Service Providers (HSPs). Elena worked with users to understand their needs and developed a program that reflects real-world use and real-world needs. These training programs supported users to expand their data capabilities beyond Business Intelligence (BI) tools. Elena developed the syllabus and materials for self-service training modules.

The main challenges Elena faced during developing the training program was the installation of tools for supporting the training, creating training content that will be useful for the DoH and HSPs and measuring the success of the training program.

Elena had the opportunity to gain an understanding of data and data visualisation concepts and dashboard development using BI tools. She also accrued key skills in instructional design and developing a program that supports learning.

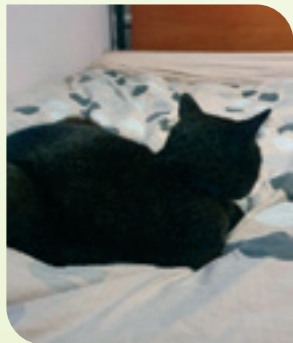
Supervisors: Tim Allan, Anthony Taverniti and Clare Allen

A day in the life of a Graduate ICT Officer

by Alex Gunn

**Health Support Services (HSS),
Quality and Release
Management (QRM)**

6:40am: Wake up five minutes before my alarm to the meows of my housemate's cat Edmund and after feeding him and the other more patient cat Ellio, I turn off my alarm and check news on my phone.



7.10am: I have a banana with cereal for breakfast and get myself ready for the day in the clothing I ironed the night before. I notice Edmund had taken over my bed while I

was getting breakfast and give him the attention he (correctly) thinks he deserves.

7.50am: I walk to and catch the mostly empty bus into the city, it's only a short trip of about 25 minutes to get there. I'm reading "The Consuming Fire" by John Scalzi on the trip; he had just released the final book in the trilogy so I'm excited to get my hands on that at the end of the week. I get off the bus before I need to, so I can go for a bit of a walk and stretch my legs near the Supreme Court Gardens and the Bell Tower, which is pretty close to work anyway.

8.40am: Stop in at the coffee shop in the building – Fresh One and grab my first coffee of the day, in what I consider the perfect coffee shop relationship, neither myself or the barista know each other's name, but he remembers my coffee order perfectly.

8.50am: I get to my desk and have enough time to check my personal email, Facebook and to message my workmates memes on MS Teams before I get started on my day's work.



9.00am: I begin work, I check ClickUp for the tasks that are left even though I know what I'm going to be doing anyway. I'm currently trying to complete a feature for the QRM Team project I'm working on, the feature is connecting to the teams hosted repository and will build the project locally, I expect I'll be at this all week.

9.30am: I get my second coffee using the coffee pod machine in the floor's kitchen.

9.40am: I speak to Kenny within the QRM Team now that he's in about what I'm going to be working on today and the current state of the project. He reminds me about the software testing training he'll be conducting on Friday to help me understand the software that is in use within the team. After working for about an hour on the project I treat myself with a small break to get another coffee.

1.00pm: Lunchtime! I organised to go down to Grill'd to get a burger with a workmate from my last placement Luke, which I'm going to have to work off later at the gym.

1.10pm: While eating lunch I ran into a large part of the HealthNext team at Grill'd.

1.45pm: Back at work now trying to get some of the heavy programming done.

4:50pm: I start to finish up my work for the day, I commit and push to the QRM repository and work the list of things that still need to be done.

5.00pm: I finish work and grab my gym bag and head upstairs to the changerooms at the top of the building. I stash all my things back at my desk and head to the Snap Fitness at the ground floor in the

building. I fire up an episode of the podcast "No Such Thing As A Fish" to listen to while doing a light workout.

6.50pm: With my workout complete, I grab my stuff from my desk and head home on the bus. I finish my book on the way home and now have a small bout of post-book melancholy as I don't have the final book near at hand to start reading.

7:20pm: I get home and greet my housemates, feed the cats and then we all have a tea and coffee as we start talking about our day and what we plan to do on the weekend.

8:00pm: I grab my other gym bag and head out to an advanced Kempo Jujitsu class at the dojo where I train – I spend the next hour working through techniques and grappling. I end the class bruised and battered but feeling slightly better than I did before.

10:00pm: After I arrive home back home I shower and reheat the meal I prepared on the weekend, while watching YouTube and talking to my housemate before giving the cats some more attention and heading off to bed.



Professional development

by **Lyna Berriche**

The Institute for Health Leadership (IHL), with its ongoing commitment to leadership excellence, provided the 2020 Graduate Officers with the great opportunity to complete a fully funded Diploma of Leadership and Management, developed and facilitated by Integral Development. The nationally recognised training endeavoured to provide an engaging and innovative environment to all participants through eight days of workshops spread across the year. Topics covered in the workshops included emotional intelligence, meeting management, project work, risk management, team effectiveness, innovation, continuous improvement, workplace relationships, communication and managing work priorities. Workshops were facilitated by highly experienced and talented



professionals who took great care in ensuring that every individual felt comfortable and engaged.



Cooked up a storm on the final day of the Diploma!



Finance Graduates at the State Budget Briefing

Graduates were also given the opportunity to experience four individual coaching sessions. This helped to develop a deeper understanding of the tools and concepts learnt during Integral workshops, which could be applied to both the graduates' personal and professional lives.

Finance and Business stream graduates were supported to commence their CA/CPA accreditation, building on their tertiary education. The IHL also arranged for all the Finance graduates to attend the 2020 IPAA (Institute of Public Administration Australia) WA State Budget Briefing with the Minister of Finance his Hon. Ben Wyatt, which provided them with an overview of the State Government budget priorities.

Some graduates also had the opportunity to complete a Basic Certificate in Safety and Quality. This course was delivered online by the Institute for Healthcare Improvement. The course gave an overview of different concepts, including a model of improvement (Plan-Do-Study-Act Cycle), leading quality improvement and patient safety.

In addition, graduates had the opportunity to undergo different types of technical training, workshops and webinars during their placements on topics such as Aboriginal health, Power BI, Excel, visual presentation, data management, facilitation skills and project management.

This document can be made available in alternative formats on request for a person with disability.

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