



Dear team

I'd like to start by thanking everyone for their patience and flexibility as TPCH and the broader campus undergo major changes to accommodate the commencement of works on our expansion project.

On Monday, Hutchinson Builders took possession of the new Acute Services Building construction site, which involved the permanent closure of Public Car Park 2, including the pick-up and drop-off zone at Building 6, and the permanent closure of Executive Car Park 5 (near the Common Good Café). The closure of these car parks, and the entry into Building 6, now requires all patients and visitors to park in the multi-storey car park and come via the front main entrance and travel a much longer distance to access services in Building 6.

Many of the patients accessing services in Building 6 are critically unwell and frail, and we all need to lean in to support them to get to where they are going. This requires all of us to keep an eye out for patients and visitors that may appear lost and offer assistance to ensure they safely arrive at their appointments. Our patient support officers can be contacted to provide mobility assistance and an escort, and the new shuttle bus service is also available to transport patients from the front main entry to Building 6. More signage and wayfinding is also being installed, alongside a range of other activities to improve patient access to Building 6.

We also need to show compassion by giving consideration to where we park. The Multi-Storey Car Park (MSCP) is currently now the only public car park on TPCH campus and with parking constrains already an issue, we need to ensure that parking is available for patients and visitors. Security will monitor the entrance to the MSCP to restrict staff access and ensure there is adequate parking for patients and visitors. I encourage staff, particularly those who arrive early and park in the MSCP to now park in the dedicated staff car parks, including the "Dustbowl" at the northern end of the campus. We have unfortunately seen an increase in cancelled appointments due to lack of available parking on campus.

It is also disappointing to hear that TPCH staff have been verbally abusing traffic controllers, who are on site to ensure the safety of pedestrians and vehicles. This goes against the Metro North values and it is important to acknowledge that traffic controllers are here to help staff navigate new access routes associated with our expansion project. They do not deserve to be subjected to such poor treatment. Please remember, as health care workers, we have a duty of care to those around us, regardless of how challenged we may feel about the changes occurring here.

Executive update

This week, Director Corporate Services Bianca Sullivan, Manager Facility and Support Services Sheree Ellis and I had the chance to travel in TPCH's new courtesy shuttle bus which transports patients and visitors from the main entrance to Building 6 via the Education Centre. This is certainly a great people-centred initiative as we undertake the many changes required to support our major expansion project. A big thanks to shuttle bus driver, Richard Mansfield who took great care of us during our trip! You can read more about Richard in today's staff profile.



New Shuttle Bus

Director Allied Health Perry Judd, Finance Manager Darren Ransom and I met with staff from the Australian Bone Marrow Donor Registry who were on site over two days raising awareness about stem cell donation and encouraging staff to join the registry. We had excellent engagement with over 100 staff between the ages of 18 and 35 agreeing to provide their cheek swab, and join the registry. Only 0.2% of eligible Australians are currently registered and contrary to common belief, the process of donating your stems cells is non-invasive. Joining the registry means there is a better chance for the thousands of Australians every year who are diagnosed with a blood cancer to receive a life saving stem cell transplant.



If you missed out on getting your swab at the stand, go strengthtogive.org.au/friendsandfam, and a swab kit will be mailed to you.



Giving Day

The Prince Charles Hospital's Giving Day is just four weeks away, falling on Wednesday October 23 during TPCH Charlie's Week.

This special annual fundraising event, run by The Prince Charles Hospital Foundation, is in its fourth year in 2024. Previous Giving Days have helped to fund incredible outcomes, including Charlie's Village, Memory Lane, and the newly opened Sky Garden in Ward 2D.

This year, the Foundation hopes to raise \$150,000 to fund more of the immediate needs of the hospital's Children's Emergency Department and Paediatric Ward. Over the coming weeks, we will share more about the impacts of the past giving days and how you, as the hospital community, can get involved and help us help some of the hospital's littlest patients and those who care for them.

Staff profile

Today we'll profile the Logistics Driver of TPCH's new Courtesy Shuttle Bus, Richard Mansfield. Richard's role is to assist patients with transport from the Main Acute Building down to building 6. This includes helping patients on and off the bus, loading mobility aids, and organising additional wheelchair transport if needed.

Having worked previously as a Security Officer at TPCH for 14 years, Richard enjoys interacting with patients and assisting them to make their hospital visit more pleasant. He places a strong focus on good customer service and finds great reward in taking care of people and putting them at ease, especially during difficult times in their lives.

Outside of work, Richard enjoys gardening and landscaping and has travelled extensively around the world. A keen bush walker, Richard likes to bug-out-bags, a hobby developed through his years as a boy scout. His motto is 'always be prepared.'



Today's quote:

"If you want others to be happy, practice compassion. If you want to be happy, practice compassion." – Dalai Lama

Kind regards,

Tami Photinos

Executive Director

The Prince Charles Hospital

We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

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