

New roles introduced at BDH ...

At Boort District Health (BDH) we are committed to providing person-centred care and respecting consumer choices at all times. After all, patients, clients, residents or consumers – whatever we choose to call them – they are the core reason why we all have jobs. They are the reason why we exist as a health service, our overall purpose. However, sometimes decisions may be inadvertently made in isolation without them, and we want to stop this from happening wherever possible and ensure our consumer's voice is always taken into account. That is why we have created two new roles within our team - one that will go everywhere with the Board Chair and one that will go everywhere with the CEO. They will be very visible and remind us at every opportunity of our purpose.

Introducing our new Consumer Mascots, **ROBBIE** and **KITTY** ...



We have adopted Robbie and Kitty and are committed to taking them everywhere and placing them somewhere visible to remind us to always consider: “What would the patient, consumer or community want us to do?”

Every health service Board Chair and every CEO across the Loddon Mallee were recently given a LEGO Mini Figure to represent the consumer. We look forward to seeing the difference this makes to our thinking and we want you to hold us to account if you see us without our new buddy.

We are proposing that Robbie and Kitty will appear on our social media a lot, so if you have any ideas for a photo or an event that they should be at, please let us know.

Regards,

Wendy Gladman
BOARD CHAIR

Darren Clarke
CEO