

## Community Advisory Committee Biographies



### Shefton Parker – CAC Consumer Co Chair

Shefton is Western Health's inaugural Co-Chair of its Community Advisory Committee (CAC) and a local Sunshine resident. As a graduate of the Western Bulldogs local Sons of the West Leadership Program he has a passion for his community, actively advocating for improvements to health access, quality, and equity across the region's diverse communities. Shefton is a member of the Greater Sunshine Community Alliance as well as a member of the Sunshine Precinct Community Reference Group. Shefton is a consumer lead in Safer Care Victoria's (SCV) Improvement branch and a member of SCV's Quality and Safety Expert Working Group. Shefton has degrees in health sciences, a master's in law and a PhD. Professionally Shefton has extensive experience working in health research across metropolitan Melbourne private and public hospitals. Prior to his involvement at Western Health, Shefton was a member of Alfred Health's Human Research Ethics Committee and General Ethical-Issues Sub Committee. In addition to his CAC role, Shefton is a consumer advisor to Western Health's Clinical Council, Best Care Performance and Complex Care and Clinical Ethics Committees. Shefton has professional expertise in strategy and program monitoring & evaluation, continuous improvement in complex systems and capability building. Currently Shefton is Senior Evidence and Evaluation Adviser in Monash University's Office of the Vice Chancellor.



Western Health



## Eamonn O'Toole

Eamonn has volunteered at Western Health for over 12 years. He commenced as a member of the Western Health Consumer Information Review Group and then joined the Community Advisory Committee. He is originally from Ireland and has lived in Australia for the past 25 years. Eamonn has lived with his wife and two teenage children in the western suburbs for over 15 years. He has worked previously as a registered nurse in the UK and Ireland. Eamonn is currently employed with Canteen as State Manager, and previously with cohealth, Stroke Foundation, Alcohol and Drug Foundation and Australian Red Cross. Eamonn has experience managing health and welfare services and working with communities who experience disadvantage. As his kids have grown Eamonn has been involved in school council, Altona Vikings, Altona City and Altona East SC. Eamonn enjoys being part of a diverse and growing community and finds value in being a member of the Community Advisory Committee. There is a wonderful group involved in the CAC who are forward thinking, compassionate and understand what is happening and what needs to happen. It's exciting to be involved with Western Health and I look forward to CAC supporting projects and initiatives as the region grows and develops our health resources to support our population.





Western Health

## Puneet Sansanwal



Puneet moved to Australia in 2009 from India as a 26-year-old. He has called Melbourne home since 2014 and lives in Western suburbs of Melbourne with his family of four. Puneet has extensive experience in hospitality management and has recently started a career in public area mental health as a Lived Experience consumer worker. Most recently he held the role of a consumer consultant at Mid-West Area Mental Health Service and was responsible for leading the consumer advisory group at the service. Puneet is passionate to promote mental health and wellbeing within the community. His professional role(s) have seen him representing and advocating for consumer and peer voice within several strategic governance committees. He also has an interest in advocacy, research, policy, evaluation and advisory and is also pursuing a research degree within mental health. Within the Western Health CAC, Puneet keen to advocate the essence and importance of lived experience perspective as a user of the services and suggest ways of continuous improvements.



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### Chi Vu

Chi has experience working with people from CALD backgrounds and as a carer. She has an interest in healthcare, disability and the involvement of culturally and linguistically diverse groups in decision-making. In her personal life, she is a mother of two young children under 10 years of age with one of them having a complex disability. In her professional career, Chi is currently working in the Adult Migrant English (AMEP) Program for Djerriwarrh Community & Education Services where she can support new migrants and refugees with their settlement in Australia.

Chi joined the CAC - Western Health at the end of 2024. It provides her opportunities to share ideas with others and learn new knowledge that will be part of her own growth and development. Chi uses her lived experience to advocate for the needs of the Vietnamese community who are located in Western suburbs of Melbourne.



### Rosie Goethel

Rosie feels so privileged and grateful to have grown up in and continue to live on Wurrundjeri country, in West Footscray. As a proud community member of the west, she now raises children in this vibrant, diverse and strong community, alongside thousands of other individuals, families and communities who contribute to the health and solidarity of our region every day.

Rosie hopes to use her work and personal experience to strengthen Western Health - the role it plays in caring for people in the west, the ways it works with diverse communities to strengthen our collective health and wellbeing, and finding new ways, together, to protect and promote the health of us all.

Rosie has a special interest in women's health, alcohol and other drugs' treatment and support, and promoting health alongside multicultural communities, including making sure that Western Health services are culturally safe, responsive and effective.





Western Health



### Dagmar Anderson

Dagmar has lived and worked in Melbourne's west for decades and Western Health has played a key role in her family. Professionally, she has worked productively in partnerships that strengthen emergency medicine and safety, so it is clear to her that Western Health continues to strengthen continuous improvement and safety and wellbeing for our community. These are the threads that have drawn Dagmar to being involved as consumer advisor with lived experience as a carer for a senior Victorian, young person with complex health needs and emergency surgery. She brings skills and experience in emergency services and disaster response, project management and strategic policy work. As a human, she cares deeply for others and truly value social justice and deep listening



### Victor Namutwe

Victor Namutwe has experience working with persons from CALD backgrounds and as a carer. Born in sub-Saharan Africa, with few resources, he is passionate about championing the voice of the voiceless and minorities. Based on his upbringing, Victor understands scarcity and the challenges of under-resourced health systems. He has firsthand experience of how patients in remote and rural communities are sometimes overlooked in debate and policy planning. He has an interest in inclusive healthcare and the involvement of culturally and linguistically diverse groups in decision-making.

Victor is a member of VCCC Alliance and Western Health's Consumer Advisory Committee and is involved with the GOAL Mentoring Program and the Sons of the West under Western Bulldogs Community Foundation, a member of the Community Engagement Advisory Group under the Brotherhood of St. Laurence and African Representative Committee Member with Melton City Council.

In his professional life, Victor is currently working under the Public Sector (VPS) and previously worked as a Jobs Victoria (JVES Program) Employment Consultant/Mentor, an advisor with Global Sub-Saharan Human Rights and Development Policies Initiative, a not-for-profit organisation and a Creative in the Textiles (fashion), Clothing and Footwear industry under Joroh Clothing LINE.

Victor is interested in networking and being a part of CAC - Western Health. It provides challenges and stimulation, working and sharing ideas with others that will be part of his own growth and development.

### Mercedes Antunovic-Katinic



Mercedes proudly grew up in the West and has a personal connection to Western Health, as a past patient and carer. She has been interested in human health from a young age and holds a background in Biomedical Science studies. She enjoyed her time spent as a student volunteer at Victoria University and completed outreach in the Western community in collaboration with organisations like Volunteer West. Mercedes is involved with major Railway and Victorian Big Build projects through her work in traffic management, with a large emphasis on safety and positive community interactions.

Mercedes is a current member of both the Community Advisory Committee and the Right Care Committee. In 2023, Mercedes was selected for a consumer scholarship and has since completed the Applied Learning Health System Short Course facilitated by the University of Melbourne's Centre for Digital Transformation of Health. Mercedes endeavors to implement insights she has gained into various areas she is passionate about, such as enhancing patient safety, creating better resources to increase accessibility and uptake, incorporating effective and sustainable digital health solutions, and striving to a better future West. She believes in the importance of a shared partnership with key stakeholders from commencement to completion.



Western Health



### Cuc Lam

Cuc Lam is a community leader with a refugee background from the South Vietnam. She is currently in her third term as a Councilor including a year as Mayor in 2018 of the Maribyrnong City Council. She has received the Refugee Recognition record award and Victorian Honour Roll of women and a Public Service Medal (PSM) in 2022. She has been a multicultural community representative and Community Advisory Committee member for Western Health for a number of years. She is a member of the Australian Institute of Company Directors (AICD) Board Director of the Western Health Foundation, Board member of the Australian Vietnamese Women's Association and Australian Local Government Women's Association Victoria. Her vision for CAC is outreaching all multicultural communities and provide the best services to the community.



### Jasmine Cresp

With 20 years' experience as a patient of Western Health and more than 30 years' experience as a patient in various rural and metropolitan hospitals in Victoria, living with a chronic and often debilitating condition and hidden disability her lived experience is an asset to Western Health. She joined Western as a volunteer Consumer Advisor in 2021 and joined the CAC in 2022, she was the first Lived Experience Advisor (LEA) at Western Health, and the first in mainstream health in Victoria. In her personal time, she juggles being mum to 2 teenage boys and has been a volunteer Cub Scout Leader for Scouts Victoria for 8 years involved as a leader of youth, leader of adults and can often be found at major camps in First Aid or Welfare. Jaz enjoys working with young kids to reach their full potential by developing independence, social and emotional wellbeing, and is a strong advocate for young people especially those who are neurodivergent, LGBTQIA+ or who have experienced hardship. She enjoys being a member of the CAC, using her lived experience to advocate for the needs of those who are vulnerable in our community.





## Norma Serrano



Norma migrated to Australia in November 1988 with her husband and their two children, she finished her Bachelor of Science in Medical Technology from Centro Escolar University in the Philippines. Norma has a vast community work experience spanning over 20 years and an active volunteer in the Filipino-Australian community. She is an awardee of Victoria's Multicultural Awards for Excellence 2012- Community services and Leadership Excellence Award from Filipino Communities Council of Australia (FILCCA). Ex-officio Chairperson of Philippine-Australian Foundation Inc., Ex-officio Chairperson of the Filipino Community Council of Victoria (FCCVI), Elected twice as Chairperson of the Filipino Community Council of Vic. 2007-2011, Elected treasurer of FCCVI in 2006, Board member FILCCA 2009-2011, Chairperson-Philippine/Australian Princess of Vic. Inc 1996 and 1998, Norma has helped raised funds in the procurement of the Filipino-Australian Multi-Purpose Centre located at 93 Cowper Street, Footscray, Victoria. She is an active member of The Filipino Community Welfare Services of Victoria, The LUZVIMINDA Filipino Women's Group and Founder/Servant leader of the Power of Devotion Prayer Group for fourteen years. Norma is currently employed as part time Centre/Aged Care Manager of FCCVI. Her accomplishments, coupled with her great love for voluntary community service and unquestionable dedication for the cause of the families, youth, the disabled and the ageing regardless of ethnicity are her strongest points.