

Gathering of Kindness 2024

11-15 November 2024

Kindness is my Superpower,
seeing kindness in action across NSW Health

MOH-PatientExperience@health.nsw.gov.au



The team enriching health
in millions of ways every day

Kindness is my Superpower

Seeing kindness in action across NSW Health

Kindness and compassion are key to elevating the human experience for everyone.

NSW Health has a strong and proud history of providing safe and kind care to patients, families, carers and volunteers. Help us continue to build and nurture a culture of kindness across NSW Health.

A smile, a thank you, it's the small acts of kindness that make the difference to the experiences of our staff, patients, families, and carers across NSW.

NSW Health's Gathering of Kindness is celebrated annually during November, using World Kindness Day to continue a conversation about kindness and compassion in the delivery of healthcare. This important conversation recognises that engaging in arts experiences is a shared expression of kindness in healthcare.

This year, NSW Health launches the updated *NSW Health and the Arts Framework*, reflecting the commitment to creating environments that shape relationships between self and community. These are key factors of health and wellbeing. The Framework highlights how arts can be used as part of the solution to some of the key challenges faced in healthcare, particularly within mental health and aged care.

The Division of Health System Strategy and [Patient Experience](#) is thrilled to partner with the [NSW Health Nursing and Midwifery Office](#) and the [Hush Foundation](#) to deliver Kindness is my superpower, a program showcasing kindness in action across NSW Health. We invite you to join this virtual event designed to inspire creativity, foster change, encourage collaboration and courage, and reconnect with hearts and minds.



A joint initiative with:



Nursing and Midwifery

The team enriching health in millions of ways every day.

NSW Health



There are four ways you can gather, be inspired, and reconnect

Join in this gathering with a difference as we explore creativity, change and collaboration, and courage.

Sessions will be recorded and made available as soon as is possible on the Elevating the Human Experience Gathering of Kindness Intranet Page and in the Elevating the Human Experience bimonthly newsletter.



In-person

Connect with what's happening in your Local Health District or Speciality Health Network with in-person events planned at facilities near you.



Online events are happening every day during the Gathering of Kindness

In partnership with the [Hush Foundation](#), you will be immersed in new ideas and innovation, reinforcing best practice and introducing new information.

In partnership with the NSW Health Nursing and Midwifery, join the opening of the 2024 Gathering of Kindness on Monday, 11 November. NSW Health Secretary, Susan Pearce AM and Chief Nurse and Midwifery Officer Jacqui Cross PSM will kick off the event, alongside nursing and midwifery leaders, showcasing how system wide strategies can be implemented locally, with kindness transforming experiences for everyone



Register [online](#) to see kindness in action or use the QR code



On Demand

Catch up on panel discussions, keynote sessions and conversations on demand on the [Elevating the Human Experience Gathering of Kindness](#) intranet site at a time convenient for you.

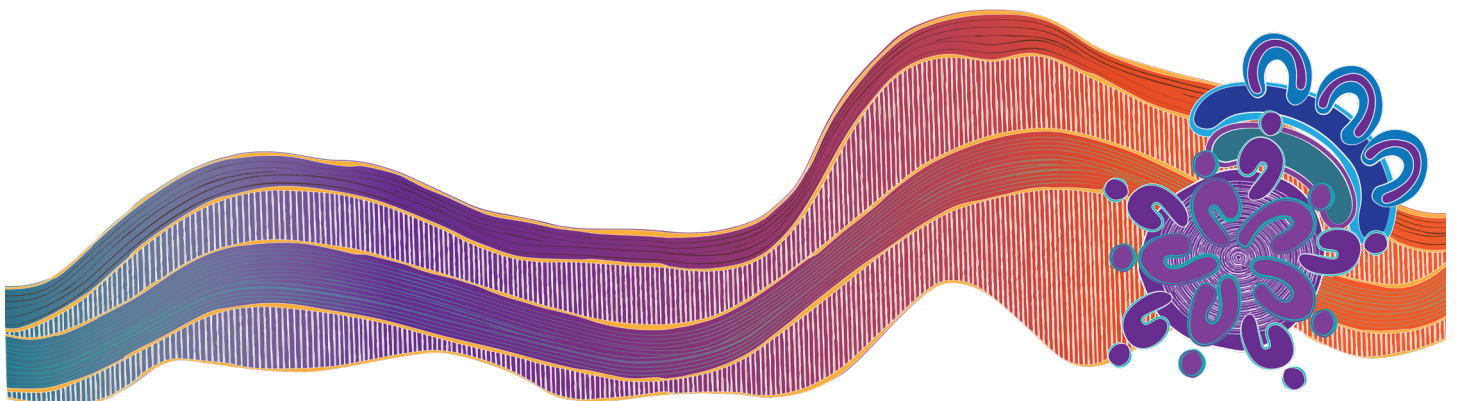
The recordings will be made available as soon as is possible on the Elevating the Human Experience Gathering of Kindness Intranet Page and in the Elevating the Human Experience bimonthly newsletter.



Host a local Gathering

Host a local Gathering of Kindness or a 'Watch Party' with your team. In previous years, teams and facilities shared kindness across the state at local Gatherings. Host a 'Watch Party' and connect virtually with your team and tribe.

If you're a NSW Health staff member and want to be inspired, visit the Gathering of Kindness (you must be on the NSW Health network to access this page).



Gathering of Kindness at a glance

Keep reading to learn more about each virtual event and how to register.

Monday 11 November	Tuesday 12 November	Wednesday 13 November	Thursday 14 November	Friday 15 November
		<p>8:30 – 9:30am</p> <p>What Matters to you and what next?</p> <p>A session focused on treating others as they wish to be treated by understanding what matters to them.*</p>	<p>10:00 – 11:30am</p> <p>Kindlab: Celebrating kindness in action</p> <p>Recap on the 2023 launch of Kindlab, whilst shining a spotlight on <i>The Kinside Podcast</i>.</p>	
<p>10:00 – 11:30am</p> <p>Opening of Gathering of Kindness 2024</p> <p>The Nursing and Midwifery Office (NaMO) Ministry of Health host the opening of Gathering of Kindness showcasing stories from the frontline.</p>	<p>10:00 – 11:00am:</p> <p>The Great Conversation 2.0</p> <p>Nicki Macklin, PhD Candidate and BMJ Leader Associate Editor, leads a conversation with Lived Experience Consultant, Occupational Therapist, and Author, Emma Gee and Professor Richard M. Frankel, PhD. They will explore the great question: <i>Is kindness really a superpower?</i></p>	<p>10:00 – 11:00am</p> <p>Kindness in Innovation: Transforming Lives with Uterus Transfer</p> <p>Associate Professor Rebecca Deans and NSW Health Secretary, Susan Pearce AM discuss how uterus transplants are transforming lives.</p>		
		<p>12:00 – 12:30pm</p> <p>NSW Health and the Arts Framework Launch (in-person)</p> <p>NSW Health Secretary, Susan Pearce AM launches the NSW Health and the Arts Framework at the 1 Reserve Road, St Leonards.</p>		
<p>12:30 – 1:30pm</p> <p>Structural kindness, working smarter not harder</p> <p>Join some of Australia's leading minds to explore the balance between policies, procedures, and the human factors shaping healthcare.*</p>	<p>12:30 – 1:30pm</p> <p>The Knowledge Gene</p> <p>You'll explore how knowledge can empower better communication, creativity, and collaboration in your clinical work and personal wellbeing.*</p>	<p>12:30 – 2:30pm</p> <p>Arts in Health</p> <p>Discover how arts, genes, and learning are influencing healthcare.*</p>	<p>12:30 – 1:30pm</p> <p>Reciprocal respect</p> <p>Exploring diversity in age, gender, sexuality, race, class, and different abilities, this session unpacks unconscious bias and power imbalances in healthcare, while focusing on building effective partnerships and mutual respect among healthcare teams, patients, and carers.*</p>	<p>12:30 – 1:30pm</p> <p>The patient Patient</p> <p>Louise Scott shares her journey through non-Hodgkin's lymphoma and the kindness that supported her.*</p>

* This event is being brought to you by the Hush Foundation

Day 1 – Monday 11 November

The opening of the 2024 Gathering of Kindness, 10:00 – 11:30am

Virtual: Microsoft Teams

In partnership with the Nursing and Midwifery Office, please join the NSW Health Secretary, Susan Pearce AM and the Chief Nursing and Midwifery Officer, Jacqui Cross PSM for the opening of the 2024 Gathering of Kindness.

We invite you to listen as they share shining examples of the difference nurses and midwives make when they cultivate kindness every day



Jacqui Cross PSM
Chief Nursing and Midwifery Officer for NSW Health

Jacqui brings extensive experience from her roles in the public health system at both Local Health District and within the NSW Ministry of Health to provide leadership on a wide range of nursing and midwifery issues.

Also joining this conversation are nursing and midwifery leaders from South Eastern Sydney Local Health District to showcase the positive impact of kindness in transforming person-centred cultures for patients, women, carers and staff across NSW Health.



Microsoft Teams meeting

Join on your computer, mobile app or room device

Join the meeting [now](#)

NSW Health Staff can download the calendar invitation [here](#)

Valued consumers and those outside of NSW Health can register to attend [here](#).

Structural kindness - working smarter not harder, 12:30 – 1:30pm

Healthcare leadership in support of structural and organisational kindness

Virtual

Join Australia's top experts in human factors, resilience, and healthcare leadership as they explore how to embed kindness into healthcare organisations.

This session covers key topics like workforce recruitment, retention, psychological safety, and values alignment, providing practical insights on improving staff wellbeing and building sustainable, safe healthcare environments.

Expect a creative re-imagining of leadership, blending policy and human connection, with insights from the Hush Foundation's unique use of music as a metaphor for compassionate care this panel will lean into a courageous, creative and radical re-imagining of leadership in healthcare



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Register to attend [here](#).

Calendar invitations which include virtual meeting information will be shared in the week before the event.

Day 2 – Tuesday 12 November

The Great Conversation 2.0, 10:00 – 11:00am

Virtual: Microsoft Teams

[Nicki Macklin](#), returns for *The Great Conversation 2.0*, where she [Emma Gee](#), and [Professor Richard M. Frankel, PhD](#) explore the great question: Is kindness really a superpower? Offering thought provoking insights and challenging perceptions along the way.



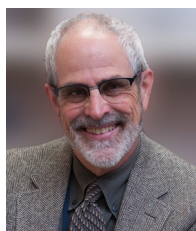
Nicki Macklin
PhD Candidate and BMJ Leader Associate Editor

Nicki Macklin is a BMJ Leader Associate Editor and PhD Candidate at Auckland Medical School, exploring what kindness means in healthcare teams and how we can cultivate kindness to help everyone to flourish.



Emma Gee
Lived Experience Consultant, Occupational Therapist and Author

At 24, Emma Gee was an occupational therapist and avid runner until a stroke changed her life. She became reliant on the medical system she once worked in. Through determination, she rebuilt her life and is now an acclaimed international speaker and author, sharing powerful insights on person-centred care and resilience.



Dr Richard M. Frankel
PhD Professor of Medicine and Research Scientist

Dr. Frankel is Professor of Medicine and Geriatrics at Indiana University School of Medicine. His research is focuses on clinician-patient communication and its effects on quality and safety.



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The Knowledge Gene 12:30 – 1:30pm

Healthcare leadership in support of structural and organisational kindness

Virtual

Join [Dr Lynne Kelly](#), acclaimed writer and science communicator, as she reveals groundbreaking research on a newly discovered human supergene. This discovery unlocks the mystery behind the extraordinary memories of Indigenous cultures, the origins of art, music, and storytelling, and the strengths of neurodivergent minds.

In conversation with [Dr Richard Mayes](#), you'll explore how this knowledge can empower better communication, creativity, and collaboration in your clinical work and personal wellbeing.



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Day 3 – Wednesday 13 November, World Kindness Day



What Matters to you?, 8:30 – 9:30am

And why should it matter to healthcare?

Virtual

Join renowned healthcare leader, [Professor Maureen Bisognano](#), as she shares how a simple question “What matters to you?” has inspired an international movement.

You’ll hear firsthand from Maureen about the profound impact this question has had worldwide. Joined by [Karen Turner](#) from the NHS Foundation Trust, they’ll discuss practical steps you can take, no matter your role, to embed meaningful, person-centred change in healthcare.



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Kindness in Innovation, Australia’s first uterus transplant, 10:00 – 11:00am

Virtual: Microsoft Teams

Join NSW Health Secretary, Susan Pearce AM and Associate Professor Rebecca Deans for an inspiring conversation about Australia’s first uterus transplant.

From the emotional isolation faced by patients to the ethical considerations involved, this conversation sheds light on the power of kindness and innovation in healthcare.

It’s not just about the medical breakthrough, but the profound human stories behind it.



Associate Professor Rebecca Deans
Gynaecologist

Associate Professor Rebecca Deans focusses on fertility, paediatric and adolescent gynaecology. In January 2023, she led Australia’s first uterus transplant, resulting in a live birth in December 2023.



Susan Pearce AM
Secretary, NSW Health

Appointed in 2022, Susan oversees the NSW health system. Susan began her career as a registered nurse more than 30 years ago and has continued to serve the communities of NSW.



Microsoft Teams meeting

Join on your computer, mobile app or room device

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Day 3 – Wednesday 13 November, World Kindness Day

Arts in Health, 12:30 – 2:30pm

Writing, music, storytelling and Haiku - in celebration of world kindness day

Virtual



Join Matt Hoy and learn more about the fascinating intersections between medical science, healthcare creativity and the arts. You will hear how the arts and creative practice can have multiple benefits for healthcare, followed by a Haiku workshop with [Dr Michael Leech, PhD](#).

Join the [Hush Foundation](#) as they launch the *Hush Kindness Anthology 2* and celebrate the power of shared story, with readings of some of the winning entries to the *Hush Kindness in Health Writing Prize 2024*.



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Day 4 – Thursday 14 November

Kindlab, Celebrating kindness in action, 10:00 – 11:00am

Virtual: Microsoft Teams

Join Frances Wood, Kylie Wright and consumer Stacey Lewis from Illawarra Shoalhaven Local Health District (ISLHD) as they share the journey in creating [The Kind Side podcast](#).

You'll hear how they transformed a simple idea into a powerful tool for spreading kindness, enhancing patient care, and building a more compassionate healthcare system.

Discover how the podcast is being used for team wellness, service improvement, and consumer education, and learn practical steps for fostering a culture of kindness in your own healthcare setting.

This session takes an inspirational look on the *Kind Side of Health*.



Francis Wood
Acting Quality Manager, Out of Hospital Care

Francis supports quality and accreditation. She is passionate about consumer partnerships and empowering healthcare workers to deliver safe, compassionate care.



Kylie Wright
Director of Clinical Governance

Kylie leads with compassion, fostering environments where staff can excel in providing person-centered care. She has embedded a proactive wellbeing program into Clinical Governance to ensure staff wellness.

Stacey Lewis
Consumer Representative

Stacey uses her personal and professional health experience to advocate for meaningful change in systems and services, ensuring all consumers receive high-quality, compassionate care.



Microsoft Teams meeting

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[Join the meeting now](#)

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Day 4 – Thursday 14 November

Reciprocal Respect, 12:30 – 1:30pm

Virtual

In this session, you'll explore how unconscious bias and power imbalances can affect healthcare, often with serious consequences. You'll hear about the importance of diversity across role, age, gender, sexuality, race, class, and abilities, and learn practical strategies for building stronger patient-provider partnerships, effective team relationships, and fostering mutual respect.

This session will provide valuable insights to cultivate effective patient-provider partnerships, collegiate relationships and reciprocal respect in healthcare.



This event is being brought to you by the Hush Foundation

Register to attend [here](#).

Calendar invitations which include virtual meeting information will be shared in the week before the event.

Day 5 – Friday 15 November

The Patient Patient 12:30 – 1:30pm

Virtual

Join disaster recovery expert Louise Scott as she shares her personal journey through an aggressive form of non-Hodgkin's Lymphoma. You'll hear her insights on effective communication, acts of kindness that mattered most, and the challenges of accessing rural healthcare.

Louise will be joined by her haematologist, Dr Stephen Walker, to discuss the human side of healthcare from both patient and provider perspectives, offering practical takeaways for improving compassion and communication in care.



This event is being brought to you by the Hush Foundation

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NSW Ministry of Health

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