



Western Health



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.



Western Health



Jasmine Cresp

Jasmine (Jaz) is the first Lived Experience Consumer Advisor (LEA) at Western Health, and the first in mainstream health in Victoria. 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, becoming LEA in 2023. In her personal time, she juggles being mum to 2 boys aged 16 and 18 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, LBGQTQI+ 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.



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

Shefton Parker



Shefton is a local Sunshine active resident, as a graduate of the Western Bulldogs local Sons of the West Leadership Program he has a passion for his community and actively advocates for improvements to health access, quality and equity across the diverse communities which Western Health services. Shefton is a member of the Greater Sunshine Community Alliance as well as a member of the Sunshine Precinct Community Reference Group. He is a previous Board Director of the Australian Acupuncture and Chinese Medicine Association and is currently a Chair of Safer Care Victoria's Acute Care Learning Health Network's Advisory Group. Shefton has degrees in health sciences, a masters in law and a PhD. Professionally he has worked in health research across metropolitan Melbourne private and public hospitals. Prior to his consumer advisor role at Western Health, Shefton was a member of Alfred Health's Human Research Ethics Committee and General Ethical-Issues Sub Committee. As well as his Western Health CAC role, Shefton is a consumer advisor to Western Health's Serious Adverse Events Committee and the Complex Care and Clinical Ethics Committee. Shefton has extensive specialist expertise in evaluation, monitoring and supporting continuous improvement of complex systems. Currently Shefton is employed as the Senior Evidence and Evaluation Adviser in Monash University's Institutional Planning Team.

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.





Western Health

Harsh Bansal

Harsh Bansal is a Discipline Lead for the Carer Lived Experience Workforce at Austin Health. He has extensive experience in assisting people who have experienced trauma or severe life stressors, it is not uncommon for their lives to unravel. This also has an immense impact on their families, friends, colleagues, or any other significant loved ones. Harsh's innate passion is to support such families and carers who have been going through stressful experiences, helping them develop positive insights and self-care strategies for themselves. This eventually strengthens their sense of belonging within the community, allowing them to find peace, wholeness, and safety. He understands that there is no single approach that is right for every individual, so he strives to provide mindful listening to each family member and support them in their own ways.

In his senior role at Austin Health, he oversees the development of the carer lived experience voice in all Mental Health Division activities, including governance, operations, workforce business development, recruitment quality, and evaluation.

Harsh's educational background includes certificate courses in suicide prevention, intentional peer support, and single session peer work. Additionally, he is currently pursuing a course in Lived Experience Transformational Leadership from the Yale Program for Recovery and Community Health.



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

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.

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 Councillor 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.





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.