



Let's get down to business

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Frank Marklew, Orderley



SERIOUS BUSINESS

What do you do?

I am an orderly at Wimmera Health Care Group. I transport patients around the hospital. I also do some cleaning and other environmental services duties.

How long have you been there?

I have been here 30 years last March. I came here straight from school – it was my first full time job.

What's the best part of your job?

Working with patients and staff. I always try to give patients that extra care and attention whenever I can. I treat them all as individuals, they are my priority.

What's the worst?

Mortuary duties are the hardest part of my job.

What's your greatest work achievement?

Working at Wimmera Health Care Group for over 30 years is an achievement in itself. People ask me why I've stayed so long, but I love the job and the work environment. I am very proud of our hospital.

The first week Chris Scott started as CEO of Wimmera Health Care Group, he called me into his office and congratulated me on being selected to umpire the Wimmera League Grand Final the next day. I felt proud that a person in his position would acknowledge this.

What do you think is the secret to business success?

In my job you need to be a good listener, to listen to people's problems and concerns. You need to give people the care, attention and respect they deserve. Top quality customer service is essential.

FUNNY BUSINESS**Tell us a funny work story?**

Over 30 years there have been many. One that comes to mind is when Peter Miller (who is now the local ACE Radio newsreader) and I had the job of cleaning down the verandah and walls outside the old Ward 5 building. We started using a normal garden hose, but there wasn't enough pressure coming through so we grabbed a black fire hose. Peter decided that there still wasn't enough pressure, so he got me to get a big canvas fire hose. As we started to use it, the water pump cut in and we ended up blowing off the spout to the roof. There was too much pressure and I dropped the hose on the lawn and it was jumping around everywhere and flooding everything. After that event, we were told politely by the head engineer that we weren't to use those hoses again!!

Humphrey B Bear came for a visit one day and when he went to get back on the ute to leave, he caught his foot on the tailgate and we had to pick him up off the road and heave him onto the ute.

What's something that no one would know about you?

I used to be a speedway racer. Umpiring six senior Wimmera League grand finals in a row.

What would your last meal on Earth be?

I'd better say my wife Carolyn's lamb roast, or gravy and chips.

You're suddenly made Prime Minister. What's your first change?

Without a doubt, it would be more funding for hospitals.