



Community and Oral Health

Year in Review 2025

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

**Metro North
Health**



**Queensland
Government**



Community and Oral Health would like to respectfully acknowledge the Traditional Owners and Custodians of the land throughout Metro North Health where our health services are located.

We also pay our respects to Aboriginal and Torres Strait Islander Elders and valued persons, past, present and emerging and recognise the strength and resilience that Aboriginal and Torres Strait Islander people and their ancestors have displayed in laying strong foundations for the generations that follow.

For it is through building a joint understanding of spiritual connection to country, land, wind, water and community that we work together to reduce health inequities across Queensland.

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EXECUTIVE DIRECTOR'S FOREWORD



In 2025, Community and Oral Health (COH) continued to deliver high-quality care to our patients and residents, while being able to adapt and support hospitals across Metro North Health.

It has been wonderful to lead and work alongside many talented and compassionate staff, who continually meet the needs and deliver the best possible care.

The COH Year in Review 2025 showcases some of the great achievements and the quality of work performed to support hospital demand and help patients live at home longer.

With increased hospital pressures community-based (sub-acute) services are perfectly positioned to support older hospital patients in their recovery.

Each year, COH connects tens of thousands of people to community-based health care following their hospital stay.

COH provided around 60,000 virtual appointments and a further 220,000 patient appointments or visits in the home, at oral health clinics, health facilities, mobile dental vans and bedded services, as well as to residents at our residential aged and disability care facilities.

Each day we operate more than 300 sub-acute beds across our Hospital in the Home, rehabilitation, interim and transition care and geriatric services located at Brighton and Zillmere.

Our focus is always about how our community-based services can meet growing demand, as well as the health equity agenda through our Aboriginal and Torres Strait Islander Yarning

Circle and initiatives to create a more culturally responsive and respectful environment.

In the past year, there have been exciting developments around the care we provide to the elderly and the community.

Recently, we saw Coinda and Gannet House acknowledged with the highest national five-star rating under the Australian Government's Aged Care Star Ratings program for the quality of care provided to residents.

We introduced a new dental van at Bribie Island as part of the Metro North Health School Dental Service for free emergency and general dental care.

There were great milestones with Pine Rivers Community Health Centre celebrating 30 years of dedicated community-based services in the heart of Moreton Bay.

We introduced the Metro North's Geriatric Evaluation and Management in the Home of Service to provide an alternative to lengthy hospital stays for frail, older adults.

Brisbane North's first dementia choir, Bright 'N' Sparks Choir, held its first public concert thanks to the support of many kind charities and organisations.

A lot of work has occurred behind the scenes to continue to support the wider health service, our patients and residents. Thank you to our wonderful staff for their ongoing commitment and care.

Glynis Schultz
Executive Director
Community and Oral Health



Our School Dental Service staff are bringing brighter smiles to children across north Brisbane and Moreton Bay.

Delivering oral health care across the community

- A new mobile oral health van was introduced to Bribie Island as part of the Metro North Health School Dental Service. Eligible children and adolescents will be able to access free emergency and general dental care on the island
- One hundred per cent of our oral health patients were seen within the recommended waiting timeframe on our general dental wait lists.
- The School Dental Service delivered around 15,000 oral health appointments each year to children and adolescents across north Brisbane and Moreton Bay.
- New dental clinics in Caboolture and Kallangur Satellite Community Health Centres celebrated their second and first-year milestones, respectively.
- Close to 4,300 kids received corrective dental care for cleft lip conditions, treatment for trauma and other conditions requiring a highly specialised oral health team.
- More than 18,000 eligible adults received general oral health care and treatment at our community and hospital clinics at Redcliffe, Caboolture, Sandgate, Kallangur, Stafford and by our outreach program for emergency and general dental care.
- Around 2,000 dentures are made each year by our highly-skilled dental laboratory technicians and external outsourcing providers.



Staff and residents at Cooina House celebrate its five-star rating as voted by the families and residents and audited by the Federal Government.

Creating a home-like environment for our residents

- Cooina and Gannet House were acknowledged with the highest national five-star rating under the Australian Government's Aged Care Star Ratings program. The rating is based on residents' experience, compliance, staffing outcomes and the quality of care.
- At the same time Cooina House also celebrated 20 years of excellent care for its residents.
- A Queensland first research study revealed how robotic pets support the social and mental wellbeing of aged care residents living with dementia.
- Our residential aged care facilities continue to successfully pass the Aged Care Quality and Safety Commission accreditation, with few recommendations and very positive feedback.
- Around 82 per cent of our residents at our residential aged care facilities are aged over 70 years.
- The Halwyn Centre had a modern facelift with the residents' living and sleeping areas beautified and made safer and more home-like.
- The top consumer feedback provided to our residential aged care facilities and care for people with a disability relates to the kindness of care provided and the high standard of facilities.
- Twenty residents who have both intellectual and physical disabilities with complex care needs receive 24-hour nursing care at the Halwyn Centre.

Providing better at home health care

- We introduced the Metro North's Geriatric Evaluation and Management in the Home (GEMITH) service to provide an alternative to lengthy hospital stays for frail older adults.
- The Pine Rivers Community Health Centre celebrated 30 years of dedicated community-based services in the heart of Moreton Bay.
- Home Hospital introduced two new services in 2025 including Geriatric Evaluation and Management in the Home (GEMITH) and Acute Patient Assessment for Care in the Home Environment (APACHE)
- Hospital in the Home is seeing more complex cases due to enhanced care diagnostics with the ability to monitor, take blood tests and care for patients in the home.
- Our Post Acute Care Service continues to support early discharges of elderly patients from hospital and to accommodate referrals from GPs, with close to 70,000 appointments in the community.
- We provided care around 33,000 times to Hospital in the Home patients either in the home or virtually to avoid unnecessary hospital stays.
- Close to 50 percent of patients who received care in the home are aged 70 years and over.
- We provided tender support and care to



For over 30 years the Pine Rivers Community Health Centre has housed many services including oral, children's, mental health, First Nations' and women's health.

around 2,000 patients who wanted to spend their last days at home and guided their loved ones through their end-of-life journey.

- More than 9,150 people received specialist appointments and care following discharge from hospital at our clinics at Chermside, Keperra, Caboolture and North Lakes.



While home visiting remains a priority, we have also moved toward virtual care where it is safe to do so.

Delivering longer-term care in the community



Since its first public concert, the demand for the Bright 'N' Sparks Choir has grown.

- Brisbane North's first dementia choir, Bright 'N' Sparks Choir, held its first public concert and many others thanks to the donations of many kind charities and organisations.
- Due to the rapid and safe establishment of the Brisbane Nurse-led Walk-in Clinic, the team received the Excellence in Performance award at the 2025 Metro North Health Staff Excellence Awards.
- The Complex Chronic Disease Team delivered care around 37,000 times, including more than 3,900 direct client interventions via virtual care.
- Each year we care for around 550 elderly patients at our Residential Transition Care facility at Zillmere and provide extra support to return home after a hospital admission.
- Our community staff travelled to tens of thousands homes to help people recover from a medical condition and support them to live independently.
- The Diabetes Service has been at the forefront of delivering virtual care for people with a disability, with more than 5,500 virtual appointments and around 21,000 episodes of care.

Ensuring rehabilitation is closer to home

- The Brighton Geriatric Evaluation and Management Service (GEMS) has celebrated one year of supporting elderly patients safely discharge from hospital before transitioning back home.
- Following the success of the Health Aging Assessment and Rehabilitation Team at the Kallangur Satellite Community Health Centre, a further service was established at Bribie Island. The service helps older people manage and recover from age-related health conditions.
- The complex chronic disease rehabilitation program is continuing to change the lives of hundreds of patients experiencing severe respiratory or heart conditions each year. These important programs are being delivered at Burpengary Leisure Centre and North Lakes Health Precinct.
- Around 700 patients received short-term care and access to rehabilitation therapies at



The Brighton GEM Service was initially trialled as part of a broader strategy to ease hospital demand and better support patients in the community. It is made up of specialist geriatric medical staff, and nursing and allied health professionals.

Brighton Health Campus to complete their recovery after hospital.

- The Community Based Rehabilitation Team provides care more than 14,000 times to patients in their homes or the community each year.
- Our Interim Care Service has supported around 700 patients move into a residential aged care facility with 92 per cent of patients over the age of 70.

CELEBRATING STAFF

Metro North Staff Excellence Awards

- Highly commended, Excellence in Integrated Care for Acute Patient Assessment for Care in the Home Environment (APACHE).

COH Staff Excellence Awards

An impressive 125 staff were individually named and nominated for the COH Staff Excellence Awards last year, and a total of 17 award winners were announced.

People Focus

- **Rick Harden**, Senior Dentist, Redcliffe Dental Clinic
- **Rebecca Young**, Recreation Officer, Residential Transition Care Program, Extended Care Program

Innovation, Research and Clinical Improvement

- **Brianna Barber**, Speech Pathologist, Interim Care/Aged Care

Excellence in Performance

- **Diabetes Service**

Leadership

- **Vicki Thompson**, A/Service Manager – Customer Liaison Advisory Service

- **Dr June Chia**, Clinical Director, General and Geriatric Medicine

Supporting Excellence in Care

- **Kallangur HAART Administration Team** – Gary Brown, Elliott Perryman and Ben Dutton

Values in Action

- **Memory Chitagu**, Oral Health Therapist Senior, School Dental Service
- **Rachael Sullivan**, Clinical Lead Social Worker, Brighton Rehabilitation Unit

Improving First Nations Health

- **Deearne Dodd**, Senior Aboriginal and Torres Strait Islander Community Liaison Worker, COH Aboriginal and Torres Strait Islander Team

Connecting Care Champion Awards

- **Dr David Fu**, Specialist in Special Needs Dentistry, Redcliffe Dental Clinic
- **Kirsten Howie**, Patient Flow Nurse Navigator, RAN
- **Larissa Visco**, Senior Social Worker, Hospital in the Home
- **Shandel Lea Thomas-Clark**, Senior Dental Assistant, Sandgate Dental Clinic



CONSUMER FEEDBACK

Best Compliment - Rick Harden and the Redcliffe Dental Clinic

"As a Muslim woman who wears the hijab, I often find it difficult to access healthcare spaces where my faith and modesty are truly understood and respected.

"What stood out most to me was Dr Harden, not only was he respectful of my modesty and boundaries, but he also took the time to ask me questions about how he could improve his approach when treating Muslim women.

"That level of humility and willingness to learn is something I rarely come across in health care — and it meant the world to me. He ensured I was comfortable at every step, explained everything clearly and worked with the utmost sensitivity.

"It wasn't just about dental care — it was about dignity, cultural respect and feeling truly human in the chair. From the moment I walked in I felt seen, safe and welcome. The staff were warm, professional and considerate.

"If you're a Muslim woman — or anyone looking for compassionate, culturally aware dental care — I cannot recommend Redcliffe Dental Clinic highly enough. They've set a new standard in what inclusive and respectful care should look like. May more healthcare providers follow in their footsteps."

BY THE NUMBERS

1,084
COMPLIMENTS
RECEIVED



TOP CATEGORIES

- » Humaneness/Caring
- » Treatment
- » Professionalism

UP TO

15,000
ORAL HEALTH
APPOINTMENTS



School Dental Service

UP TO

70,000
APPOINTMENTS



Post Acute Care Service

MORE THAN

9,150
SPECIALIST
APPOINTMENTS



Following discharge from hospital

MORE THAN

33,000
VISITS



Hospital in the Home

