

MESSAGE FROM THE ED METRO NORTH MENTAL HEALTH

Metro North Health

Dr Kathryn Turner



Dear Staff,

Our work in the Mental Health directorate can be challenging and at times confronting. The wellbeing of our staff is a priority. There are a range of support services available to Metro North staff. In the first instance, staff can contact a Peer Responder. Peer Responders are trained in Psychological First Aid and provide support while facilitating links to additional resources, if required. Staff can choose to talk to a Peer Responder in their area or from another facility. Click [here for more information](#).

Staff can also access staff psychologists who provide confidential, psychological services to both individuals and teams. Psychologists can provide support after a stressful incident or time and provide education and professional development to support staff wellbeing and interactions. For more information about staff psychology or to seek support, call 3647 9673 or email MNStaffPsychology@health.qld.gov.au.

Staff also have access to TELUS (formerly Benestar). TELUS provides free professional, confidential coaching and support. Staff can access TELUS on 1300 360 362 (24 hours).

If staff require other support, they can reach out to their line manager who can help find the support they need.

Crisis Stabilisation Facility (CSF)

The delivery of our new Crisis Stabilisation Facility (CSF) is underway at TPCH. The CSF will help to improve potential gaps in mental health emergency care, respond to increased mental health crisis presentations and provide additional mental health care for the community, funded under the Better Together initiative.

Aligned with our ASPIRES Suicide, Self-Harm and Overdose Prevention plan, the CSF project is part of a larger re-design of TPCH Acute Care Team services, improving consumer experiences and staff wellbeing. The project increases resources to frontline acute mental health services and offers additional treatment and assessment options for persons presenting in mental health crisis.

As the CSF will operate under a new model of service for mental health acute care services delivery, a business case for change process is underway and staff will be provided with information regarding recruitment opportunities within the CSF as new positions become available. The project is due to be completed in July 2024 and services are anticipated to commence from August 2024.

For more information visit [QHEPS](#) or the MNMH [CareHub](#) under Crisis Reform.

Redcliffe-Caboolture Alcohol and Drug Service, Psychosocial Team wins CAHRLI Award

Each year the Collaborative for Allied Health, Research, Learning and Innovation (CAHRLI) award \$500 to a local team or individual to recognise high quality, high impact allied health led research, learning or innovation. Nominations are assessed in a competitive and merit-based process.

This year we are pleased to announce that the Redcliffe-Caboolture Alcohol and Drug Service, Psychosocial Team have won the award for their innovative project, *'Improving clinical responsiveness to our local community using a cultural framework informed team activity'*.

Congratulations to the team on winning this award but more importantly thanks to the team for investing

locally in our priorities around health equity, responsive healthcare and employee engagement, wellbeing, and team development.



Team receiving their awards - look closely and you will see the Redcliffe team members on the computer screen.

National Victims of Crime Day event

The QLD Health Victim Support Service (QHVSS) collaborated recently with key stakeholders to deliver an event to acknowledge National Victims of Crime Day 2023. Stakeholders included Victim Assist QLD, QLD Police Service, QLD Homicide Victim Support Group, Protect All Children Today and Brisbane Domestic Violence Service. The event was held on 15 November at Parliament House and was hosted by the Attorney General.

It was a great opportunity to connect with other agencies across the sector, members of parliament and the community, to recognise victims of violent crime and raise awareness of QHVSS. The afternoon included speeches by the Attorney General and the Interim Victims Commissioner as well as a discussion panel of people with lived experience reflecting on what helped them, and their suggestions for system improvements for future victims of violent crime.



QHVSS team at National Victim of Crime Day event

Metro North Staff Excellence Awards

A big congratulations to all the Mental Health and Alcohol and Drug service finalists in the Metro North Staff Excellence Awards. I am so delighted to see such a large number of finalists from our directorate.

Excellence in Training and Education

- ASPIRES: Suicide, Self-harm and Overdose Prevention

First Nations Staff

- Penny Dale, Biala AODS,
- Kylie Medlin, Metro North Mental Health RBWH

Leadership

- Cassandra Hall and Rebecca Mann

People Focus

- Anna Sander, Biala AODS
- Hot House Clinic, Biala AODS

Values in Action

- Chermside Community Mental Health Service

It is wonderful to see the hard work of our individuals and teams being recognised. The winners will be announced at the gala dinner this Friday 15 December. Best of luck to all our finalists.

Kind regards

Kathryn