

Message from the Executive Director Mental Health

Dr Kathryn Turner



Dear staff,

It is timely, given challenging incidents across our service in recent times, that we launch our Post Critical Incident Staff Support Guideline below.

The development of this guideline is a significant step forward in our commitment to safeguarding the wellbeing of our team members.

It provides a structured pathway for supporting staff and teams following critical incidents, thereby reducing potential harm they may encounter in their roles.

I strongly encourage staff involved in any incidents to seek the support they require either directly or through their manager.

Below, our Acting Director of Allied Health, Matteo Brunetti will introduce the guideline and also introduce Dr Wendy Miller who is in a Staff Wellbeing Coordinator role in MNMH.

We also highlight some exciting upcoming events in our service.

Thank you to everyone who has reached out to support staff across our service during these challenges. It is a testament to the wonderful team we have in MNMH. Please look after each other as we continue to respond to increased demand on our services from higher acuity consumers.

Kind regards

Kathryn

Acting Director of Allied Health update

MNMH Post Critical Incident Staff Support Guideline

The Metro North Mental Health [Post Critical Incident Staff Support Guideline](#) is now available online. It aims to ensure a consistent approach across our directorate in supporting staff and teams following challenging incidents within the workplace.



The guideline was adapted from the Metro North Health Guideline to provide localised and contextual information to assist implementation within MNMH in alignment with the [Metro North Mental Health Incident Response Framework](#).

The MNMH guideline has a strong alignment with trauma-informed care, ensuring all those impacted are considered and have an equal opportunity for support. The timing and approach to learning after harm has also shifted in our guideline to ensure closer alignment with Restorative Just and Learning principles including:

- addressing immediately who is harmed, what they need, and who is best placed to meet those needs
- in weeks following, providing an opportunity for how relationships can be repaired and how we can mitigate the risk of harm in the future.

Education and support in implementing this guideline will be rolled out in coming months and your feedback on the content will also be sought. This will ensure the guideline can continue to adapt to the needs in our environment.

Introducing Dr Wendy Muller

To assist in implementing this guideline, I am pleased to introduce Dr Wendy Muller, our new full-time MNMH Staff Wellbeing Coordinator. Wendy is an Organisational Psychologist who has worked as a Senior Organisational Development Specialist with West Moreton Hospital and Health Service for the past three years. She brings experience in leadership development and supporting leaders at all levels towards workplace engagement, culture and capacity, integrating wellbeing practices into workplace interventions at every opportunity.



Wendy is passionate about collaborating with leaders to improve health and wellbeing, and to achieve positive outcomes for all staff. She currently co-hosts a statewide program 'Coming Up for Air', an initiative aimed at tackling wellbeing via a like-minded community – through engagement that is both fun and meaningful.

In addition to supporting implementation of our new MNMH Post Critical Incident Staff Support Guideline, Wendy will be assisting senior and middle managers in effectively addressing psychosocial hazards within our workplaces. While Wendy is initially based at TPCH to support recommendations of the Part 9 review, please contact her about enhancements of staff wellbeing and enjoyment at work.

Wendy will work alongside Amy Duff (Senior Mental Health Culture and Wellbeing Coordinator), ensuring critical incident responses are efficiently and effectively tailored to needs.

Amy and Wendy will also be upscaling the Peer Responder Network to bridge the gap of the 21% of MNMH services yet to have a Peer Responder in their team. For more information on the Peer Responder Program or to submit an EOI please contact MNMHPeerResponders@health.qld.gov.au

Luenne Zielke, who works as our Staff Psychologist, will continue to provide individual support to staff for work-related distress through MNStaffPsychology@health.qld.gov.au

Should you have any questions or require further information about the new guideline or Wendy's role, please do not hesitate to contact me.

Matteo Brunetti

A/Director of Allied Health

Other news

Introducing Craig Brown

Craig joined MNMH last week as our new Manager, Communication and Liaison. He comes to us with a wealth of experience in healthcare communication, including having led the Queensland Health media team and communication functions at the Office of the Health Ombudsman and Clinical Excellence Queensland.

Craig will have an important role in supporting our services with providing greater rigour and quality in our briefing and correspondence processes. He will also play an important role in supporting communication across the service and supporting teams to get their messages out about all of the great work that is happening across the service. He will not replace your existing relationships with the Metro North Comms team but is available to provide communication advice and can act as conduit into their services.

PS He's Craig Brown 2 in Outlook.

MNMH research symposium – Shaping the future through partnership and collaboration

The 2024 Metro North Mental Health Research Symposium is an annual event bringing together our researchers, clinicians, consumers, stakeholders and partners to share knowledge and learnings.

The symposium highlights the quality and diversity of the research, evaluation and service improvement activities undertaken across MNMH. The packed agenda for 2024 includes a keynote address, plenary speakers, a lived experience panel discussion and a choice of masterclass sessions in the afternoon.



Date and time – Tuesday 27 August 2024, 8:30 am - 4:30 pm

Location – Caboolture Hospital Education Centre, Caboolture Hospital, 120 McKean St, Caboolture QLD 4510, Australia

Please visit our [event page](#) for more information on the program and to register your attendance. To facilitate networking and discussion, morning tea and lunch will be provided.

Windows to our World art exhibition

2024 marks the 21st anniversary of the annual Windows to Our World (WoW) art exhibition.

This year's exhibition will launch on Friday 4 October 2024 as part of Mental Health Week and will be held in the walkway between the Ned Hanlon and Joyce Tweddell buildings.

The exhibition is run by the RBWH Mental Health Service 's Meaningful Activities Program (MAP), with artworks submitted by hospital and community patients and staff of the service. The exhibition aims to empower our communities through art, healing, education and connection. It also serves to increase awareness of mental illness and break down the stigma associated with mental illness.

The theme for 2024 is "Inspired by colour", with submissions due on 13 September 2024 and accompanied by a completed electronic or physical [entry form](#).

For more information on the event or submitting an artwork, please contact the MAP team on rbwhmap@health.qld.gov.au.

A poster for the "CALL FOR ARTISTS" for the "WINDOWS TO OUR WORLD ART EXHIBITION 2024". The poster is set against a background of yellow and green paint splatters. It features the text: "CALL FOR ARTISTS", "RBWH MENTAL HEALTH CENTRE", "WINDOWS TO OUR WORLD ART EXHIBITION 2024", and "4-31 OCTOBER". Below this, it states "2024 THEME: INSPIRED BY COLOUR" next to a circular logo of a head profile with colorful dots inside. To the right, it explains that the exhibition is curated by Occupational Therapy Assistants and invites consumers and staff to submit artwork. It also notes that consumer artists will receive 100% of the sale price and an invitation to the opening event.