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Dear colleagues,

Occupational Violence Prevention (OVP) is a Redcliffe Hospital and Metro North-wide key priority, committed to reducing the potential for physical injury and psychological harm by providing healthcare workers with the knowledge, skills and techniques to prevent and reduce the harms of workplace violence.

Occupational Violence is one of the leading work incidents reported by Metro North Health staff, as such it is important to please ensure your training compliance always remains current.

OVP training is based on the level of risk associated with your work area or role and promotes positive approaches to behaviour, de-escalation and least restrictive practices. To help understand the level of risk associated with your work area or role and the appropriate training, please talk to your Line Manager about your service area/work unit risk rating or email Joe Fiorello, OVP Officer - Redcliffe Hospital: Joe.Fiorello@health.qld.gov.au.

For more information you can visit the [Metro North OVP QHEPs page](#).

Remember the Queensland Occupational Violence Strategy Unit (QOVSU) is coming to Redcliffe Hospital on Monday 25 November to provide education sessions. There are limited spaces available so [use this link](#) to register your interest.

In addition, we are all required to contribute to our own health and safety and ensure that our mandatories are completed on time. Please work towards completing any outstanding mandatories over the next couple of weeks. I will be asking all Managers to monitor compliance to ensure mandatories are completed and expect they will follow up directly with staff who are yet to achieve compliance. To view your mandatory training compliance log into [TMS](#) and click on the "My plan" tab.

Metro North Staff Excellence Awards

Nominations for our Metro North Staff Excellence Awards have now opened. The awards celebrate our staff who make a significant contribution and demonstrate a strong commitment to our values, either as individuals or a team. There are also four new categories awards this year including:

- Board Safety and Quality
- Excellence in Consumer Partnerships
- Emerging Leaders
- Non-clinical Excellence in Operations.

We can't celebrate the amazing work of our peers if we don't know about it, so please take some time to nominate a deserving colleague if you can. You can nominate [here](#).

Our 10th annual Staff Excellence Awards will take place on Friday 22 November at Brisbane Convention and Exhibition Centre – be sure to save the date for this milestone event and nominate a colleague who deserves it. We'd like to see nominations across all areas and roles in

Metro North Health!

Redcliffe Hospital Expansion update

This month we can expect to see a lot of changes, both on and off our hospital campus, as the RHE project charges on. Works to relocate the Redcliffe Hospital bus stop (Stop ID 310879) on Recreation Street commenced yesterday. The existing bus stop will remain operational up until Saturday 21 September, reopening in its new location 50m north, on Monday 23 September. Installation of a new pedestrian footpath running between Recreation Street and North Block is also underway and scheduled to be available from next Wednesday 11 September. The team is also in the final stages of constructing the new pedestrian footpath and buggy route alongside Anzac Avenue.

Stay safe and use the footpaths

A reminder to all staff to please use the hospital footpaths and walkways and avoid walking on roads. Several staff have been observed walking on the QAS entry road behind the Emergency Department, which is a safety risk for QAS, patients and pedestrians. Emergency Department staff should consider exiting the hospital via the front main entry or via the walkway alongside the internal café, not the QAS entry road. It is important that we keep each other safe, use the pedestrian footpaths and follow signage that is in place.

Red Rocket shuttle bus

The free Red Rocket shuttle bus service has new operating times, from **8.30am to 5pm Monday to Friday** (excluding public holidays).

The shuttle bus will continue to service the four stops located around the hospital campus, including the multi-storey car park, the hospital main entrance, MBICC and the northern end of the hospital campus (near Palliative Care).

Could I please encourage you all to promote the free shuttle bus service and its new operating hours to patients and visitors to ensure it can continue to support our community to get where they need to go quicker and easier.

Giving Day fundraising total

I am very pleased to announce that the 2024 Raise it for Redcliffe Giving Day has raised almost \$200,000! This is a wonderful result for the hospital with some of the funds raised going towards transforming the Children's Ward Parent Lounge and Play Room and refurbishing single rooms in the Palliative Care Unit. I look forward to sharing some of these updates with you in the future.

Thank you again to everyone involved in the Giving Day including hospital staff and volunteers, impact partners and the RBWH Foundation.



R U OK? Day

The annual national day of action, R U OK? Day is next Thursday 12 September. Metro North People and Culture have developed a one-hour training session to prepare staff and leaders on how to deal with responses. The training will take place virtually on Monday 9 September, starting at 1pm and you can [register here](#).

Yarn Market Place scrubs

We recently received a kind donation of a number of beautifully designed scrubs from Yarn Market Place. The Executive team have decided to award the scrubs to the winners of each Redcliffe Star of the Month from September. There are limited sizes available so if winners don't find their size or are someone who doesn't wear scrubs, they can pick one for a friend.

Patient compliment

Finally, I would like to share a lovely compliment received from a patient who recently visited our Emergency Department.

"I attended the Emergency Department of the Redcliffe Hospital today. I would like to commend the staff and hospital on the wonderful treatment I received. The waiting room was clean and the atmosphere calm. I was treated professionally by the triage nurse and administrative staff member. There was a staff member offering tea and coffee to patients who were waiting. This was a lovely gesture and as a patient left me feeling that the staff cared about patient well-being. The nurse practitioner and radiographer I saw were professional and respectful. I felt like staff listened to my concerns and were very helpful and supportive. Thank you for creating a kind and supportive environment for your patients."

Kind regards,

Cang Dang

Executive Director,

Redcliffe Hospital

We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.



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