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September 2024

Support available to you and your team

Research has found that supporting those around you in the workplace benefits not only the culture, but all the individuals involved – including the supporter.

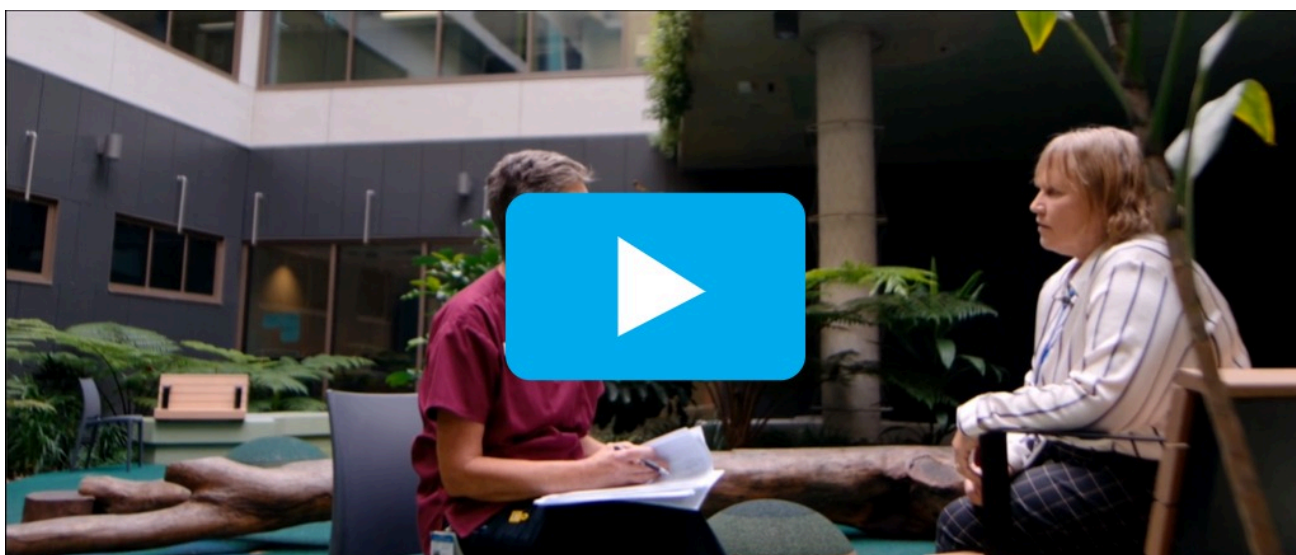
Metro North People & Culture offer many **services aimed at helping managers develop the skills and confidence to support their staff**. Some examples include:

- Leadership Essentials for Managers Program (LEMP)
- Psychological first aid
- How to give feedback
- Building cultures of success
- Coaching program
- Flexible work arrangements, and more.

When managers feel supported, everyone wins.

This edition of the Managers Memo focuses on what resources and training is available for you to enable and lead a well-supported, high-performing team.

Peer responders help managers



Our people are busier than ever, and the climate of healthcare can cause stress at work. The peer responder program has shown to help staff get through difficult times.

By reaching out to a peer trained in psychological first aid, who understands what they are going through, staff get that confidential support and understanding to help them through it.

Do you have a peer responder in your team? [Find your local peer responders](#).

We want to grow our cohort of peer responders at Metro North Health (MNH) and we need you, our managers to **enable and encourage** this. Watch the video above and find out more on [QHEPS](#).

Benefits for managers:

- Shares the load of supporting staff who need psychological first aid.
- Development opportunity for team members.
- If staff seek support early, we have higher employee longevity.
- Better staff wellbeing leads to better patient outcomes

Benefits for staff:

- More options for support.
- Connected to the right services that can help them.
- Speaking to a peer who understands their work environment.
- Program without borders, staff can reach out across facilities and streams.

Supporting staff after critical incidents

In response to feedback in the Have Your Say survey, at the staff occupational violence forum last year, and after some critical incidents in our services, Metro North has developed a [Post Critical Incident Staff Support Guideline](#).

The guideline provides a framework to ensure a consistent approach is taken to staff support across Metro North, minimising harm after exposure to significant events. Find out more on [QHEPS](#).



Help if occupational violence occurs

Where to find support

Did you know every QLD Health computer has a desktop icon for easy access to the [Incident Response Kits](#) in the case of an occupational violence (OV) occurrence?

There is a **manager toolkit** designed specifically to support managers (e.g., nurse unit managers, after hours nurse managers, team leaders and/or shift coordinators) which includes:

- What is OV?
- What to look for
- Ensuring employee and patient safety
- Reporting incidents
- Supporting employees post incident

In addition, there is an **employee toolkit** designed to support employees after an OV incident which includes a simple take home pack covering post OV incident processes and FAQs from staff following an incident.

There is also a range of other OV support resources online via the following links.
[Resources | OVP | Metro North Hospital and Health Service](#)
[QOVSU Initiatives and Resources | QOVSU | Metro North HHS \(health.qld.gov.au\)](#)

What is being done to prevent OV?

The Healthcare Ambassador Program Australia (HAMPA®) is a QLD Occupational Violence Strategy Unit (QOVSU) initiative. An 'ambassador' is a non-traditional security officer who works closely with clinical teams to build therapeutic relationships with patients through active engagement and de-escalation. MNH currently employs 33 ambassadors across multiple sites. Find out more on [QHEPS](#).

There is a large piece of work currently underway within MNH with QOVSU to help prevent OV. Part of that is an upcoming public awareness campaign, as well as OV roadshows across various MNH facilities, where there will be education sessions and a chance for you to ask questions. [Register and find out more.](#)



Social and Emotional Wellbeing Officers

The Metro North Health [Social and Emotional Wellbeing \(SEWB\) Program](#) provides a space for Aboriginal and Torres Strait Islander staff to feel safe and comfortable accessing psychosocial support.

SEWB Officers, [Nickita and Jesse](#), assist the Aboriginal and Torres Strait Islander workforce through a comprehensive holistic approach that looks at addressing the four domains of individual, community and family, culture, workplace and systems support.

It's essential for managers to know about this initiative and encourage their staff to access the program. The program also offers support to line managers of Aboriginal and Torres Strait Islander staff and is developing a training session. More information will be shared soon.

Feel confident having difficult conversations

Ask R U OK? – every day

R U OK? Day is coming up on Thursday, 12 September, and is a great reminder of the positive impact this question can have – at any time – on someone going through a tough time.

To prepare you to ask “are you ok?” and deal with any response, attend the **virtual training on 9 September at 1pm**. Spots are limited, so [register now!](#)

Take the coach-like approach

We are building a coaching culture to empower all staff to have better conversations. And this is especially important for our leaders. If you haven't attended coaching conversations yet, [please register](#).

You can also **request a personal coach** to help you achieve your professional goals and be the best leader you can be. Find out more on [QHEPS](#).



An infographic titled 'Our staff wellbeing support network' is presented on a light blue background. At the top left, a circular logo reads 'VALUES IN ACTION'. The main title is in a dark grey banner. The infographic is divided into several sections, each with an illustration and text. On the left, a person sits in a chair with a laptop, with text: 'At Metro North, we have five tiers of staff support available to meet your needs.' Below this is a 'QHEPS wellbeing resources' section with a QR code. The central 'RU OK?' section features a speech bubble and text: 'Live the Values, stay connected and be there for each other. MNValues@health.qld.gov.au'. Below this is 'Teammate support' with an illustration of two people high-fiving. The 'Peer Responders' section shows two women talking, with text: 'Confidential peer support through listening, understanding and linking to appropriate support options. MNPeerResponder@health.qld.gov.au'. The 'Staff Psychology Service' section features a tree illustration and text: 'Confidential and effective psychological support for teams and individuals. MNStaffPsychology@health.qld.gov.au'. The 'TELUS Health - EAP' section shows a person under an umbrella, with text: 'Free, high quality, confidential support for staff and their immediate families.' At the bottom, there is a 'Cultural, social, emotional and mental wellbeing support for Aboriginal and Torres Strait Islander employees' section with a QR code and the email 'A_TSILclinical_innovation_strategyMNH@health.qld.gov.au'. Logos for Metro North Health and Queensland Government are at the bottom right.

EOI for final Have Your Say action group

What does great support from an organisation look like?

One of the four focus areas in the Have Your Say Action Plan is 'support for staff'. As an organisation we want to improve things and need your help to co-design initiatives that will better support managers and staff across Metro North.

If you or a team member are passionate about this topic, email MNValues@health.qld.gov.au expressing interest to be part of the action group. Three 1-hour workshops will be held during September and October.



You're also welcome to provide feedback about what support looks like to you in your role, to help inform the action group. Please email your ideas to MNValues@health.qld.gov.au

Helping our line managers

First & Last Impression surveys now via SMS

We know via feedback in the Have Your Say survey that our managers feel time poor. One improvement we hope makes a difference to you is moving the [First & Last Impression survey](#) (joining and leaving Metro North) to an automated SMS system, which takes it off the line manager's plate and allows for improved data reporting.

The SMS surveys are now live and to get the most out of this new system, we need all employees to have an up-to-date mobile number in *myHR*. Please remind your staff to update their details regularly.

New Health Equity recruitment info

You can now find updated information on the [Health Equity recruitment QHEPS page](#) to help hiring managers grow our Aboriginal and Torres Strait Islander workforce, learn about the cadetship program and more.

With a Metro North target to increase our Aboriginal and Torres Strait Islander workforce from 1.8% to 5%, it's every manager's responsibility to be up to date with this information on QHEPS.

Increasing the representation of Aboriginal and Torres Strait Islander peoples in our workforce brings diverse perspectives, deeper understanding and more culturally responsive care to the community we serve.

New HR fundamentals supporting managers

Have you accessed the new HR Fundamentals short online learning sessions, created to develop ethical and inspiring leadership and build capability across all streams and levels?

With topics like **'flexible work'**, **'supporting employees HR matters'** and **'giving feedback'**, you'll find sessions to help you upskill and better support your team.

[See the full list of upcoming sessions.](#)

NEW

Metro North Health
Talent Management System

VALUES IN ACTION

PHONE SUPPORT FOR TMS ENQUIRIES

PHONE ASK HR (1800 275 275) – SELECT OPTION 3

MONDAY TO FRIDAY | 8.30AM – 4.30PM

Recognising staff can improve team culture

A common theme across directorates and streams that came out of the last Have Your Say survey was recognition. **Staff want to feel valued and acknowledged** for the work they are doing.

There are many ways you can recognise your staff at a team level. Find ideas on [QHEPS](#).

Metro North Staff Excellence Awards

Coming up are the [Metro North Staff Excellence Awards](#). With **four new awards** there is even more opportunity to nominate your team members and the incredible work that your colleagues do everyday. Remember to read through the criteria for all awards and see which one fits best for your nomination.

Let's build a culture of reward and recognition, which in turn, increases our staff longevity and attracts the best in the business.

SAVE THE DATE

Metro North Health
**Staff Excellence
Awards 2024**

Friday 22 November 2024
Brisbane Convention and
Exhibition Centre



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We would love to know if this Managers Memo was valuable to you. Is there something you'd like to see in a future edition?

Provide your feedback

Missed an edition?

All previous Managers Memos are available on the [Metro North Staff Extranet](#).

Please [contact us](#) if you would like some **news from your team** included in the Managers Memo.

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