



Dear team

Welcome back to many of you. I hope that you all had a relaxing break if you had the chance to over December and January.

With 2024 being such a great year of growth and milestones for our directorate, I expect 2025 to continue to be a very rewarding year.

Some of the immediate focus for the year includes the work continuing to manage and enhance our facilities and workforce for our growing services.



There will continue to be a focus on the great opportunities presented by Metro North Hospital in the Home, and planning around the new Statewide Oral Health Services Plan and the virtual ward.

Metro North Oral Health is also prioritising the commissioning of a dental clinic at The Prince Charles Hospital and the dental service at Bribie Island.

In addition, the School Dental Service is commencing a trial of digital forms to allow easier access for children.

The continued investment in facility maintenance and upgrades will continue in 2025 with works planned for upgrades to buildings, electrical and lifts across multiple COH facilities.

### Something we missed

Late last year, a COH team did us proud at the Health Services Research Conference.

They presenting a Symposium entitled *Building an innovation and research culture in a public community health service, which included six papers.*



1. Partnering with consumers to co-design a research and innovation strategy in a Community Health Service.
2. Research culture and capability in a Community Health Service.
3. Supporting existing researchers with the Research Plus program: Case study.
4. Engagement of Aboriginal and Torres Strait Islander peoples with an urban Community

Diabetes Services.

5. Research skills development through the New to Research Program: An evaluation.

6. Health Services Innovation through the Kickstarter Program: A Speech Pathology Telepractice Dysphagia Service Within a Community Health Setting.

It was a great opportunity to reflect on the Innovation and Research Strategy and highlight projects that have been supported through our COH grant funding.



### **Connecting Care Champions - Hi5 in 25!**

Recognition is an important part of our culture and we wanted to create an award so that you can give a high five to people in real time so their efforts can be celebrated by their peers.

In 2025, we will be taking five to acknowledge our caring, connected and compassionate champions at our oral health and community sites as part of our 'Hi5 in 25!' visits.

It only takes five minutes to nominate a person for this new, fun Connecting Care Champions award (which replaces the Shining Star Award).

The joy of being nominated and recognised lasts much longer!

Have fun with award names: Making your awards unique and memorable starts with the name.

- Conor the Connector
- Caring Cassie
- Compassionate Jim
- John the Champion
- Or customize your own nomination using the letter 'C' or something creative.

Short 50-100 word nominations for our monthly Connecting Care Champion awards can be sent to COH-Communications@health.qld.gov.au at anytime.

Our first 'HI5 in 25!' visit is planned for Zillmere Transition Care Program in early 2025.

### **Compliment - Coinda House and Fiona Webster**



Another great compliment about our community-based services to start off the year.

*"My mother and father were both residents at Cooinda House. It became obvious when I was helping complete the paperwork on behalf of Dad (when he moved to Cooinda) that Fiona Webster was going to make it so much easier for us with her knowledge of the processes and her extremely helpful demeanour.*

*"I live in Perth and over the next three and a quarter years, I had lots of interaction with Cooinda House (mainly by phone) and on the majority of these occasions I started by speaking with Fiona who always had time to listen and either solve my request or provide the advice on who or what was the next step.*

*"These requests were numerous and varied from getting new clothes labelled, printing photos I'd sent, helping Mum with her phone, dealing with lost property and everything in between.*

*"This was in addition to all of the financial aspects of Mum and Dad being residents which Fiona managed without any fuss and made it extremely easy for me to understand and supply required information and pay invoices, etc.*

*"Fiona is an outstanding person and Cooinda House is all the better for having her as part of its wonderful team."*

### **A final shout out**

Christmas was in full swing at Gannet House, and there's no shortage of festive fun!

"Our residents truly look forward to this time of year," Recreation Officer Julie said.

"It's heartwarming to see everyone come together for events like our annual Christmas bake-off, resident/family Christmas party and the Christmas lights tour."

[Read more ...](#)



**Glynis Schultz**  
**Executive Director**  
**Community and Oral Health**

Metro North Health acknowledges the traditional custodians of the land, and pays respect to Elders, past, present and future.