



Dear colleagues

We want to start by saying how proud we are of our Metro North workforce, who in spite of all odds, continued to work through ex-Tropical Cyclone Alfred to care for those in need.

While some of you had your own flooding impacts at home, we saw hundreds of staff join us over the weekend to have a Metro North Health sleepover, spending the night in our hospitals and Satellite Health Centres.

Our food services teams cooked and catered for staff who needed a meal after a long shift, our BEMS teams secured our sites and attended to urgent works, and our admin teams fielded many queries from patients about rescheduled appointments and the like, keeping them calm during uncertainty.

Our Emergency Operation Centres worked around the clock to ensure everything flowed as it should, our social workers were there with our vulnerable patients when they needed it most, and our virtual teams increased their hours of operation to help those who were stranded but still needed us.

It's impossible to call out every single team who showed selflessness and agility over the last week, but it applies to every single one of you – you have all shown up for our community when it mattered the most.

As we return to business as usual and put our swags away (for what will hopefully be a while!), we encourage your teams to celebrate your hard work and success in getting through this challenging period.

Please look after yourselves, with many of you feeling exhausted and dealing with home damage and power outages, and lean on our support services if you need.

Thank you from us, the entire Board, and our Senior Executive.

Regards,

Bernard and Jackie



Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High performance | Teamwork

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



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