

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues

As we prepare for Tropical Cyclone Alfred which is expected to cross the coast late tomorrow/early Friday, I would like to thank everyone for their work in continuing to provide essential care to our community.

Metro North has a proud track record of supporting our community during challenging times and we will continue to serve over the coming days.

As highlighted in the daily Metro North Incident Controller messages, as essential health workers, we have an obligation to help our vulnerable patients and community during this time.

I appreciate that we all remain on high alert about our individual work and home situations. If you believe that you are unable to attend work over the coming days, please inform your line manager immediately to seek permission about taking leave and to make alternate arrangements. You may be eligible for [special flood, cyclone and storm leave](#) at the discretion of your line manager

Please be reminded that frontline and frontline support staff should look to attend work wherever possible, working from another facility if required.

Support is available at all of our facilities to access emergency accommodation, meals and snacks if you find you are stranded at work for a period of time to enable you to rest when not otherwise rostered.

Any non-frontline staff who can work from home, should consider work from home arrangements for Thursday and Friday, in consultation with your line manager.

Prioritisation of essential services



In preparation for the cyclone event, Metro North has taken a number of actions in relation the prioritisation of essential services which include:

- Postponement of non-essential planned care including surgery, outpatients and endoscopy from Thursday 6 March and Friday 7 March.
- Virtual Emergency Care Service will be increasing its capacity from 0800 Thursday through to 2200 Monday to meet potential demand from those unable to physically attend the Emergency Department. However, our Emergency Departments remain open and ready to care for the community.
- Identification and support of vulnerable patients in our care.
- Cancellation of non-essential meetings and events during this period.

Thank you for your efforts in mobilising these actions at short notice.

Supporting our staff

We are committed to supporting everyone through what is an anxious time for many of us and appreciate that staff are keen to stay up to date about the cyclone event.

There are a number of useful information resources available including our daily Incident Controller message and our staff extranet page which covers topics such as [Emergency and Disaster response](#) and [Staff wellbeing](#) providing information on how to look after yourself and your family during and after a natural disaster. I encourage staff to familiarise themselves with these resources.

The Queensland Government disaster webpage also provides a range of information, including traffic updates and alerts, road and school closures, emergency alerts and emergency assistance. Visit <https://www.qld.gov.au/alerts>

Weather updates and warnings are available from: <http://www.bom.gov.au/qld/warnings/>

Please take care of yourselves and your loved ones during the coming days, and thank you for all your continued professionalism and commitment.

Kind regards,
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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