

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

The Have Your Say (HYS) staff survey kicked off this week and I'm pleased that 9% of our Metro North workforce have already completed the survey. Thank you. With two more weeks to go, I strongly encourage all of you to give your feedback. We want to hear what you like most about working for Metro North and how we can improve things to make our health service an even better place to work.



The survey is administered by BPA Analytics, and you should have received a link to the [survey](#) from them via email on Monday. However, there are also posters with QR codes about the place, a link and more information on [QHEPS](#), as well as survey hubs available at facilities over the census period. Find the dates and locations [here](#).

How your feedback makes a difference

Feedback from the last HYS survey in 2023 highlighted a need to focus on improving staffing and workloads. There's still more work to do in this area, which is why your voice in the Have Your Say survey is so important. Please make time to [take the survey](#) before it closes on May 30.



Some important projects that we hope will lead to change in this space are:

- Metro North Health's Workforce Planning and Reform Roadmap has been finalised and will soon be published on QHEPS. It outlines 15 projects, as well as a care path optimisation program which will contribute to an enhanced and expanded workforce across our service.
- The case for Physician Assistants commencing soon.
- A workforce workshop was held at Redcliffe, with one also scheduled at the end of this month for TPCH, as part of their expansion project planning days. Outcomes of these will be implemented at that local level where possible.

- A new leadership course, *Future Focused Leadership* is now on offer for managers which helps build capability across our service in workforce planning and reform, and how to change outdated approaches to workforce and think out of the box to tackle our challenges. [Find out more](#).
- A [new career pathways QHEPS page](#) has launched for our administration and operations employees, to provide clearer career progression mapping for these workforce groups and empower our people to take the next step in exploring their development options.

Executive update

Chief Finance and Corporate Officer

From 4 August, Hari Iyer will join us as Acting Chief Finance and Corporate Officer, taking over from Rob Graham. Hari is currently Executive Director, Financial and Performance Management for the Queensland Public Health and Scientific Services Branch in the Department of Health. He has extensive experience in financial governance, performance and risk management, and infrastructure and facilities management. His previous leadership roles in public health and the not-for-profit sector in Victoria including The Royal Melbourne Hospital and Northern Health Services.

While his official start date is still a few months away, Hari will begin attending performance meetings across Metro North in the next few weeks to get to know the organisation. Please make him welcome.

I would like to personally shout out and give a huge thanks to Rob for his leadership and support.

Fiscal responsibility

As we approach the end of financial year (EOFY), it's important that all staff understand their responsibilities in relation to our financial position. Metro North operates a significant budget and has experienced a challenging year in terms of fiscal and service pressures. We are constantly reviewing and balancing our budget to ensure we can continue to deliver safe, high-quality care to the community while meeting targets with available resources.

As government employees, we have an obligation to act responsibly and with integrity when it comes to the expenditure and allocation of public funds. A key focus is prioritising these funds towards the delivery of sustainable and efficient patient-centred services, practices and operations. This means making responsible expenditure choices across all levels of the organisation, as well as reducing unnecessary expenditure on non-essential items such catering and merchandise. I thank everyone for their continued commitment to helping us meet these important accountabilities.

IDAHOBIT

Tomorrow, May 17 is IDAHOBIT, the International Day against LGBITQA+ Discrimination. This day is where LGBTQIA+ people come together to celebrate the

advancements made in challenging the prejudices against the LGBTQIA+ community and raise awareness about ongoing discrimination. It's also an opportunity to think about how we can each contribute to making Metro North a more inclusive and equitable workplace for everyone. We are an extremely diverse health service and acknowledge that diversity is a strength within our workforce. Yesterday I held a vidcast with Pride in Metro North executive sponsor Grant Carey-Ide and chair Michael Wilson to talk about how diversity makes us a better organisation. You can learn more by visiting the [Pride in Metro North QHEPS page](#).

Accurate Indigenous Identification online training

Metro North Health is dedicated to improving health outcomes for Aboriginal and Torres Strait Islander people who continue to experience health inequities compared with non-Indigenous Australians. To ensure our hospitals and health services are providing culturally safe and responsive care, it's important we capture all Aboriginal and Torres Strait Islander people who present to our services.

The only way we can do this is by asking each and every person "Are you of Aboriginal and/or Torres Strait Islander origin?" upon presentation and throughout their health care journey.

We understand that staff may feel uncomfortable asking this question or responding to consumer enquiries about why it is being asked, and may not always fully understand its importance.

The Metro North Health [Accurate Indigenous Identification Training](#) is available to all staff, especially our frontline administration staff, providing a set of tools and scenarios on how to correctly and safely identify Aboriginal and Torres Strait Islander consumers when presenting to Metro North healthcare services.

The training can be accessed through face-to-face sessions with your local [Cultural Capability Officers](#) or online on [TMS](#) by searching 'Indigenous Identification'.

I encourage all staff to participate in this training.

Staff profile - Evon Greener

Evon Greener is Community and Oral Health's (COH) ICT Coordinator as well as chair of COH's Staff Council.

Having worked in Metro North for over 34 years, Evon commenced at TPCH as the first Help Desk Officer, progressing to the sites Data Centre Manager and then onto Digital Metro North as a Project Manager where she assisted and supported the development and implementation of numerous clinical and administration systems/applications including HBCIS, Refer, Clinical Handover Documentation Portal and the Wi-Fi project.

Evon moved to Community and Oral Health (COH) 10 years ago assisting in the development and implementation of systems to meet the community's needs. She continues to work closely with COH Services, Digital Metro North and eHealth Queensland

to ensure the ICT requirements of COH's 33 facilities are managed and that they have the capacity to meet the future growth.

As Chair of COH Staff Council, Evon aims to foster an inclusive, supportive and collaborative environment where all staff have a voice. She believes that cultivating a workplace culture where individuals feel seen, respected and empowered allows them to contribute their unique strengths and talents, which collectively increases the level of excellence across COH.

Evon brings a unique perspective to horizon scanning, analysing and identifying future ICT needs, with a great understanding of the need for COH services to become more agile across many clinical areas, while ensuring staff feel valued and motivated to deliver their best.



Staff flu vaccination update

With the cooler months fast approaching, now is the crucial time to protect yourself, your team, and our patients from seasonal illness.

Flu vaccination remains our strongest defence — not only for your own protection but also for keeping our teams healthy and care uninterrupted.

Thank you to everyone who has already stepped up. We're making great progress:

- More than 10,000 Metro North staff have now received a flu vaccination — that's roughly the population of Kingaroy or Airlie Beach - about 40 per cent of our workforce. We're nearly halfway to our 85 per cent target!
- Congratulations to STARS, holding the top spot with 75 per cent of staff vaccinated, followed closely by Public Health at 72 per cent.
- Other services are tracking well too, with 30 per cent to 47 per cent of staff already protected. We're off to a great start — let's stay on track and together we can reach our goal of 85 per cent of staff protected against the flu this year.

If you haven't been vaccinated yet, please make it a priority this week. Clinic details are available on the [Staff Extranet](#). If you received your flu shot externally (e.g. GP or pharmacy), please remember to [register](#) so we can count it in our reporting.

Flu vaccines are free for all Queenslanders over six months until 30 September — share this with your family and friends. [Vaccinations Matters website](#) has more details.

It's also a great time to check your measles and pertussis (whooping cough) vaccination status — especially if you work with vulnerable patients.

Thank you again for doing your part - Let's keep the momentum going!



Shout out

This week's shout out goes to the STARS Day Rehabilitation team following a wonderful patient compliment which demonstrates how this team helps put people's lives back together, often after a life-changing health event. The service offers evidence-based, high-quality rehabilitation care that focuses on improving patients' overall function, working with families to achieve individual therapy goals and facilitating a return to daily activities.

"The expertise, kindness, and encouragement of this entire team have made a profound impact on my healing journey—physically and mentally. More than that, you have also given my family confidence and peace of mind, knowing that I was in the best possible hands."

Well done!

Kind regards,
Jackie

Executive Director, Clinical Governance

Grant Carey-ide



Dear team,

May 17 marks the anniversary of a significant milestone in LGBTQIA+ history: the removal of homosexuality from the International Classification of Diseases in 1990. It's confronting to think that this change occurred only 35 years ago!

The International Day Against Homophobia, Biphobia, Interphobia, and Transphobia (IDAHOBIT), was first celebrated in 2005. It is a day where LGBTQIA+ people and allies come together to celebrate the advancements and progress made in the fight against prejudice. We also raise awareness for the ongoing discrimination against the LGBTQIA+ community. There are some things you can do to create a supportive workplace: use inclusive language as the norm, educate yourself and your team on LGBTQIA+ terminology and issues, speak up when you hear/witness non-inclusive behaviour, and support days of significance for the LGBTQIA+ community such as IDAHOBIT. We encourage you to think about how you can be more inclusive in your work area and support equality for all!

Regards,
Grant



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.



Queensland
Government

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