



Dear colleagues,

Health Service Plan

Discussions and planning for the application to seek funding for an expansion of RBWH infrastructure continue. Alongside Metro North, we have been looking at the historical demand of clinical services and the projected future growth of RBWH. We are in the final draft of the RBWH Health Services Plan which has been developed through wide consultation over the past 3-4 months to support the application.

The RBWH Executive Leadership Team continues to work with the Metro North Chief Executive and Chief Operating Officer, along with Strategic Assets and Infrastructure, in preparation for how we as an organisation will prioritise and build our future health services.

Staff profile: A/Cultural Capability Officer Jarrod Parter

Jarrod Parter began as RBWH's Acting Cultural Capability Officer (CCO) late last year.

Jarrod is a proud Kalkadoon, Pitta Pitta and Kaytetye man of Aboriginal, Torres Strait Islander and South-Sea Islander origin with cultural connections across Queensland. He says he feels lucky to be working in Queensland's largest hospital.

"Having had substantive positions in COH, TPCH and STARS; I feel like RBWH gives you the full picture," he said.

"My role as the CCO is to work in collaboration with hospital staff to build a culturally capable workforce whilst embedding the holistic view of Aboriginal and Torres Strait Islander people - their health - and their communities."

Jarrod loves the autonomy of the CCO role, which allows him to provide hospital staff with tools, education and guidance to achieve strong health outcomes.

Jarrod started with Metro North in 2013 in the Community Liaison space, followed by opportunities at TPCH, Deadly Start Program, The Aboriginal and Torres Strait Islander Leadership Team, STARS and the Department of Health (First Nations Health Office).



Jarrod said working in Queensland Health offered many opportunities in both clinical and non-clinical settings. He believes that working in diverse environments can accelerate learning and skill development.

“I would not be where I am without the support of my loved ones, community, past and present colleagues, previous leads/directors and executive directors,” he said.

“Working with and for the community is such a rewarding career.”

Have Your Say Survey

The most recent Have Your Say Survey in 2023 received a broad range of feedback from staff on how we can make RBWH a better place to work. In the lead up to the 2025 Have Your Say Survey, we will be sharing some of the feedback we received in 2023 and how we have responded.

Feedback from the 2023 survey revealed that staff wanted an increased focus on occupational violence prevention in the Emergency and Trauma Centre. In response to the survey and ongoing feedback from staff, a range of safety and security initiatives have been implemented. These include:

Infrastructure and environment

- Installation of new CCTV systems in the reception and waiting room. Also, a new digital two-way communication system in the triage area
- Multiple duress alarms installed with decal strips highlighting their location
- New signs around the department to inform visitors and patients of their responsibility to be respectful to staff
- A new tray for breakfast.

Models of care

- A six-month trial of Healthcare Ambassadors, with early reports indicating that they are helping to reduce aggressive and disruptive behaviours.

Workforce initiatives

- Increased security presence so that there are now two security officers permanently stationed in the ETC
- Occupational Violence Prevention (OVP) training and education for staff is prioritised.

Governance and partnerships

- Monthly ETC and Mental Health OVP Working Group
- RBWH now has permanent on-site police presence.

Research Grants

Last week, RBWH Research Director Dr Joel Dulhunty announced the [2025 RBWH Research Grant \(SERTA funded\) recipients](#). Congratulations to all recipients.

The RBWH Foundation has announced that Grant Round 4, supporting extraordinary opportunities for patient care and life-saving research, will be open for submissions from 1 March to 31 March 2025.

With up to \$350,000 allocated to research and up to \$150,000 allocated to patient care, this is an extraordinary opportunity not to be missed, regardless of how small, or how ambitious, your project may be. For more information, please visit their [website](#).

Thank you for all the work you do in supporting our community.

Kind regards,

Louise Oriti

Executive Director,

Royal Brisbane and Women's Hospital

We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

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Health



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Produced by the Metro North Communication Directorate