



Dear colleagues,

It has been a busy week at STARS and the Oral Health Centre, with our facilities undergoing Short Notice Assessment. We've been anticipating our notification of assessment for awhile, so it was with some sense of relief for it to be finally announced last week.

We hosted five assessors and an observer from Monday to Thursday, who assessed us against the eight National Safety and Quality Health Service Standards.

At the completion of the assessment the assessors provided some preliminary feedback to both the Metro North Executive Team and the STARS staff group. Apologies to those staff who dialled in to the Teams meeting yesterday only to find there was no sound. We will go through the results in more detail in the coming weeks, but I will mention a few highlights here.

The feedback was overwhelming positive, with the assessors mentioning our strong culture of safety, quality and improvement at STARS, as well as our commitment to partnering with consumers and health equity.

They were very impressed by our application of ieMR (particularly loved the Pyxis machines), as well as our outstanding handover processes. Indigenous Liaison Officer Lynette Bell was given a special mention for the amazing support she provided to an Aboriginal and Torres Strait Islander patient through her patient journey.

The innovation that takes place at STARS was also spoken about, including initiatives around falls prevention on 4B, waste disposal and the Dance Rehab program, to name a few.

Thank you for welcoming the assessors and for being so willing to share your achievements. Your enthusiasm for working at STARS was clearly evident and you should all be very proud. I wholeheartedly agree with Chief Executive Jackie Hanson's comment, 'You are STARS'.

A special shout out to the Safety and Quality Team for all the work they have done in preparation, including Director of Safety and Quality Ruth King, Mel Voigt who was acting in the role, Vikki Goldup and Glen Sanderson and Jared Gear. Also, a big thanks to our Food Services team for ensuring our assessors were kept well stocked with snacks and beautiful lunches.



### Staff profile – Liam Kelly

This week I would like to profile STARS Social Worker Liam Kelly. Working at STARS since 2021, Liam has recently taken on the role of STARS NDIS Pathway Project Officer. Last year, STARS had approximately 100 patients who were either new NDIS applicants or required substantial changes to their existing NDIS plans. Navigating the NDIS is a challenging and time-consuming process for patients and their families.

The STARS NDIS Pathway Project Officer role aims to upskill and educate staff about the NDIS, map a consistent NDIS pathway at STARS and recruit NDIS Champions.

“We currently have an EOI out for NDIS Champions. We are looking for people who will be representatives, educators and advocates for NDIS within their discipline”.

“NDIS Champions will also be members of the NDIS Working Party which will meet monthly”.

You can find out more about the NDIS Champion EOI [here](#). EOIs close on Thursday 6 March COB.

When Liam isn't working at STARS in the social work and NDIS space, he is the guitarist in a metalcore band, Citadel which was formed during COVID-19 lockdown. Citadel have played at music venues in the Valley, including Brightside and the iconic but now defunct The Zoo. Citadel have recently been named as a finalist in the 'Heavy' category of the 2025 Qld Music Awards for their track 'Bonestorm'.



### Staff Council celebration save the date

On 20 March, the Staff Council will hold a staff event to celebrate International Day of Happiness.

International Day of Happiness recognises the relevance of happiness and well-being as universal goals and aspirations in the lives of human beings around the world. On this day we are encouraged to connect with others, so put the date in your calendars and look out for more details closer to the time.

### **Patient compliment**

I have another lovely compliment to share about the Oral Health Clinic. Well done to the staff for the care and compassion shown to some of our most vulnerable patients.

*"I wanted to express how happy I have been with the care provided to my mum as she has attended the Oral Health Clinic. My mum has dementia and the care the doctors have taken with her has been outstanding - I can't express how grateful I feel that mum is being cared for by this wonderful team - thank you."*

Kind regards

Dale Dally-Watkins