



Dear colleagues,

I would firstly like to say a big thank you to our staff and committed teams who made attending work a priority, ensuring our patients continued to receive the care they needed during the severe weather event.

The last cyclone that directly crossed the coast in the Brisbane area was Tropical Cyclone Zoe, back in 1974. Many of our staff had not experienced a cyclone before and so were unsure of what to expect. In addition, some staff and/or their families had previously been impacted by flooding events in South-east Queensland and were concerned about the associated heavy rain. This, together with a delay in the cyclone crossing the coast all made for a very anxious time for people.

For staff to put these worries behind them, to come together to provide quality care to patients was a wonderful effort. We are grateful for the dedication you've shown, particularly those who have juggled their work commitments with cyclone preparations, caring for elderly relatives and /or young children home from school /childcare.

On Friday and Saturday night, we had 37 and 35 staff respectively, staying over at STARS so they were able to make their shift or stay safe following the completion of their shift.

A big shout out to STARS EOC members, after-hours nurse managers, food services, corporate services teams and Cushman and Wakefield who worked so hard and diligently to ensure the continuation of our health service. Thanks also goes to nearby car park facilities who waived car park fees so staff could get to work more easily.

Our thoughts are with any staff or their extended families who have been impacted by the cyclone, associated flooding and/or power outages.

Special flood, cyclone and storm leave

If you were unable to attend work due to the severe weather you may be eligible for [special flood, cyclone and storm leave](#). Check with your line manager.

Any queries or specific concerns regarding leave or pay can be directed to [AskHR](#) (1800 275 275), your local [People and Culture Business Partner](#) or [Workplace Relations](#).

Staff support

The psychological effects of going through a natural disaster are not always immediately obvious so please remember to take care of yourselves at this time. There are several ways that Metro North provide support to staff:

Metro North Peer Responder Program

Peer Responders, who have been trained in Psychological First Aid, are available for staff at all hospital and community directorates across the HHS to provide support to colleagues experiencing distress of any kind (professional or personal).

[Peer Responder Program Metro North \(health.qld.gov.au\)](https://www.health.qld.gov.au/peer-responder-program)

Staff Psychologist

Metro North Staff Psychology can be contacted on MNStaffPsychology@health.qld.gov.au or call 3647 9673.

[Staff Psychology Service | Values in Action | Metro North HHS \(health.qld.gov.au\)](#)

Telus Health

TELUS is available for support at 1800 604 640 (24 hours).

External assistance

- Lifeline is available by calling 13 11 14 at [Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.](#)
- Beyond Blue is available by calling 1300 22 4636 or [visit their website.](#)

There are also additional wellbeing resources available on the [staff extranet.](#)

Once again, thank you for all your efforts during the cyclone event to continue to provide patient care and facility operations.

Kind regards

Dale Dally-Watkins.