

# Executive Message

## Metro North Health



### Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

In Metro North, we value diversity and the strength it brings to our organisation. As Australia's largest health service, we care for and support an extraordinarily diverse population, which means we need to be dynamic, sensitive and appropriate in how we deliver services to patients and consumers and in how we support our workforce.

Creating an inclusive environment for all people, that recognises and celebrates differences in race, culture, gender, sexual orientation, and physical and intellectual ability is a priority, and we constantly strive to ensure that Metro North is a place where people feel supported and respected in their journey with us.



In acknowledging our commitment to diversity, this week marked two important inclusion days - International Transgender Day of Visibility (March 31) and World Autism Day (April 2).

Trans Day of Visibility is an annual international celebration of trans pride and awareness, recognising transgender, gender diverse and non-binary experiences. Pride in Metro North has been established as part of Metro North Health's commitment to providing a safe and inclusive environment for all employees and consumers of all sexes, genders and sexual orientation. The initiative supports a safe space and forum for collaboration, to share experiences, ideas and resources, provide advice on matters affecting LGBTQIA+ peoples, identify opportunities for improvement in our service and facilities, and implement change initiatives. If you're interested in getting involved, visit the [Pride in Metro North](#) QHEPS page.

World Autism Day is acknowledged to promote the rights and freedoms of individuals living with autism and ensure their equal participation in all aspects of society. The day saw a number of facilities and directorates hosting local activities to celebrate, including the CKW Disability Action Plan Committee which hosted an information display at

Caboolture, also providing an opportunity to learn about the [Metro North Health Disability Services Action Plan](#).



*Members of the CKW Disability Services Action Plan Committee*

Fittingly, the day was also highlighted by the very first meeting of the Metro North Health Employee with Disability Working Group. People with disability are a priority group within Metro North, representing 2.44 per cent of our workforce. This aligns with results from the 2023 Have Your Say survey which showed that 2.5 percent of staff indicated they had a disability and an additional 10 percent of staff indicated having experienced mental health challenges. Like Pride in Metro North, the Metro North Health Employee with Disability Working Group will assist with co-design and lived experience feedback, while driving initiatives for positive inclusion change.

### SET update

This week, I was excited to attend the first meeting of our newly appointed Metro North Shadow Senior Executive Team (SET). The Shadow SET, chaired by Prof Kesh Baboolal, will work with the Metro North SET on strategic initiatives, providing valuable insights and perspectives to help shape future health care delivery and experiences within Metro North. During their introductory meeting, members discussed their role and purpose, as well as opportunities for idea generation and improved collaboration across facilities and directorates. A very constructive session and I look forward to working with our new leaders over the coming months.

Yesterday, members of the Metro North SET hosted an all staff forum at Redcliffe Hospital to provide updates on the latest activities and priorities. Topics discussed included the Redcliffe Hospital Expansion project, Have Your Say survey and the Metro North Strategic Plan. Thank you to those staff who took the time to attend the forum; I always value the opportunity to engage with staff on the ground.

### Anti-Racism Ambassador Expression of Interest (EOI)

Metro North Health has zero tolerance towards racial discrimination within our hospitals

and health services. As part of our health equity journey, we are committed to actively eliminating racial discrimination and institutional racism across the organisation.

I invite Metro North Health staff to express interest in becoming an Anti-Racism Ambassador as part of a broader anti-racism campaign.

The role of an Anti-Racism Ambassador will be to:

- Help share campaign messaging within your local area
- Be an active voice in your workplace on the campaign
- Build education and awareness about anti-racism
- Participate in the filming and photography of marketing materials (photo shoot scheduled for May 13 and 14 in Windsor)
- Receive specialised training led by People and Culture to equip you with the knowledge and skills to support anti-racism and foster culturally safe work environments
- Lead brave and sometimes difficult conversations about what it means to be anti-racist.

The campaign will be launched on 1 July and ambassadors will be required to commit to six months in the voluntary role creating awareness locally, supporting conversations and providing education on the reporting mechanisms for racist behaviours.

Aboriginal and Torres Strait Islander staff, Culturally and Linguistically Diverse (CALD) staff, and staff from diverse backgrounds inclusive of the LGBTQIA+ and disability community are encouraged to apply.

[Apply here](#)

Applications close next Friday 11 April 2025 and successful applicants will be notified by the Murrumba Committee.

Staff interested in learning more about the campaign and ambassador role are invited to join a Teams 'Introduction to the anti-racism campaign and ambassador role' lunch time session on Wednesday 9 April, 12.30 – 1.30pm. Register [here](#).

### Have Your Say survey update - responsive leadership

Metro North Health is committed to shaping our leaders and enabling them to set you up for success. Your feedback from the 2023 Have Your Say survey provided an opportunity to strengthen leadership visibility and capability across the organisation, looking at:

- increasing visibility and responsiveness
- improving clarity in communication
- fostering respectful interactions
- addressing issues more efficiently.

To address these expectations, staff from across professional streams, locations and levels teamed up in the Have Your Say Leadership Principles Action Group to develop an organisation-wide visible leader model, that guides and empowers managers at all levels.



After months of co-design and consultation the new [Leadership in Action](#) model has been recently endorsed by our Executive team and Board. This model, which I'm pleased to launch, establishes the core principles of values-based leadership at Metro North.

This new guide will be built into our leadership courses, orientation for managers and reinforced from the Executive level. Team members are also encouraged to familiarise themselves with what is expected of our leaders and the 2025 Have Your Say survey is a great opportunity to let us know how we are tracking in this space.



### *Have Your Say training for managers*

In the lead up to this year's Have Your Say survey, People and Culture have developed a one-hour online workshop to help managers effectively receive and respond to employee engagement insights.

The group will discuss how to navigate receiving and delivering feedback with key strategies such as compassion and emotional intelligence. Dates available for April and May. [Find out more and register on TMS.](#)



### *All staff vidcast – why Have Your Say is important*

Next Monday 7 April, please join me for the all staff vidcast to hear about **what action has been taken** in response to feedback in the last survey and why **your feedback has a huge impact** on the culture of our organisation.

Jacqui Parle from BPA Analytics, the external provider who run the Have Your Say survey, will co-host the vidcast and **address some common myths** about the survey such as access, how your **anonymity is protected** and how all responses are de-identified before being shared.

[Add the event to your Outlook Calendar](#)

(an ics file will be in your downloads – open, 'save and close' and it will appear in your calendar)

[Join the vidcast](#)

## Profile - Shirley Thompson

With the launch of the Patient Safety Net in Metro North this week, we will profile Director of Nursing Clinical Governance Metro North and Patient Safety Steward, Shirley Thompson.

Shirley is responsible for monitoring the safety of patient care, identifying opportunities for improvement and developing systems and frameworks to ensure safe patient care is provided every day.

Following almost 20 years working in children's health as a paediatric nurse, Shirley has undertaken various governance roles for over a decade. She is passionate about looking for ways to improve patient care and making health services as safe as possible. As a Patient Safety Steward, Shirley values the ability to support staff by reviewing their concerns and using their feedback to enhance care provided to patients.

She is excited about the launch of the Patient Safety Net (PSN) in Metro North as it offers another easy and confidential avenue for staff to escalate concerns about patient safety in their local work area.

To learn more about the PSN visit the [Metro North Patient Safety Net QHEPS page](#) or email: [MNH.PatientSafetyNet@health.qld.gov.au](mailto:MNH.PatientSafetyNet@health.qld.gov.au)

Outside of work, Shirley is a keen ultra marathoner who likes to run extraordinarily long distances for fun. She also volunteers as a running coach for her local running group and oversees a parkrun event in Victoria Point.



## Congratulations

Congratulations to RBWH Patient Support Officer Keith Griffin who is celebrating 50 years of service! Keith started at RBWH in 1975 – before many of his current colleagues were born. In his long career, Keith has worked in emergency, orthopaedics and theatres, providing support to patients and staff. He's seen many changes over the years from the faces around him, workplace health and safety, and the welcome update in uniforms (no starch needed). Keith's colleagues are very happy to have him on the team, sharing his extensive knowledge and guidance, quiet leadership, being a listening ear for patients, and generally being a superstar. Thank you, Keith!



## Shout out

A special shout out this week to TPCH patient, Elizabeth who celebrated her 95th birthday



this week with the help of staff from the Internal Medicine Service (IMS). For the past seven years, Elizabeth has spent each Wednesday in TPCH's Day Unit Investigation and Therapy (DUIT) undergoing IV fluid replacement. To mark Elizabeth's impressive milestone, staff decorated the area ahead of her arrival and sang happy birthday to her. I hear that Elizabeth was delighted with the celebration and very appreciative of the team's efforts. A big thanks to the IMS team; what a great example of the difference we can make through providing compassionate care experiences. Happy birthday Elizabeth!



Kind regards,  
Jackie

Executive Director, Clinical Governance  
**Grant Carey-ide**



Dear team,

Earlier this week we learned of the 'Pride in Metro North' banner at TPCH being defaced by a member of the public. Sadly, this was not the first time this has occurred.

I wanted to take the opportunity, on behalf of our Chief Executive and Senior Executive Team members, to remind all staff and volunteers, our consumers, patients and those who care for them, that we remain committed to ensuring that Metro North Health is a welcoming and safe environment for all LGBTQIA+ people. Challenges such as this really awful incident remind us why having the extraordinary 'Pride in Metro North' group, and being actively supportive of each other, is so important.

If anyone is struggling or otherwise impacted by this repeated crime, please reach out to your local support networks, your line manager, your Peer Responders, or to the Pride in Metro North team.

Cheers,  
Grant

## Acting Chief Finance and Corporate Officer **Robert Graham**



Dear colleagues,

Fraud and corruption threaten our ability to deliver essential services, impact public trust and divert resources away from patient care. Preventing, detecting and responding to fraud is a shared responsibility, and we all play an important role in safeguarding Metro North Health.

To support staff in understanding and preventing fraudulent activities, we have launched a new [Fraud control](#) QHEPs page, which serves as a central hub for fraud and corruption awareness, tools and strategies.

This [page](#) contains key resources including:

- The newly approved [Fraud and Corruption Control Program and Assurance Reporting Plan 2025 - 2027](#)
- The [2025 Line Manager Team Discussion Guide](#) to help facilitate structured monthly team discussions to raise awareness and embed fraud prevention practices into daily operations
- Policies and procedures
- Factsheets on recognising red flags
- Fraud awareness training videos, activities, and tools
- Guidance on fraud-risks and reporting mechanisms.

I encourage all staff to visit the [Fraud control](#) QHEPs page, familiarise yourself with the resources, and integrate fraud control measures into your daily work. By staying informed, we can collectively protect Metro North Health from fraud and corruption risks.

Thank you for your commitment to upholding our values.

Kind regards,  
Robert

**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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