



Dear team,

We recognised our first ever Connecting Care Champions at Sandgate Dental Clinic yesterday.

I am very excited about our 'Hi5 in 25!' visits this year, as it gives us time to take FIVE and acknowledge our caring, connected and compassionate champions across our directorate.

The 'Hi5 in 25!' staff events also provide an opportunity to ask what needs to be improved and five things that make our services so great.

Following are five important reasons why staff enjoy working at Sandgate:

- The kind, considerate and familiar staff
- The ongoing connections developed with patients in the local community
- Having the clinical, laboratory and administrative staff together
- Staff knowing each other in a small facility
- And, finally, the local pies!

As another first, we welcomed Evon Greener as the first non-clinical chair of the COH Staff Council to be part of the award presentations.

Sandgate Connecting Care Champions

Shandel Lea Thomas Clark, A/Senior Clinical Assistant

"I have worked with many streams of staff and Shandel is a very team focused, considerate and highly intelligent young woman."

"She is a valuable asset to the Sandgate dental team. I have seen Shandel turn up every day with nothing but commitment to her co-workers and our customers through her hands-on support and proactive work ethic."

"Shandel is a delight to work with and as a mum, wife and co-worker she has the capacity to handle all that the workday throws at her. She shows resilience, adaptation and a composure most people don't have in such a leadership role."



"Shandel is definitely a Champion!!

Minh Le, Senior Dental Technician

"Minh is a real team player. He promotes positive team morale and actively encourages this with team morning teas and lunches. Minh communicates well with all of the team, both downstairs with the clinical team and upstairs in the lab."

"During TC Alfred he continued to show up, even putting on a pie day and supplying pies to the team to welcome everyone back. Minh is an asset to the Sandgate team, and we feel he is deserving of recognition for this."

Renee Paterson, Administrative Officer

"Renee has been a dedicated employee at Sandgate Dental Clinic for 15 years. She always greets all patients and her fellow team members with a smile and works to assist all parties."

"She is always kind, caring and empathetic."



Renee Paterson



Minh Le

Thank you to our COH doctors

This week we thanked our doctors at a special gathering and event at Brighton following National Doctors Day.

There was a great turn out with doctors attending from Rehabilitation, GEMS and Palliative Care. The celebration was also attended by staff from all disciplines and saw the biggest turn out so far.

The doctors who work on other campuses were not forgotten and were also acknowledged.



On behalf of all the patients and staff, I would like to extend my thanks to all our doctors who do an amazing job supporting our residents, patients and families.

HAART opens at Bribie Island

On Monday, the Healthy Aging Assessment and Rehabilitation Team (HAART), celebrated the commencement of their Bribie Island service with a morning team for the local community.

I want to thank the team, for all their amazing work behind the scenes getting the service established so smoothly. The team put on a really engaging display to showcase their various services.

According to Team Leader Pascale Goldberg, the full multidisciplinary team was on hand to talk to the 40+ community members who attended on the day.



"It was really exciting for the team to receive such great community interest which was reflected in the long conversations they enjoyed."

"The community took away some great insights about the HAART service and how to access it in the future. Many people also commented about the importance of preserving their health and understanding the health care interventions available to prevent health conditions getting worse."

A graphic with a red and orange background. It features the text "CALLING ALL COMMUNITY & ORAL HEALTH FLU FIGHTERS!" in large, bold, yellow letters. Below this, there is a large red starburst with the word "JAB!" in white. Several cartoon germs are depicted around the starburst.

**Metro North Staff
Influenza Vaccination
Clinics will be
operating across
COH facilities**

**Mon 14 April –
Fri 23 May 2025**

**To view dates
and location**

CLICK HERE

Patient Safety Net

A reminder that the Patient Safety Net (PSN) program launched in Metro North Health this week. This program provides an escalation process designed to strengthen the way we address patient safety concerns and empower all staff to raise their concerns.

PSN provides an easy, confidential way for staff to raise patient safety concerns that they

feel have not been addressed through the standard reporting processes. It is available to all staff at Metro North including contractors, agency staff, students and volunteers, and can be accessed via [phone, email, or online](#).

As part of our ongoing commitment to the safety and wellbeing of our patients I encourage all staff to familiarise themselves with how Patient Safety Net works, how to raise a concern, and when to take action.

For more information about the program, visit <https://qheps.health.qld.gov.au/metronorth/safety/patient-safety-net>,

Together, we can ensure a safer environment for our patients and continue to uphold the high standards of care we all strive to provide.

Anti-Racism Ambassador Expression of Interest (EOI)

Metro North Health has a 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 within the service.

We are inviting Metro North Health staff to express interest in becoming Anti-Racism Ambassadors for this campaign. Ambassadors will receive dedicated training to build their capacity to support anti-racism efforts effectively and to foster culturally safe environments.

Role of an Anti-Racism Ambassador Ambassadors will:

- Help share campaign messaging within their local area.
- Be an active voice in their workplace on the campaign.
- Build education and awareness about anti-racism.
- Take part in the filming and photography of marketing materials, with a photo shoot booked on the 13th and 14th of May in Windsor.
- Receive specialised training led by People and Culture to equip them with the knowledge and skills to support anti-racism within their work environment.
- 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 6-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.

Successful applicants will be notified by the Murrumba Committee. Applications close on Friday April 11, 2025 - <https://forms.office.com/r/ASAAFKM3zb>

If you would like to learn more about the campaign and ambassador role, a Teams 'Introduction to the anti-racism campaign and ambassador role' lunch time session is available for all Metro North Health staff on Wednesday 9th April, 12.30 – 1.30pm. Register [here](#).

A final shout out - Brighton GEM service

I have shared the compliment below because it touched me deeply. I am so proud and

grateful of our caring staff. Thank you. I am also grateful to this wonderful woman who reminds us that the person in our care is more than what we see immediately before us.

They come with experiences and a past that is uniquely theirs. I was also deeply touched by this woman's gift of insight into the personal loss that comes with dementia.

"I was 16 when I started working at the RBWH as a nurse cadet. As soon as I started, I knew this was the job for me. I loved working with such wonderful people, and I really loved being able to help others.

"That's the one thing I really miss now, the dementia has taken away my ability to care for others and all the skills I gained working as a nurse I have forgotten. When I arrived at the Brighton GEMS ward, I noticed how the staff were so caring towards the patients and the way they carried out their duties, was reminiscent of the way I would work.

"Having a caring nature and wanting to do the job, makes all the difference to the patient. And, I now know what it feels like on the receiving end of this type of care. I wish I could still do the job; it was a way of life for me.

"When I was younger, I worked as an anaesthetic nurse at the RBWH. I worked with a truly wonderful doctor, and I learned so much from the team. I then went out and practiced as a rural nurse, which opened my eyes to different walks of life.

"I love it here at Brighton, the staff are beautiful and it reminds me of when I was a nurse. When I leave my room, I sometimes get lost on my way back, so one of the nurses said to me why don't I stick one of your drawings up on the door, which is a good idea.

"Sometimes I look at the nurses and think I could do that; however, I know that I can't anymore. I really like to watch the staff work, as it reminds of what my life was like before I had dementia."

Glynis Schultz
Executive Director
Community and Oral Health

Metro North Health acknowledges the traditional custodians of the land, and pays respect to Elders, past, present and future.