



Adj. Prof. Sherry Holzapfel

May 2025

Dear Colleagues,

The Metro North Health 'Have Your Say' survey is now open. It's a chance for staff to provide feedback on what's working, areas for improvement, career support, and wellbeing.

Staff can choose to identify as Aboriginal and/or Torres Strait Islander, with this information remaining anonymous and only used in broader reports. The survey is managed by external consultant Best Practice Australia (BPA), ensuring confidentiality.

I encourage Aboriginal and Torres Strait Islander staff to identify in the survey's diversity section towards the end of the survey to help shape initiatives that support our workforce and workplace culture. Your feedback matters! The survey will remain open until 30 May 2025. To have your say, click [here](#), or click on the Have Your Say tile at the end of my message.

It was a pleasure to catch up with many of you at the inaugural staff consultation forum held at Brighton Health Campus on 30 April. This event created a valuable space for staff to come together, share their experiences, raise concerns, and collaborate on ways to strengthen the services we provide to our community. I left the session feeling energised and optimistic about the journey ahead. We look forward to creating more regular opportunities throughout the year for Aboriginal and Torres Strait Islander staff to connect, share stories, and co-design improvements to our systems and workplace culture.

Metro North Health is dedicated to improving health outcomes for Aboriginal and Torres Strait Islander people who continue to experience health inequities compared to non-Indigenous Australians.

To ensure we are providing culturally safe and responsive care, and improving health outcomes, we must be capturing all Aboriginal and Torres Strait Islander people presenting to our services.

The only way we can do this is by asking each and every person "Are you of Aboriginal and/or Torres Strait Islander origin?" upon presentation and throughout their health care journey. Every staff member is responsible for understanding and applying the principles of asking the question throughout the patient/consumer's hospital journey.

All patients are to be given the opportunity to confirm and update previous recorded personal information to ensure data accuracy at each admission and presentation to emergency, mental health, or outpatients appointment.

Staff may feel uncomfortable asking this question or responding to consumer enquiries about why it is being asked and may not always fully understand its importance. The Metro North Health [Accurate Indigenous Identification Training](#) has been developed and available to all staff, especially our frontline administration staff, providing a set of tools and scenarios on how to correctly and safely identify Aboriginal and Torres Strait Islander consumers when presenting to Metro North healthcare services.

The training can be accessed through face-to-face sessions with your local [Cultural Capability Officer's](#) or online on [TMS](#) by searching 'Indigenous Identification'.

I encourage all staff to participate in this training.

This week, the A&TSILT Communications Team conducted filming offsite for Metro North Health's new Anti-Racism Campaign. The campaign will feature a series of short films aimed at raising awareness across Metro North and encouraging both staff and community members to report all incidents of racism – no matter how big or small. Metro North Health has a zero tolerance towards racial discrimination within our hospitals and health services. All reports will be addressed promptly, with cultural safety and respect at the forefront.

We look forward to launching the Anti-Racism campaign on 1 July 2025. If you have any questions about the campaign, or would be interested in becoming a campaign Ambassador, please email [A\\_TSILT\\_MNHHS@health.qld.gov.au](mailto:A_TSILT_MNHHS@health.qld.gov.au).

With the cooler months approaching, now is a great time to book your flu vaccination if you haven't done so already. Metro North offers free flu vaccinations to all staff across its directorates. You can view the schedule of upcoming vaccination times and locations [here](#) on the QHEPS page.

Until next time, stay safe and deadly.

Kind Regards,

Sherry Holzapfel



## Staff Survey

12 May – 30 May 2025

### It's time to have your say.

Help shape the organisation to support Aboriginal and Torres Strait Islander workforce initiatives and workplace culture.

Complete the survey and identify as Aboriginal and/or Torres Strait Islander.

**Staff identities remain anonymous.**

[Click here to have your say!](#)



Administered by  **30** years

### Meet Tiffany!

Tiffany is a proud Kamilaroi woman and Deadly Start trainee who's been smashing goals since starting her school-based traineeship with Metro North Health!

Inspired by her great-great-grandmother, a nurse and midwife, Tiffany has chosen to pursue a traineeship as an Assistant in Nursing at The Prince Charles Hospital, where she is making a real impact in the healthcare field!

Her journey with the Deadly Start program has given her hands-on experience, confidence, and has led to a special interest in Orthopaedic Nursing.

“Now that I am a part of Deadly Start, I don’t feel the same pressure as I did before, as I now have a guaranteed pathway into further study,” said Tiffany.

Tiffany’s story shows the power of support, growth, and passion. We’re so excited to see her continue to rise!

You can read more about Tiffany’s journey in the latest edition of our Talk-About Newsletter found below.



# Jobs for Mob!

Metro North Health have multiple positions available for Aboriginal and Torres Strait Islander people to apply. For list of current positions please see below:

Advertised position	Job link
Nurse Navigator - Aboriginal and Torres Strait Islander (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-CAB634933">https://smartjobs.qld.gov.au/jobs/QLD-CAB634933</a>
Advanced Aboriginal and Torres Strait Islander Health Worker (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-RBH632734">https://smartjobs.qld.gov.au/jobs/QLD-RBH632734</a>
Senior Aboriginal and Torres Strait Islander Health Worker (Identified) - Ngarrama Maternity Services	<a href="https://smartjobs.qld.gov.au/jobs/QLD-RD637190">https://smartjobs.qld.gov.au/jobs/QLD-RD637190</a>
Nurse Navigator - Emergency and Trauma Centre (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-RBH637153">https://smartjobs.qld.gov.au/jobs/QLD-RBH637153</a>

# TALK-ABOUT Newsletter



## Talk-About Newsletter Out Now!

The New Look April Talk-About Newsletter (celebrating 10 years) includes:

- A Strong Start to a promising cadetship journey
- Celebrating Close the Gap Day across our Satellite Health Centres



- A Deadly Start has Tiffany making strides
- GATHER, REFLECT, CONNECT: Bribie's healing garden blooms
- Metro North Health board members driving change
- Empowering Elders: New Healthy Ageing Clinic Delivers Vital Care

And much more!

[Read online here!](#)





## Accurate Indigenous Identification Training

Complete the online or face-to-face training and learn how to correctly and safely identify Aboriginal and Torres Strait Islander consumers when presenting to our health care service.

Receive the tools to give you the confidence and knowledge that is safe to ask the question *"Are you of Aboriginal and/or Torres Strait Islander origin?"* and ensure services can provide clinically capable, culturally safe, and responsive care.

All staff are encouraged to participate.

**ONLINE  
TRAINING  
NOW  
AVAILABLE!**

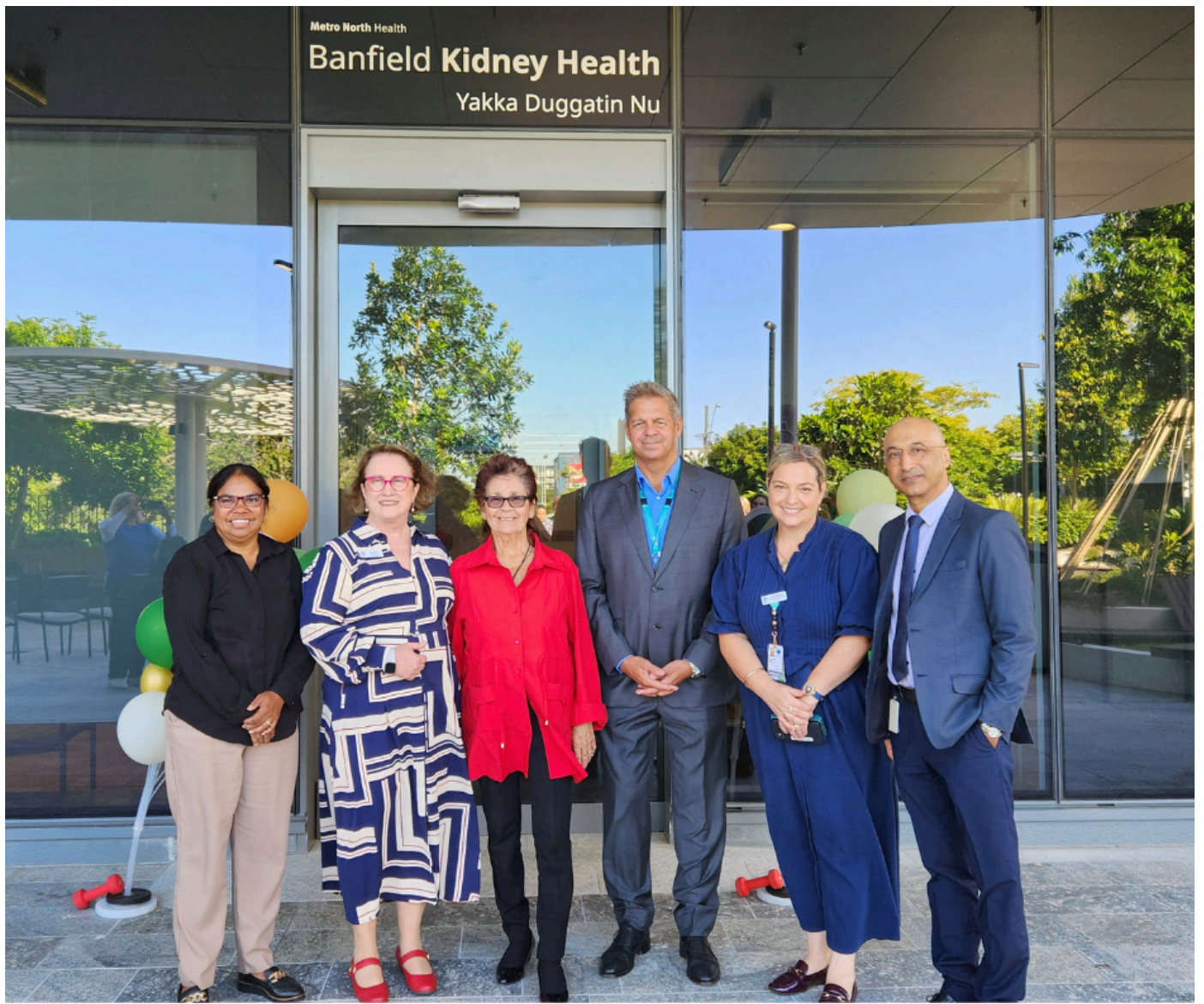
How to register Search 'Indigenous Identification' on TMS

## Banfield Kidney Health Opens!

Banfield Kidney Health in Chermside officially opened its doors on Monday 5 May. Formerly Stafford Kidney Health, the service has moved to a larger, more modern location and now serves as the Metro North Home Independent Dialysis and Transition Service (HITS).

In recognition of the cultural significance of the land on which the new centre sits, Turrbal Traditional Owner and Songwoman Aunty Maroochy gifted the centre the traditional name **Yakka Duggatin Nu** which means 'Working for the People' and reflects the mission and spirit of what the team do for the community.





(Metro North Health staff alongside Aunty Kathy Fisher)

# SUPPORTING OUR DIVERSE WORKFORCE

**Have you updated your diversity status on myHR?**

This information is not pre-filled. Simply [log on to myHR](#) to update and record your EEO status.



**SEE ME. HEAR ME. RESPECT ME.**

**IMPROVING HEALTHCARE  
FOR PEOPLE WITH DISABILITY**

## Queensland Health Disability Awareness Training – May 2025

*An inclusive and disability-confident workforce is key to improving the health outcomes of Queenslanders.*

### Transitioning from Adolescence to Adulthood in Healthcare

Adolescence is a time of transition, and young people with disability and their families are navigating significant changes across all aspects of life. Supporting transition from adolescent to adult health care is a shared responsibility across the health system, and we can all play a part.

**Join us in an expert panel discussion as we unpack the issues, challenges, and opportunities of transition from both clinical and consumer perspectives.**

**When:** Wednesday 21 May at 12noon

**Where:** [Register via Microsoft Teams](#)

**More information:** [QHEPS](#)

Date	Topic
19 March	<a href="#">Implementing Julian's Key Health Passport</a>
16 April	<a href="#">Making adjustments to meet peoples' needs</a>
21 May	<a href="#">Supporting transitions: adolescent to adult care</a>
18 June	<a href="#">Conscious and unconscious bias</a>
16 July	<a href="#">Delivering culturally safe healthcare</a>
20 August	<a href="#">Authentic co-design</a>
17 September	<a href="#">Restraint and restrictive practices</a>
15 October	<a href="#">Supported decision making</a>
19 November	<a href="#">Disaster season preparedness</a>
Disability Action Week: 22 November to 1 December 2025	

**SEE ME. HEAR ME. RESPECT ME.**

**IMPROVING HEALTHCARE  
FOR PEOPLE WITH DISABILITY**

[Register online](#)



## New Health Equity recruitment information

You can now find updated information on the Health Equity Recruitment QHEPS page to help hiring managers grow our Aboriginal and Torres Strait Islander workforce, learn about the cadetship program and more.

With a Metro North target to increase our Aboriginal and Torres Strait Islander workforce from 1.9% to 3%, it's every manager's responsibility to be up to date with this information on QHEPS.

Increasing the representation of Aboriginal and Torres Strait Islander peoples in our workforce brings diverse perspectives, deeper understanding and more culturally responsive care to the community we serve.

[Learn more](#)

# Quality of Care Report 2024

Improving health equity, access, quality, safety and health outcomes



### New health navigation service supports First Nations communities in Moreton Bay

A new culturally safe health navigation service has begun in Moreton Bay to support First Nations people better negotiate their health journey.

[Read More >](#)



### Exceptional outcomes achieved towards Health Equity

Further important steps towards the key priority of Health Equity by 2031 were achieved by Metro North Health over the past 12 months.

[Read More >](#)



### Culturally sensitive endoscopy pathway piloted at STARS

To address disparities in colorectal cancer rates in Aboriginal and Torres Strait Islander people, STARS has recently piloted a specific endoscopy pathway to improve health equity.

[Read More >](#)

[Read online](#)



## New governance process for recruitment of identified roles

If you are recruiting for an identified Aboriginal and Torres Strait Islander role, all hiring managers are required to follow the new governance steps prior to recruitment.

Click [here](#) to learn more

Metro North  
Health



## Aboriginal and Torres Strait Islander Support Line

The TELUS Aboriginal and Torres Strait Islander Support Line offers confidential support to Aboriginal and Torres Strait Islander staff:

- by an Identified clinician,
- a clinician who has lots of experience with mob, or
- a non-Indigenous clinician.

Our team are here to support you by having a casual, non-judgmental conversation about the issue you're experiencing.

Call now on  
1800 816 152

Free

• Confidential

• Face-to-face or virtual available

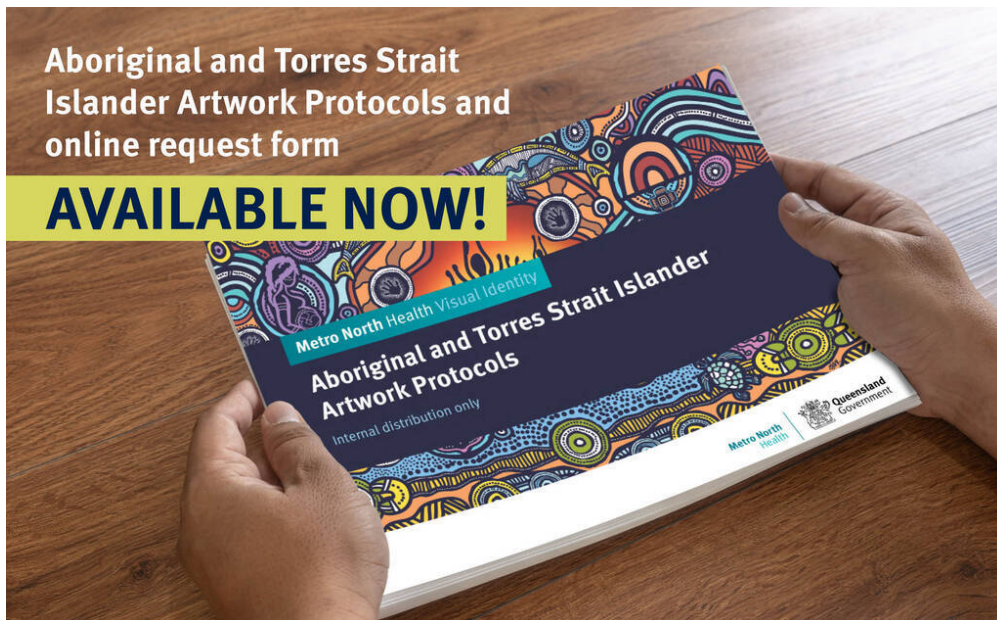
 **TELUS** Health

Metro North  
Health



Aboriginal and Torres Strait  
Islander Artwork Protocols and  
online request form

**AVAILABLE NOW!**



Protocols

Artwork Request Form

**Follow our new Instagram and  
LinkedIn pages ‘*Better Together*  
– *Our Health, Our Way*’ for all  
the latest news, updates and  
initiatives related to Health Equity.**

**The platforms celebrate our Aboriginal and  
Torres Strait Islander workforce, good news  
stories, upcoming events, and job opportunities.**



**Join our journey towards achieving health equity at Metro North Health.**



Instagram: <https://www.instagram.com/ourhealthourway/>  
LinkedIn: <https://www.linkedin.com/company/better-together-our-health-our-way>  
Facebook: <https://m.facebook.com/bettertogetherourhealthourway/>



**Available for bookings now!**

To book the van or to learn more, visit [qheps.health.qld.gov.au/metronorth/atsilt/better-together-van](https://qheps.health.qld.gov.au/metronorth/atsilt/better-together-van)

**Metro North Health**

**Better Together Health Van**

**Metro North Health** |  **Queensland Government**

## Better Together Health Van now available for bookings!

We are now accepting bookings from Metro North Health services keen to utilise the Better Together Health Van.

The Better Together Health Van is available to support your service provide improved access, opportunistic screening measures, important health promotion and engagement activities to Aboriginal and Torres Strait Islander communities within the Metro North Health catchment area.

The Aboriginal and Torres Strait Islander Leadership Team are available to assist you by connecting your service with local community.

For further information or If you would like to book the van please visit the [Better Together Health Van QHEPS page](https://qheps.health.qld.gov.au/metronorth/atsilt/better-together-van).

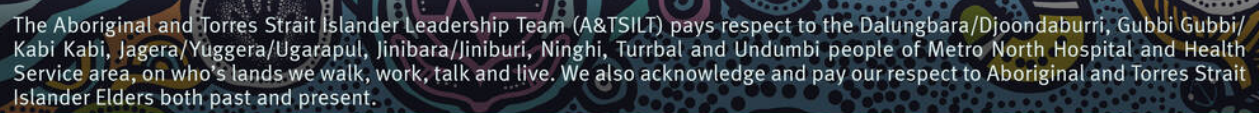
## Do you have a good news story to share?

The A&TSILT Communications and Planning Team are always keen to share positive stories to our community. If you have a photograph to share, a program update or just a good yarn, send through your contribution for Better Together Yarns, Talk-About Newsletter, Better Together Yarns ebulletin or our Facebook, Instagram and LinkedIn pages to [A\\_TSILTCommsMNH@health.qld.gov.au](mailto:A_TSILTCommsMNH@health.qld.gov.au)

## Are you following us on social media?

Check out our Better Together - Our Health, Our Way [Facebook](#), [Instagram](#) and [LinkedIn](#) pages for great stories and to stay up to date with the latest news!





The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) pays respect to the Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi, Turrbal and Undumbi people of Metro North Hospital and Health Service area, on who's lands we walk, work, talk and live. We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

Produced by the Aboriginal and Torres Strait Islander Leadership Team,  
Metro North Health

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Queensland  
Government