



Dear colleagues,

Today marks National Sorry Day for 2025, where we acknowledge the mistreatment of those Aboriginal and Torres Strait Islander people who were part of The Stolen Generations and were forcibly removed from their families and communities. It presents an opportunity for us all to reflect on the role we can play in the healing process for those affected.

Following Sorry Day, National Reconciliation Week starts tomorrow (27 May) and runs until 3 June. These dates mark two significant milestones in the reconciliation journey - the successful 1967 referendum and the High Court Mabo decision in 1992.

Reconciliation with Aboriginal and Torres Strait Islander people is aligned with our journey toward achieving health equity and is centred on building relationships based on trust and inclusion with this community.

At RBWH, our Reconciliation Action Plan (RAP) working group is currently developing an updated RAP that will guide us for the next 2-years as we expand our commitment to reaching health equity.

By each playing our part in the journey toward reconciliation we can build relationships and communities that value the history, culture and potential of Aboriginal and Torres Strait Islander people.

The [National Reconciliation Week website](#) has further information and resources.



Security and maintenance reminders

We all have a role to play in keeping our hospital safe for patients, staff and visitors. As part of this, if you encounter any issues or incidents around the campus, please take a few moments to report them to the security team for investigation on 3646 5188. Please also ensure that no unauthorised people follow you through secure doors into restricted areas of the hospital. Staff are also asked to report any maintenance jobs they see in their work area or while moving around the facility. These can be lodged quickly and easily in [S4 Hana](#). Thank you for your attention to keeping everyone in our hospital community safe.

RBWH Collaborative Forum

The next RBWH Collaborative Forum is happening on Wednesday. This session will feature Clinical Psychologist Jessica Orford from the Behavioural Escalation Response Team (BERT), who will lead a discussion on how to master the art of de-escalation. In our work, we regularly deal with patients and their loved ones at time of high stress. Jessica will provide tools and techniques on how to identify, manage and de-escalate potentially volatile situations that arise. The session will run from 2pm to 3pm in the Education Centre. I encourage you to get along to learn from Jessica's expertise and to share experiences with your colleagues.



Celebrating our volunteers

Last week marked National Volunteer's Week, where we recognise and celebrate the contribution volunteers make to our hospital community.

We currently have a cohort of 42 volunteers - including Phil (pictured left) - at RBWH, spanning the generations from ages 20 to 80 years old. Each week, they contribute more than 280 hours of volunteer time to our hospital, across a range of roles including wayfinding, Justice of the Peace services, patient and ward companions and supporting the Eat, Walk, Engage program.

If you see our volunteers around the hospital, be sure to give them a smile and thank them for giving their time and choosing to support us at RBWH.

Volunteer profile - Janet

To continue the volunteer theme, I am pleased to profile one of our RBWH volunteers today.

Janet has part of the volunteer program at the RBWH for 11-years.

"I lived nearby when I started volunteering, and was keen to do something to give back to the community," Janet said.

"Volunteering at the Royal seemed like the perfect way to help people."

Janet says that no two days as a volunteer are ever the same, and it's this variety that keeps the role fresh and interesting for her.

"The hospital is such a cross section of society. I love having the opportunity to chat with people from all walks of life and hear about their life experiences."

"I've also made some great friends among the volunteers and look forward to seeing them on every volunteer shift."

Thank you to Janet and all of our volunteers for the valuable role they play in our hospital.



Have Your Say Survey - open until 30 May

A big thank you to the more than 1,800 RBWH staff who have already completed the Have Your Say staff survey. For everyone else, you have until Midnight this Friday to complete it!

I wanted to shout out to our leaders who have been jumping in to cover their staff so they could visit the survey hub to ask questions and use the digital tablets to complete the survey. This is



a great example of leaders supporting their people to have their say and I'd encourage all managers to do the same in this last week of the survey.

We have one more survey hub happening this coming Wednesday (28 May) from 2pm-6pm on the level 2 walkway. You can use the tablets to complete the survey at the hub, or if you have any questions or concerns, People and Culture staff will be on hand to chat.

For some friendly competition, we are ahead of TPCH but slightly behind STARS in participation rates. It would be great to see the RBWH take the lead by the end of the week.

[COMPLETE THE SURVEY NOW](#)

Countdown to Giving Day 2025

The countdown is on to Giving Day on Wednesday 11 June. This is a day for the Herston campus to unite in raising spirits, awareness and funds for patient care innovation and medical and health research across RBWH and STARS.

Giving Day is the biggest event in the RBWH Foundation calendar, and a chance for Queenslanders to say thank you to Metro North Health care heroes. The Foundation hopes to raise more than \$500,000 and every donation received by 11 June will be doubled, thanks to the generosity of Matching Donors.

All funds raised support patient care initiatives and life-saving medical research across RBWH and STARS. Stay tuned for more information on how you can get involved in the lead up to and on the day. You can also spread the word among family and friends and encourage those who are able to please make a donation at www.rbwhfoundation.com.au



Protection from flu this winter

Thank you to all RBWH staff who've received a flu vaccination over the last few weeks. If you haven't yet had the jab, there is still time! Infection Prevention and Management Services will continue to offer 'by appointment' flu vaccinations. If you're keen to play your part in protecting our hospital this winter, click [here](#) and scan the QR code to make an appointment.

Thank you for everything you do for our community.

Kind regards,

Louise Oriti

Executive Director,
Royal Brisbane and Women's Hospital

We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.



Metro North
Health



Queensland
Government

Produced by the Metro North Communication Directorate