



Dear colleagues,

I hope that many of you were able to have a break over the recent Easter period and Anzac Day long weekend. After this Labour Day weekend the next long weekend is not until the King's birthday – 155 days away. Now is a great time to plan some annual leave for those months in between, to have some rest and relaxation. Taking time off regularly is beneficial for our overall health and wellbeing, reducing stress and improving our emotional and mental health.

### **Staff flu vaccinations continue**

Our staff flu vaccination program is continuing at STARS until **Friday 16 May** (8.00am to 4.00pm weekdays, Level 1 Education Centre STARS).

STARS Director of Nursing Ben Ballard recently rolled up his sleeve to receive his flu vaccination.

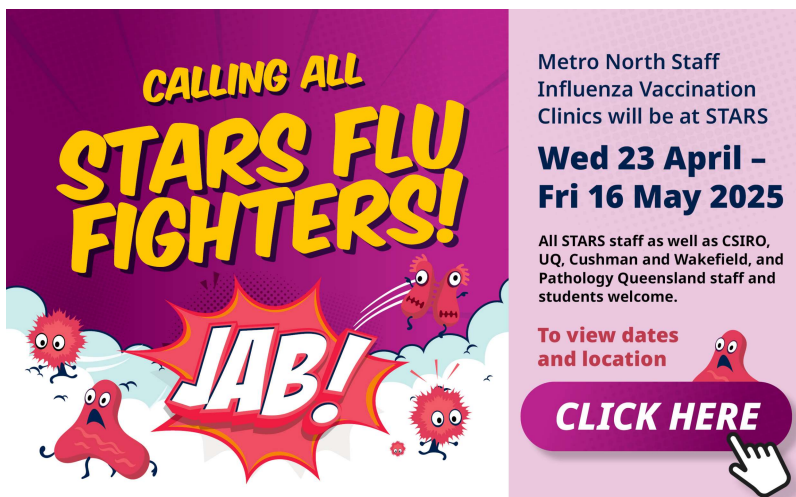


Compared to the same period last year flu notifications are up more than thirty percent. If you are one of those people who don't always get around to having your flu vaccination, this year is definitely not the year to miss it. Having a flu vaccination is the best way you can protect yourself, your loved ones and our patients from the flu.

No bookings are required, you just need to show your Medicare Card or Individual Health Identifier (IHI). All staff, including our partners UQ, CSIRO, Cushman and Wakefield and Pathology Queensland are eligible for the flu vaccination.

If you would like any further information about the staff flu vaccination you can visit the QHEPS page [Metro North Staff Extranet page](#).

If you receive your 2025 influenza vaccination privately (e.g. GP clinic or community pharmacy), please let us know for planning purposes, [On line Poll | INFLUENZA VACCINATION](#).



**CALLING ALL STARS FLU FIGHTERS!**

**JAB!**

Metro North Staff Influenza Vaccination Clinics will be at STARS

**Wed 23 April - Fri 16 May 2025**

All STARS staff as well as CSIRO, UQ, Cushman and Wakefield, and Pathology Queensland staff and students welcome.

To view dates and location

**CLICK HERE**

## Administrative Professionals' Day

This morning, we held a celebration for Administrative Professionals' Day, a special day acknowledging the invaluable contributions our administrative professionals play in ensuring the efficient organisation and smooth functioning of STARS. STARS employs around 130 administration professionals and they are often the first point of contact for our patients and visitors, providing a warm, helpful and professional welcome to the hospital.

Today, please take the time out of your day to say thanks to our wonderful administration team here at STARS. We appreciate each and every one of them.

You can read more about one of our amazing administrative staff in this fortnight's staff profile.

Thank you to QSuper for supporting our Administrative Professionals' Day event.





### **Staff profile - Stephanie Andrews**

Senior Admin Officer for Ambulatory Care Services

Stephanie has worked at STARS for two years, originally starting in the Ambulatory Care Services team in an AO3 role. She has recently returned from maternity leave after having her first child.

“Day-to-day my role provides support to 18 administrative officers and includes regularly checking-in on the team, monitoring outpatients and the usual HR tasks”.

“STARS is a wonderful workplace, everyone is very approachable and has a positive outlook.

“Being a smaller hospital environment means you work closely with people, and this is something I really enjoy.

“I have felt very supported in my leadership role, particularly in the transition back to work after having a baby.

“On this Administrative Professionals’ Day I hope that all the administrative teams across STARS are recognised for their hard work and dedication.

“Our admin staff are often the first point of contact with patients and so these interactions can really make a difference to a person’s health journey and the overall health of the community.

“I am so appreciative of my team, they do an amazing job.”

When Stephanie is not at STARS she is a foodie and loves trying new restaurants.

“With a baby I’ve had to adjust my restaurant dining outings, with much earlier dinner times and shorter visits. I do miss my long lunches!”



### **International Nurses Day next week**

Another invaluable profession at STARS are our wonderful nurses, who will have their own day of recognition next week. Please join us for our nursing awards ceremony, followed by cake, next Thursday 8 May 2024 from 10.30-11.30am on Level 3.



### Get ready to have your say

The Metro North Have Your Say staff survey kicks off in just over a week, on 12 May and I encourage all staff to take part and let us know what we are doing well and where we can improve. We can't change what we don't know so we want to hear from you. All feedback is anonymous.

If you're a people leader, you play an important role in the survey and I ask you to please familiarise yourself with the supports available to get the most out of the feedback, and plan time for your staff to complete the survey during their shifts. There is an abundance of resources available on [QHEPS](#) to prepare managers during the survey and for when the results are released.



There is a manager vidcast planned for this Tuesday, 6 May on 'supporting you and your team during the survey'. Please try to [tune into the vidcast](#) and catch up on the other Have Your Say vidcasts you may have missed by watching the [recordings](#).

### World Hand Hygiene Day

This coming Monday, 5 May, we are celebrating World Hand Hygiene Day, a global initiative led by the World Health Organization (WHO). Supporting WHO's theme, the Australian Commission on Safety and Quality in Health Care have an overarching theme of, "*Gloves at the right time. Hand hygiene all the time!*"

A reminder that wearing gloves does not replace the need for hand hygiene:

- Hand hygiene should be performed before putting on gloves
- Hand hygiene should be performed after removing gloves
- Gloves should be removed to perform hand hygiene during the care for a single patient as indicated by the [5 Moments for Hand Hygiene](#)
- Single use gloves should be discarded after each use

### Staff Shout Outs

Congratulations to the following staff for receiving a March Staff Shout Out: Hayden Layton De-Silva, Jo Fleming, Trisha O'Flaherty, Mick Collins, Benita Suckling, Niluka Wellappuli, Bryanna Nisbet, Humera Rahim, Will Slape, Sarju Vasani, Desilee Schwarze, Liam Kalas, Katie Dally-Watkins, Adrianne Makutu,

Leigh Bradley, Jen Chau, Kate Robb, Behnoosh Bazrafkan, Jo Sherring, Clare Pekin, Kate Glastonbury, PSS staff, Dietetics Assistants and Food Services and the SEALS team.

Thank you to those who continue to nominate their colleagues. Staff Shout Outs are such a simple way of recognising staff and teams that embody the Metro North values.

The Staff Shout Out initiative actually came about following feedback from a previous Have Your Say survey that identified the need for more staff recognition.

If you would like to nominate someone for a Staff Shout Out you can do so [here](#).

### **Patient compliment**

This week's compliment is from a Day Rehabilitation patient. It is a lovely demonstration of all that our teams do to put people's lives back together, often after a life-changing health event. Well done to the Day Rehab team.

*"The expertise, kindness, and encouragement of this entire team have made a profound impact on my healing journey—physically and mentally. More than that, you have also given my family confidence and peace of mind, knowing that I was in the best possible hands."*

Kind regards

Dale Dally-Watkins.