

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Dear team,

I enjoyed catching up with our newest Connecting Care Champions at Chermide Community Health Centre on Wednesday.

The 'Hi5 in 25!' visits are a time to take FIVE and acknowledge our caring, connected and compassionate champions across our directorate.

They also provide an opportunity to ask what needs to be improved and FIVE things that make our services so great.

Here are FIVE important reasons staff enjoy working at the Chermide Community Health Centre:

1. The people – they all work together across all teams
2. Staff share the same sense of humour
3. There is a sense of community at Chermide
4. Everyone offers to help
5. It is a 'team amongst teams'!



Chermide Connecting Care Champions

Tanya Costigan, Administration Officer (AO)

"Tanya began her role during the transition to ESM. She brings her bright and engaging self, friendly smile and willingness to engage - to all aspects of her work."

"I can't express how much PACS has appreciated her willingness to learn, discuss, try new approaches and continue to give consistently kind, client-centred care."



Heidi Kingston, Registered Nurse, PACS

"Heidi is a nurse who loves her work, colleagues and being able to connect with clients. Heidi displays a client-centred approach, acknowledging where the client is at and supporting them to transition to a new normal with kindness and empathy."

"Heidi genuinely cares and she wants the best for all people."

Tahlia Lee, Enrolled Nurse - Wound

"Tahlia has a beautiful manner when discussing care with clients. This can be a challenging scenario as we are encouraging clients to sometimes change long-standing behaviours."

"Tahlia is always professional and quickly builds rapport with her clients either over the phone or face to face."



Tracy Kinross, Administrative Officer, Diabetes team

"Tracy has worked in the diabetes team for over seven years. Her commitment to the team and her work is evident on a daily basis."

"She is highly-respected for what she does by not only the diabetes team, but also other teams she comes in contact with."

"Tracy has a can-do attitude and is always willing to take the lead with new systems and processes to ensure clinicians are able to focus on clients. Tracy is an integral part of our team."

Kellie Palmer, Enrolled Nurse, Diabetes team

"Kellie displays a client-centred approach to her work and is always welcoming to new and returning clients to the service. She is always there to support all members of the team and is willing to take on tasks and roles to ensure all jobs get done."

"Kellie is a highly respected member of the diabetes team, who functions at a high level and is always willing to help."

Mark Sheldon, Clinical Nurse and Amanda Cleal, Administration Officer, Complex Chronic Disease Team

"The space in which CCDT run our Cardiac Rehab program has recently moved and this has allowed us to increase our group class sizes and give patients waiting for cardiac rehabilitation more timely access to care."

"Mark and Amanda's great work during this change has been a key contributing factor to why the transition was so successful!"

Sally Cruickshank, Physiotherapist, Community Based Rehabilitation Team

"Sally quietly works away providing high-quality physiotherapy services and does so with kindness and grace. She will always take on a little something extra when required."



Normalising conversations about health and wellbeing

Brighton Health Campus doctors and staff came together to bring some fun to work and wear some crazy socks as part of Crazysocks4docs Day.

The picnic in the park was good opportunity to see how everyone was feeling and normalise the conversation around mental health, especially for the 35 doctors who now work across COH bedded and home visiting services.



There is nothing more relaxing than having a picnic in the park on the beautifully sunny winters day on the Moreton Bay foreshore. All the doctors and support staff brought some food to share and their favourite fun socks to brighten the day.

Crazysocks4docs Day is held every year to raise awareness of the mental health of all doctors and health practitioners around the world and drive positive change via action!



People and Culture

Metro North Health MENTORING PROGRAM



Metro North mentoring program

A great addition to our learning and development offering, and off the back of the Have Your Say survey, the Metro North Mentoring Program has launched.

A structured, yet flexible initiative designed to foster meaningful mentoring relationships, the Metro North Mentoring Program empowers mentees to take the lead in choosing their mentor through a 'self-service' approach while offering support and resources for both parties to get the most out of the experience.

I encourage you to visit the new [Mentoring QHEPS pages](#) and take advantage of all the information on offer. You will find the mentor bio platform where 50 Metro North mentors have already introduced themselves, allowing potential mentees to connect directly.

If you're interested in joining the mentor pool, fill out the [expression of interest](#).

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.