



Dear colleagues,

There is some breaking news to start today's message. The closing date for the Have Your Say staff survey has been extended to Sunday 8 June. If you're one of the more than 2,600 RBWH staff who have already completed it - thank you! If you have completed some or yet to start, it's important to hear from you about what's working well and areas where we can improve.



I acknowledge it's a busy and demanding time in our health service and can be hard to find time for the survey. However, it is an organisational priority and your opportunity to give anonymous feedback. You don't need to complete the survey in one go, you can log in and out. You can also just answer the questions that are important to you. Any responses will be rolled up into the reports.

One of the concerns I hear about the survey is that your feedback is not acted on. Having been with Metro North since the HYS survey was introduced, I can confirm that while it may not always be visible or in the timeframes we'd like, leaders do use the broad themes and issues raised to inform and influence decisions. Your feedback is valued, and I encourage you to take the time to complete the survey.

The more information we receive, the stronger the call to action!

For more information or support, visit [QHEPS](#), or if you're ready to complete the survey now, click [here](#) to get started.

## Aboriginal and Torres Strait Islander engagement framework

This National Reconciliation Week is an opportunity to renew our commitment to achieving Health Equity. As part of this, Metro North has developed a new framework and practical guide for engaging with Aboriginal and Torres Strait Islander communities.

The framework highlights the importance of collaboration, cultural understanding, and trust-building. By tailoring engagement methods and measuring outcomes, Metro North Health can interact respectfully and meaningfully, strengthen relationships, and improve health outcomes for the community.

The [framework](#) and [guide](#) are now available, I encourage you to use these resources when designing programs, engaging, and supporting Aboriginal and Torres Strait Islander health across the organisation.

If you have any questions, email the Aboriginal and Torres Strait Islander Leadership Team - [A\\_TSILT\\_MNHHS@health.qld.gov.au](mailto:A_TSILT_MNHHS@health.qld.gov.au)



## A pharmacy farewell

This week, we farewell RBWH Pharmacy Director, Ian Coombes after a transformative 15-year tenure. Ian has overseen significant growth of the pharmacy footprint during his time in the role, with a pharmacist now embedded in 30 outpatient clinics across RBWH to better meet the needs of patients and clinical staff. He has also transformed pharmacy into an academic health research centre, with an impressive 25 staff completing PhDs under his leadership.



As Ian departs, Jessica Toleman has been appointed Director Pharmacy (pictured with Ian). Jessica brings more than 20-years experience to the role in medication safety, clinical governance and service delivery. Jessica is committed to ongoing innovation and has served on national advisory groups, including Choosing Wisely and mentors emerging pharmacy leaders.

Please join me in thanking Ian for his contribution and welcoming Jessica to her new role.

## Mass casualty simulation exercise

Last week staff from the Emergency Trauma Centre participated in the Metro North Mass Casualty Incident Exercise at the Redcliffe Leagues Club. 'Exercise Carbon' was a simulation of a counter terrorism event where each Metro North hospital simultaneously exercised activating and responding to a Code Brown mass casualty event. The observations and key learnings gathered on the day will contribute significantly to the development of future emergency response plans and exercises leading up to 2032 Olympics.



Beyond the external benefits, this exercise was a valuable opportunity for teamwork and collaboration within RBWH, strengthening internal networks and response coordination. Thank you to all participants who attended and helped coordinate the planning of Exercise Carbon.

## Kitchen open day

Have you ever wondered what it takes to feed over 900 patients 365-days a year? If so, next Tuesday (3 June) is your opportunity to take a look behind the scenes of RBWH kitchen and learn about the great work our food services teams do to produce thousands of meals each day for patients with a range of complex and diverse dietary needs. For more information and to book a 15-minute tour, click [here](#) and scan the QR code.

## Staff profile - Tracy Bobbermien

Sunday is the start of June, which means the end of financial year is on the horizon. For Finance Officer, Tracy Bobbernien this means stocktake time at RBWH.

"Stocktake is where I work with clinical teams right across the hospital to determine the consumables we have on-hand," Tracy said.

"It's an important process to ensure we have the right items in the right quantities on-hand to enable continuity of care throughout the year."

In addition to her 'day job', Tracy plays a key role in maintaining a positive team culture and enjoys organising events that bring people together.

"We spend so much of our lives at work, it's important that it be a positive place to be," Tracy said.

"Whether it's Christmas, Harmony Day, or State of Origin I like to encourage people to get together and socialise."

Proud Queenslander, Tracy also featured in a Metro North social media post earlier this week, which you can view [here](#).



## **Collaborative Forum - Mastering the art of de-escalation**

Earlier this week, more than 300 staff from across the hospital joined the latest Collaborative Forum. This session featured Clinical Psychologist, Jessica Orford from the Behavioural Escalation Response Team (BERT) talking about how to master the art of de-escalation.

It's the nature of our work that we often deal with patients and their loved ones at times of high stress and emotion. Jessica's presentation discussed evidence-based principles that can be universally applied to de-escalate potentially volatile situations. These include understanding the reasons why such situations arise, and using proven tools to de-escalate them, including remaining calm and respectful, listening before responding, empathising and seeking agreement to take further actions. Thank you to Jessica for sharing her insights and expertise. A recording of the session will be made available to view soon.

## **'You Can Make Some Noise' - new album release**

You may recall a few weeks ago, I featured a story about 'You Can Make Some Noise', a band made up of young cancer patients and survivors from our You Can Centre. Today, I'm pleased to let you know that their second album 'Diving Deeper' is now available to [purchase](#) or stream. This is a great opportunity to support the band and hear their music, which was written as they navigated their cancer journeys together.

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.



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