



Dear colleagues,

Tuesday marked the beginning of National Reconciliation week, commemorating two significant milestones in the reconciliation journey – the successful [1967 referendum](#), and the [High Court Mabo decision](#) respectively.

The 2025 National Reconciliation Week theme, *Bridging Now to Next*, reflects the ongoing connection between past, present and future. *Bridging Now to Next* calls on all Australians to step forward together, to look ahead and continue the push forward as past lessons guide us.

The themed artwork, created by Kalkadoon woman Bree Buttenshaw, incorporates Australia’s native flora including lemon myrtle, banksia, gum leaves, desert lime and kangaroo paw, which are known for regenerating after fire and thriving through adversity. The native flora symbolising our collective strength and the possibilities of renewal.



Please join us next Tuesday 3 June from 9am-10am on STARS Level 7 balcony, for our Reconciliation Week event.

Have Your Say dates extended

The Have Your Say staff survey closing date has been extended to **Sunday, 8 June**. STAR is currently sitting at a 31% response rate.

If you have completed some or all the survey – thank you! It’s important we hear from you about what’s working well and where we can improve.

We acknowledge it’s a busy and demanding time in our health services and it’s 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.



For more information or support, visit [QHEPS](#).

[Take the survey now](#)

Metro North Compassionate Care Principles

The Metro North Compassionate Care Principles document was released across Metro North Health in March 2023. The principles were developed to represent the voice of consumers, family members and carers in relation to their experiences in receiving care in Metro North Health.

The purpose of the principles is to promote engagement and inclusion with our patients, families and

carers in decision making and communication leading to improved satisfaction. The principles also represent how we can improve access, usability and advance the design of our services based on what patients need.

The principles align with the [National Safety and Quality Health Service Standards](#) and the [Metro North Values in Action](#) providing a consistent message about the level of care and behaviours that consumers can expect from Metro North Health staff.

Over the next few months, I will discuss each of the principles in more depth, starting with Principle 1: Flexible visiting hours in next fortnight's message.

You read more about the Metro North Compassionate Care Principles [here](#).

Aboriginal and Torres Strait Islander Community and Engagement Framework

Metro North Health has developed a new framework and practical guide for engaging with Aboriginal and Torres Strait Islander communities as part of our health equity commitment.

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, and all staff are encouraged 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



Working with the Aboriginal and Torres Strait Islander community
Practical Guide



Upcoming SET Forum

Surgical, Treatment and Rehabilitation Service

SET Staff Forum

Meet with Chief Executive Jackie Hanson and members of the Metro North Senior Executive Team

The SET Staff Forum provides STARS staff with the opportunity to engage with the Metro North Senior Executive Team.

**Please join the SET Staff Forum next Thursday 5 June.
Room 101/115 and on [Teams](#).**

Please note that there is limited space in the room, so consider dialing in on Teams.

National Volunteer Week

Last week (19-25 May) was National Volunteer Week, an opportunity to highlight the important role of volunteers in our community. The week explored how giving to others fosters community engagement,

connection and belonging.

Here at STARS our volunteers are involved in some wonderful patient care initiatives such as our STARS reading trolley and therapy dog visits. In addition, members of consumer engagement network provide their time and expertise.

Thank you to all our amazing volunteers right across Metro North.

You can read more about STARS volunteer Rosie and her dog Olive below.

Volunteer profile: Rosie and golden retriever Olive

Rosie and golden retriever Olive are part of the Delta Therapy Dogs Program that focuses on well-being in hospitals and other health and community services right across Australia.

Teams, like Rosie and Olive, are an amazing group of volunteers and their beloved pet dogs, who willingly give their time and commitment to support the program. Nationally the volunteers reach over 20,000 people each and every week!

Rosie has been bringing Olive to STARS for about five months, visiting wards 5A/5B and 6A. She previously visited with dog Daisy, who has now sadly passed away.

"I love coming to STARS as patients can be here for several weeks or months so we get to revisit them week to week," she said.

"The staff at STARS are also very supportive of the Delta Therapy Dog Program".

"When patients pat Olive it is a lovely reminder of their own pets at home which they often tell me about".

"We even sometimes use Olive as positive encouragement during patient's rehabilitation, encouraging them to walk to where Olive is sitting".

"What I love about volunteering is meeting the patients and staff, but also the beautiful connection I form with Olive".

Rosie works as a nurse at an adolescent mental health facility and visits STARS with Olive on her day off.

Thank you to all the wonderful Delta Dog Therapy volunteers and their dogs across Metro North who provide patients and staff with a reason to smile!

Visit from AFLW premiership players

Last Thursday AFLW premiership players Natalie Grider, Shannon Campbell and Taylor Smith visited the level 5 ability centre at STARS.

The players chatted to staff, patients and their families about the rehabilitation journey and helped out in the therapy session with some ball drills and other activities.

Visits like these are really wonderful as they provide patients with a boost and a welcome distraction from their hospital stay. They also give us the opportunity to showcase our state-of-the-art facility and the wonderful care provided here.

Thank you to the RBWH Foundation for facilitating the player visit.





RBWH Foundation Giving Day

Keeping Queenslanders strong.
RBWH, STARS & Redcliffe Hospital

Giving Day

Wednesday 11 June 2025

**The good we can do,
starts with you**

Help us keep Queenslanders strong with a donation this June 11 and watch as your gift is **DOUBLED!**

RBWH Foundation 40 YEARS STRONG

[Donate Now](#)

Giving Day, Wednesday 11 June, is fast approaching! 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.

Giving Day raises awareness and funds for patient care innovation, and medical and health research across RBWH and STARS. STARS projects have received several grant funds from Giving Day proceeds, including our wonderful 'Patient Dignity' program (*below*).



To get involved you can:

- Join the audience for the Seven Sunrise broadcast between 5.30am and 8.30am in the Royal Atrium.
- Participate in the Bake Off – either by organising a bake sale or buying baked goods. Email fundraise@rbwhfoundation.com.au for more details.
- Volunteer in the Phone Room - you can [sign up for a shift here](#).
- Help spread the word about the 2025 Giving Day appeal among your friends, family and colleagues. Donations can be made at www.rbwhfoundation.com.au.

Social media

One of our wonderful staff members Scotty Gillies from STARS Patient Transport Unit recently featured on Metro North socials, receiving over 300 likes on Facebook. Scotty epitomises our Metro North values of Respect, Teamwork, Compassion, High Performance and Integrity and it is fantastic to see him profiled in this way.

You can see the post [here](#).



Patient compliment

This fortnight's compliment is for the Virtual Emergency Care service or VECS. For people who do not have timely access to a GP, or live regionally, VECS provides a great alternative to visiting the nearest hospital emergency department.

"The symbiosis between the highly targeted, easy to use and highly relevant computer questionnaire, and immediate flow to medical professionals was second to none - no meaningless links/ nebulous questions or glitches. Your staff were extremely courteous, had a sense of humour, were precise and efficient and also compassionate, all of the staff should be commended. ... I used the service from home thereby not spreading risk to other patients in waiting room, or the treating professionals. In a post COVID stressed society/health system this is definitely a shining light of service delivery. I am relatively well versed in the health system (brother is a GP and wife is a nurse) and will firmly advocate this type of service and the people you are using are superb."

Kind regards

Dale Dally-Watkins.