

Metro North Health

# Message from the ED, Aboriginal and Torres Strait Islander Health

Sherry Holzapfel



Adj. Prof. Sherry Holzapfel

July 2025

Dear colleagues,

We've now reached the midpoint of the year, and what an extraordinary six months it has been! So much has happened, with even more exciting developments ahead.

This week we celebrate 50 years of NAIDOC Week (6-13 July)! I hope you all have a chance to attend events taking place within your facilities, and out in the community, to share in the rich cultures of Aboriginal and Torres Strait Islander peoples.

On July 1st, we proudly launched the new Health Equity Strategy 2025-2028 alongside the Anti-Racism Campaign. With over 300 attendees, the event was a big success and a wonderful opportunity to celebrate the dedication of our staff as we move into the next phase of our health equity journey.



(Undumbi Dancers, Aboriginal and Torres Strait Islander Elders, and Wagga Torres Strait Islander Dance Company)

Phase two of the health equity strategy will focus on key priorities in mental health and women's, children, and families. This strategy is aligned with the Metro North Strategic Plan 2024-2028 and will guide us over the next three years as we strive to achieve health equity for Aboriginal and Torres Strait Islander peoples.

You can view the Metro North Health Equity Strategy 2025-2028 online here:  
<https://metronorth.health.qld.gov.au/health-equity>.

The new Metro North Health Anti-Racism campaign and policy were also launched at this special event, marking a momentous occasion for not only Metro North Health, but for Queensland Health, being the first of its kind developed and implemented across the state's health system.

As Queensland's largest hospital and health service, we're proud to have launched this powerful new campaign – *Stop Racism. It Starts with Me* – to address racism in healthcare and promote cultural safety for Aboriginal and Torres Strait Islander peoples.

The campaign was co-designed with Aboriginal and Torres Strait Islander staff, patients, and community members, as part of truth-telling and focusing on what racism looks like, sounds like and feels like.

Anti-Racism Ambassadors have been appointed across Metro North Health, responsible for championing the anti-racism agenda across the directorates, providing awareness, and leading brave conversations.

The campaign is supported by a newly developed Aboriginal and Torres Strait Islander Anti-Racism Policy and reporting mechanism for incidents of racism, aimed to directly address unconscious bias and

institutionalised racism in the health system.

Further details about the campaign and reporting pathways can be found on QHEPS:

<https://qheps.health.qld.gov.au/metronorth/about/initiatives/stop-racism>.

Please remember, all incidents of racism – whether big or small, direct or indirect – should be reported, and they will be addressed in an appropriate manner.

I want to thank each and every one of you for your ongoing commitment to improving health outcomes for Aboriginal and Torres Strait Islander people. I look forward to continuing this important work together over the next six months.

Until next time, stay safe and deadly.

Kind Regards,  
Sherry Holzapfel



The [Metro North Health Equity Strategy 2025-2028](#) describes our commitment to drive health equity, eliminate institutional racism across the public health system and achieve life expectancy parity for Aboriginal peoples and Torres Strait Islander peoples by 2031.

Metro North Health Equity Strategic Priorities:

1. There is zero experience of racism within Metro North Health.
2. Creating safe hospital and healthcare services for Aboriginal and Torres Strait Islander people.
3. Develop and enhance culturally safe, co-designed innovative care models.
4. Sustain culturally safe, data driven equity.

[Read online!](#)



## Meet Jaysen!

Jaysen is a proud Wakka Wakka woman who has recently stepped into a new role as an Identified Clinical Nurse in the Emergency Department at Redcliffe Hospital.

In her new position, Jaysen works closely with the IHLO's to support Aboriginal and Torres Strait Islander patients who come through the ED, ensuring they receive timely and culturally appropriate care.

Jaysen always dreamed of becoming a paediatrician, however, after completing a Diploma of Nursing and Bachelor of Science (Registered Nursing), her path shifted.

"Once I was in the nursing field, I loved it. I decided I wanted to be the one who cared for the patients, not the one diagnosing and prescribing for them, so I didn't pursue becoming a doctor," shared Jaysen.

Jaysen looks forward to the journey ahead and to building something truly meaningful.

Thanks for sharing, Jaysen!



# Jobs for Mob!

Metro North Health have multiple positions available for Aboriginal and Torres Strait Islander people to apply. For list of current positions please see below:

Advertised position	Job link
Registered Nurse - Community Palliative Care Service (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-COH647148">https://smartjobs.qld.gov.au/jobs/QLD-COH647148</a>
Principal Project Officer (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-MN646656">https://smartjobs.qld.gov.au/jobs/QLD-MN646656</a>
Administration Officer UROC and HOPE (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-PCH647592">https://smartjobs.qld.gov.au/jobs/QLD-PCH647592</a>
Training Pathways Coordinator (Identified)	<a href="https://smartjobs.qld.gov.au/jobs/QLD-MN647668">https://smartjobs.qld.gov.au/jobs/QLD-MN647668</a>



## Aboriginal and Torres Strait Islander Community and Engagement Framework

A new framework and practical guide for engaging with Aboriginal and Torres Strait Islander communities as part of our health equity commitment.

Available on QHEPS.

[Click here to view online!](#)



## THE NEXT GENERATION: STRENGTH, VISION & LEGACY

6-13 JULY 2025

### Celebrating NAIDOC Week events and activities

Staff are encouraged to participate in the events and activities taking place throughout our facilities and within the community, alongside our Aboriginal and Torres Strait Islander colleagues and community members, to celebrate and share in their knowledge and culture.



Metro North Health events	
<b>RBWH NAIDOC event</b> Monday 7 July, 1pm Front entrance Ned Hanlon Building	<b>Redcliffe Hospital NAIDOC event</b> Tuesday 8 July, 10am – 2pm Staff Courtyard
<b>STARS NAIDOC event</b> Wednesday 9 July, 10am – 12pm Lady Lamington Lawn, STARS Herston Precinct	<b>TPCH NAIDOC events</b> Monday 7 July, 9am – Flag Raising and Yarning Circle, Gathering Garden  Tuesday 8 July, 10.30am – Jewellery making, Gathering Garden  Wednesday 9 July, 10.30am – NAIDOC Trivia, Gathering Garden & 1pm – NAIDOC Week Grand Rounds  Thursday 10 July (all day) – Floral Thursday – Celebration of Torres Strait Islander people and culture
<b>Caboolture Hospital NAIDOC event</b> Wednesday 9 July, 10am – 12pm Lecture Theatre Education Centre	<b>MNMH AOD Art Workshop</b> Monday 7 July, 2.30pm – 4pm, Biala  Monday 14 July (all day) across the floors, Caboolture Hospital
<b>COH NAIDOC Yarning Sessions</b> Tuesday 15 July, 2.30pm – 3.30pm Redcliffe CHC Healing Garden  Wednesday 16 July, 10am – 11am Pine Rivers CHC & 3pm – 4pm, Caboolture CHC  Thursday 17 July, 3pm – 4pm King Street, Caboolture  Friday 18 July, 10am – 11am, Aspley CHC  Monday 21 July, 10am – 11am, North Lakes Health Precinct	
Community events	
<b>Northside NAIDOC Family Fun Day</b> Thursday 10 July, 9am – 3pm Koobara Kindy, Zillmere	<b>Musgrave Park Family Fun Day</b> Friday 11 July, 9am – 5pm Musgrave Park



## Accurate Indigenous Identification Training

Complete the online or face-to-face training and learn how to correctly and safely identify Aboriginal and Torres Strait Islander consumers when presenting to our health care service.

Receive the tools to give you the confidence and knowledge that is safe to ask the question *“Are you of Aboriginal and/or Torres Strait Islander origin?”* and ensure services can provide clinically capable, culturally safe, and responsive care.

All staff are encouraged to participate.

**ONLINE TRAINING NOW AVAILABLE!**

How to register Search **‘Indigenous Identification’** on TMS

# Social and Emotional Wellbeing

Aboriginal and Torres Strait Islander Health



Metro North Health Social and Emotional Wellbeing (SEWB) Officer, Jesse Blackman is available to provide holistic one-on-one support to Metro North Health Aboriginal and Torres Strait Islander workers.

Please see below the list of upcoming dates for a site visit near you:

Facility	Dates	Time
The Prince Charles Hospital	21/7/25	2pm – 3pm
STARS	23/7/25	1pm – 3pm
Royal Brisbane and Women's Hospital	23/7/25	10am – 12pm
Kallangur Satellite Health Centre (Kalangoor)	15/7/25	1pm – 3pm
Bribie Island Satellite Health Centre (Yarun)	15/7/25	8:30am – 10:30am
Caboolture Hospital	30/7/25	1pm – 2pm
Caboolture Satellite Health Centre (Kabul)	30/7/25	10am – 12pm
Redcliffe Hospital	16/7/25	1pm – 2pm
Community and Oral Health (Brighton 19th Avenue)	17/7/25	1pm – 3pm
BIALA – City Community Health Centre	14/7/25	11am – 1pm
Green Square	14/7/25	1:30pm – 3:30pm

[More information](#)

## Dhoeri Headdress unveiled at Caboolture Hospital

On Wednesday 11 June, Aboriginal and Torres Strait Islander Elders, community members, and Metro North Health staff came together for a special event at Caboolture Hospital to unveil a culturally significant Dhoeri Headdress, crafted by artist and Torres Strait Islander man, Thomas Pedro.

This unique headdress, created in 2022 to mark the 30th Anniversary of the Mabo High Court Decision, holds deep meaning and symbolism.

Now proudly displayed at the hospital's main entrance, the Dhoeri represents Metro North's continued commitment to providing culturally safe and welcoming healthcare services for Aboriginal and Torres Strait Islander peoples.



## Gayawur Rainbow

### Supporting LGBTIQ+ Sistergirl and Brotherboy communities across Queensland

Gayawur Rainbow (pronounced *Guy-ya-ward*) is more than a program — it's a statewide movement of connection, care, and pride. Designed to provide accessible, culturally safe support for lesbian, gay, bisexual, transgender, intersex, queer, Sistergirl and Brotherboy (LGBTIQ+SB) communities, Gayawur Rainbow is creating safe spaces where everyone feels seen, heard, and valued.

Gayawur Rainbow is building powerful networks that uplift, connect, and empower. It's about improving wellbeing, nurturing identity, and supporting our communities to live freely, safely, and with pride.

Five drop-in centres — in Cairns, Townsville, Toowoomba, Sunshine Coast, and Brisbane — are now open and ready to support.

[Learn more](#)



# CALLING ALL METRO NORTH FLU FIGHTERS

## PROTECTING OTHERS WITH A SINGLE



[CLICK HERE FOR DETAILS](#)



**Staff Influenza Vaccination Clinic**  
No appointment required

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# SUPPORTING OUR DIVERSE WORKFORCE



**Have you updated your diversity status on myHR?**

This information is not pre-filled. Simply [log on](#) to [myHR](#) to update and record your EEO status.



This initiative is supported by the Aboriginal and Torres Strait Islander Leadership Team,  
Metro North Health

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# VIDEOCALL (TELEHEALTH) POD

## Patients suitable for Telehealth (video) but don't have technology or confidence.

Book your patients into the Brighton Wellness Hub generic calendar to be supported to connect to their outpatient Telehealth (videocall) appointments. [BWH-TelehealthPod@health.qld.gov.au](mailto:BWH-TelehealthPod@health.qld.gov.au)




**Videocall (Telehealth) Pod**  
 Brighton Wellness Hub  
 Cnr Nineteenth Avenue and Hornibrook Highway,  
 Brighton 4017  
 Phone: 3631 7568

**Cultural Support Available at BWH\***

Find out more contact [MNHHSTelehealthServices@health.qld.gov.au](mailto:MNHHSTelehealthServices@health.qld.gov.au)

Cultural Support Available at BWH \*Must book in advance via [bettertogetherhealthvan@health.qld.gov.au](mailto:bettertogetherhealthvan@health.qld.gov.au)



Supported by the Aboriginal and Torres Strait Islander Leadership

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## Videocall (Telehealth) Pod Now Available!

The Videocall (Telehealth) Pod is a private, soundproof booth designed to help patients connect to their hospital telehealth appointments with ease and confidence.

Located at the Brighton Wellness Hub, the pod is perfect for patients who may not have access to a device with a camera and audio, or reliable internet at home.

It is equipped with lighting, air conditioning, Wi-Fi and an adjustable desk. There are so many reasons to offer a telehealth appointment for our patients.

For more information contact [MNHHSTelehealthServices@health.qld.gov.au](mailto:MNHHSTelehealthServices@health.qld.gov.au) or Brighton Wellness Hub on 3631 7568.

Visit the [Support](#) tab on the Telehealth QHEPS page to learn more.

Training sessions for booking the pod are available through the Telehealth team. For more information on how to book, [click here](#).

SEE ME. HEAR ME. RESPECT ME.

IMPROVING HEALTHCARE  
FOR PEOPLE WITH DISABILITY



## Queensland Health Disability Awareness and Capability Training

An inclusive and disability-confident workforce is key to improving the health outcomes of Queenslanders.

Register online now to attend monthly Disability Awareness and Capability Training sessions to equip yourself with the knowledge, skills, and tools, to develop and deliver high quality care that better meets the diverse needs of people with disability, values lived experience, and optimises opportunities for all.



## New governance process for recruitment of identified roles

If you are recruiting for an identified Aboriginal and Torres Strait Islander role, all hiring managers are required to follow the new governance steps prior to recruitment.

Click [here](#) to learn more

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## Aboriginal and Torres Strait Islander Support Line

The TELUS Aboriginal and Torres Strait Islander Support Line offers confidential support to Aboriginal and Torres Strait Islander staff:

- by an Identified clinician,
- a clinician who has lots of experience with mob, or
- a non-Indigenous clinician.

Our team are here to support you by having a casual, non-judgmental conversation about the issue you're experiencing.

Call now on  
1800 816 152

Free

• Confidential

• Face-to-face or virtual available

 **TELUS** Health

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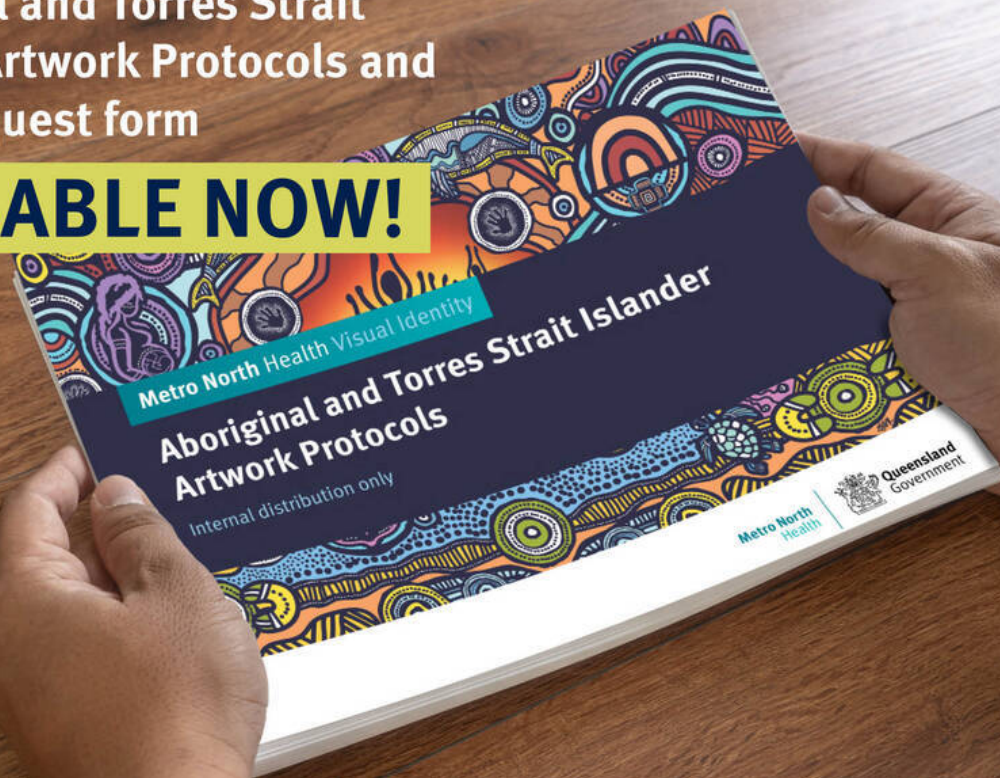


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# Aboriginal and Torres Strait Islander Artwork Protocols and online request form

## AVAILABLE NOW!



Protocols

Artwork Request Form

**Follow our new Instagram and LinkedIn pages '*Better Together – Our Health, Our Way*' for all the latest news, updates and initiatives related to Health Equity.**

**The platforms celebrate our Aboriginal and Torres Strait Islander workforce, good news stories, upcoming events, and job opportunities.**



**Join our journey towards achieving health equity at Metro North Health.**



Instagram: <https://www.instagram.com/ourhealthourway/>

LinkedIn: <https://www.linkedin.com/company/better-together-our-health-our-way>

Facebook: <https://m.facebook.com/bettertogetherourhealthourway/>



**Available for bookings now!**

To book the van or to learn more, visit [qheps.health.qld.gov.au/metronorth/atsilt/better-together-van](https://qheps.health.qld.gov.au/metronorth/atsilt/better-together-van)

**Metro North Health**

**Better Together Health Van**

**Metro North Health** |  **Queensland Government**

## Better Together Health Van now available for bookings!

We are now accepting bookings from Metro North Health services keen to utilise the Better Together Health Van.

The Better Together Health Van is available to support your service provide improved access, opportunistic screening measures, important health promotion and engagement activities to Aboriginal and Torres Strait Islander communities within the Metro North Health catchment area.

The Aboriginal and Torres Strait Islander Leadership Team are available to assist you by connecting your service with local community.

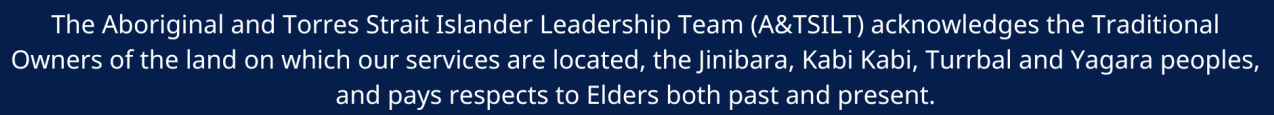
For further information or If you would like to book the van please visit the [Better Together Health Van QHEPS page](https://qheps.health.qld.gov.au/metronorth/atsilt/better-together-van).

## Do you have a good news story to share?

The A&TSILT Communications and Planning Team are always keen to share positive stories to our community. If you have a photograph to share, a program update or just a good yarn, send through your contribution for Better Together Yarns, Talk-About Newsletter, Better Together Yarns ebulletin or our Facebook, Instagram and LinkedIn pages to [A\\_TSILTCommsMNH@health.qld.gov.au](mailto:A_TSILTCommsMNH@health.qld.gov.au).

## Are you following us on social media?

Check out our Better Together - Our Health, Our Way [Facebook](#), [Instagram](#) and [LinkedIn](#) pages for great stories and to stay up to date with the latest news!



The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) acknowledges the Traditional Owners of the land on which our services are located, the Jinibara, Kabi Kabi, Turrbal and Yagara peoples, and pays respects to Elders both past and present.

Produced by the Aboriginal and Torres Strait Islander Leadership Team,  
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