

Executive Message

Metro North Health



Summary:

- Compassionate care principles
- Board applications open
- Staff flu program
- Mental Health update
- Corporate Business Services awards
- FOCUS on the First Quarter.

[Message feedback](#)

Acting Chief Executive Dr Liz Rushbrook



Audience: All staff



Read time: 3 min



For: Information

Dear colleagues,

I am privileged to be once again acting as the Metro North Chief Executive while Jackie Hanson is on emergent leave until 5 September 2025. I look forward to working and meeting with teams across the health service over the coming weeks, as we continue to navigate the demands of the current period. I thank everyone for their ongoing excellent efforts in working together to ensure our patients receive the best possible care.

During this time, I ask that we remember to look after and support each other. How we conduct ourselves and interact with our colleagues in the workplace, has an impact on our how patients and families view the care they expect to receive from us. We are all advocates of the health service and our day-to-day actions should reflect the values we espouse.



Compassionate Care Principles

The [Metro North Compassionate Care Principles](#) aim 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.

I encourage staff to familiarise themselves with these principles and understand that they stand for the type of care we should aim to deliver to our patients each day. A good way to think about the principles is to relate them to our own personal situations and ask – is this the sort of care we would want for ourselves or for a loved one?

Understanding what constitutes great care and being compassionate to the needs of people makes us more responsive, responsible and trustworthy as a health care provider.

Board applications open

A reminder that applications for Board Chair and member positions are now open across all 16 Hospital and Health Services (HHSs). We are seeking applicants with diverse professional backgrounds, strong local connections, and a passion for improving public health to join Boards, starting in April 2026. This year, there is an emphasis on engaging local voices, including health professionals currently working within their HHS who bring valuable frontline insights to Board decision-making.

For more information about the application process and the requirements for health professionals interested in joining a Hospital and Health Board, visit <https://www.careers.health.qld.gov.au/join-a-hospital-board>

Applications close midnight, Sunday 7 September 2025.

Staff influenza program update

Traditionally August is the period when we see a spike in flu cases. Currently in Metro North, just over half of our workforce is protected with 50.8% (that's 12,156 doses!) of staff vaccinated against influenza. We're well ahead of Queensland's current average of 27–28%, and even higher than Metro North's broader community rate of 31.3% — but we still have



further to go.

Every vaccination helps protect you, your loved ones, your colleagues, and our patients. If you haven't had yours yet, you can still access your free vaccination through our facility infection control teams. To find out more, visit the [Staff Extranet](#) page.

If you received your flu shot externally (e.g. GP or pharmacy), please remember to [register](#) so we can count it in our reporting.

It would be great to see Metro North achieve 60%—and keep our community safer this flu season.

Final update

Finally, I am pleased to share that Brett Bourke has been extended in the role of Chief People and Culture Officer for six months until February 2026, following his success in the most recent EOI process. We look forward to continuing to benefit from Brett's expertise and skills.

Regards,
Liz

Chief Operating Officer

Stephen Eaton



Audience: Clinical teams



Read time: 1 min



For: Information

Dear colleagues,

Our Executive Director Metro North Mental Health Dr Kathryn Turner will be finishing up with Metro North on 22 August 2025.

Kathryn commenced with Metro North Mental Health in September 2021. In her time with Metro North she has overseen significant improvements in service delivery including the Nujum Jawa Crisis Stabilisation Facility, the trial of Mental Health Hospital in the Home, the introduction of the Homeless Health Outreach Team in Moreton Bay, the establishment of the Director of Therapies and Director of Aboriginal and Torres Strait Islander Mental Health positions, and significant growth in the lived experience workforce.

Dr Turner is looking forward to spending some more time with family, continuing her statewide role as Chair of the Mental Health Alcohol and Other Drugs Quality Assurance Committee and returning to a clinical role. Please join me in wishing her all the best.

Dr Hitesh Joshi will continue as Acting Executive Director Metro North Mental Health.

Regards,
Stephen

A/Chief Finance and Corporate Officer

Hari Iyer



Audience: Clinical teams



Read time: 2 min



For: Information

Dear colleagues,

Today marks the start of my second week as Chief Finance and Corporate Officer for Metro North Health, and I am looking forward to continuing to get to know everyone across the organisation over the coming weeks. I plan to spend time across the various directorates and work areas where Corporate Business Services (CBS) staff are located, and I look forward to connecting with many of you in person.

The CBS Awards 2025 are now open for nominations. Now in their third year, these awards are a chance to celebrate the outstanding individuals and teams in Corporate Business Services who go above and beyond to support our health service. They are also a fantastic opportunity for our CBS teams to come together and reflect on the great work being done, particularly after such a busy year for our areas. Last year's awards highlighted the incredible diversity of contributions across CBS, nominations recognised staff who:

- Solved complex operational challenges, like managing large-scale system changes while keeping patient services running smoothly.
- Delivered innovative, statewide solutions, such as improving financial reporting tools and reducing the workload for teams across Metro North.
- Demonstrated outstanding leadership, fostering trust, collaboration and team development, while leading service improvements.
- Showed exceptional commitment to performance, producing critical data and outputs under tight timeframes that directly supported patient care.

We are looking forward to recognising even more great work this year.

We're also excited to have Sustainable Assets and Infrastructure (SAI) involved in the awards for the first time this year, broadening the recognition across the full CBS portfolio. I encourage everyone to take a moment to recognise the CBS colleagues whose work makes a real difference. You can submit a nomination [here](#). Award winners will be announced at an event on Friday 31 October at the Brighton Health Campus.

Regards,
Hari

Dr Peter Stevenson



Audience: Clinical teams



Read time: 2 min



For: Information

Dear colleagues,

On Wednesday 30 July, the Women's Children's and Families Stream hosted a FOCUS summit to celebrate **FOCUS on the First Quarter – the year of children, adolescents and young adults (0-25 years of age)**.

This summit was dedicated to the health care of Metro North's youngest patients, providing an opportunity to look at how we can improve the way we respond to the diverse and often complex health needs of children, adolescents and young people.

More than 100 guests comprising clinicians, administrators, executives, young people, carers and representatives from community partners and organisations attended the event,

As Australia's largest public health service, Metro North cares for a large number of young people aged 0 to 25. In the last year, Metro North has seen:

- Over 6,000 babies born
- More than 12,000 new paediatric patients through our outpatient departments.
- Approximately 20,000 young people aged 16 to 25 years admitted to our adult inpatient beds
- Over 90,000 Emergency Department presentations for patients 0-25yrs
- More than 28,000 presentations of 0 to 25 year olds to satellite health facilities in 2024-25.

The Women, Children and Families Clinical Stream team developed an exciting program of speakers to talk about the services available both within our health services and in the community, as well as to provide advice and education on how to better advocate for, connect with and care for our young people.

An event highlight was a fantastic consumer panel of young people working with Headspace. Their 'You Can't Ask That' panel format allowed for a relaxed, honest and very informative conversation about the care that young people need.

The keynote speaker, National Children's Commissioner, Commissioner Anne Hollonds, spoke about the findings from the *"Help Way Earlier!" – Transforming Child Justice for Safety and Wellbeing* ['Help Way Earlier!' - transforming child justice for safety and wellbeing](#) [. | Australian Human Rights Commission](#) report. This highlighted the interconnections between timely and appropriate health care and early intervention, and how it can change the life course trajectory of a young person.

The success of the FOCUS Summit continues to raise the profile of one of Metro North's

most vulnerable patient cohorts, following on from the publication of the Metro North Children, Adolescent and Young Adult Service Direction 2023-2033. Through the Stream team's ongoing efforts in relation to FOCUS, they have been able to directly connect with more than 1,500 staff in addition to many more who have attended events virtually. The team have provided Metro North staff with valuable information, events, resources and education dedicated to providing the best care to our 0 to 25 year-old patients. I invite you to access these resources on the [FOCUS QHEPS](#) page.



Regards,
Peter

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.



**Queensland
Government**

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