



## August staff news

Dear all,

We have passed the midpoint of a very busy year, and our services continue to support consumers with increasingly complex and acute clinical needs. As always, I am impressed by the hard work occurring across all areas of MNMH and appreciate the care and commitment you bring to work each day.

The MNMH Executive Team and I are committed to ensuring that you hear from us directly and have opportunities to share your experiences and feedback. We'll be doing rounds and visiting teams to support this, and look forward to speaking with many of you soon.

I have provided some key updates for you below, alongside information about key events and new teams that we have welcomed into our service.

### **Metro North Business Case for Change**

Thanks to everyone who joined Jackie Hanson (Chief Executive, Metro North Health) online on Wednesday for an introduction to the upcoming business case for change (BCFC). Jackie will conduct more briefings with staff and teams once the BCFC is released and formal consultation has commenced.

For those who aren't aware, the BCFC follows the recent Tier 1 structural review of Metro North Health (MNH). The review was completed by Create Health Advisory to determine if MNH's organisational structure is still suitable as MNH continues to grow and evolve. You can [read the MNH Organisational Structure and Performance Accountability Framework Review here](#).

One of the 10 recommendations from the review was to consider future operating models for mental health services within MNH including:

1. Maintaining MNMH e.g. continuing as we are
2. Dissolving MNMH with services/teams reporting to their respective facilities
3. Dissolving MNMH with services/teams reporting to their respective facilities, while retaining a Clinical Stream.

The BCFC is due to be released this week and consultation on the proposed changes for mental health will remain open for 8 weeks. The release of the BCFC is also expected to provide more clarity on what options 2 and 3 mean for MNMH teams which have statewide roles, roles across multiple services or no natural attachment to a specific facility.

We will keep you informed of any new information or changes as information becomes available. I understand that the release of the BC4C may be an unsettling time for some staff. Please take care of each other and remember to reach out for support if you need it. This might include talking to your manager or coworker, speaking to a [Mental Health Peer Responder](#) or contacting [Telus](#) 24/7 on 1800 604 640.

### **Our Approach to Wellbeing 2025-2030 – A Joint Regional Approach with Brisbane North PHN**

Last week marked the launch of the first joint regional plan developed by Brisbane North PHN and Metro North Health. Titled [Our Approach to Wellbeing 2025–2030 – The North Brisbane and Moreton Bay Region's](#)

[Mental Health, Alcohol and Other Drug, and Suicide Prevention Regional Approach](#), the plan provides a framework for how we can collaborate across the mental health, suicide prevention, and alcohol and other drug sectors to deliver better outcomes for our communities.

The plan focuses on four key areas: Planning and working together; Community awareness and access to services; Responsiveness to diverse life needs; and Workforce and professional support. I encourage you to read [Our Approach to Wellbeing 2025–2030](#) and reflect on how you can better connect and collaborate across the sector to ensure our services are fit for purpose and responsive to our communities' needs.

### **Clinical Safety and Incident Reporting**

Thank you to all staff who continue to uphold our safety and reporting standards, particularly in relation to Serious Adverse Clinical (SAC 1) Incidents and Never Events. These processes are critical to ensuring the safety of both our consumers and workforce, and I appreciate your ongoing commitment to improvement in this space.

### **Acute Respiratory Illness Response Plan**

As you are aware, we are currently operating under Tier 1 of the [Acute Respiratory Illness Response Plan](#). Your cooperation with the plan's guidelines is vital in maintaining a safe environment for both consumers and staff.

I would like to encourage those who haven't yet received an influenza and/or COVID-19 vaccinations to go do so, as we continue to see a significant number of respiratory illness cases across our wards and outpatient services.

### **Nurses and Midwives Protected Industrial Action**

Protected Industrial Action (PIA) continues across our services, as Queensland Health and the Queensland Nurses and Midwives' Union engage in ongoing discussions regarding [NMBE12](#).

The MNMH Leadership Team are supportive of our staff who participate in PIA and thank you for your cooperation during this time, and for showing respect to colleagues who choose to participate in the action, as well as those who choose not to. Your professionalism helps maintain a supportive and safe work environment as Queensland Health works toward a resolution.

Our priority remains ensuring that all PIA activities are carried out in a manner that safeguards both staff and patient safety, and any incidents or actions taken that pose safety risks will be addressed immediately. If you have any questions or concerns, please let your line managers know.

### **Dr Hitesh Joshi**

Acting Executive Director  
Metro North Mental Health

## **New Homeless Mental Health Outreach Service in Redcliffe-Caboolture**

Metro North Mental Health (MNMH) has welcomed a Homeless Health Outreach Team (HHOT) into the Redcliffe-Caboolture (Red-Cab) region, with several staff members recently joining the growing team.

Launched late May 2025, the HHOT service is already making a significant impact. The team have provided outreach-based mental health support to more than 50 consumers experiencing homelessness and living with severe and enduring mental illness, including one consumer who successfully obtained accommodation through RentConnect's Rental



Subsidy Scheme. The service delivers assertive, trauma-informed care directly to people rough sleeping in the region.

“This service fills a crucial gap for people who often don’t engage with mainstream services,” said Emma Ashe, Operations Director, Red-Cab MNMH. “We’re already seeing the benefits of this work, and the addition of new staff means we’ll have the right people to provide care and support,” she said.

In June, the team welcomed a Senior Mental Health Clinician and Mental Health Clinician who bring valuable experience in supporting vulnerable communities. The team also includes a Team Leader, Clinical Nurse, Consultant Psychiatrist, Registrar, Administration Officer, and Advanced Peer Worker, with recruitment to commence for an Indigenous Mental Health Worker.

“Our new team members bring energy and expertise, and their addition marks a key milestone in getting this service fully off the ground,” said Jae Eng, HHOT Team Leader.

“Every day we’re working alongside our community partners to connect with people in parks, other public places, and through homeless services to build trust and provide care where it’s needed most.”

The HHOT team works closely with the City of Moreton’s Public Space Liaison Officers (PSLOs), Department of Housing, Nourish Street Inc, Northwest Community Group and Encircle’s Homeless Outreach Access Program (HOAP), and also supports clients at St Vincent de Paul’s Rothwell hostel.

This is the second HHOT team operating in Metro North, complementing an existing service based at the Royal Brisbane and Women’s Hospital.

Pictured above, the HHOT team had the opportunity to meet the Health Minister and Mayor of Moreton Bay during a local Community Cabinet. Left to right: Keith Filo, Mental Health Clinician; Sylvia Pecimo, Nurse; Timothy Nicholls, Health Minister; Peter Flannery, Mayor Moreton Bay; Jae Eng, Team Leader; Emma Ashe, Operations Director; Sarah Nguyen, Consultant Psychiatrist.

## **Metro North Mental Health Grant Winners**

Congratulations to Nicole Brigg, Occupational Therapy Professional Lead, and Raymond Taite, Nurse Unit Manager, who have both been awarded a Metro North Health Pre-Research Higher Degree (Pre-RHD) Scholarship. The scholarships provide clinicians with up to \$15,000 in funding to develop their research ideas into formal projects, with the goal of enrolling in a Research Higher Degree (PhD or MPhil) upon completion.



Nicole and Raymond are two of only ten recipients across Metro North Health to receive this scholarship in 2025. Their research projects will contribute valuable insights to support mental health professionals and enhance consumer care.

### **Research Projects**

#### **Nicole Brigg – Retention of Mental Health Occupational Therapists**

The project will explore strategies to improve the retention of occupational therapists working in public mental health services. Through a combination of literature review, surveys, and interviews, the project aims to identify effective, evidence-based approaches to supporting and sustaining this critical workforce.

#### **Raymond Taite – Discrete Event Simulation of an Integrated Mental Health Service**

The project will use simulation modelling to design an integrated mental health service that combines inpatient, outpatient, and community care. The model will help forecast service demand and patient flow over the next five years, providing valuable data to support future service planning and growth.

## **Schwartz Rounds coming to TPCH**

Metro North Mental Health launched its first [Schwartz Rounds](#) at The Prince Charles Hospital (TPCH) on Tuesday, 29 July.

These interprofessional forums provide a safe space for staff to reflect on the emotional and ethical aspects of care, enhancing well-being and collaboration. In contrast

to traditional medical rounds, Schwartz Rounds offer an opportunity to discuss the social and emotional issues that staff face in caring for consumers and families.

The sessions are a unique opportunity for interdisciplinary conversation about some of the most complex and compelling dilemmas that health professionals face in their daily work.

Led by Amy Duff, Wendy-Kaye Rodgers, Dr Wendy Muller and Professor Andrew Teodorczuk, the first topic covered 'The Consumer I Will Never Forget'.

For more information, email [amy.duff@health.qld.gov.au](mailto:amy.duff@health.qld.gov.au).



## New Intellectual & Developmental Disability Mental Health Service launches at Metro North



A new Metro North, Mental Health (MNMH) Intellectual & Developmental Disability Service (IDDS) has begun at Spring Hill Community Mental Health to support consumers with complex needs.

The service follows a consultation-liaison model, providing assessment and management advice for people with clinical complexity due to mental health conditions and co-occurring intellectual disability (ID) and/or developmental disability (DD).

Leading the team are Dr Grace Min, Director Psychiatrist, and Kelly Hentschke, Team Leader (pictured) who bring extensive experience in disability and mental health and are passionate about improving access for populations who often face barriers to care.

“The establishment of this HHS-wide service represents a significant step toward addressing longstanding gaps in care for people with co-occurring IDD and mental health conditions,” said Dr Min.

“We aim to raise awareness and broaden clinical skills in supporting people with both ID and mental health conditions, so they can get reasonable adjustments built into their mental health care.

“We really want to build a service that walks alongside our existing MNMH services, offering practical support, clinical guidance, and capacity building to ensure people with IDD receive the right care, at the right time, in the right way,” said Dr Min.

The team are currently recruiting to expand their multidisciplinary team, with roles across occupational therapy, psychology, nursing, administration, and consultancy.

While formal referrals are not yet open, the team is available for consultation and advice via MNMH-[IDD@health.qld.gov.au](mailto:IDD@health.qld.gov.au).

### Facts about people living with ID:



- Around 1.8% of Australians live with intellectual disability, which is approximately 450,000 people.
- Approx. 80,000 of Queenslanders live with an intellectual or developmental disability.
- Up to 40% of people with ID will experience a mental health condition in their lifetime.
- People with IDD face significantly higher barriers to accessing appropriate mental health care, including diagnostic overshadowing, limited-service pathways, and lack of tailored support.



## Connect with a Mental Health Peer Responder

If you would like to have a confidential talk about any concerns or distress you are feeling, you can reach out to a [Mental Health Peer Responder](#).

Peer Responders are trained staff members who are approachable, accessible and trustworthy people who can provide confidential support when you need it.

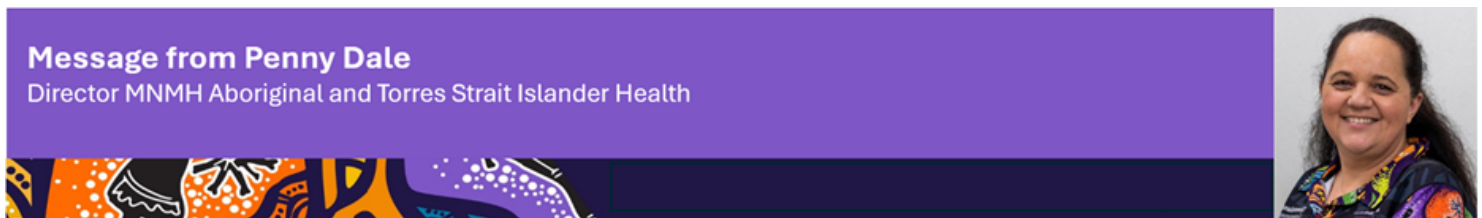
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### [Interested in becoming a Peer Responder?](#)

Upcoming training dates:

- **Redcliffe** | Tuesday 2 September | 8.30am - 4pm
- **Caboolture** | Monday 8 September | 8.30am - 4pm
- **RBWH** | Thursday 9 October | 8.30am - 4pm
- **RBWH** | Tuesday 11 November | 8.30am - 4pm

More information, contact [MNMHPeerResponders@health.qld.gov.au](mailto:MNMHPeerResponders@health.qld.gov.au)



## Celebrating NAIDOC Week 2025 Across MNMH

From 6–13 July, MNMH proudly celebrated NAIDOC Week, embracing this year's theme: The Next Generation – Strength, Vision and Legacy. The theme recognised 50 years of progress and honoured the emerging generation of Aboriginal and Torres Strait Islander leaders shaping the future.

Our Aboriginal and Torres Strait Islander Mental Health team led a series of celebrations and activities across our facilities, bringing people together to reflect, learn, and celebrate culture.



***Pictured: The Aboriginal & Torres Strait Islander Health Team, MNMH. L to R: Penny Dale, Director; Tiarn Pratt, ESO; Alison Iselin, Cultural Capability Officer.***



NAIDOC display tables and cupcakes were held at RBWH (picture above) and the Spring Hill Community MH Centre.

Celebrations continued on at Biala where Abbey White, Mental Health Emotional & Wellbeing Officer, QFMHS, received an Emerging Leaders Acknowledgement Award in recognition of her contribution and commitment to supporting Aboriginal and Torres Strait Islander peoples, communities and cultures within Biala community health service.

***Pictured (L to R): Penny Dale, Abbey White, and Elissa Waterson, Director QFMHS.***





Additional NAIDOC events occurred at TPCCH and Caboolture Hospital where they held art workshops with consumers. The artwork will be displayed in each ward.



The team also supported NAIDOC events at Kooraba Nothside.

*Pictured above (L to R): Jess Broome (Perinatal) and Jeleacha Hopkins-Lincolne (Aboriginal and Torres Strait Islander MH Health Worker), Tiarn Pratt, Alison Iselin and Penny Dale.*

*Pictured left (L to R): Alison with Treney Brady and Stephen Lane, Advanced Aboriginal & Torres Strait Islander Mental Health Health Workers.*



## Staff Shout Outs

Staff Shout Outs provide an opportunity to acknowledge and thank a colleague or team who embody our organisational values – those who are a positive influence, who collaborate in new and unique ways, or who go above and beyond expectations. Our June 2025 shout-out recipients were:

### Mark Patterson

Mark has taken excellent care of RN Grads who are doing a rotation. Mark always ensures a fantastic learning experience is obtained. He goes above and beyond to ensure grads are supported.

### Trais Lambie

Trais builds positive relationships with her patients every shift. Her patients always complement her ability to care for them to a high standard. It is lovely to be around Trais and watch her communicate so well with our patients and make them feel comfortable and safe in her care.

### Megan Nitz, Lauren Anscombe & Rose Cresswell

A huge thank you for your collective support of our staff in the Northern CCT following an unexpected event. This has been a particularly challenging time, especially for our junior clinicians who may be experiencing their first work-related loss. So blessed to work in a service that supports staff, like we saw from other colleagues in the Northern team. Whilst the support and review of care will continue over the coming weeks, your individual patience, kindness, support and follow up for staff is deeply appreciated.

**Emma Armitage**

Emma has made a significantly positive impact during her time as A/Operations Director of the ADS. Her support and advocacy at all levels for clients and staff has been exemplary. Thank you, Emma!

**Mitch Farlow**

Mitch ran 100kms in one day to support Beyond Blue. On June 21 June, Mitch did the run from his hometown of Esk to the Story Bridge in Brisbane. Amazing challenge, Mitch!

**Minnie Park and the Pharmacy team**

Thank you to Minnie and the pharmacy team for your ongoing support and coming up with excellent solutions to some of the complex situations we face with our patients' treatments.

If you would like to give an individual or team a Staff Shout Out, you can [submit it here](#). Let's celebrate those colleagues who deserve to be recognised.

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