

Executive Message

Metro North Health



Summary:

- Values and patient care
- Vidcast - Stop Racism. It Starts with Me
- Clinical Council occupational violence workshop
- Disability Awareness Training
- Remembrance Day
- Metro North inaugural Delirium symposium.

Message feedback

Acting Chief Executive Nick Steele



Audience: All staff



Read time: 5+ min



For: Information

Dear colleagues,

During the last week, Metro North has had some significant media coverage relating to a number of our services. I acknowledge this coverage has caused some distress among our staff, patients, and families and we are here to support people through this period. There are a number of options available to staff who feel they need some extra support during this time. Please visit the [Metro North Staff Wellness Hub](#) for more information.

This week's coverage highlighted a number of issues within our services where we have not met the expectations of our patients and families. In healthcare, we have an obligation to deliver the best possible care to our patients and consumers. We also have an obligation to take responsibility and corrective action when best care is not achieved so that real improvements can be made.

Creating a positive experience for our patients, families and carers requires commitment to delivering high quality and compassionate care across all levels of the organisation.



Our patients expect the best from us as a healthcare service, and we should expect the best from ourselves and each other. This is reflected in the first pillar of our Strategic Plan: a workplace to be your best, and should form part of how we think about and approach our daily work.

Achieving this is by no means simple, and there are many factors that impact our ability to achieve best practice care on a daily basis. Growing demands on our services, increasingly complex patient cohorts, workplace culture and resource constraints, all play a role in how well we meet the needs and expectations of our patients.

However, what is the constant through all of these challenges is our values and how we conduct ourselves and our work each day, regardless of our role. Our individual commitment to the Metro North values—respect, integrity, compassion, high performance and teamwork—all influences our performances and standards as a health service and, ultimately whether we achieve the best care outcomes for our patients.

When these values do not prevail, this can impact the standards of care we provide to our patients and community. As healthcare workers of Australia's largest public health service, we hold a privileged and unique position in our community. Through our skills, expertise and commitment, we determine the health outcomes of thousands of people who place their absolute trust in us to do the best by them. This position should be respected, with the understanding that our individual actions matter and contribute to the quality of care achieved for our patients and community.

Vidcast - *Stop Racism. It Starts with Me*

This year we launched our *Stop Racism. It Starts with Me* campaign and policy.

The policy and campaign, which are a first for Queensland Health, are supported by our overarching commitment to eliminate racism across our health services and create spaces where staff, community, patients and visitors feel safe to attend. We have a zero tolerance towards racism.

I invite you to join Acting Chief People and Culture Officer Brett Bourke and Executive Director of Aboriginal and Torres Strait Islander Health Sherry Holzapfel in a vidcast to find out more about the campaign, policy, reporting mechanisms and how each staff member of the organisation has a responsibility to ensure our workplaces and services are free from racism and discrimination.

The vidcast will be held on Thursday 13 November 2025 from 12pm.

[Join vidcast here](#)

Clinical Council occupational violence workshop

One of my priorities as the Acting Chief Executive is to advocate for positive change and over the last couple of months, I've heard many times from frontline staff that we need to address occupational violence (OV). It also came through loud and clear in the recent Have Your Say survey results.

There is a lot of work going on locally as well as at a state level including developing a public-facing awareness and prevention campaign which Metro North is leading to set clear expectations with the community about the need to treat you with respect. Additionally, I've asked the Metro North Clinical Council to identify quick actions we can take to reduce the impact of OV and support our staff when it occurs.

The Clinical Council is holding the *Care Safe, Work Safe* one-day occupational violence workshop on Thursday 4 December where staff across all streams and facilities can come together to collaborate on solutions. I encourage you, especially if you're in a role impacted by occupational violence, to [express your interest](#) in attending. EOIs will close on Wednesday 19 November.

Disability Awareness Training

We are committed to creating a culture of safety for all people with disabilities, ensuring rights are upheld and everyone is treated with respect. In partnership with the National Disability Recruitment Coordinator, we are seeking EOIs from employees to undertake train the trainer disability awareness training.

Thursday 20 November, 1–5 pm
Level 14, Block 7 or via teams

Training is free. Please register your interest [here](#).

Remembrance Day - 11 November

Next Tuesday 11 November is Remembrance Day when we honour all Australians who have served in wars and military conflicts.

Remembrance Day services, open to all staff, patients and visitors, will be held at:

- Redcliffe Hospital, 10.45am, Front of Hospital Main Building
- TPCH, 10.45am – 11.05am, Multi-faith Centre
- COH – Various ceremonies and laying of wreaths at Cooina, Gannet House and Brighton Health Campus.

Caboolture Hospital, RBWH and STARS will all play the Last Post followed by one-minute silence at 11am.

I'd like to conclude with a shout out to Ian Drake and the Metro North Online team who completed a major upgrade of the Metro North server this week. While website users won't see an obvious difference, planning and preparation for this upgrade has been occurring for several years to bring about a better web experience, with the Online team diligently navigating the challenges of this significant undertaking, with very little disruption to staff. Well done!

Take care.
Nick

Executive Director, Clinical Governance

Grant Carey-ide



Audience: All staff



Read time: 2 min



For: Information

Dear colleagues,

Metro North Inaugural Symposium: *The Delirium Shift - From Ambition to Action*

Date: Thursday, 27 November 2025

Location: Online

Time: 9am – 2.30pm

Registration: [The Delirium Shift: from Ambition to Action](#)

We're thrilled to invite all Metro North staff to our first-ever symposium dedicated to Delirium Care and Innovation — *The Delirium Shift: From Ambition to Action*. This landmark event brings together leading voices in clinical practice, research, and lived experience to spark meaningful change in how we understand, treat, and support patients with Delirium.

Keynote Speakers

Join us for inspiring presentations from some of the most respected experts in the field:

- Professor Andrew Teodorczuk – Consultant Old Age Psychiatrist, Director of Medical Education at Metro North Mental Health, Adjunct Professor at UQ, and President of the Australasian Delirium Association
- Professor Alison Mudge – Clinical Lead, Eat Walk Engage; Clinical Director, Research and Education, Internal Medicine and Aged Care, RBWH
- Khera Kim – Nurse Practitioner, Delirium and Dementia, Internal Medicine, TPCH
- Dr Lucy Dakin – Director, General Medicine, TPCH
- Dr Eamonn Eeles – Consultant Geriatrician, Internal Medicine, TPCH
- Janette Moore – Metro North Health consumer and carer advocate with lived experience

Program Highlights

Explore a dynamic program that blends clinical insight, consumer perspectives, and practical tools:

- Delirium: The 21st Century Illness
- Engaging Consumers in Delirium Research
- A Patient & Carer Perspective on Delirium – What's Important for Staff to Know and Think About

- Navigating Delirium: Innovative Strategies for Safe Recovery and Enhanced Patient Outcomes
- Aetiology in Delirium – Diagnostic Support Tool (Soft launch)
- Presentations from all Metro North Health Directorates

Why Attend?

This symposium is more than a learning opportunity — it's a call to action. Whether you're a clinician, researcher, educator, or support staff, your role is vital in shaping the future of delirium care. Let's shift the conversation from ambition to action — together.



Trans Awareness Week

Join Pride in Metro North team for *Trans Awareness Week, 13-20 November!*

- Visit our *stall* next to Post Office, Level 1, Ned Hanlon Building and win prizes at 10am-12pm!
 - Join a *picnic* on 14/11 at 12-1pm, grass area near Education Centre
 - Drop in to *Sit & Knit Club – Trans Pride craft session* on 18/11 at 1-2pm, Seminar Room 1, Education Centre. Create something in trans pride colours – materials provided.
 - Attend *Lived Experience Session* on 20/11 at 10.30-11.30am at Education Centre's Auditorium. Listen about transgender staff members' experiences, ask questions.
- Teams: [Trans Awareness week – Lived Experience Session](#)

Regards,
Grant

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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