

Executive Message

Metro North Health



Summary:

- Celebrating with our staff
- Chief People & Culture Officer update
- Training opportunities
- Nurse Practitioners Week
- Innovator Accelerator Program
- Metro North Compassionate Care Podcast
- First Nation Cadetship Program

Message feedback

Acting Chief Executive Nick Steele



Audience: All staff



Read time: 5+ min



For: Information

Hi Everyone,

With the end of year fast approaching, it's great to see our Metro North facilities and services taking time to acknowledge the hard work and efforts of staff through various festive celebrations and activities.

Yesterday, I attended the RBWH Christmas staff thank you breakfast to show appreciation to the RBWH team for their fantastic work throughout 2025. The event, organised by Team Royal, was very well attended, and provided a great opportunity to meet and chat with staff while serving up some well-deserved breakfast.





Next week, I'll be heading out to TPCCH for another staff Christmas breakfast to join TPCCH Executive Leadership Team in thanking the Charlies team for their fabulous work throughout the year. I'll also be dropping into the Northlakes Health Precinct and Chermside Community Health Centre to help serve soft serve ice-cream to staff. The COH Leadership team has thoughtfully organised for ice-cream vans to visit all of its community sites over two days as a way of thanking staff across the directorate.

These are just a few of the festive activities being organised across our facilities in the lead up to Christmas to thank everyone for their commitment and efforts throughout a very busy and successful year.

If you see me out and about, please feel free to come and talk to me about what's on your mind. I am always very open to feedback and new ideas about how we can further improve Metro North Health for both patients and staff.

Chief People and Culture Officer update

Acting Chief People and Culture Officer Brett Bourke is wrapping up his time with Metro North today. We wish Brett all the best for his next endeavour.

From 5 January, Lorna Morton will join Metro North as Acting Chief People and Culture Officer for a period of 6 months. Lorna brings extensive experience in human relations in the healthcare setting, most recently in Metro South Health and the Department of Health.

We look forward to Lorna joining the team in the new year.

Your wellbeing is a priority

One of our key focus areas in the 2025 Have Your Say Response Plan is safety and wellbeing, because looking after yourself matters. When we're not feeling well, patient care suffers—as does teamwork, staff retention and confidence in our organisation.

One Chief Executive 'message in a bottle' through Have Your Say that resonated with me was:



"Staff morale can mean the difference between a good day and a bad day—despite what the clinical area may look like. The people you work with can make or break your day, because teamwork matters. Everyone is tired and burnt out, and it can feel like we're constantly focusing on the negatives. This is an important reminder to celebrate the small things and boost staff spirit where you can."

I completely agree with this statement, and we are acting on it. You can review the [Have Your Say Response Plan](#) to see the initiatives we're working on.

This time of year can bring extra stress and impact all aspects of your health—mental, physical, spiritual, emotional and financial. Please take time when you can to have a break and speak to your line manager if you haven't got any leave scheduled. Even small gestures—sharing a smile, saying thank you or checking in on a colleague—can make a big difference.

If you feel like you need more support, you can talk to your [People and Culture Business Partner](#), a [Peer Responder](#), a [Staff Psychologist](#) or take advantage of our employee assistance provider, [TELUS Health](#). There's more information on support and wellbeing on the [Metro North extranet](#), so please reach out if you feel like you don't have much left in the tank.

Thank you for all your hard work. It's greatly valued and doesn't go unnoticed.

Beyond Diversity training opportunity

As we look ahead to the new year, it is an ideal time to strengthen our collective capability and continue building a culturally safe and inclusive environment across Metro North Health. I am pleased to share that we will be offering the Beyond Diversity Workshop, delivered by the South Pacific Institute, in February 2026.

This in-person program is an adaptation of the Virtual Courageous Conversations: The Experience and provides a powerful opportunity for staff to deepen their understanding of how race shapes our lives, workplaces, and the communities we serve. Over two immersive days, participants will engage in reflective learning that supports empathy, connection, and culturally responsive practice. A virtual unpack session in March will further consolidate the experience.

The workshop will be held at USC Caboolture (80–106 Tallon Street) on 18 and 19 February 2026, with a follow-up virtual session on 10 March 2026. I encourage staff to take advantage of this valuable development opportunity as we begin the year focused on strengthening our skills and shared commitment to health equity. Spaces are limited. To register, please search 'Beyond Diversity Workshop' in [TMS](#).

Culturally appropriate development for Aboriginal and/or Torres Strait Islander staff

After incorporating feedback from participants and stakeholders, round two of the Metro North Aboriginal and Torres Strait Islander Leadership Program is now open for participant applications as well as mentors.

As an organisation, we are committed to health equity and closing the gap. Part of this is growing and developing our Aboriginal and Torres Strait Islander workforce and achieving balance between culture, community and Aboriginal and Torres Strait Islander staff roles in our health services.

Applications are now open till the end of December. [Find out more and nominate.](#)

If you'd like to be a mentor for participants, [find out more and express your interest.](#)

Staff Shout Outs

Every day we hear stories of individuals who are putting the Metro North values of respect, compassion, teamwork, high performance and integrity into action – Values In Action VIPS!

Your actions are helping build a culture of resilience, support and wellbeing which reflects positively on your colleagues, our organisation and the patients and consumers in our care.

Staff Shout Outs is your opportunity to acknowledge and thank a colleague or team who embody our organisational values – those colleagues who are a positive influence, who collaborate in new and unique ways, or who go above and beyond expectations!

This year to date, we have received 1,347 shout outs from staff acknowledging the work of their colleagues. This aptly demonstrates the goodwill and teamwork that exists across Metro North, fostering an environment where we celebrate each other's contributions and achievements.

If you'd like to acknowledge the contributions of a colleague or team, submit your [Staff Shout Out here.](#)

Take care.
Nick.

Chief Nursing and Midwifery Officer

Adj. Prof. Alanna Geary



Audience: All staff



Read time: 2 min



For: Information

Dear team,

This week, 8 to 14 December, is Nurse Practitioner Week. This year's theme: *Strength to Strength: 25 Years of NP Care*, recognises 25 years of Nurse Practitioner (NP) care and the strength of our incredible community. Metro North currently has 140 Credentialed Nurse Practitioners, possibly the largest cohort of Nurse Practitioners in Australia.

The 2025 theme - Strength to Strength - captures the remarkable way our NPs elevate the quality of care across every corner of our organisation. Whether practicing with broad, comprehensive scopes or providing highly specialised expertise in complex clinical areas, our Nurse Practitioners bring strength at every level of care. Their versatility, depth of knowledge, and unwavering commitment ensure that our patients always receive exceptional care.

As we celebrate Nurse Practitioner Week, I want to take a moment to recognise and honour the extraordinary Nurse Practitioners who work in our hospital and health service and provide our community with great care. I am very proud of our NPs' work, and I am pleased to say that we continue to grow our NP workforce and are always looking at ways to introduce NPs into new and evolving models of care.

Nurse Practitioners' blend of clinical expertise, judgment, and compassion allows our health service to grow and provide great care. Every day, NPs help by improving patient outcomes, supporting families, each other and working as key care providers within broad interdisciplinary teams. The care they provide is second to none.

To our Nurse Practitioners, thank you. For the time you spend listening, the comfort you provide, and the critical thinking you bring to complex situations. Thank you for supporting your colleagues, mentoring future clinicians, and continuously striving to improve the health of our community. Your work makes a profound difference—often in ways that go unseen but it is never undervalued.

Please know how grateful we are to you. With your commitment to care and to the services in our health service, we continue to grow from strength to strength—this week and every week.

Kind regards,
Alanna

Acting Executive Director, Clinical Services

Dr Jason Jenkins



Audience: All staff



Read time: 2 min



For: Information

Dear colleagues,

Innovator Accelerator Program

Innovation is a core capability for Metro North. In a system under strain, our capacity to simplify care, redesign pathways and implement evidence at pace is central to delivering safe, high-quality and equitable healthcare. This work is essential to addressing entrenched challenges, improving patient flow, strengthening models of care and meeting our strategic commitments.

Healthcare Excellence and Innovation (HEI) exists to make this easier and more reliable. Through structured methods, dedicated support and strong partnerships, we help teams identify problems, test solutions and deliver improvements that matter. Our work builds capability, removes barriers that slow progress and provides clear pathways for innovation, implementation and evaluation.

Expressions of Interest are now open for the next **HELIX Innovation Accelerator Program**. This program identifies, accelerates and implements solutions to high-impact challenges through structured sprints, mentoring and staged funding. It brings together multidisciplinary teams, committed problem owners and emerging innovators to advance ideas that improve care delivery and operational performance.

To hear from HELIX Innovation Accelerator Program participants, [watch this short video](#) as they share their experiences and outcomes.

The EOI closes **Friday, 9 January 2026**. Further details, dates and eligibility are outlined in the EOI form [here](#).

Staff Excellence Awards

I would like to congratulate some of the winners from the recent Metro North Staff Excellence Awards, particularly:

- HELIX Consumer Community – winner of the Excellence in **Consumer Partnership Award**
- Heart Outreach Program for health Equity (HOPE) team took – winner of the **Improving Aboriginal and Torres Strait Islander Health Award**
- Older Person Emergency Network (OPEN) Fracture Clinic – winner of the **People Focus Award**
- Plastic and Reconstructive Surgery team, Royal Brisbane and Women's Hospital – winner of the **Values in Action Award**.

Congratulations to all winners on their well-deserved awards.

I will be taking some leave over the Christmas period commencing Monday 15 December 2025 and returning on Monday 5 January 2026. I wish you all a safe and happy Christmas with your families. Thank you to those staff who will be working to provide care to our community during this period.

Regards,
Jason

Executive Director, Clinical Governance

Grant Carey-ide



Audience: All staff



Read time: 2 min



For: Information

Dear team,

Metro North Compassionate Care Podcast

As part of the Metro North Compassionate Care Project, I am excited to announce the release of the second episode in our Compassion Podcast Series, available via the [Five Things Nursing](#) podcast.

Following the success of our first episode on [Culturally Informed Compassion](#), this new episode is about [Self Compassion](#) and features Nick Coriat—a MN Consumer representative, lived experience advocate, workshop facilitator, and host of the acclaimed podcast Don't Quit On Me.

In this powerful conversation, Nick delves into the transformative power of self-compassion and its impact on performance and behaviour, particularly in times of stress. Key themes include mindfulness of suffering, the balance between self-kindness and self-judgment, and recognising our common humanity. The discussion highlights practical strategies such as supportive touch and emphasises that extending compassion to others begins with cultivating it within ourselves. Through exploring emotional resilience, perspective-taking, and growth from adversity, the episode offers thought-provoking insights into creating space for self-awareness and fostering a healthier, more compassionate approach to challenges. I encourage everyone to listen on your favourite podcast platform now and join us in embedding compassion into every interaction.

MARS update

I'd like to extend a heartfelt thank you to everyone for your support in the pilot phase of the Metro North National Standards Audit Framework. Your engagement and collaboration have been instrumental in successfully launching MARS, and we are thrilled with the positive feedback received. The pilot will remain open for the remainder of the year as an opportunity for teams to become familiar with MARS and contribute to the Audit Framework.

As we prepare for a smooth start to 2026, the finalised Quarter One schedule and updated audit tools are now published on our [SharePoint](#). The audit tools will also be available in MARS in the coming weeks.

We truly appreciate your continued support and commitment to safety and quality as we move forward together in the new year. As always, we love to hear from you, email us at MN_MARS@health.qld.gov.au with any questions or use our [form](#) to provide feedback

on published audit tools.

Regards,
Grant

Acting Chief Allied Health Practitioner

Perry Judd



Audience: All staff



Read time: 2 min



For: Information

Dear team,

First Nations Cadetship Program

In 2025, Metro North Health had 17 Aboriginal or Torres Strait Islander cadets commence across several locations, comprising nine allied health, three nursing and five midwifery cadets. I am pleased to share that eight cadets are graduating from the Cadetship Program and university, while eight cadets are on track to complete their hours and continue with the program for 2026. One cadet will move to a different Hospital and Health Service next year.



I would like to take a moment to acknowledge all the cadets who have been balancing their cadetship with university studies. It's no small feat to manage both responsibilities, and their determination and commitment are truly commendable. Congratulations on successfully finishing your studies, you should be incredibly proud of all you've accomplished. Your perseverance serves as an inspiration to all.

Farewell Maureen Godfrey

I would like to acknowledge the significant contribution of TPCH's Occupational Therapy Rehabilitation and Sub Acute Team Leader, Maureen Godfrey who recently commenced her retirement following an extraordinary career.

Maureen has been a valued member of TPCH Occupational Therapy (OT) department for nearly 25 years, firstly as an Occupational Therapist then quickly progressing to various OT leadership positions. Her professional journey spans more than 45 years, during which she has been instrumental in advancing clinical practice and research across our health services.



Maureen has been a true leader, mentor and role model — guiding countless clinicians, students, cadets and support staff with generosity and wisdom. At the heart of her work has always been her patients and their families. Maureen’s compassion and expertise have positively impacted many lives far beyond the OT department, and she leaves a legacy of excellence and humanity.

We extend our heart thanks to Maureen for her exceptional contributions and wish her the very best in her retirement.

Regards,
Perry

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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