



**Summary:**

- Thanking our staff
- Recognising excellence
- International Volunteer Day Christmas celebration
- Help share Metro North's culture.

Message feedback



**Audience: All staff**



**Read time: 4 min**



**For: Information**

Dear Team

The COH Leadership team acknowledges the difference that the actions of individual staff make each and every day. Not only has Community and Oral Health performed well; we have also provided safe, high-quality services that have met the needs of our consumers, which is evidenced by patient feedback.

That's why we are keen to say thank you to everyone for your wonderful work. As a directorate with geographically dispersed services across multiple locations, we had to consider what activities would best reach staff across the whole of COH.

Here are the activities planned:

- The Staff Council will be delivering an individual thank you across community services
- Soft Serve ice-cream vans will visit all community sites next week on Tuesday 16 and Wednesday 17 December (*see schedule below*). All staff from each facility are welcome to access the van but please show your health ID badge.
- Oral health staff at Aspley, Flinders, Caboolture Satellite Health Centre, Caboolture Outreach and Kallangur Satellite Health Centre will have access to the ice-cream van.
- Sandgate, Stafford and Redcliffe are coordinating a morning tea on a day that suits them
- A small bag of goodies for staff at all other facilities (SDS), Green Square and COHS/OHC is being organised.

## Ice-cream van schedule

### Tuesday 16 December - Van 1

Facility	Times
Bribie Satellite Health Centre	10am – 10.40am
Caboolture Community Health	11.25am – 12.05pm
Caboolture Satellite Health Centre	12.15pm – 12.55pm
King Street Community Health Centre	1.10pm – 1.40pm
North Lakes Health Precinct	2.15pm – 3.30pm

### Tuesday 16 December - Van 2

Facility	Times
Pine Rivers Community Health Centre	10am – 10.30am
Kallangur Satellite Health Centre	10.50am – 11.30am
Oral Health, Flinders Parade	11.40am – 12.10pm
Cooinda House	12.40pm – 1.10pm
Redcliffe Community Health	1.20pm – 1.50pm

### Wednesday 17 December - Van 1

Facility	Times
Zillmere RTCP	10am – 10.30am
Aspley Community Health Centre	10.45am – 11.25am
Nundah Community Health Centre	11.55am – 12.35pm
Chermside Community Health Centre	1.05pm – 1.55pm

### Wednesday 17 December - Van 2

Facility	Times
Nurse-led Walk-in Clinic Brisbane	10am – 10.15am
Halwyn Centre	10.35am – 10.55am
North West Community Health Centre	11.20am – 11.50am
Brighton Health Camus	12.40pm – 1.55pm

## Recognising excellence

I recently attended Metro North's annual Staff Excellence Awards to acknowledge the many achievements of staff and teams across our health service. It was a wonderful evening and I was very pleased to see Community and Oral Health (COH) duly recognised, with Acute Patient Assessment for Care in the Home Environment (APACHE), receiving a Highly Commended for the Excellence in Integrated Care category.

APACHE bridges the gap between the emergency department (ED) and community-based services. It enables timely, coordinated access to the right care, in the right place, at the right time — reducing avoidable admissions and improving ED flow. APACHE delivers assessments via face-to-face clinics, home visits and telehealth, helping ensure equitable access for vulnerable populations and supports integrated, patient-centred care. As a responsive consultation service, APACHE rapidly connects patients with the most

appropriate community team, such as HITH or other ambulatory services, ensuring safe recovery for patients in familiar environments. Well done!



*APACHE team*

### **International Volunteer Day Christmas Celebration**

Last Friday, we held our Community and Oral Health International Volunteers Day Christmas celebration to recognise the important contributions of the 32 volunteers who support COH throughout the year.

Our volunteers are an essential part of our COH health care team, providing over 400 hours each month to support our staff, clients and families across the directorate. This is an amazing contribution of time by our vollies and their generosity, kindness and commitment have touched many lives. We certainly couldn't do without them!

Being able to support people during vulnerable times in their lives creates many positive moments for our clients and families. It was wonderful to celebrate some of these with a slideshow capturing just a glimpse of the great memories they helped create.

On behalf of the entire COH team, I extend a heartfelt thanks to our volunteers for their dedication and unwavering support. We are very proud to have them as part of our COH family.





### Help shape Metro North's culture

Over the last week, a cross-section of staff received an email from Ernst & Young (EY) with a link to a Culture Fitness Diagnostic survey. We know that culture is important to staff. It influences how safe and supported you feel in your work and plays a vital role in how we care for our patients and community.

This survey will use the results from this year's Have Your Say (HYS) Survey as a foundation and will build on those insights by seeking to learn more about the common themes from HYS.

The survey was distributed at random to staff across Metro North. If you have received it, I encourage you to set aside 10 minutes to complete it by Friday 19 December,

**Glynis Schultz**  
**Executive Director**

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**

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

[Email us](#)