



**Summary:**

- Welcoming our new staff
- Patient compliment
- Have Your Say update
- Join the LGBTIQ+ Sub-committee.

Message feedback



**Audience: All staff**



**Read time: 5+ min**



**For: Information**

Dear Team

Monday 19 January was staff orientation day for COH and it was excellent to see many new faces across our professional and craft groups as well as within our student and trainee cohorts. I always appreciate the opportunity to welcome staff to a Directorate that embraces multidisciplinary care and values the role of each staff member in supporting the delivery of high-quality care to our community. If you have new staff joining your teams, please do your best to support and welcome them.

When speaking to our new staff, I expressed how much I appreciate seeing the data that demonstrates we have high performing teams. I also shared that what I value most is reading the compliments, complaints and patient reports that help us know if we are “getting it right” for the people we serve and their loved ones.

Below is an excerpt from a compliment that truly highlights the positive impact our staff and the care we provide as a team can have on the lives of our patients.

**Patient compliment**

Having recently attended the Caboolture Community Rehab Centre for Functional Neurological Disorder (FND) diagnosis, I am pleased to say that all the staff that I was

assigned to were absolutely wonderful. Without their guidance and support I don't think I would have controlled my symptoms as well as I have been able to now.

Faith was my Occupational Therapist (OT) and I can say that she was very supportive, caring, considerate, friendly and happy and above all, very professional in her role as my OT. Everything she advised me on I implemented, and as a result I am in a position to lead a more normal life. Faith organised everything that was needed in order to assist me in not falling over, as my balance is okay but still not good enough to be without some necessary modification to our home. Everything was conducted in an efficient manner and most of the items and modifications were either received or modified before Christmas which I thought was an outstanding achievement by Faith.

I also was superbly helped with my symptoms by my Physiotherapist, Swarti. Her knowledge with regards to FND was remarkable. The amount of mental and physical support was so valuable that it greatly assisted in my recovery to date. Swarti informed me greatly in dealing with my FND symptoms, both mentally and physically. I still use a walking stick when going out but at home I can now do this without the stick. My balance and fatigue are still a problem but it has greatly improved due to Swarti's contributions. I can now mow the lawn but instead of taking one hour, it takes me three hours now, but at least I can do it now. I'm also going back to bowling as of next week with the aid of a Bionic Arm. Thanks again Swarti for your assistance in what was a very difficult time in my life.

Finally, to Sarah, my Speech Therapist. Sarah was of great assistance with the strategies she provided me with and as a result my speech, spelling, writing and computer skills have greatly improved. Sarah has also conducted herself with compassion and care as well as her professionalism as a Speech Therapist. Thanks Sarah, keep up the great work that you do.

Thanks to everyone at the Rehab Centre, particularly to the above employees. Without their help I would not be in the position I am in with my current health.

## Have Your Say update

In response to the Have Your Say feedback, we have made commitments across four focus areas as a leadership team:

- **To communicate and connect effectively** – we will continue and improve our communication flows; increase leadership visibility across our many dispersed services, and strengthen opportunities for feedback.
- **Physical and psychological safety** – we are progressing the procurement process to improve the safety of staff working in a remote environment and responding to concerns raised by staff in our many facilities; supporting access to OVP training; and saying no to racism.
- **Engagement Capability Inclusion** – we are progressing the COH Diversity and inclusion agenda; strengthening multidisciplinary induction and practice; increasing engagement of new staff with Aboriginal and Torres Strait Islander culture and Elders and increasing workforce pathways.
- **Recognising and responding to values-based performance and behaviours** – we are progressing culture and wellbeing initiatives; continue to recognise celebrate and



reward our “COH Champions” and promote a greater understating of mental wellbeing in our workforce and community.

### **Join the LGBTIQA+ Sub-Committee**

COH is inviting passionate and committed staff to express their interest in joining the LGBTIQA+ Subcommittee. This is a meaningful opportunity to contribute to advancing inclusive health care experiences for LGBTIQA+ consumers.

The LGBTIQA+ Subcommittee is dedicated to developing and implementing plans and strategies that enhance the health care experience of LGBTIQA+ individuals within Community and Oral Health.

Read more [here](#).

### **Closing thoughts**

In my last message I shared my reflections about a book. This week I would like to share my personal experiences and feelings around what's it like being cared for in a value-based health service.

Several years ago, I accompanied my daughter to the St Vincents Hospital in Melbourne to have surgery and a plate inserted into her wrist after her bicycle collided with a vehicle. From the moment we arrived in the early morning, each person we met welcomed us warmly and their actions and words made us feel as though our wellbeing mattered to them. As we waited, (and my daughter fasted), we were kept informed and made as comfortable as possible.

After 10pm, the surgeon came to speak with my daughter. He knew she was a yoga practitioner, and that the flexibility of her wrist was extremely important to her, so spoke with her about the nerves that ran close to the fracture. He apologised that she had been waiting and explained that he had been in theatre for eight hours because of emergency cases. He then gave my daughter a choice - to be taken into surgery that night or to return when he was well rested.

It was close to midnight when we stepped out into the cold Melbourne weather. My daughter had not had the surgery she had waited all day for, but I went home to immediately write a letter of thanks to the staff of St Vincents. Working in health, it may feel impossible to do it all and we often need to be flexible. But it is always possible to show people that we care regardless of the circumstance. To the wonderful staff of COH, thank you for the compassion you show towards the people in our care.

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

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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