



Summary:

- Minister announces DTC expansion
- Thanking Bondi first responders
- Staff profile - Allison Moffatt
- Aboriginal and Torres Strait Islander Leadership Program

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear team

We may only be a few weeks into 2026, but there is already a great deal happening around RBWH, including the announcement by the Minister last week that our Discharge Transit Centre is expanding.

Once completed in late 2027, the DTC will accommodate 33 per cent more patients in a larger, more functional area, which will improve patient flow across the hospital. The expanded DTC will grow into the current hydrotherapy pool space. As you may be aware, the pool has been closed since October 2024. After careful consideration, it will not reopen, and the space will now be repurposed.

The DTC plays a vital role in supporting patients as they transition from hospital care to returning home, and this expansion will enable us to make that transition more comfortable and efficient for them.

Thanking Bondi first responders

In December, we were all shaken by the terrorist attack at Bondi Beach. While our hearts were with the victims, as healthcare workers, we also thought of our colleagues in NSW hospitals and other first responders who faced the incident.

Moved by the event, Andy Ninnes and his Emergency & Trauma Centre (ETC) colleagues came together to do something meaningful. In just a few days, they

raised nearly \$3,000 to send gifts of appreciation to staff at Sydney hospitals, as well as police and lifeguards who were part of the response.

The messages of thanks and photos we received highlight just how much this gesture meant:

"We love your flowers! Four of us were there that awful night. Thank you so much." – Kerri, Bondi Police

"Thank you so much for the lovely flowers and chocolates. Please pass on our thanks to your entire team." – Cate, NUM, ED, RPA Hospital



This act of generosity and empathy is a true reflection of the spirit of our ETC team. In the face of tragedy, your kindness made a real difference.



Improving our culture

Last year, Metro North launched a project to strengthen our organisational culture, recognising its vital role in supporting staff wellbeing, engagement and performance.

Building on insights from the Have Your Say (HYS) survey, this work aims to better understand ongoing themes and explore how day-to-day factors—such as leadership, systems, behaviours, communication and safety—shape staff experience and the quality of care we provide.

Late last year, around 2,000 staff across Metro North, including RBWH, completed the Culture Fitness Diagnostic (CFD) survey. Combined with targeted interviews and group sessions, the CFD highlighted key themes, including leadership visibility and consistency, communication, trust, and system challenges. Common pain points identified include workload pressures, processes, and competing demands.

Insights from the CFD, HYS and diagnostic sessions will inform upcoming co-design

workshops, which will help develop an organisational culture plan. This is expected to be finalised and available in March.

Thank you to everyone who contributed to this important work. We will continue to provide updates as the project progresses.

Staff Profile - Allison Moffatt



As RBWH Patient Experience Manager, Allison Moffatt is focused on making it easier for patients and their loved ones navigate the health system.

“The hospital system can be complex and confusing for patients and their families,” Allison said.

“My role is to help those with complex or specific needs — including people with disabilities, long-stay patients, and Aboriginal and Torres Strait Islander peoples — manage their healthcare journey.”

Introduced last year across all Metro North hospitals, the PEM role complements the high-quality care already provided by clinical teams.

“Since starting in this role, I’ve spent a lot of time meeting with Nurse Unit Managers and other leaders to understand how I can best support them and their teams with this.”

“These conversations are helping me identify bottlenecks and system issues, so we can work through them together and achieve better outcomes for patients, families and treating teams.”

A career social worker, we are grateful to have Allison's experience and skills at RBWH as we work to make things even better for patients.

EOI extended - Aboriginal and Torres Strait Islander Leadership Program

As an organisation, we are committed to health equity. Part of this is growing, developing, and supporting our Aboriginal and Torres Strait Islander workforce.

The Metro North Aboriginal and Torres Strait Islander Leadership Program is a unique opportunity for development, and there is still time for eligible staff to apply, with applications closing on 31 January 2026.



The program is open to Metro North Health Aboriginal and Torres Strait Islander staff members from all levels and streams, with a focus on emerging leaders. Nominations will be sponsored by line managers for candidates who meet the criteria.

We are seeking both identified and non-identified staff to become program mentors and join the mentoring program pool. If you are passionate about supporting Aboriginal and Torres Strait Islander staff and shifting the dial in the health equity space, please express your interest.

Find out more about the program, how to apply, and how to become a mentor on [QHEPS](#).

Board Chair & CE Vidcast

Finally, for today, the Metro North Board Chair, Bernard Curran, and Chief Executive, Nick Steele, will host their first vidcast of the year tomorrow at 1 pm. I encourage you to [join the session](#) to learn about our priorities and focus areas for 2026. You can also submit a question in advance of the session [here](#).

Thank you for everything you do for our community.

Kind Regards

Louise Oriti

Executive Director,
Royal Brisbane & Women's Hospital

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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