

Metro North Health

Message from the

Executive Director Redcliffe Hospital

Cang Dang



Summary:

- Close the Gap Day Yarning Circle
- Midwifery social media stars
- Calling current and former ADF members
- Staff Forums coming up

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear colleagues,

National Close the Gap Day on Thursday was an important opportunity to reflect on our commitment to Health Equity, our [Health Equity Strategy](#), and how we are working to overcome health disparities experienced by Aboriginal and Torres Strait Islander people.

Here at Redcliffe, we hosted a Yarning Circle, led by Cultural Capability Officer Will Muckan and Emergency Department Clinical Nurse, Jaysen Young (pictured right).

Metro North's Chief Operating Officer, Stephen Eaton, was among the 40+ staff and community members who shared in the yarns, held in the green space behind the antenatal unit.

Thanks again to everyone who attended and helped make the event possible.



Metro North Staff Expo

The Metro North Staff Expo is a wrap for 2026.



Over the Expo's two days at Redcliffe, staff had access to around 20 different banking, superannuation, insurance, and salary packaging providers.

Among these stalls was Barb Williams (pictured right), answering questions about DonateLife and the Metro North Strategy and Planning team, talking with staff about Future Metro North: reimagining healthcare 2026-2041.

Thanks again to the Metro North Events team, and we look forward to the Expo next year.

Calling current and former ADF members

As part of Redcliffe Hospital's commemorations for Anzac Day, we're inviting all current and former Australian Defence Force members to participate in a special photo.

If you're a current or former ADF member and would like to participate, [please let us know](#).

Future Metro North

Future Metro North: reimagining healthcare 2026-2041 is our future-focussed strategy that will set the organisation's 15-year transformation, guiding how Redcliffe Hospital and Metro North will deliver health care through to 2041. If you haven't provided your thoughts yet, there's an [online questionnaire](#) that makes providing that feedback an easy process.



Midwifery social media stars

Metro North Health's Instagram this week featured Redcliffe Hospital's maternity unit.

The reel featured Redcliffe nurse midwives Holly and Isabelle taking everyone on a virtual tour of our birth suites and maternity ward.

The post received more than 200 likes in its first 24 hours online.

If you haven't already, drop a like on the post on [Metro North's Instagram](#) or [Facebook](#).



Media training for staff and clinicians

Healthcare-related stories are never far away from the headlines. To help everyone better understand their responsibilities when it comes to news media and social media, there are two new online training modules available.

The first course is designed for all hospital staff, and the advanced course is recommended for team leaders and clinicians who may be called on to participate in media events as part of their work.

To enrol or to find out more, log in to TMS today.

Ever wondered how media relates to your work at Metro North Health?

Media education courses are now available via the Talent Management System (TMS). All staff are strongly encouraged to complete one, or both courses.

Understanding media for Metro North staff

Course 1:
This course is for all Metro North staff. It explains the fundamentals of media, how it relates to everyone's roles and your responsibilities in the space.

Media Foundations: Practical Skills

Course 2:
This course is for Metro North staff who are likely to be called on for media opportunities, and provides practical education on how to prepare for media involvement alongside the Metro North Strategic Communications team.

Patient and Consumer Feedback

Consumer feedback helps us to improve the safety and quality of the care we provide. This week, I'd like to share what a consumer recently had to say about their care:

I haven't been into many hospitals over my years ... I'm also not very good with compliments.

I would just like to say that my visit yesterday was not what I expected.

The volunteers and staff were amazing and every hospital should copy the standards you are setting.

I felt very well informed and treated with a higher standard than I expected.

Well done.

When a consumer shares their experience, good or bad, we learn how to do things better. Here, it's a reminder that many patients don't know what to expect when they walk through our doors.

Every patient who walks through our doors is an opportunity to build trust and strengthen our hospital's relationship with our community.

Thank you to everyone who made the most of that opportunity with this patient.

Lastly this week, thank you to Sharon Ragau for acting as Director of Nursing and Midwifery Services over the past couple of weeks. She's done an exceptional job.

Keith returns next week.

Join Keith on Thursday afternoon, when he'll host our March Staff Forum, starting at 3pm in the Education Centre.

Everyone is also invited to the SET Staff Forum with Metro North Chief Executive Nick Steele on Thursday, 2 April, starting at 11:30am in the Education Centre.



Appointments for both should be in your Outlook calendars.

Please come along if you can.

Kind regards,

Cang Dang
Executive Director
Redcliffe 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.



[If you have no longer work for Redcliffe Hospital - click here to request to be removed from the mailing list.](#)