

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Your overnight coffee fix starts Sunday night
- Help shape the direction of Metro North Health
- Hospitality Workers in Healthcare Day
- World Social Work Day clothing and toiletry drive
- Vale, Melissa Colnan

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

As many of you have probably noticed, I haven't been making my usual rounds across the facility lately and getting my steps up.

I'm still nursing a small, fractured ankle, which has slowed me down more than I would like to admit.

It's been a humbling reminder that mishaps happen to all of us, often when we least expect them, and that healing requires patience — something I'm admittedly still working on.

Our patients, while staying with us under our care, would know the value of healing and patience.

In the meantime, I appreciate your understanding while I navigate this temporary detour. Watch out when the moon boot gets thrown out!



Your overnight coffee fix starts this Sunday night

The TPCH Staff Council and Executive have worked together to deliver a great coffee option for overnight staff.

The Night Grind coffee van will visit TPCH at 2am six nights a week (Sunday to Friday) outside the Clinical Services Building (Building 3).

As well as coffee, they also have some tasty treats. You can check the menu on [Instagram](#).

In further good news, \$1 from each coffee sold on Monday will be donated to the TPCH Staff Council.

Help shape the direction of Metro North Health

Have your say in shaping the future direction of Metro North Health.

The **Future Metro North – Reimagining Healthcare 2026–2041** roadmap is Metro North’s future-focussed strategy.



It sets the organisation’s significant 15-year transformation, guiding how Metro North delivers care through to 2041 in line with our growing population and evolving service needs.

This week, Metro North Chief Executive Nick Steele launched the consultation phase for the roadmap, encouraging staff from across the health service to provide feedback, to ensure it reflects real-world needs and frontline experience.

You can view and provide feedback via the [Future Metro North QHEPS page](#).



Metro North Staff Expos were great!

It was great to have staff benefit partners at TPCH this week for the annual Metro North Staff Expo.

There was a steady flow of staff visiting the 20 stalls over the two days of the Expo.

If you were not able to make it to the Staff Expo, QHEPS has further details on [salary packaging options](#).

Drive to help our vulnerable patients

World Social Work Day on Tuesday 17 March will be a great way to celebrate with our wonderful social work team.

Look out for the booth in The Common Good cafe on Monday and Tuesday (9+10 March) including social worker profiles and information on their role. You can leave a personal note to show your appreciation.



The social work team is also hosting a clothing and toiletry drive. You can support patients by donating items to be given out by the TPCH Social Work department. Drop off points are in ward team rooms and the main cafe staff dining area until Tuesday 31 March.

Hospitality Workers in Healthcare Day

Hospitality Workers in Healthcare Day is celebrated annually on March 6th to recognise the contribution that non-clinical staff in hospitals provide for patient care.

Helen Dileva has been a Food Services Officer with TPCH for 18 years and turns 70 this month.



"I'm at retirement age and would usually have finished up with work, but having contact with people here keeps you motivated," Helen said.

"We get a lot of comments about how good the food is, and it has been a big change over the years, especially into the made to order model.

"When I'm bringing the meals to the patients I try to stay positive for them because we know it helps with their experience.

"It's the dedication to the good stuff that has made a difference for me."

With more than 2000 meals created each day, TPCH's room service model is reducing food waste and is popular with patients.

Have you seen the behind the scenes video with the TPCH Food Services team taking people from phone to plate? Watch it now on the [Metro North Facebook](#) page.

Vale Melissa Colnan

Melissa Colnan, a long-standing member of our Social Work Department, passed away very recently. Mel's passing is a significant loss as she was loved as a colleague and a dear friend to many.

Mel started at TPCH in 2014. She worked across many clinical areas and loved working here. We are grateful for the time we had with her and the difference she made to our patients and families.



A condolence and memories book has been purchased for those staff who wish to share stories and memories of working alongside Mel and the important role she had as part of the wider TPCH-family.

You can paste in photos, drawings or write directly in the book, which is being kept in the RAS social work office and will be gifted to the family in the coming weeks.

Finally,

The closing date for New Investigator Grants has been extended to 1pm Monday (9 March).

These grants through the TPCH Foundation support early-career researchers to build momentum and develop research skills through a small project addressing an identified health need.

The program is supported by the TPCH SERTA Committee and community donors. Submit applications [here](#).

Kind regards,

Tami Photinos
Executive Director
The Prince Charles Hospital



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 we 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.



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