

Executive Message

Metro North Health



Summary:

- Empowering our staff
- Metro North Staff Council update
- Creating an inclusive workplace - Sunflower project
- Consumer engagement update
- Nursing and Midwifery Excellence Award winners
- Fraud control
- Metro North Delirium Symposium

Message feedback

Chief Executive Nick Steele



Audience: All staff



Read time: 5+ min

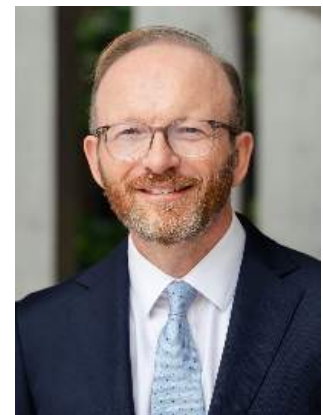


For: Information

Hi Everyone,

One of the best parts of my role as Chief Executive is hearing from frontline staff about their experiences as health care professionals and how they make a difference to the patients we serve.

As Australia's largest health service employing over 25,000 staff, the positive impact we have on our community is immense. This is made possible through the collective skills and experience of our individual people, supported by an ongoing commitment to empowering staff to be their very best.



This week, I was reminded of this commitment when I attended TPCH's annual nursing

excellence awards to acknowledge the outstanding achievements of nursing staff across the hospital. A fantastic presentation by nurse unit manager Amber Adamson (pictured below), aligning with this year's International Nurses Day - *Our Nurses. Our Future. Empowered Nurses Save Lives* - provided a valuable perspective on the importance of empowering staff to deliver patient-centred care. Amber highlighted that empowerment starts early and starts with inclusion, encouragement, mentorship, psychological safety and creating workplaces where questions are welcomed and learning is encouraged. When staff feel empowered, they improve patient outcomes, strengthen the health care system, innovate, lead, advocate, teach, research and ultimately, save lives.

Amber's presentation really struck a chord as it described the type of work environment needed for high performance and leadership within health service delivery. When staff feel unconstrained and supported to focus on the key priorities of their job, they will constantly elevate and achieve positive outcomes, which contributes to better patient care. This aligns with the work we have been undertaking in relation to our organisational culture, and I will be providing an important update on this next week.

Amber was also Highly Commended in the Outstanding Collegial Support Award.

Thank you Amber, for your very insightful presentation and congratulations to all nursing excellence award winners across Metro North.



Nick Steele and Amber Adamson



Nick Steele with Shayleigh Rudd who won TPC's Outstanding Collegial Support Award for demonstrating support and compassion to a colleague during a difficult professional or personal time.

Metro North Staff Council update

This week, Metro North Staff Council farewelled Deputy Chair Liz Bennett. Liz has proudly held the role since December 2024 alongside her role as Chair RBWH Staff Council.

Since joining Metro North, I have appreciated Liz's solid advocacy for staff across the health service and her genuine dedication to supporting positive changes for our people in an increasingly complex work environment. Her willingness to have frank and robust discussions about important issues, and ability to form strong and respectful collegial relationships at all levels has ensured that the diverse interests of our staff have been well

heard and promoted. I thank Liz for her outstanding commitment to making Metro North a better place to work; we will all miss her counsel.

Recruitment for the Deputy Chair Metro North Clinical Council is underway, with an announcement expected in the next few weeks.



Creating an inclusive workplace

As part of our commitment to creating a more inclusive workplace, Metro North is partnering with interstate health services to train staff and increase awareness of disability through the Sunflower program. This initiative, which aligns with the [Metro North Disability Services Action Plan 2024 – 2029](#), is a simple tool for people to voluntarily share they have a disability or condition that may not be immediately visible, and may need a helping hand, understanding, kindness or more time to perform tasks.

Hidden disability impacts a significant proportion of both our Metro North community and members of our workforce. In the most recent Have your Say survey, the proportion of staff who identified as having a disability has more than doubled from 2.4% in 2023 to 5.75% in 2025.

This is also reflected in broader statistics with 1 in 5 Queenslanders living with disabilities and up to 80 percent of people with disability living with a hidden disability. Hidden or invisible disabilities include a broad range of disabilities and conditions including autism, dementia, mental health conditions, intellectual disability, communication disability, vision and hearing impairments, and chronic illnesses.

Metro North is co-designing the Sunflower Project implementation with support from consumers with lived experience of hidden disability and the HELIX Hub. Metro North Allied Health and Community and Oral Health have conducted a pilot of the hidden disability initiative, which consists of a 30-minute training session, and are partnering with interstate hospitals to evaluate the impact of the Sunflower initiative in healthcare.

Teams interested in completing the Sunflower Hidden Disability Training can register their interest [here](#). Support and resources for staff members with a disability are available through both the MN ENABLE and [Metro North Disability Resources for staff extranet](#).



*Shannon Dawson, Disability Program Director
Metro North Allied Health Services, with Rosey Holliday, Metro North Consumer and
Co-Design lead for Sunflower implementation.*

Consumer engagement update

Consumer engagement plays a critical role in creating a more connected and caring health system, one of the five key pillars of the Metro North Strategic Plan. At the Board Consumer and Community Engagement Committee this week I had the opportunity to hear about some of the recent consumer engagement activities across Metro North. Some of these activities, which have focused on service improvement, co-design, governance and lived experience partnership, include:

- Joint 'Connecting the Journey: Growing Strong Kids' Aboriginal and Torres Strait Islander health equity consultation, in collaboration with Children's Health Queensland
- Consumer involvement in redesigning wayfinding at Caboolture Hospital and STARS
- Co-design of patient information resources including translated colonoscopy preparation instructions and heart transplant resources at TPCH
- Consumer participation in research partnerships and staff education initiatives at RBWH and STARS
- Establishment of Redcliffe Hospital's inaugural Consumer Advisory Group
- Continued growth of Metro North Mental Health's MyROLE lived experience register to 130 members.

Consumers have also contributed to Standards committees, workshops, surveys, health literacy audits, and service improvement projects across areas including food services, outpatient access, falls prevention, mental health, alcohol and drug services, disability inclusion, multicultural engagement, and culturally responsive care.

These activities all contribute to better services and care, informed by the experiences of our consumers.

Board Consumer Engagement forum

The next Board Consumer Engagement Forum will be held on Thursday 17 September

from 9am–12pm and will cover the topic - *From feedback to action – how do we demonstrate engagement is making a difference?*

We will explore how we show consumer and community feedback is not only heard, but directly influences decisions, improves services, and delivers measurable outcomes.

More details will follow shortly, including the location and how staff and consumers can get involved.

Take care.
Nick

Chief Nursing and Midwifery Officer

Adj. Prof. Alanna Geary



Audience: All staff



Read time: 2 min



For: Information

Dear colleagues,

May has been an important month for nursing and midwifery within Metro North, celebrating two important days – International Day of the Midwife on May 5 and International Nurses Day on May 12.

In acknowledgement of these special days, we hosted our annual Metro North Nursing and Midwifery Excellence Awards early in the month to recognise and celebrate those individual nursing and midwifery staff members who have gone above and beyond to deliver stand-out performances in their particular area of work.

I was heartened to receive so many great nominations for this year's awards, making it extremely difficult to determine our 2026 winners. Metro North has so many talented nurses and midwives who support our patients, families and communities each day through the delivery of high-quality compassionate care, and please know, you all make a difference to the health care outcomes and experiences of the many people we serve.

Congratulations to the following winners of the 2026 Metro North Nursing and Midwifery Excellence Awards:

- Metro North Assistant in Nursing of the Year - **Glenisa Robles, RBWH**
- Metro North Enrolled Nurse / Enrolled Nurse Advanced Skills of the Year – **Rachel MacDonald, STARS**
- Metro North Graduate of the Year - **Isabella Pont, CKW**
- Metro North Registered Nurse of the Year - **Andrea Keating, COH**
- Metro North Midwife of the Year - **Samantha Lakin, Redcliffe Hospital**

- Metro North Nurse/Midwife – Significant Contribution to First Nations / Health Equity Initiatives - **Odessa Saukuru, TPCH**
- Metro North Nurse/Midwife Leader of the Year – **Andy Trafford, Mental Health**
- Dr Lesley Fleming OAM Professional Practice and Clinical Excellence Award – **Michael Smith, RBWH**

This last week or so, I have been in just about all the directorates to watch with wonder, the amazing contribution of our Metro North nurses and midwives. I have been to award ceremonies, trivia competitions, watched individuals receive the accolades of their peers, and I am so proud of each and every one of you. Your contribution to the services we provide is second to none. While we can only award formal accolades to a small group of our nursing and midwifery team, I would like to commend all of our nursing and midwifery staff across Metro North for your valuable work. Please know that your efforts are always recognised and greatly appreciated, especially by our patients who directly benefit from your care and commitment.

Remember, nurses and midwives in Metro North are the “Heartbeat of Health.”
Happy Friday.

Kind regards,
Alanna

A/Chief Finance and Corporate Officer

Hari Iyer



Audience: All staff



Read time: 2 min



For: Information

Dear colleagues,

Metro North Health has recently updated its [Fraud and Corruption Control Program and Assurance Reporting Plan 2026–2028](#) (the Plan). The Plan reinforces our shared responsibility to act with integrity, accountability and in the public interest, and to safeguard the significant public resources entrusted to us.

Fraud and corruption risks do not only arise from deliberate wrongdoing or large-scale events. They can emerge in everyday activities such as procurement and contract management, recruitment and payroll processes, use of corporate credit cards, asset and inventory management, grant administration, and access to and handling of information. Risks may also arise through interactions with suppliers, contractors and external partners.

All staff should remain alert to common warning signs, including undeclared or unmanaged conflicts of interest, unusual or unexplained transactions, pressure to bypass established controls or approvals, and practices that do not align with policy or

documented processes. If something does not seem right, it is important to pause, seek advice, and [report](#) concerns through the appropriate channels.

The Plan sets out Metro North Health's approach to preventing, detecting and responding to fraud and corruption, including roles, responsibilities and assurance measures. The [Fraud Control](#) QHEPs page supports this by providing practical guidance, awareness material and tools to help staff understand the risks relevant to their roles.

By embedding fraud and corruption controls into our day-to-day work and decision-making, we collectively protect our organisation, support ethical conduct, and maintain the trust placed in us by our patients, partners and community. I encourage all staff to familiarise themselves with the Plan, make sure your mandatory [Working Ethically](#) training is up to date, and remain fraud aware in all aspects of your work.

Thank you for your continued commitment to upholding our values.

Regards,
Hari

Chief Allied Health Practitioner

Michelle Stute



Audience: All staff



Read time: 1 min



For: Information

Dear colleagues,

As the executive lead for the Comprehensive Care Standard, I am pleased to launch the 2026 Delirium Symposium which will occur on 22 June at The Prince Charles Hospital. The Symposium will spotlight excellence in care, raise awareness of this serious and preventable condition, and share the latest evidence with clinicians across Metro North. Preventing delirium matters because it is associated with higher rates of falls, malnutrition and dehydration, long-term cognitive decline, and significantly extends length of stay. You can register via the link below. I look forward to seeing you there.

Register here - [Metro North Delirium Symposium 2026](#)

MN Delirium Symposium 2026

Evidence, experience and excellence

Monday 22 June 2026 | 7:30am – 12:30pm

MOBA Auditorium, TPCH (Limited seating available)

SAVE THE DATE



Regards,
Michelle

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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