

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Summary:

- Halwyn Centre NDIS standards success
- Shatter the Stigma campaign
- Hidden Disabilities Sunflower Initiative achievement
- New Culture and Wellness Award - COH Staff Excellence Awards
- Aboriginal and Torres Strait Islander Workforce Gathering
- *See Me. Hear Me. Respect Me*
- A good read - Advance Care Facilitator

Message feedback



Audience: All staff



Read time: 5+ min



For: Information

Dear Team,

I am grateful to all the Halwyn Centre team for their continued commitment to delivering such a high quality and compassionate service to the residents under their care.

The high standard of care was acknowledged in the mid-term audit report against the National Disability Insurance Scheme Practice Standards.

Congratulations on your performance against the technical aspects of the audit in meeting each criterion and action assessed.

In addition, the assessors also provided some great feedback about family participation in governance, management of risk, safety, quality and information management, as well as resident access to great supports and recreational and personal activities.

These are the actions that make Halwyn a very special home-like environment for our residents.



Shatter the Stigma campaign

At the COH Culture and Wellbeing Committee this week we had an informative and practical presentation delivered by Imani Gunasekara about the *Shatter the Stigma* campaign.

While the campaign has been around for a few years it was an important reminder of how much impact stigma can have on people who live with mental illness.

It is reported that over two in five Australians aged 16-85 will experience a mental illness at some time in their life.

A person with a mental illness may experience feelings of shame or isolation due to stigma. They may avoid seeking help or getting treated because of the fear of being stigmatised.

Delays in obtaining help and support due to stigma can lead to a person's mental health issue becoming more severe and their recovery more challenging.

Imani was an impressive presenter, and it was a timely reminder for each of us that that we should see the whole person; meet them where they are at and focus on capabilities not negatives.

For more information please visit the [Shatter the Stigma QHEPS page](#) to understand how each of us can each be more accepting and contribute to making the world a little kinder.



Hidden Disabilities Sunflower Initiative achievement

COH is proud to support the Hidden Disabilities Sunflower, which is a global symbol that makes the invisible visible by promoting understanding, kindness and inclusion for people with non-visible disabilities.

I want to thank Amanda Barnett for her amazing work bringing the sunflower initiative to life and making it such a success across our facilities. The Hidden Disabilities Sunflower initiative is making our services more inclusive.

The Hidden Disabilities Sunflower is not only for neurodiversity. It is a universal symbol designed to represent all non-visible disabilities and anyone who feels that they could benefit from extra support.

Because it covers any condition that is not immediately apparent, the symbol is worn by individuals with a vast range of diverse needs including neurodiversity; sensory impairment; mental health conditions, as well as physical and chronic illnesses.

Research highlights that 80 per cent of people who live with a disability also have non-visible disability.

Since the Hidden Disabilities Sunflower initiative inception, there has been a ground swell of support across COH with 127 people (124 staff and 3 consumers) undertaking the training to help patients and visitors access our services.

I am looking forward to seeing the completion of some creative murals which are underway or being planned at Pine Rivers, Chermside, Halwyn and Brighton Health Campus.

By embracing the Sunflower, we have affirmed our commitment to creating a space where

everyone feels welcome, respected and supported, recognising that just because you can't see it, doesn't mean it's not there.

New Culture and Wellbeing Award - COH Staff Excellence Awards

With only a few weeks to go, I wanted to highlight a new award that we have introduced this year following some great suggestions from staff.

The Culture and Wellbeing Award!

This **new award** recognises an individual or team who consistently fosters a positive, inclusive, and supportive workplace culture while actively promoting the health, wellbeing and engagement of their colleagues.

This award celebrates those who create an environment where people feel valued, respected, connected and empowered to perform at their best.

[Nominate a colleague or team today.](#)

Award nominations close Tuesday 21 July.



Community and Oral Health
Staff Excellence Awards 2026

Recognise your peers or a team for excellence, includes multiple staff awards including the annual Connecting Care Champions award.

Nominations close 5pm, Tuesday 21 July.

Presenting Partner:  **QSuper**
Part of Australian Retirement Trust

Nominate here

See Me. Hear Me. Respect Me.

The next phase of the *See Me. Hear Me. Respect Me.* campaign is here. Built on lived experience and forming the foundation of the department's disability awareness training, it focuses on simple actions that can make a real difference.

The campaign encourages staff to communicate clearly and inclusively, see the whole person, make decisions together, and adapt to individual needs—helping create better experiences and outcomes for people with disability.

Also available is the new Disability Awareness Training, which combines lived experience with practical, everyday guidance for healthcare staff. The training is now available on **iLearn**. For **Hospital and Health Services with a separate Learning Management System**, it will be available on your local platform shortly.

We encourage all healthcare staff to explore the campaign resources and complete the training to help create more inclusive, respectful and accessible healthcare for people with disability.

For more information please visit the *See Me. Hear Me. Respect Me* [campaign website](#).

Aboriginal and Torres Strait Islander Workforce Gathering

The next Aboriginal and Torres Strait Islander Workforce Gathering will be held:

Date: Monday 27 July 2026

Time: 1:00 to 3:00 pm

Location: Brighton Health Campus
Oceanview Meeting Room

[View the Flyer](#)

A good read - Advance Care Facilitator

Becoming an Advance Care Facilitator is a natural and meaningful progression for former community palliative care nurse Casey Padovan.

"I love having conversations with people about their life and what is important to them as they age," she said.

"You have some great conversations, meaningful and purposeful interactions about what situations they would not be happy being in."



[Read more ...](#)

Glynis Schultz
Executive Director

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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