

Executive Director STARS

Dale Dally-Watkins



Summary:

- Healing Garden
- Code of Conduct reminder
- Drone building inspection
- STARS Staff Excellence Awards update
- STARS in the socials
- Patient compliment

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear Colleagues,

Following on from our very successful NAIDOC Week event earlier in the month, we continue to implement meaningful changes to make STARS a more culturally safe and welcoming space for Aboriginal and Torres Strait Islander peoples.

STARS recently opened a Healing Garden, located in the courtyard of the patient lounge space on level 4 (the opposite end to the dining room). Framed by the colourful 'Bloodwood Totems' by Aboriginal artist Ian Waldron, the garden features additional pebbles, colourful outdoor cushions for the existing bench seating and Aboriginal and Torres Strait Islander artwork on the glass.

The space will provide Aboriginal and Torres Strait Islander patients, staff and visitors, a peaceful area for rest and connection. It will also be the new venue for our monthly Yarning Circles.

Thank you to Henry Nona and Ann Birch for their work on this space.



Reminder about Queensland Public Service Code of Conduct

Earlier in the week, I sent a memo reminding all staff of our responsibilities as members of

Queensland Health to uphold the values and standards outlined in the Queensland Public Service Code of Conduct. Adherence to the Code of Conduct is important to maintaining a safe, respectful, and effective healthcare environment and is a condition of employment. If everyone could ensure they are familiar with the [Code of Conduct](#). Thank you for your ongoing professionalism and commitment to maintaining a respectful workplace.

Drone inspection of the building next week

Next Monday, 27 July and Tuesday 28 July from 6.00am-4.00pm an external inspection of the building will be taking place, capturing high-resolution still photographs from a drone.

The drone operator will carefully select flight paths, camera angles and the timing of image capture to minimise the likelihood of recording patients, staff or visitors entering, exiting or occupying the facility. Video will only be recorded where necessary and won't be captured continuously throughout the flight.

A Notice of Impacting Activity will be sent as a further reminder both days next week.

If you have any queries or concerns, please contact STARS-Corporate Services@health.qld.gov.au

Nationwide AusAlert mobile phone test

AusAlert is a new national emergency warning system that sends alerts to mobile phones in at-risk areas. AusAlert will send a nationwide test alert to compatible mobile devices at **2pm on Monday 27 July 2026**.

Compatible devices (such as mobile phones, tablets and smart watches) will vibrate, play a loud siren-like sound for about 10 seconds, and display a test message. It will make this noise even if you've set your device to 'silent' or 'do not disturb' mode. You cannot opt out of testing.

As this is a test message, you don't need to do anything after receiving it.

To avoid disruption, staff can elect to turn off their mobile device or switch to aeroplane mode **before 2pm on Monday 27 July 2026** and leave off for at least one hour.

For more information visit the [AusAlert National Test website](#).



STARS Staff Excellence Award nominations coming up

This year we will once again be holding our STARS Staff Excellence Awards. The nomination process for 2026 will be fully integrated with the Metro North Staff Excellence Awards. This means that you can choose to have your nomination for the STARS awards automatically submitted for the same category in the Metro North level awards.

Please note that due to the size of our facility, the STARS awards will only include a selection of the Metro North award categories. Staff are welcome to submit a nomination for the other categories directly in the Metro North Staff Excellence Awards.

Look out for upcoming information in the Metro North Staff Bulletin.

Community referral improvements

The process for STARS patient referrals to Community and Oral Health services is being streamlined.

One Front Door will ensure that referrals are managed and not sent back to the referrer. There will be no change to the way you refer patients via the primary referral pathway [Refer](#).

However, a newly established navigation team will now support complex or redirected referrals to the appropriate service.

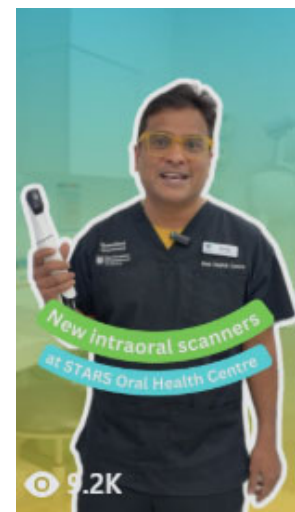
For further information visit the [Central Referral Unit](#) QHEPs page. If you need to speak to the Navigator team about your referral, please call **0461 448 753**.



STARS in the socials

Last week's Work for us Wednesday post on [Facebook](#), LinkedIn and Instagram featured Hayden, Manager of Admin Services, promoting a vacancy in our Procedural Services team. The posts received many likes, shares and positive comments.

There was also a Facebook/[Instagram reel](#) featuring Principal Dentist Kumar and the Oral Health Centre's digitalisation project, including the new intraoral scanners. It has had over 9,000 views already.



Patient compliment

This week's patient compliment comes from a patient of the Oral Health Centre. I don't think any of us enjoy going to the dentist, so it is always nice to receive feedback from patients who have had such a positive first-time experience. It is a reminder how compassionate care can make such a difference to the patient's journey and encourage them to continue with regular check-ups and treatment.

"I had not been to a dentist - I've been so scared. I had my 1st appointment (tooth pull) about a month ago and another today. The guys are so friendly, gentle. They are so great and now I look forward to coming to the dentist. Keep up the great work. Thank you all".

Kind Regards

Dale Dally-Watkins
Executive Director
STARS

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**

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

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