

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Summary:

- The importance of kindness
- COH Connect Week
- Safer Workplaces - OV update
- Welcome to our new registrars and PHOs
- National Day of Recognition for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners
- Brighton 80th Facts - A flashback to the 50s!
- A Good Read - Supporting others in their grief

[Message feedback](#)



Audience: All staff



Read time: 5 min



For: Information

Dear Team,

I had the privileged opportunity recently of holding close the relative of someone who had been in our care.

I say privileged because regardless of how difficult the situation may be, it's always important to remember the humanness of the people in our care and to be kind.

It turns out there's a lot of recent scientific evidence to support that kindness is also good for the person showing this important behaviour. Being kind lowers one's levels of cortisol. The act of kindness actually improves inflammatory markers.

Kindness is also one of the core tenets of civilization and most religions. One of my favourite quotes is: "A person who is kind is beneficial for him or herself."

So please be kind to yourself, particularly if things may be difficult for you personally.

Be kind to the staff around you, the people we serve and their loved ones—science has confirmed what wisdom already knew that you will be better for it.

Safer Workplaces - OV update

Next week across COH, Executive and Staff Council members will visit our sites and host Connection Tables as part of COH Connect Week.

I encourage as many staff as possible to have a conversation with them.

Please take the time to share what is working, what gets in the way, and what could make a difference as our services grow and change.

We encourage staff to:

- **Look out** for the Connection Tables and visiting Executive/Council members.
- **Scan the QR code** on the flyer and answer our three simple questions so we capture ideas from all sites.
- **Bring their curiosity**, join a conversation and help Light the Way Forward.

At the same time, staff will be able to collect a gift for their efforts, thoughts and suggestions.



Safer Workplaces - OV update

In Metro North, workplace safety is a key priority—protecting you so you can come to work and care for our patients in the safest possible environment.

We acknowledge that occupational violence (OV) is a major issue for our staff and reducing instances of OV is an ongoing focus. Across our facilities and services, we care for a large number of patients with clinically complex and challenging conditions and behaviours.

With all care delivery, we encourage mutual respect and treat patients and consumers with compassion to de-escalate abusive and aggressive behaviours.

Equipping staff with the necessary tools and resources to respond to these behaviours is key to helping prevent and reduce instances of work-related violence and aggression. We work closely with the QLD Occupational Violence Strategy Unit (QOVSU) to ensure Metro North staff have access to training, support and reporting to manage the impact of OV.

There are a range of OV support resources available online via the following links:

- Queensland Health handbook - [Prevention and management of work-related violence and aggression in health services and toolkit](#)
- [Metro North OV Prevention Resources](#)
- [QOVSU Initiatives and Resources](#)

Welcome to our new Registrars and PHOs!

We are pleased to welcome 17 new registrars to COH across Rehabilitation, Geriatrics, HITH and Palliative Care.

The new term commenced with orientation on Monday, 4 August, providing an opportunity for our new team members to learn about the service and connect with colleagues.

They join us in delivering high-quality care across our community and health service, and we look forward to the valuable contribution they will make.

We hope you have a rewarding and enjoyable six months with us.



National Day of Recognition for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners

Tomorrow, Friday 7 August is the National Day of Recognition for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners. Across COH and Metro North, Aboriginal and Torres Strait Islander Health workers and health practitioners play vital clinical and cultural roles, providing culturally safe and responsive care, advocating for patients and families, and strengthening trust between our services and communities.

I would like to acknowledge all of our Aboriginal and Torres Strait Islander Health Workers and Health Practitioners. Your work is essential as we continue working towards closing the gap and building an environment where all Aboriginal and Torres Strait Islander people feel safe, respected, heard and understood.

All staff are invited to join the NAATSIHWP National Day of Recognition 2026 Panel Discussion on Friday 7 August 2026, 11.30 am–12.30 pm. Featuring Aboriginal Health Practitioners Louise Gilbey and Josiah Little, the discussion will explore their pathways into diabetes education and the difference they are making through culturally safe care.

To attend the panel discussion, [register here](#).



**CELEBRATING
80 YEARS BRIGHTON
HEALTH CAMPUS**

Thursday 1 October 2026
 10:00 – 11:30am at Brighton
 Health Campus (Auditorium)
 All current and former staff and
 volunteers are welcome

EMAIL YOUR INTEREST

Brighton 80th Facts - A flashback to the 50s

It is a far cry from the 1950s but I wanted to share this [flashback video of Eventide produced by Australian Screen](#) just after it was established in October 1946.

This historical video clip shows the extent of the grounds and the layout of the facility, which is described as a well-planned township.

The yesteryear narrator refers to the residents uniquely as 'inmates' reflecting the terminology of the time and the patients who received 'sympathetic care'.

It is a wonderful throwback to the period, the health fashion and the way things were run by the Matron of the Home, who was available 24 hours a day.



When opened, the average number of residents at Eventide was 778, of which 140 were female, with the accommodation divided into male and female divisions.

With the male division consisted of twenty wards, including three hospital wards, three convalescent wards, one for the blind and people from different cultures. A reservation for fifty people were accommodated in tents.



The female division comprised two hospital wards and three large airy dormitories.

[View the 1950's Flashback ...](#)

A Good Read - Supporting others in their grief

Metro North Grief and Bereavement Service Coordinator Kylie Whyte will be delivering a unique workshop to help people feel comfortable supporting others experiencing grief.

A supportive and practical workshop is being held for Brisbane North and Moreton Bay residents to help them become more grief aware.

The workshop Supporting Others in Their Grief, which is being delivered by the Metro North Grief and Bereavement Service, aims to help people build confidence and the comforting skills to help others.

[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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