

Executive Director STARS

Dale Dally-Watkins



Summary:

- Staff Excellence Awards nominations open
- Metro North Research Excellence Awards
- Walk in Your Shoes
- Accommodation plan implementation
- TVs for patients and staff
- Patient compliment

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear Colleagues,

I am pleased to announce that nominations for our STARS, Oral Health Centre (OHC) and Virtual Emergency Care Services (VECS) Staff Excellence Awards are now open. This is the second year we are holding the awards and I hope to see them go from strength to strength. It is important that we acknowledge the wonderful work of individuals and teams in providing quality health care to patients.

The categories are now aligned with the Metro North Staff Excellence Awards, so it means you can have your STARS nominations go directly into the Metro North level awards.

We have also moved to a new platform, Award Force, which will require a one-time registration and password creation. If you experience any difficulties or have any questions about the nominations, you can email metronorth-stars-communication@health.qld.gov.au.

[You can nominate here.](#)

The STARS, OHC and VECS Staff Excellence Awards will be held at **10.45am on Monday 12 October 2026** at the OHC Auditorium, sponsored by QSuper, part of Australian Retirement Trust.



Metro North Research Excellence Awards

Last Thursday, I attended the Metro North Research Excellence Awards for 2026. Congratulations to Dr Natasha Roberts who received the Professor Joan Webster Nursing and Midwifery Award. This special award recognises a Metro North Nursing and Midwifery researcher who demonstrates a commitment to research excellence and whose research outcomes are of particular benefit to Metro North patients, the community and nursing and midwifery research practice.

Natasha was also a finalist in the Rising Star Award.



Walk in Your Shoes

This week I attended my latest 'Walk in Your Shoes', visiting Occupational Therapist Nathan and students Ian and Jaxon at the Level 4 Ability Centre.

Nathan was able to showcase some of the therapies and activities undertaken by patients to improve their coordination, strength and abilities on their journey to achieve their rehabilitation goals.

Nathan also demonstrated some of the equipment used to support our patients with these goals and I was able to speak with several patients whilst they were actively participating in their therapy sessions.

Jaxon and Ian shared their experiences of student placement, including feeling well supported and enjoying the work with the patients. We wish them well as they approach their final year of studies and hope to welcome them back to STARS one day.



Metro North Business Case for Change vidcast

Yesterday the latest Metro North Business Case for Change vidcast was held, explaining the proposed key changes. These changes seek to ensure portfolios under SET members have logical groupings of their key functions.

The Outcome and Proposed Implementation Plan documents can now be accessed on the [Business Case for Change intranet page](#).



The formal consultation period will run until Friday 21 August 2026. Staff can provide feedback [via the following link](#), or via the above QR code.

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

Today is the National Day of Recognition for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners. Across STARS 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 across STARS. 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.

Accommodation plan implementation

Over the last 12 months an accommodation plan has been developed to optimise the use of space across STARS. Phase 1 of the accommodation implementation plan will commence next week with Ward 6C being decanted for use as an inpatient ward at a future date, and PreAC services relocating to Level 1.

Thank you to all staff for your patience and perseverance as we work through these changes. Please email STARS-CorporateServices@health.qld.gov.au if you have any questions or concerns.

QHRefer update

All draft referrals generated on QHRefer will now be automatically deleted from the system five calendar days after they are first generated unless they are submitted, accepted or closed within this timeframe.

Interaction with the document (for example, updating a draft without submission) will not reset the five-day timer. Draft referrals generated prior to yesterday will not be deleted from the system automatically.

Clinicians are encouraged to complete referrals in a timely manner and ensure that all drafts sitting in their personal QHRefer accounts are finalised.

Televisions for patients and staff

Televisions have recently been successfully added to the Ophthalmology and Combined Clinics waiting rooms to improve the waiting experience for patients in these clinical areas. TVs have been shown to benefit patients by reducing perceived wait times and by providing a distraction for those who may be feeling anxious about their appointment. A TV has also been added to the Level 2 Procedure Centre lunchroom, enhancing staff amenities.

A special thank you to Ryan Pringle for leading this initiative, Nurse Unit Managers Peter Hancock and Pamela Rowe for their support with local coordination and to the Digital Metro North AV Telemed Team for their technical expertise.



July Staff Shout Outs

Congratulations to the staff who received a July Staff Shout Out: Tyler Hartmann, Baby Rose Cleaver, Christy Chan, Connor Daly, Gabriel Crihan, Gemma Newell, Havea McCarthy, Hayden Layton-De Silva, Jacob O'Brien, Michael Rasmussen, Tahlia (CTU team), Tara Caddy, Terri McGrath and Tyson Branch.

Since the launch of the Staff Shout Out portal in 2022, there have been 5,000 Staff Shout Outs submitted across Metro North. Of these, 776 (15.5%) have celebrated the incredible contributions of STARS staff and teams. This is a wonderful achievement and a testament to the exceptional work happening across STARS, especially considering our workforce is smaller than other Metro North facilities. Let's keep the momentum going as we work towards 1,000 STARS Staff Shout Outs. If someone has made a difference, take a moment to recognise them. You can [nominate a staff or team here](#).

Patient compliment

This week's patient compliment comes from the wife of a patient at STARS. It highlights the difference our staff make to a person's recovery journey- not just for their day, but in reaching goals like going home. Well done to everyone involved.

"My husband has been a patient for the last 3 months - 2 of which have been spent in 6A. The care, support and professionalism shown have been outstanding - patience, going the extra mile and endless kindness from the nursing staff, physios, OTs, wards men and women, cleaners. The nurses are friendly and welcoming always and have contributed to my husband's ability to come home. Plus, the wellness team led by Dr Joe Tan are awesome. I cannot find the words to adequately praise and thank them".

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**

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