

Acting Executive Director, STARS

Ben Ballard



Summary:

- Visit from Acting Metro North Chief Executive
- STARS, Oral Health Centre and VECS Staff Excellence Awards nominations open
- Lady Norman Building
- STEPtember
- Name badges
- STARS in the socials

[Message feedback](#)



Audience: All staff



Read time: 4 min



For: Information

Dear Colleagues,

This week I had the pleasure of stepping into the Acting Executive Director role while Dale takes some well-deserved leave. I'll be in the role until Dale returns on Monday 7 September.

I would firstly like to thank those staff who worked the Ekka public holiday, continuing to provide quality care to our patients. This included those booking, treating and supporting patients in the five theatres that were operating on the day.

Along with our Saturday clinics, these additional theatre days are making a real difference to reducing wait list times for patients, so thank you to everyone involved.

Visit from Acting Metro North Chief Executive

On Monday we hosted Acting Metro North Chief Executive Naomi Hebson for a site tour of STARS. Naomi visited the outpatients department, level 2 procedures and Level 4 ability centre. The visit was a great opportunity to showcase our wonderful facility and staff here at STARS. Naomi was very interested in our Patient Initiated Follow Up (PIFU) pilot, which is providing a patient-centred care approach while reducing unnecessary routine appointments. Thanks to staff who took the time to make Naomi feel so welcome at our facility.

NOMINATIONS OPEN!

Surgical Treatment and Rehabilitation Service, Oral Health Centre and VECS

Staff Excellence Awards 2026



STARS, Oral Health Centre and VECS Staff Excellence Awards

We are off to a slow start with nominations for our Staff Excellence Awards. **Nominations close on Wednesday 2 September** so please take the time to put in a nomination for an individual or team. We have five categories this year:

- Transforming Care
- Performance
- Partnering for Care
- Aboriginal and Torres Strait Islander Excellence and Health Improvement
- Values in Action

If you are not sure what to write in your nomination, some tips have been developed for the Metro North level awards that also apply to the STARS, Oral Health Centre and VECS Staff Excellence Awards. **For more information and to nominate [click here](#).**

The STARS, Oral Health Centre and VECS Staff Excellence Awards, this year will be held on Monday 12 October 2026 at the Oral Health Centre Auditorium.

Lady Noman building

A few staff have been asking about the Lady Norman building, across from Hello My Dear coffee shop. The building is the last in the Heritage Precinct to be fully restored, joining the Lady Lamington and Edith Cavell buildings. Completed in 1895, the Lady Norman building was built in response to overcrowding in the existing children's hospital facilities, becoming the main children's hospital building at the wider Brisbane General Hospital site.



You can read more about Lady Norman's restoration on the [Metro North newsroom](#). The building will now be leased for office space.

Research Showcase

I invite you all to attend the STARS Education and Research Alliance, 2026 Research Showcase on Monday 7 September, 2-4pm in the Level 4 Dining Room. The showcase will feature local research projects with direct clinical impact and provide an opportunity to learn from colleagues research experience and connect with clinicians and researchers. For more information contact stars_educationandresearch@health.qld.gov.au



1-30 September

Register your team [HERE](#)

Every step counts

Join us for

STARS STEPtember!

Prizes for highest step count and best team name | A bonus 100,000 steps for teams with 3 distinct professions.

STEPtember

If you haven't already done so, I encourage you to sign up for this year's STEPtember challenge. The initiative is a really fantastic way to improve your physical and mental health and is also a lot of fun. My tip is to include someone who is very active in their work or home life on your team.

You can register your [team name and captain here](#). There will be prizes for the highest step count and best team name.

Name badges

We know how much wearing name badges can make a difference to interactions with our colleagues, patients, families and visitors. The previous arrangement for ordering name badges is no longer supported and so we are currently looking into alternatives. We will let you know the new process for ordering name badges once it has been finalised.

S.O.S = Save Our Sheets

Did you know Queensland Health spends more than \$2.5 million each year replacing lost, damaged or misused linen, including sheets, towels and blankets?

To help reduce this cost and improve linen management, Queensland Health's Supply Chain Branch wants to better understand how linen is used across hospitals and healthcare facilities.

If you handle linen as part of your role, please take a few minutes to complete [a 5-minute quiz](#) and share your experiences anonymously.

Your feedback will help identify opportunities to improve linen management practices, increase efficiency and reduce linen loss and mishandling across Queensland Health facilities.

STARS in the socials

Metro North Facebook recently featured one of our patients, Michael and his rehab journey.

"The care and kindness from the nursing staff, doctors, nutritionists, rehab staff, and cleaners has been unbelievable. It's not until you get home and you have to fend for yourself that you realise how good it is, both here at STARS and at the 'Royal'".

Michael's post received many likes as well as positive and inspiring comments.



Hello Michael. I never miss an opportunity to heap praise on the staff at the Royal and STARS. I too had the good fortune to be their guest for many weeks. I am now well, functioning and giving thanks daily. Every best wish Michael for your adjustment to new ways and on going recovery.

Well done with your attitude, Michael. Staff in the hospital are a good lot. All the best.

Thank you for sharing your inspiring story Michael. Wishing you all the best on your continued recovery, and congratulations to the dedicated healthcare teams who supported you every step of the way.

All the best. Qld Health is amazing

Metro North gives the best care. It felt like family.

Hope you are doing well and having positive feedback is always great to hear.

Kind Regards

Ben Ballard
A/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.



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