

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Summary:

- Mobile duress update
- Brighton 80th Facts - At the height of aged care
- Exceptional Compliment - Hospital in the Home personalising care
- Supporting women's and staff health
- Metro North Shout Outs
- Draft Future Metro North Reimagining Healthcare 2027-2042

Message feedback



Audience: All staff



Read time: 5 min



For: Information

Dear Team,

Following extensive staff consultation and completion of the procurement process, we are pleased to advise that Duress has been selected as COH's mobile duress solution.

I want to thank our staff whose feedback played a critical role in shaping the requirements and evaluation criteria that informed this outcome.

The safety of our staff will always remain a priority, particularly for those working in community, outreach and lone-worker settings.

Mobile duress technology is designed to strengthen staff safety by providing an additional mechanism for accessing assistance when required. It complements existing Occupational Violence Prevention (OVP) training, risk assessment processes and workplace safety initiatives, and does not replace the skills, procedures and support systems already in place.

The project is now moving into the implementation phase. Initial deployment activities will commence with selected services before broader implementation across in scope Community and Oral Health services.

To support implementation, Stephen Clark will be working closely with services throughout the rollout. He will coordinate engagement activities, assist with training and onboarding, and serve as a key point of contact for services during deployment.

Over the coming weeks, services will receive further information regarding implementation activities, including user validation, device allocation, training arrangements and key deployment milestones.

I encourage staff and managers to actively participate in implementation activities and raise any operational considerations or concerns early to support this important staff safety initiative.



**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 - At the height of aged care

During its peak in the 1970s, the campus cared for over 900 residents and was run by close to 450 nurses and attendants, led by an on-campus matron 24/7.

The Campus has warmly welcomed the elderly, homeless, those people needing support with mild psychiatric disorders and more recently people needing further rehabilitation after being in hospital.

While Eventide Nursing Home closed in 2012, its legacy has lived on through Gannet House and Cooida House, and broader services supporting the elderly.

As we continue to reflect on the history of Brighton Health Campus, all staff and volunteers are encouraged to attend the 80th birthday celebrations.



I would encourage Brighton Health Campus line managers, where appropriate, to be as flexible as possible to staff who want to attend this important event.

Brighton Health Campus 80th celebrations

Thursday, 1 October 2026

10.00 - 11.30 am

Brighton Health Campus Auditorium



Exceptional Compliment - Hospital in the Home personalising care

"As the daughter of a patient, I wanted to share my heartfelt gratitude for the exceptional care my mother received through the HITH service. I am currently visiting from England, where I work

as a nurse, and I can honestly say the standard of care provided was outstanding.

"From the very beginning, the team was extremely professional, compassionate and genuinely invested in my mother's recovery. The nursing staff were amazing and consistently went above and beyond, ensuring my mother felt supported, safe and cared for at all times.

"The service was, in every way, better than being in hospital—care was personalised and clearly tailored to my mother's individual needs. I would especially like to acknowledge the physiotherapists, who were exceptional. They thoughtfully considered my mother's cognition when planning her exercises, ensuring they were routines she could easily remember and follow.

"This level of insight and adaptability made a significant difference to her progress. The occupational therapist was also wonderful, taking the time to thoroughly assess my mother's home environment. I was particularly reassured by the care taken to check the shower and ensure the shower seat was safe and stable.

"What truly stood out was how seamlessly everyone worked together. The pharmacists and doctors were equally involved, and I greatly appreciated the phone calls from the medical team keeping me informed and updated on my mother's condition. As a nurse myself, I know what to look for in quality care and everything about this service was exemplary.

"Without the HITH team, I genuinely believe my mother would not have recovered as well as she has. I am incredibly grateful for the dedication, professionalism and kindness shown to her. This service made a profound difference to our family and I cannot thank the team enough."

Supporting women's and staff health

To very important events were held at Brighton and across the directorate to support women's and staff health.

The Metro North Community and Oral Health Women's Business Health Expo was a significant event to support our Women on their health journey.

Attendees were treated to free health screening, women's health information, great social interaction and cultural activities.

Thank you to all of the organisers who made this event so memorable.

RUOK Day is another important date on the calendar where staff from across the directorate came together to ask that important question.

RUOK Day is an important day for people to pause, and celebrate the things you are grateful for, as well as looking around and ask if your colleagues are okay.





Metro North Shout Outs

Staff from across COH continue to receive **Metro North Staff Shout Outs**. For the month of August the recipients were:

- **Gary Brown, Administration Officer:** For his positive attitude and initiative creating a welcoming and supporting environment for staff and patients.
- **Mary Louise, Clinical Nurse, Apache:** For her compassion, integrity and teamwork helping others.

I encourage you to share the [Staff Shout Out QHEPS](#) page with your teams to promote the Metro North Values.

Draft Future Metro North Reimagining Healthcare 2027-2042

The draft *Future Metro North: Reimagining Healthcare 2027-2042* is now available for broad consultation: [Future Metro North Health – 2027-2042 – Staff Extranet](#).

Future Metro North is our 15-year strategic roadmap to guide the future of healthcare delivery, inform investment decisions and drive service improvement across our health service and beyond.

Have your say and help shape the future of healthcare across Metro North and beyond. Please provide your feedback via the online survey: [Tell us what you think!](#)

Consultation is open until Tuesday 6 October 2026. Thank you for your continued support in driving this important work.

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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