

Executive Director STARS

Dale Dally-Watkins



Summary:

- Director-General meets with staff
- Metro North Business Case for Change vidcast
- Staff Excellence Awards
- Malnutrition Awareness Week
- STARS in the socials
- Patient compliment

[Message feedback](#)



Audience: All staff



Read time: 4 min



For: Information

Dear Colleagues,

On Tuesday, the Director-General, Queensland Health, David Rosengren toured STARS along with Metro North's Chief Executive Nick Steele and Chief Operating Officer Stephen Eaton. The Director-General's visit was to meet with staff and celebrate their achievements from all their hard work and dedication this year.

During the visit, he met with Dietetics and Food Services staff who showcased the expansive kitchen and the food service ordering system. He also spoke to the STARS Equipment, Advice and Loan Service (SEALS) about how they keep the equipment at STARS in top condition and minimise waste.

At Outpatients, we had a very valuable discussion about initiatives to reduce specialist appointment waitlists, including Patient Initiated Follow-up (PIFU) before moving to Level Two Procedural Services and Endoscopy. Here, the Director-General heard from some of the staff involved in our impressive patient throughput in these areas.

Lastly, we made our way to the Level 4 Dining Room where he spoke with Dietitian Assistants about their role, the systems they use and career pathways. We also popped into Ward 4A to show where we are providing care to our spinal patients.

Thanks to all the staff who took the time to meet with the Director-General and our Metro North Executive.



Metro North Business Case for Change vidcast

Tuesday 22 September 2026 - 12pm

Join Chief Executive Nick Steele, Chief Operating Officer Stephen Eaton and Chief People & Culture Officer Lorna Morton to discuss the Metro North Business Case for Change.

[Register for the vidcast](#)

Please note due to functional changes with Teams, registration is now required for vidcasts.



Staff Excellence Awards

A reminder that the STARS, Oral Health Centre and VESC Staff Excellence Awards and Length of Service Awards will be held on **Monday October 12, 11am** in the **Oral Health Auditorium**.

Please join us for this event - light refreshments will be served following the formalities.



If you have not attended the Metro North Staff Excellence Awards gala dinner event before or it has been a few years, this is the year to get a ticket. The event will be held at The STAR with a new,

fun format. The \$100 ticket price includes a four-hour food and drinks package, a sparkling awards ceremony, live entertainment and dancing.

Tickets go on sale on Monday 21 September and are expected to sell quickly so start getting your table together.

Changes coming to Altered Calling Criteria on 29 September

On the 29 September, STARS medical and nursing staff will no longer be able to use altered calling criteria in the ieMR. It is being replaced with the MET-MEO.



To learn more and to access training materials – search for *Digital Early Warning Tools (DEWT)* on QHEPS, or talk to your line manager

STARS Clinical Governance can also provide links and information – Please contact, 3647 7401 or STARS_SQU@health.qld.gov.au.

Malnutrition Awareness Week

This week, the STARS Dietetics and Foodservices team recognised Malnutrition Awareness Week delivering a range of in-services and education sessions across the hospital to support best-practice nutrition care. They discussed the importance of re-screening for malnutrition, why they encourage patients to attend the dining room for meals, and launched the new STARS Out-of-Hours Enteral Nutrition Procedure.



Today, the team are holding a display table **on Level 3, from 11am to 2pm** with oral nutrition supplement trials, high protein high energy snacks and quizzes.

STARS Staff Council update

Pharmacy Director Nicola Harper has recently been appointed as the new Chair of the STARS Staff Council. Nicola aims to support initiatives that enhance staff wellbeing, strengthen attraction and retention of high-quality staff, and help position STARS as an employer of choice. Jo Sherring will take on the role of Deputy Chair.

I would like to extend a huge thank you to outgoing Staff Council Co-Chairs, Oliver Mason and Ben Frost for their commitment in the role over the past years. They have not only represented STARS at a Metro North level but advocated for staff on many local issues including improved amenities and staff safety and wellbeing. Additionally, they have brought to all Staff Council-led events a wonderful sense of camaraderie and fun.



You can read the full Staff Council update [here](#).

Allied Health Professions award nominations

Have you seen an Allied Health professional deliver outstanding care, leadership, support fantastic teamwork, or maybe they are just a 'STARS local legend'? Then recognise them with an [Allied Health Professions Day award nomination](#).

STARS in the socials

Our occupational therapists Bella and Cody were recently involved in coming up with a concept for a fun social media post on falls prevention. Our Metro North social media team brought the Facebook reel to life - you can watch it [here](#).

You can share your favourite parts of working at STARS too on Metro North Staff Facebook Group. If you haven't already, [sign up here](#).



Patient compliment

This week's compliment is from one of our orthopaedic surgery patients who had many positive comments about patient care, the environment and our wonderful staff.

"Everything ran so smoothly and I was well informed at every step of the way from preadmission all the way through to discharge. The staff were a pleasure to be around and provided a high level of patient care. Truly impressive thanks to all the team. Was a pleasure to stay and be taken care of by all of you. Cheers Dr McAuliffe, the knee is feeling brand new! Across the board everyone did their jobs exceptionally well. The people and environment is top notch. Seems like a happy work environment. Considering a career change."

Thank you to everyone involved in this patient's care and experience at STARS.

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.

