

Toolkit to support and assist Metro North Health Aboriginal and Torres Strait Islander staff members and managers.

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.



Queensland
Government

Published by the State of Queensland (Metro North Hospital and Health Service), July 2026



This document is licensed under a Creative Commons Attribution 3.0 Australia licence.
To view a copy of this licence, visit creativecommons.org/licenses/by/3.0/au

© State of Queensland (Metro North Hospital and Health Service) 2026

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Metro North Hospital and Health Service).

For more information, contact:

People and Culture, Metro North Hospital and Health Service, Block 7, Royal Brisbane and Women's Hospital, Herston QLD 4000.

An electronic version of this document is available at <https://qheps.health.qld.gov.au/metronorth/>.

Disclaimer:

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

V2 Effective July 2026 Review: July 2027

Contents

Contents 3

Acknowledgement of Country 4

Purpose and intent..... 4

Scope and target audience..... 4

Support Resources 5

Internal Resources and Policies 5

Emotional Support Services 7

Support Resources 7

External Support Services 7

Educational Resources 8

Metro North Cultural Capability Officers..... 12

Culturally Significant Dates..... 12

Acknowledgement of Country

Metro North Health respectfully acknowledges the Traditional Owners and Custodians of the land across Queensland where our health services are located. We also pay our respects to the Aboriginal and Torres Strait Islander Elders and valued persons past, present and future and recognise the strength and resilience that Aboriginal and Torres Strait Islander people and their ancestors have displayed in laying strong foundations for the generations that follow. For it is through building joint understanding of land, wind, water, and community that we work together to reduce health inequities.

Purpose and intent

This toolkit summarises specific resources internal and external support services that may be utilised throughout the Sad News and Sorry Business to support and assist Metro North Health Aboriginal and Torres Strait Islander staff members and managers.

The primary purpose of this toolkit is to guide and assist by offering information that align with the [Sad News and Sorry Business Leave \(Bereavement and Grief Leave\) Guideline](#).

The Development of the Sad News and Sorry Business Guideline and Toolkit are a direct response to the [Metro North Health Equity Strategy 2025-2028 - Action 1.2d, development of guidelines to support Aboriginal and Torres Strait Islander staff and manager during Sad News, sorry Business, and other cultural events by June 2026](#).

The Sad News and Sorry Business Leave (Bereavement and Grief Leave) Guideline acknowledges the cultural obligations related to Sad News and Sorry Business for Aboriginal employees and Torres Strait Islander employees. The purpose of these guidelines is to outline the paid and unpaid leave entitlements available to Aboriginal employees and Torres Strait Islander employees experiencing bereavement and grief. In addition, information regarding available support and escalation mechanisms are provided.

These guidelines and toolkit should be read in conjunction with the following documents:

- [QH C.11 Bereavement and compassionate leave](#)
- [QH C.7 Special Leave](#)
- [QH C.51 Annual / recreation leave](#)
- [Metro North Anti-Racism Policy 010028](#)
- [Aboriginal and Torres Strait Islander Health Workforce \(Queensland Health\) Certified Agreement \(No. 2\) 2023 \(CB/2024/39\)](#)
- [Aboriginal and Torres Strait Islander Health Workforce Cultural Leave](#).
- [Applicable Awards and Enterprise Bargaining Agreements](#)
- [Metro North Health HR Sub-delegation Manual](#)
- [QH Sad News, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying](#).

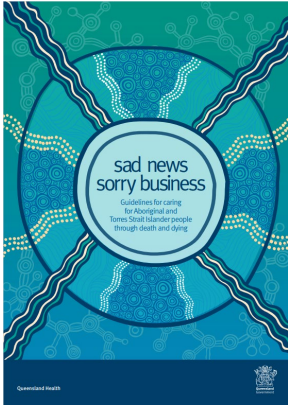
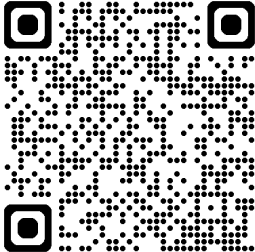
Scope and target audience

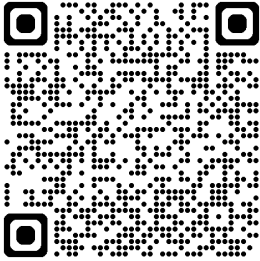
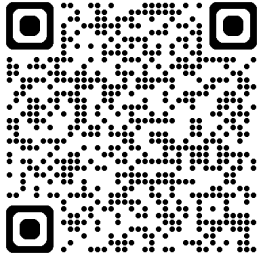
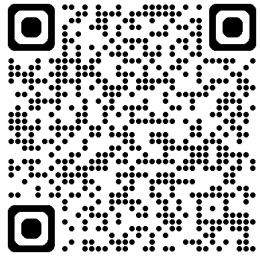
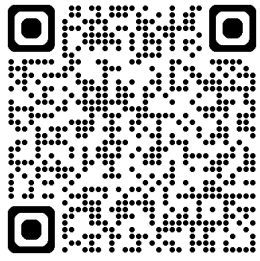
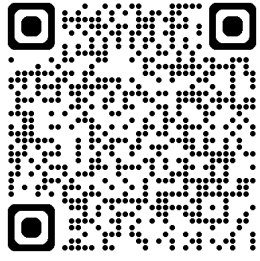
This toolkit applies to:

- All Metro North Hospital and Health Service (Metro North Health) Aboriginal employees and Torres Strait Islander employees.
- All Metro North Health Line Managers and Team Leaders.

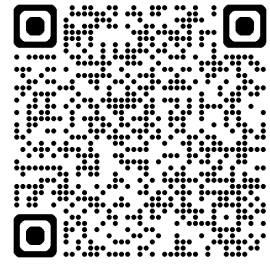
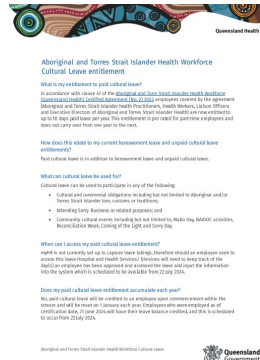
Support Resources

Internal Resources and Policies

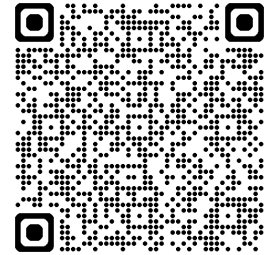
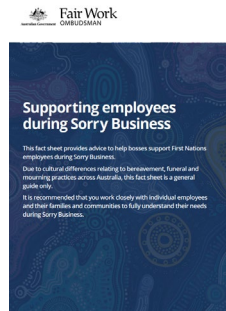
<u>Aboriginal and Torres Strait Islander - Sad news, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying</u>		
---	---	---

Human Resources Policy Bereavement and compassionate leave C.11 (QH-POL-107)		
Human Resources Policy Special leave C7 (QH-POL-231)		
Human Resources Policy Annual/recreation leave QH C51		
Metro North-Wide Policy The Aboriginal and Torres Strait Islander Anti-racism Policy (010568)		
Aboriginal and Torres Strait Islander Health Workforce Agreement	QUEENSLAND INDUSTRIAL RELATIONS COMMISSION Industrial Relations Act 2014 s.101 – certified fair agreement State of Queensland (Queensland Health) AND Together Queensland Industrial Union of Employees The Australian Workers' Union of Employees, Queensland (Approved by CR2024/10) ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH WORKFORCE QUEENSLAND HEALTH CERTIFIED AGREEMENT (NO. 1) 2024 <i>Continuation of Agreement</i> On 21 June 2024, the Commission certified the attached written agreement in accordance with section 101 of the Industrial Relations Act 2014. Name of Agreement: ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH WORKFORCE AND KALBAR AND BEALACH CERTIFIED AGREEMENT (NO. 1) 2024 Parties to the Agreement: • State of Queensland (Queensland Health); • Together Queensland Industrial Union of Employees; and • The Australian Workers' Union of Employees, Queensland. Operation Date: 21 June 2024 Notional Expiry Date: 21 August 2025 Previous Agreement: <i>Aboriginal and Torres Strait Islander Health Workforce Queensland Health Certified Agreement (No. 1) 2019</i> Expiry/Continuation Date of Previous Agreement: 21 June 2019 By the Commission: J. M. HERRICK Deputy President 21 June 2024	

Queensland Health – Aboriginal and Torres Strait Islander Health Workforce Cultural Leave Entitlement



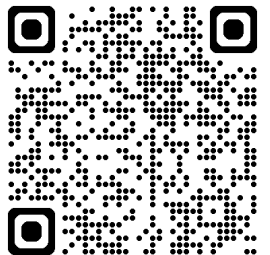
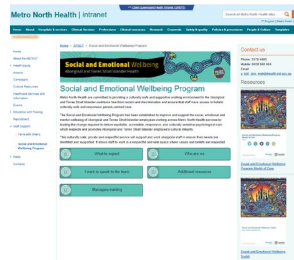
Fair Work Ombudsman - Supporting employees during Sorry Business



Emotional Support Services

Social and Emotional Wellbeing Program

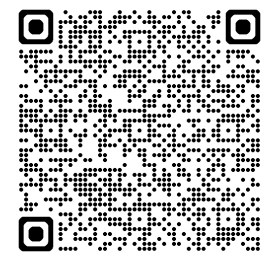
(QH device only)

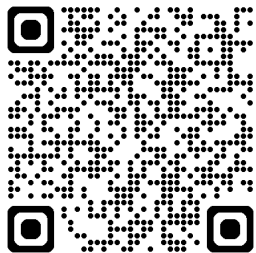
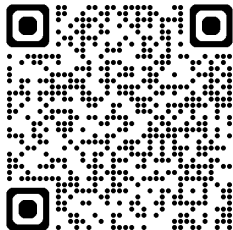
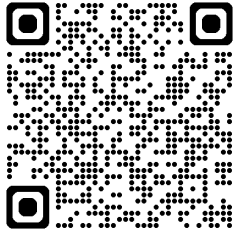
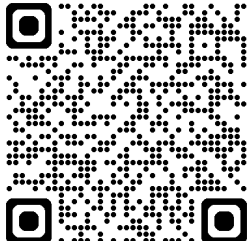


Support Resources

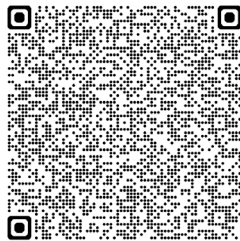
External Support Services

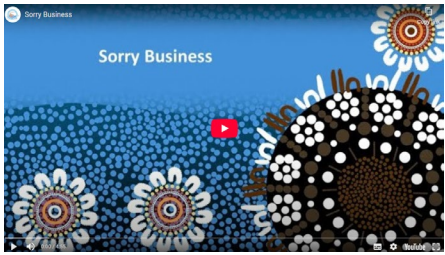
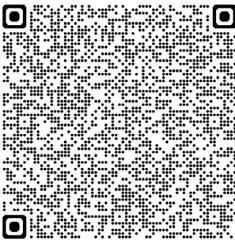
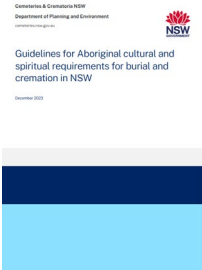
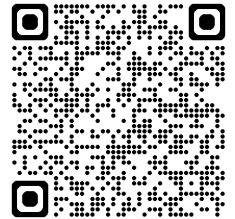
13 Yarn

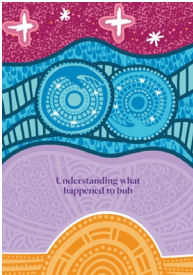
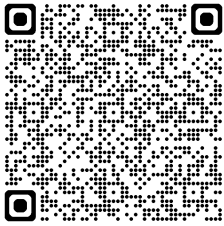
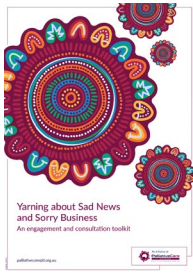
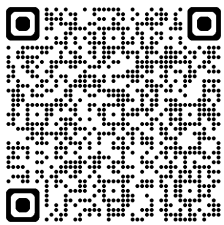
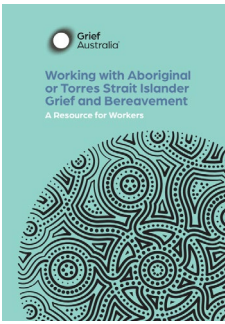
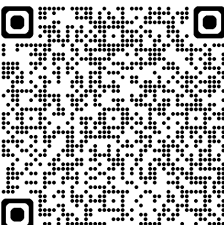
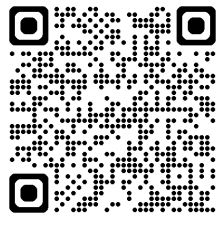
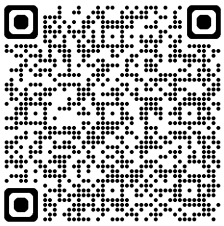
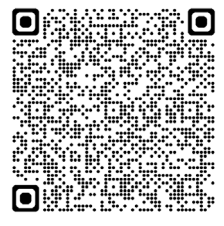


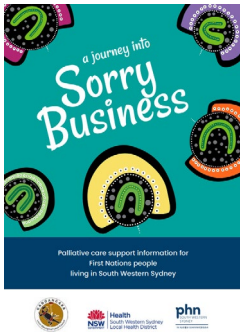
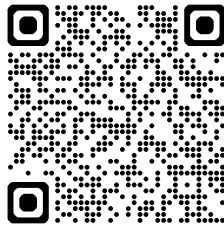
Griefline		
Beyond Blue		
Grief Australia		
Red Nose grief and loss		

Educational Resources

“What is Sorry Business explained by Aunty Munya”		
---	--	---

<u>“Sorry Business”</u>		
<u>Palliative National Film: “Final Footprints My Culture, My Kinship, My Country”</u>		
<u>Guidelines for Aboriginal cultural and spiritual requirements for burial and cremation in NSW</u>		
<u>Headspace - Remembering a young person: Memorials and important events in Aboriginal and Torres Strait Islander communities</u>		
<u>The University of Queensland – Passing of an Elder or valued person</u>		
<u>Sorry Business – Creative Spirits</u>		

<u>Understanding what happened to bub</u>		
<u>Palliative Care- Yarning about Sad News and Sorry Business</u>		
<u>Grief Australia- Working with Aboriginal or Torres Strait Islander Grief and Bereavement</u>		
<u>The Bugmy Bar Book</u>		
<u>Working with Aboriginal and Torres Strait Islander employees</u>		
<u>Australian Indigenous Health InfoNet</u>		

Queensland Government - Child Safety: Practice Manual		
Queensland Government - Child Safety: Respect for cultural protocols and practices		
Creative Spirits – Youth suicide		
PHN Southwestern Sydney - A journey into Sorry Business		
Torres Strait Islander family life Australian Institute of Family Studies		Torres Strait Islander family life Australian Institute of Family Studies
Tombstone Unveiling (2000) clip 2 on ASO - Australia's audio and visual heritage online		Tombstone Unveiling (2000) clip 2 on ASO - Australia's audio and visual heritage online
Family Structures.docx		Family Structures.docx

Metro North Cultural Capability Officers

Surgical, Treatment and Rehabilitation Service (STARS)	STARS_CC@health.qld.gov.au
Royal Brisbane and Women's Hospital (RBWH)	RBWH_CCO@health.qld.gov.au
Royal Brisbane and Women's Hospital (RBWH) Mental Health	MNMHDirectorAboriginalandTorresStraitIslanderHealth@health.qld.gov.au
The Prince Charles Hospital (TPCH)	CulturalCapabilityOfficerTPCH@health.qld.gov.au
Community and Oral Health	COH-A_TSI_HLTHTeam@health.qld.gov.au
Redcliffe Hospital (REDH)	CulturalCapabilityOfficer-Redcliffe@health.qld.gov.au
Caboolture and Kilcoy Hospitals and Woodford Corrections Health (CKW)	CKW_CCO_Engage@health.qld.gov.au

Culturally Significant Dates

Significant Day	Background	Date
Anniversary of National Apology Day	On 13 February 2008, prime Minister Kevin Rudd Delivered the National Apology to Australia's Aboriginal peoples and Torres Strait Islander peoples for the injustices of past government policies, particularly to the Stolen Generations	February 13
National Close the Gap Day	National Close the Gap Day is an annual event that raises awareness and seeks to close the gap with respect to life expectancy, child mortality, educational and employment outcomes between Aboriginal peoples and Torres Strait Islander peoples, and non-Indigenous Australians	March 20
National Sorry Day	National Sorry Day provides an opportunity for people to come together and share the journey towards healing for the Stolen Generations, their families and communities	May 26
1967 Referendum	The 1967 Referendum was a landmark achievement following decades of activism by Aboriginal and Torres Strait Islander and non-Indigenous people, where more than 90 percent of Australians voted in favour of amending two sections of the Australian Constitution	May 27

National Reconciliation Week	National Reconciliation Week celebrations commemorate two significant milestones in the reconciliation journey – the anniversaries of the successful referendum 1967 Referendum and the High Court Mabo decision	May 27 to June 3
Mabo Day	On 3 June 1992, the high court of Australia overturned the principle of “terra nullius” or “nobody’s land” as claimed by the British when they first arrived in this country. The decision paved the way for Native Title legislation	June 3
Coming of the Light	The Coming of the Light is celebrated annually by Torres Strait Islander peoples. It marks the adoption of Christianity through the island communities during the late nineteenth century	July 1
NAIDOC Week	NAIDOC Week celebrations are held across Australia to celebrate history, culture and achievements of Aboriginal and Torres Strait Islander peoples	6 to 13 July
National Aboriginal and Torres Strait Islander Children’s Day	National Aboriginal and Torres Strait Islander Children’s Day is an opportunity for all Australians to learn about the crucial impact community, culture and family play in the life of every Aboriginal and Torres Strait Islander child	August 4
Indigenous Literacy Day	Indigenous Literacy Day is a national celebration of culture, stories, language and literacy. This day raises awareness of the disadvantages experienced in remote communities and advocates for more access to literacy resources	September 3
Anniversary of the UN declaration on the rights of indigenous people	The United Nations declaration on the rights of Indigenous peoples (UNDRIP) was adopted by the General Assembly on Thursday 13 September 2007	September 13