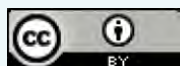


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Accessibility

Public Availability

Where possible, readers are encouraged to download the report online at:
www.health.qld.gov.au/metronorth

Where this is not possible, printed copies are available using one of the contact options below:

Physical Address: Level 14, Block 7, RBWH Campus HERSTON Qld 4029
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General Phone: 07 3646 8111
General Fax: 07 3647 9708
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General E-mail: metronorthfeedback@health.qld.gov.au

Interpreter Services Statement



Metro North Hospital and Health Service is committed to providing accessible services to the community from culturally and linguistically diverse backgrounds.

If you have difficulty in understanding the annual report, please contact us on 07 3646 8111 and we will arrange an interpreter to communicate the report to you effectively.

Information Security

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISC) as UNCLASSIFIED – FINAL VERSION and will be managed according to the requirements of the QGISC.



Metro North Hospital and Health Service recognises the importance of the natural environment and our responsibility to minimise our impact on it. We aim to reduce consumption of resources and make use of recycling initiatives wherever practical.

By choosing to print on this paper rather than a non-recycled paper, the environmental impact was reduced by: 41kg of landfill, 6kg CO₂ and greenhouse gases, 56km travel in the average Australian car, 1,612 litres of water, 89kWh of energy, 67kg of wood.

Letter of Compliance



Metro North
Hospital and Health Service

2 September 2019

The Honourable Steven Miles MP
Minister for Health and
Minister for Ambulance Services
GPO Box 48
BRISBANE QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2018-19 and Financial Statements for Metro North Hospital and Health Service.

I certify that this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- The detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at page 98 of this annual report.

Yours sincerely

A handwritten signature in black ink, appearing to read "Rob Stable".

Dr Robert Stable AM
Chair
Metro North Hospital and Health Board

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Acknowledgement

Metro North is proud to recognise the cultural diversity of our workforce.

We recognise and pay respect to the Turrbal, Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live.

We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

Artwork by Elaine Chambers-Hegarty.

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Statement on government objectives for the community

Metro North's strategic objectives contribute to the Queensland Government's objectives for the community.



Keep Queenslanders healthy



Metro North is dedicated to delivering excellent person-centred healthcare in our five hospitals, community based services, as well as via telehealth and outreach services across Queensland.

Key initiatives include commencing construction of the Sony You Can Centre – a haven for cancer patients aged 15 to 25 years, reducing the impact of the flu season by monitoring real time data and the coordination of patient arrivals, admissions and departures, and introducing services closer to home such as the Continuous Renal Replacement Therapy mobile units which can be brought to the patients bedside and enable them to stay at their local hospital.

Keep communities safe



Metro North is leading statewide initiatives to reduce occupational violence for frontline staff. A number of measures have been put in place including peer support programs, Occupational Violence Incident Kit, and release of the Queensland Occupational Violence Unit Strategy 2018-19.

Create jobs in a strong economy



With more frontline staff and major infrastructure projects including redevelopments of Caboolture Hospital, Redcliffe Hospital car park and the Surgical, Treatment and Rehabilitation Service (STARS), Metro North is contributing to better employment, training and investment outcomes for Queensland. We have a particular focus on training young people for the health jobs of the future, including our Deadly Start Education-2-Employment initiative with 34 high school students commencing traineeships across clinical areas in 2018-19.

Be a responsive government



Metro North has committed to continuously improve its engagement with consumers. With over 100 consumers who partner with us to design services, plan for future services and improve our current services, Metro North released *Connecting for Health – Strategy for inclusive engagement, involvement and partnerships 2019-2021*.

Give all our children a great start



Metro North is dedicated to delivering better health outcomes for children, young people, women and babies across our community and hospital services. Collaborative local partnerships such as the Children of Caboolture Health Alliance are bringing together health, education, child safety and the community sector to improve health outcomes for children and families.

Protect the Great Barrier Reef



In 2018-19, we recycled and cut our energy usage by measures such as recycling water used in renal dialysis units and air-conditioning plants to water gardens and lawns, introducing a “tube terminator” which destroys more than 7,000 light bulbs per year to reduce the impact of mercury going into landfill, and educating staff on recycling through the *Know which bin to throw it in* initiative.