

# 2019–2020 ANNUAL REPORT



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Information about consultancies, overseas travel, and the Queensland language services policy is available at the Queensland Government Open Data website ([qld.gov.au/data](http://qld.gov.au/data)).

## Accessibility

### Public Availability

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

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

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### 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 (QGISCF) as UNCLASSIFIED – FINAL VERSION and will be managed according to the requirements of the QGISCF.

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.

# Letter of Compliance



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Metro North Hospital and Health Board**

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

Dear Deputy Premier

I am pleased to submit for presentation to the Parliament the Annual Report 2019-2020 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 on page 77 of this annual report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jim McGowan', followed by a horizontal line.

**Jim McGowan AM  
Chair  
Metro North Hospital and Health Board**

31/08/2020

**Acknowledgement to Traditional Owners**

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.

**Recognition of Australian South Sea Islanders**

Metro North formally recognises the Australian South Sea Islanders as a distinct cultural group within our geographical boundaries. Metro North is committed to fulfilling the Queensland Government Recognition Statement for Australian South Sea Islander Community to ensure that present and future generations of Australian South Sea Islanders have equality of opportunity to participate in and contribute to the economic, social, political and cultural life of the State.

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## Government Objectives for the Community

Metro North Hospital and Health Service (Metro North) contributes to the Government's objectives for the community *Our Future State: Advancing Queensland's Priorities*:

### **Keep Queenslanders healthy**

through delivering high quality mental health services to support our population and reduce suicide rates. In 2019-20, Metro North opened a mental health short stay unit at Caboolture Hospital, providing brief interventions for people presenting with acute mental health concerns.

### **Give all our children a great start**

through high quality maternity services and improving access to antenatal and postnatal care, particularly for First Nations people. Metro North partnered with the Institute of Urban Indigenous Health to enhance service delivery via the Birthing in Our Community model.

Metro North also contributes to other objectives for the community:

### **Keep communities safe**

through the launch of the Work-Related Violence and Aggression Strategy 2020-21 which aims to reduce the rate of incidence of violence in our facilities and community.

### **Be a responsive government**

through the Better Together Health Van, which provides outreach education, health promotion and health screening services to Aboriginal and Torres Strait Islander people living on the northside of Brisbane.

### **Create jobs in a strong economy**

through more doctors, nurses and allied health frontline staff and major infrastructure projects such as Caboolture Hospital, Redcliffe Hospital and the new public health facility Surgical, Treatment and Rehabilitation Service (STARS) at Herston.

### **Protect the Great Barrier Reef**

through better waste management practices. The Royal Brisbane and Women's Hospital (RBWH) introduced a food waste recycling program to divert organic waste to compost instead of landfill. The program will recycle 70 tonnes of food waste each year.