



We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

Kia Ora CKW team,

Firstly, I want to express my sincere gratitude to each and every one of you for your dedication to ensure we could continue to provide safe and compassionate care for our patients and community despite the challenges presented by ex Tropical Cyclone Alfred or “Alfie” as I call him. I truly appreciate the hard work you have all put in over the past week during such difficult circumstances.

I particularly want to recognise the staff who made the effort to safely get to work to ensure we could look after our community. These efforts included finding alternate routes to work, staying overnight and doing double shifts or extra hours to cover for others who could/did not make it to work. This meant that many staff left their families at home and travelled in challenging weather. I sincerely thank you personally but also on behalf of the executives, leadership team, and the Metro North Executive team.

I am deeply thankful for your unwavering commitment to our most vulnerable patients and community members. The effort you’ve all demonstrated to ensure the continuity of essential care across CKW is commendable. As a critical 24-hour public service, we often face extraordinary demands, and I am truly grateful for how each of you has gone above and beyond.

I recognise that this weather event has created considerable challenges for many of you, and I hope you have been able to stay reasonably dry, that your families are safe, and that your homes have suffered minimal damage. Having experienced flooding and flood impacts myself in the past, please know that my thoughts are with all of you who are experiencing any difficulties during this time. From personal experience, these effects continue for weeks, months and in some cases years, while others return to normal life, so, please reach out if you need help. Staff are encouraged to access our staff psychology service on 5316 2479 or [Telus](#).

We have been fortunate that our facilities have suffered minimal damage, and I want to extend my heartfelt thanks to everyone involved for their tireless work over the past days. There are so many people to recognise and thank, and so many special stories that have come out. Please send any stories from your areas through to [ASK KARLENE](#) so we can showcase them.

I would like to provide special thanks to Casey McCoist Emergency Management Coordinator, Connie Gray and Tamara Campion, who ensured our Emergency Operations Centre ran smoothly and that all plans were enacted and communicated throughout the event. I am incredibly grateful to have people that are so capable and able to step-in next to me and the executive team to lead the response across our CKW clinical directorate, which includes five clinical sites and a number of hubs.

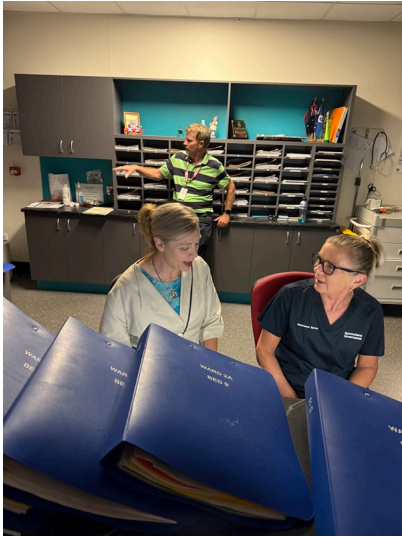
I thought I would showcase a few stories and shoutouts:

- Thank you to Michelle Suter, Graeme Andrews and the food services team for their dedication ensuring our patients and our staff were well fed. We were one of the few sites who had a fully staffed kitchen. The team stayed overnight to ensure this was the case.
- Dr Emma Donaldson who moved into camp from Thursday through to Monday to ensure support and coverage, which led her to managing the registrar shift on Sunday night. During her shift she made cups of tea for every patient she saw. As she stated, "it is the small things that make a difference."
- The pharmacy team led by Tim Dunn who stayed overnight to ensure there was medications and pharmacy support for all our sites. Along with quickly increasing stock to our sites and pivoting to help when patients were attending with community scripts.
- The maternity and neonatal leadership team and broader staff members who stayed onsite on Friday night and provided staff to Kilcoy and Bribie Island Satellite Health Centre to ensure there was support for our maternity patients.
- The Allied Health team who provided 24hour cover – a special shout out to Belinda who worked in ED on night shift throughout the event.
- The Yarun team and Dr Ted Chamberlain who put in a provisional 24-hour roster that was enacted and saw staff onsite on Friday night.
- Five nursing staff on ward 3B did a double shift on Friday – along with many more across our sites who did the same. There were concerns of how they would get home in the morning. Thank you to all the staff that picked up extra hours, extra shifts and doubles to look after our patients and cover for those who did not make it to work.
- The Consultants, Registrars, PHOs, SHOs and residents across our services who stayed in the hospital to ensure they could provide care to our community.
- The BEMS team who positioned someone on site to ensure they were available to address any issues immediately.
- Staff Psychology (Scott and Donna) who provided an accessible extended service throughout the event to ensure support and availability to our patients.
- Parker, Nadine and Kirby who covered the front of the hospital while our amazing volunteers were asked to stay safe at home. Notably, Darcy, who came in over the weekend and manned the front by himself (a lonely task when only a few people were in).

These are just a few examples of so many stories that I have come across. CKW team, YOU ROCK!



It has also been a joy to meet and connect with staff during night shifts – a wonderful opportunity to engage with people I don't usually have the pleasure of working alongside. As a night shift nurse for many years myself, I was excited to be out on the floor in a familiar setting. I am constantly amazed by the dedication and compassion that our team demonstrates.



We had 60 staff stay on Friday and 15 staff stay on Saturday night, plus many across the other sites. Your commitment has made all the difference. You've all exemplified our CKW Values, and I am so grateful for your tireless efforts.

Finally, I challenge each of you to continue to spread positivity – take a moment to say hello to the people you pass in the corridors and remember that we are all part of a shared mission. Treat each patient as a guest in our hospital and provide the care and support they deserve.

Thank you again, from the bottom of my heart, for everything you have done during this challenging time. Your resilience, teamwork, and compassion are what make CKW such an extraordinary place to work and a beacon of care for our community.

Baby Theodore Alfred



In the midst of the chaos of Cyclone Alfred, a beautiful story emerged about baby Theodore Alfred who was able to head home after a few weeks in the Caboolture Hospital Neonatal Unit.

Baby Theodore Alfred, affectionately known as “Teddy,” was discharged from Caboolture Hospital just days before the cyclone was set to hit the region.

Mum Kaytlin, Dad Aarin and older sisters Allison, 13, and Isabella, 15, based in Burpengary, were thankfully not in a flood zone – but they still faced the uncertainty of whether they would be able to bring their newborn home safely ahead of Tropical Cyclone Alfred.

“We were going back and forth for days, not sure whether we should take him home or stay in the hospital. We were assured we could stay if the cyclone hit, but we really wanted to get him home beforehand,” Kaytlin said.

Read more about the story behind Teddy’s middle name on the [Metro North Newsroom](#).

International Women's Day (8 March)



Wishing our staff a belated Happy International Women's Day. This year's theme was 'accelerate action'. In an environment with so many amazing women working together as leaders, International Women's Day is important recognition and a call to action.

Unfortunately, this International Women's Day celebrations were interrupted by the cyclone. I want to give the day the credit it deserves and take a moment to thank and celebrate the incredible female leaders (and you are all leaders!) who make CKW a place of care, compassion, and excellence. Each day, you bring your dedication, resilience, and expertise to our facilities, making a profound impact not only on the lives of those we serve but on the future of healthcare.



Just before 'Alfie' moved in, I was privileged to be on an International Women's Day panel for the Business Professional Women (BPW) Moreton Bay. BPW is part of the international network supporting and growing women with a focus on addressing relevant issues for today's working women and growing future leaders. The panel included Jade Sharp a former international gymnast, coach and youth advocate and Candice Kiss a successful business owner. The key messages from the panel were:

Sharp a former international gymnast, coach and youth advocate and Candice Kiss a successful business owner. The key messages from the panel were:

- You have a voice, and you should use it to build yourself and others up.
- Believe and achieve – never give up on your goals.
- Support each other – we are stronger as a group than as many individuals.
- Look after other, listen and be kind.

You are the leaders, the caregivers, the innovators, and the role models who inspire the women of tomorrow to dream big and achieve greatness. Your commitment to advancing patient care

and supporting your colleagues contributes to building a stronger, more inclusive future for all.

To all the women in our facilities, your hard work and unwavering passion shape the lives of those around you. Thank you for everything you do. Today, we honour and celebrate you!



To hear one of our incredible leaders in action, listen to Dr Michelle Davison who did in an interview with Moreton Bay's 101.5FM Morning Magazine program for International Women's Day on Thursday 6 March. They discuss International Women's Day and the critical work that women do in emergency care hospital work. Thank you, Michelle! Click [here](#) to listen.

Happy (belated) International Women's Day!

Advanced Care Planning Week



National Advance Care Planning Week, 17 – 23 March, is the perfect time to have a conversation with your loved ones and health providers so they know what matters most to you and respect your treatment preferences.

Desre Arnold is the Advanced Care Planning Facilitator for CKW. Desre provides guidance on planning for future health care, by enabling patients to make decisions now about the health care they would or would not like to receive if they were to become seriously ill and unable to communicate their preferences or make treatment decisions. Ideally, advance care planning will result in patient preferences being documented in a plan known as an advance care directive and the appointment of a substitute decision-maker to help ensure the patients preferences are respected.

Desre will be onsite next week showcasing ACP and supporting patients, community members and staff. Please look out for her and have a conversation about your advanced care planning.

Monthly CKW all-staff forum

We are in the process of finalising a date for an all-staff forum toward the end of this Month. We will send out a meeting request shortly. The agenda of this forum will be:

- ieMR
- Post cyclone wrap-up
- Explanation of executive roles in disaster management
- Research award winner ceremony
- General Q & A
- Details and announcement of our first staff award! Plus, you all get to vote and choose the name of the award on the day.



Bribie Island (Yarun) Satellite Health Centre Yarning Garden



The Project Team at the Bribie Island Satellite Health Centre has recently begun work on completing the Yarning Garden, located outside the Aboriginal and Torres Strait Islander Health Hub.

As shown in the photos, the sandstone chairs and fencing have already been installed, and efforts are now underway to plant grass and other selected plants, with completion expected soon. The plants have been thoughtfully chosen to complement the natural surroundings, with some possessing healing properties, such as gumbi gumbi and melaleuca. Additionally, there will be bottlebrush trees and other shrubs, all contributing to a serene and harmonious garden space. A water feature will also be incorporated into the design, providing soothing sounds to enhance the tranquil atmosphere.

The official opening of the Yarning Garden will take place on Monday 31 March from 10am - 11:30am. There will be a morning tea and tour of the garden available for community and staff.



Have your say survey

Team: Patient Support Services

You **told** us that you need improved connection with supervisors and managers, including clearer instruction on policies and procedures.

We **interpreted** this to mean that there is a need for the supervisors to have further education to be better equipped to provide direction and instructions for the employees working on the floor.

We **have:**

- Enrolled all Supervisors in the 00 Leadership Program 2025.

- We are compiling new task outlines, workbooks, ward folders for all ward throughout the hospital which include clear direction for the operational supervisors and managers in their roles and responsibilities in the workplace.
- Foster a culture of collaboration and teamwork and encouraging staff members to support each other and share knowledge.
- Ensure our staff have the tools and resources they need to succeed whether it's cleaning tools, training, or guidance.
- Ensure our team feels comfortable coming to supervisors and managers for guidance or clarification when needed.
- Model the qualities and Metro North values we employees to demonstrate, such as accountability, punctuality, and commitment to the service.

Tell us about what your teams have done in response to the survey at [ASK KARLENE](#)

ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live
Days: 53, Hours: 21, Minutes: 35

ieMR progress update

As we approach ieMR go-live on 7 May 2025, downtime preparedness will be a key focus for all staff across Caboolture and Kilcoy Hospitals.

Knowing what to do during a system outage is a crucial aspect of ieMR readiness. Prior to go-live, ieMR downtime kits containing crucial downtime resources will be delivered to all clinical areas across Caboolture and Kilcoy Hospitals.

Following last week's interruption by ex-Tropical Cyclone Alfred, our ieMR Project colleagues commenced downtime kit education sessions at Caboolture Hospital yesterday. These sessions will continue from next week onwards.

The downtime kit education sessions will provide a comprehensive overview of how to use the resources contained within the ieMR downtime kits. Please contact your ward or department lead to learn when the team is visiting your area.

In addition to the downtime kits, ieMR Downtime Viewers (DTVs) will also be installed across all clinical areas. Click below to learn more about what a DTV is and how to use it in the event of an ieMR downtime event.



Emergency Management

Following 'Alfie's' visit, I thought it was important to take a few weeks to focus on emergency management. For this week, I am going to pose a few questions and am keen for you to respond if you have any thoughts to [ASK KARLENE](#).

Do you know who our CKW Incident Commander is?

I am! However, if an event happens after hours the Hospital Coordinator takes on this role until the On-Call Executive or I can take over.

Do you know what a BCP is?

It is a Business Continuity Plan (BCP) and each of your areas have one – they provide the plan and details of how to manage your unit when different emergencies happen. It is important that you read yours (and let your manager know if there are gaps or things you are concerned about in it). It is also important you know how to find the BCP when you need it in an emergency situation. Make sure you know of its location before you are in a stressful position.

Reflection

We are back to business as usual across CKW, but I know many of you are still cleaning up and dealing with the ongoing effects of the weather event. As I reflect on a whirlwind two weeks, I wanted to use this space to again say thank you to you all, you truly are a great team to work with.

While International Women's Day (IWD) has passed in a blur, it is for me is a period where I reflect on the amazing women (and men) I have had and still have in my life, both personally and professionally who continue to support me to learn, grow and be strong every day. Those who lean in when things get tough, reach out to provide support, lift each other up, and just spend time to find joy and kindness. Through these actions of my outstanding network of people, I am inspired and strengthened.

Every IWD, I am reminded of the importance in the power of lifting each other up and never cutting people down. The people around me who do this are the people I am inspired by.

To each and every one of you reading this, you are one of the members of my networks and I think you are amazing. You inspire me to keep going and help me to believe that together we can achieve what others believe is impossible in the provision of great care to our community.

Again, thank you, Kia Kaha (stay strong) and look after each other!

Please send through any ideas or amazing stories of your colleagues.

Quote of the day

"I define a leader as anyone who takes responsibility for finding the potential in people and processes, and who has the courage to develop that potential" - Brene Brown



**Got a question
or suggestion for the
CKW Executive Director?**

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

