



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,

Well, another week has gone flying by with another tier three due to high demand, and also week four of our ieMR roll out. Caboolture Hospital is now consolidating and getting faster with the system, while ironing out a few processes. Mental Health went live this week and Kilcoy are in final preparation to go live next week.

This week we celebrate National Reconciliation Week (27 May – 3 June), an important week, marking two significant milestones: the 1967 Referendum that gave Indigenous Australians equal rights in the census and the 1992 Mabo High Court decision.



This year the theme is “Bridging Now to Next”, reflecting the important connection between past, present and future... the importance of learning from the past and together moving forward on our reconciliation journey.

National Reconciliation Week is a time for all Australians, those born here and those of us who live here, to learn about the history, culture and achievements of Aboriginal and Torres Strait Islander people. It is a time for each of us to think about how we can

contribute to the reconciliation journey, and I really encourage each of you as this week closes, to identify at least one action or area of learning that you can personally take. This may be as simple as attending one of the courses we run, or talking to one of our amazing Aboriginal or Torres Strait Island team members about their experience.

We also observed National Sorry Day on Monday 26 May. National Sorry Day is a day of acknowledgement and remembrance for the Stolen Generations. The 26 May 1997 was the day that the *Bringing them Home Report* was tabled in Australian Parliament. This report outlined the forced removal of Aboriginal and Torres Strait Island Children from their families. National Sorry Day is a time to acknowledge the harm caused by this process and recognise the strength of the survivors, while focusing on ongoing work towards reconciliation and healing.

As we reflect on this week I strongly encourage everyone to undertake the [Trauma Informed Care module on TMS](#) that has key reminders on how we can work with our community with compassion in a trauma informed way, while also teaching us about the impact of generational trauma.



National Reconciliation Week event

On Tuesday, the CKW Reconciliation Action Plan Working Group held an event to commemorate National Reconciliation Week, I was unable to attend due as I was at Kilcoy Hospital with the Board however I was told it was a great event.

Thank you to everyone who attended.



HAVE YOUR SAY STAFF SURVEY

NOW OPEN

Dates extended

While we have been busy at Caboolture focusing on the ieMR rollout, the Have Your Say staff

survey has gone live. It is great to see that 32% of people across CKW have responded so far. Many thanks to those of you who have gone in and completed it.

Luckily, the Have Your Say staff survey closing date has been **extended to Sunday, 8 June 2025**. This is great news, as now we are settling with ieMR it is an opportunity for you all to take the time to complete the survey.

It's important we hear from you about what's working well and where we can improve so that your feedback can contribute to our future strategies.

I know it is a busy and demanding time, and it may feel overwhelming to find time to do the survey, however, it is your opportunity to give feedback. You don't need to complete the survey in one go, you can log in and out. You can also just answer the questions that are important to you. Any responses will be rolled up into the reports.

For more information or support, visit [QHEPS](#).

[Take the survey now](#)

CKW Nursing and Midwifery Excellence Awards



On Thursday, we held our annual CKW Nursing and Midwifery Excellence Awards. These awards are usually celebrated early in May between the International Day of the Midwife and International Nurses Day. This year, with the rollout of ieMR at Caboolture we chose to hold off until we were in the consolidation period of this major change so that people could attend the event.

It was great to celebrate this event for the first time with Vanessa Smith, our new CKW Director of Nursing and Midwifery; Alanna Geary, MN Chief Nursing and Midwifery Officer, and our Nursing and Midwifery leadership team.

Many thanks to Rebekah Rawson who MC'd, the QSuper team, and The Common Good which sponsored the event. A huge shout-out also to Parker and Kirby who did a great deal of the organisation for the event.

Congratulations to the award recipients.

You can see the full list of winners and photos from the award presentation in the message earlier today.

Graduate of the Year - Midwife

Winner - Sacha Clarke, Maternity Services
Highly commended - Shanika Tappert, Maternity Services

Graduate of the Year - Nurse

Winner - Bailey King, Mental Health

Assistant in Nursing

Winner - Stacey Robinson, Emergency Department

Enrolled Nurse of the Year Award

Winner - Jacinta Duncan, Medical

Deadly Nurse/Midwife of the Year

Winner - Sandra Burton, NUM Ward 4C
Highly commended - Kiarna Smith, MGP Ngarrama

Professional Practice and Clinical Excellence Nurse or Midwife of the Year

Winner - Marlene Burrows, Perioperative
Highly commended - Belinda Mathieson, Paediatrics

Nurse/Midwife Leader of the Year

Winners - Rebekah Rawson, Paediatric Emergency and Deborah Kenneth,

Registered Midwife of the Year

Winner - Shannon Newton, Antenatal Clinic
Highly commended - Alina Fagan, Maternity Services

Registered Nurse of the Year

Winner - Lauren Smyth, PACE
Highly commended - Rhonda Smith, Mental Health Ward 1

Maternity Services

Highly commended - Tarryn Day, Ward 3A

For photos of the individual winners please see the earlier message.???

Thank you to Q Super, part of Australian Retirement Trust for their ongoing support of the event.

CKW Staff Forum

On Wednesday, we held our monthly staff forum – thank you to those who attended.

The forum was an opportunity to remind us all that the Metro North Compassionate Care Principals were developed by Metro North Chief Executive, Jackie Hanson, following meetings with patients and their families as part of the Caboolture Hospital Surgical Review. We have been (and continue with Principal Seven later today) showcasing these principals in my messages.

At the forum we shared Kyle's story. Kyle unfortunately passed away while in Metro North's care. There were many learnings from Kyle's stay with Metro North and his parents bravely and graciously shared their reflections of Kyle's story to allow us all to think and reflect how we can do better, and how the Compassionate Care Principles need to be embedded in our practice.

I encourage you all to take the 15 minutes to [watch Kyle's story](#).



We also announced our Star of Service for **May: The Health Informatics Team**.



Over the past eight months of the ieMR project, the Health Informatics Team have managed both BAU and project workload to support the organisation with system and data management. The team have been clinician and patient-focused on process mapping and redesign of workloads. The team worked tirelessly to plan and implement ieMR. Well done to the entire team!

This month our Values in Action Awards go to:

- Emma Bushby (Teamwork)
- Eileen Moore (Teamwork)
- Ruth Aley (High Performance)
- Cheryl Fourie (Compassion)
- Hunter Eye (Teamwork)
- Ella Armstrong (Teamwork)
- Michelle Weldon (Integrity)

Congratulations to you all – being recognised by your peers, community and manager is so precious - especially in our work, where everyone gives so much all the time.

Please send any nominations for recognition through to [ASK KARLENE](#).

Kilcoy Board Meeting

On Tuesday, the Metro North Board meeting was held at Kilcoy Hospital. Board members enjoyed the wonderful country hospitality and met with members of the Hospital Auxiliary and the team out at Kilcoy.

The Board heard from the Auxiliary how important the hospital is to the community and how committed they are to continue to support us.

When Board meetings are held on our sites, we are also provided the opportunity to give a Clinical Directorate update. Following my presentation to the Board they asked me to pass on their thanks to you all for the hard work you all do, with acknowledgement of the growing presentations we are seeing, and the successful roll out of the ieMR at Caboolture and the coming roll out at Kilcoy and PeMR at Woodford.

With the Metro North Board and Senior Executive Team present, we also took the opportunity to present the April Star of Service award to Jessica Peele who was unable to attend the April Staff Forum and a Certificate of Appreciation to the Kilcoy Auxiliary for their 50 years of ongoing support.





Kilcoy Auxiliary Fete



Last Saturday we spent a beautiful day at the Kilcoy Hospital Auxiliary Fete. This event is always a lot of fun but this year was even more special, as it was also the celebration of the 50th Anniversary of the Auxiliary.

For this special celebration, we had many former Auxiliary members present as well as current members including President and Vice-President Lesley Warren and Denise Modistach, as well as current Patrons Terry Gabberdy and Ida Moffett. Five decades of community service is no small contribution and it was a great celebration.

The Auxiliary (in conjunction with our team) also unveiled the memorial plaque for long-term Auxiliary member and president, Caril Davis, who passed away just before the fete last year (2024).

The fete brings together members of the Kilcoy community to connect and raise funds for the

hospital through raffles and the famous donated goods auction. We thank the Kilcoy Hospital Auxiliary for their compassionate dedication to our community.



LGBTQ Domestic Violence Awareness Day

The Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) [Domestic Violence Awareness Day](#) is held annually on 28 May, during Domestic and Family Violence Prevention Month.

It is about helping to end violence and abuse within LGBTQ communities by increasing visibility and understanding and giving hope and courage to victims and survivors.

Metro North Allied Health encouraged staff to purchase and wear a 'Seen and Believed' rainbow t-shirt to show their support for the day.

Unfortunately, we had a miss on the photos so next year we will be sure to capture them!



Transit Lounge opening

The new Transit Lounge opened on Wednesday. It is a lovely purpose built area and the staff were excited to be working in an area that facilitates a patient and family centric discharge from our Caboolture site.

Please take the opportunity if you are passing to say hello to the staff and look at the amazing facility.



Also, while I was in the lounge, I noted the team's Staffing board which also highlighted the Fire Warden board. I really thought it was fantastic and encourage you all to think about how your fire wardens are identified in your areas.

This is also a good reminder to ensure your General Evacuation, Fire training and Fire Warden training (if you are a warden) are up to date.

Compassionate Care Principle Seven – True and Adequate Informed Consent

True and adequate informed consent in healthcare ensures patients understand and agree to the medical treatment or procedure they are about to undergo. It is a process, not a one-time event, and it plays a critical role in respecting patient autonomy, upholding ethical standards, and protecting patient rights.

What does true and adequate informed consent involve?

Informed consent is only valid when it meets certain criteria. For it to be true and adequate, it must be based on the following elements:

- Voluntariness (freedom from coercion)
- Capacity and competence
- Clear understanding
- Disclosure of information
- Clarity of communication
- Time to reflect
- Documentation of consent

Why is true and adequate informed consent important?

- Patient autonomy
- Legal protection
- Trust in the healthcare system
- Ethical responsibility

Best practices for achieving true and adequate informed consent:

- Clear, simple communication
- Check for understanding

Provide time and space for questions

- Respect the patient's decision
- Ensure support for vulnerable populations

What's On - May

MAY

'25

WHAT'S ON

- ★ CYSTIC FIBROSIS AWARENESS MONTH
- ★ DOMESTIC AND FAMILY VIOLENCE PREVENTION MONTH
- ★ NATIONAL PALLIATIVE CARE WEEK 11 MAY - 17 MAY
- ★ NATIONAL VOLUNTEER WEEK 19 MAY - 25 MAY
- ★ RECONCILIATION WEEK 27 MAY - 3 JUNE

- ★ FRIDAY 2 MAY - ADMINISTRATIVE PROFESSIONALS DAY
- ★ MONDAY 5 MAY - INTERNATIONAL DAY OF THE MIDWIFE
- ★ MONDAY 5 MAY - LABOUR DAY PUBLIC HOLIDAY
- ★ MONDAY 12 MAY - INTERNATIONAL NURSES DAY
- ★ MONDAY 26 MAY - NATIONAL SORRY DAY
- ★ FRIDAY 31 MAY - WORLD MS DAY

CKW EVENTS

- IEMR GO LIVE - WEDNESDAY 7 MAY
- HAVE YOUR SAY SURVEY - 12-30 MAY
- NATIONAL VOLUNTEER WEEK MORNING TEA 19-23 MAY
- KILCOY HOSPITAL FETE - SATURDAY 24 MAY
- RECONCILIATION EVENT - TUESDAY 27 MAY
- CKW STAFF FORUM - WEDNESDAY 28 MAY
- CKW NURSING & MIDWIFERY AWARDS - THURSDAY 29 MAY

Which Values in Action do you identify with most?



Each week, I am going to feature a different staff member and ask them which of the five values they identify with most and why. This week, Pharmacy Administration Officer Kelly Clayson has chosen **COMPASSION**.

Showing compassion comes in many different forms, it's one of the most important values to me because our community and colleagues deserve empathy, respect, helpfulness, and kindness. Being a part of the Pharmacy administration team, we are the first port of call for patients and family members coming into the dispensary. Hospital visits are some of the hardest times for our patients so showing compassion goes such a long way. We show our support to the community and our colleagues by creating a safe and welcoming space which we take great pride in.



Spotlight on Health Equity Strategy Key Performance Areas

The Metro North Health Equity Strategy 2022-2025 provides the pathway for cultural change and consists of five priority areas for inclusion in our local strategy. Each KPA consists of an executive sponsor and two co-leads. I wanted to hear from the working group leads on what their dedicated KPA means to them and why they are passionate about it.

KPA 4 – Influencing the social, cultural and economic determinants of health: Executive Sponsor Vanessa Smith, Co-leads Eileen Moore and Marcia Morris.



Vanessa Smith, Director of Nursing and Midwifery

As lead for KPA 4 for CKW my role is to collaboratively and inclusively influence the social, cultural and economic determinants of health for Aboriginal and Torres Strait Islander people. I'm passionate about KPA 4 and to be working with Marcia and Eileen. Together we have a shared focus to attract, grow and retain our Aboriginal and Torres Strait Islander workforce particularly new graduate nurses and midwives within our catchment in collaboration with the University of

Sunshine Coast. Our recruitment focus aims to improve health and wellbeing of our Aboriginal and Torres Strait Islander people by adopting an integrated approach.



Eileen Moore, Nurse Navigator

As a nurse, a Murri Nurse, it is my privilege to be a lead for KPA 4- influencing the social, cultural and economic determinants of health for Aboriginal and Torres Strait Islander people.

I look forward to working closely with Marcia and Vanessa to make sustainable change for mob within the health care systems and experiences for mob accessing health care. I have an invested approach to support and grow the Aboriginal and Torres Strait Islander workforce for all areas and disciplines.

Marcia Morris, Nursing and Midwifery Director Women, Children and Families

As a nurse and midwife, I feel very privileged to be a lead for KPA 4- influencing the social, cultural and economic determinants of health for Aboriginal and Torres Strait Islander people. My role supports the work of the Women, Children and Families service line which comprises of several individual units each with different and varied cultural engagement.

I am a strong advocate for supporting partnerships within the hospital and the community and work closely with the Ngarrama Midwifery Group Practice team to ensure Aboriginal and Torres Strait Islander women and families receive safe cultural and clinical care within the context of a



multidisciplinary hub model.

I am very determined to support and grow the Aboriginal and Torres Strait Islander nursing and midwifery workforce and the service line has recently collaborated with Metro North to support a number of student midwives through cadetship.



Staff Profile - Charli Elaine Coutts

Do you identify as Aboriginal and/or Torres Strait Islander?

I identify as Aboriginal.

Where is your Mob from?

My great grandmother was born in Cunnamulla in 1922, but she was removed from her mother at 18 months old and adopted by a white family. Because of that, she never knew her mob and that knowledge was lost to us. I've made it my mission to reconnect with culture and honour the legacy that was taken from my great grandmother and Nan. While I don't know the exact country or mob, I walk with respect and a strong desire to learn and connect.



Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services?

I did an Assistant Nursing traineeship through Arcare Caboolture for nine months where I was working and also doing assignments. In April last year I was then employed at Redcliffe Hospital where I continued my Assistant Nursing up until I started my Support Officer role.

What is the name of your Role?

My role here is Aboriginal and Torres Strait Islander Support Officer.

Which site will you working at? Caboolture Hospital or Caboolture Satellite Hospital or Bribie Island Satellite Hospital?

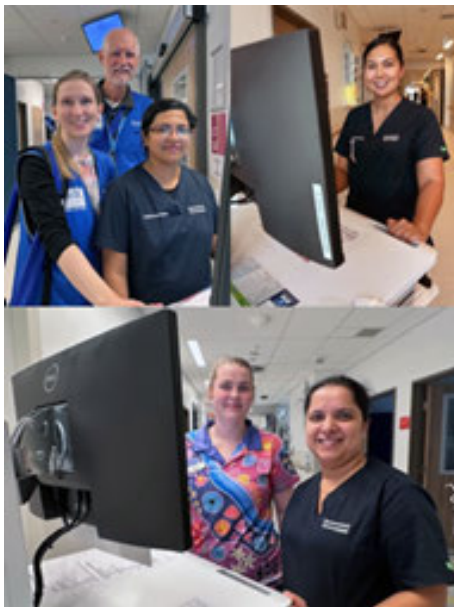
I will be based at Caboolture Satellite Health Centre.



ieMR Project update

A big congratulations to start - the entirety of Caboolture Hospital is now live with the ieMR!

Our final wards transitioned to documenting in the digital patient record last week, with our on-campus Mental Health colleagues having all transitioned this week. Thank you to everyone for your continued professionalism, perseverance, and positivity.



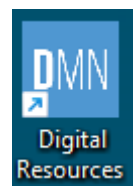
Please remember 24/7 support remains available if you require it. Reach out to your local area floorwalker/s (identifiable by their blue vests) or call **1800 921 342** if you need assistance with an ieMR issue.

Kilcoy Hospital is up next for go-live, with Kilcoy's ieMR transition commencing this coming Monday, 2 June 2025. The ieMR Project team (pictured above) have been at Kilcoy this week preparing for go-live.

Please [click here to check the go-live sequence on QHEPS](#) and see when each area of Kilcoy Hospital will be going live.

A few key points of focus for the coming week, below.

- Ensure you regularly check the battery levels of workstations-on-wheels (WoWs) in your clinical area, and plug-in any WoWs that are running low on battery. When charging WoWs, it is important that they are each plugged into an individual wall socket, and not 'chained' together using the WoW-mounted power boards for charging, as this can cause an electrical overload.
- Complete your monthly downtime viewer (DTV) checks, and ensure you know where your area's DTV and downtime kit are located. Monthly DTV checks are an important part of ensuring we're ready in the event of an ieMR system outage, with downtime resources (including the [Downtime Viewer Monthly Checklist](#)) available [here](#) on the DMN Resources website.
- Speaking of the [DMN Resources site](#) – make sure you are familiar with where you can access your ieMR support materials. All you need to do is click the blue 'DMN' icon on your desktop to search for ieMR quick reference guides (QRGs), video resources, business-as-usual support contacts, and more.



Reflection

Well, as I read over this message, I realise how busy this week has been and why I am feeling a little tired.

This week I have had the pleasure of visiting three of our sites, Caboolture, Kilcoy and Woodford, and speaking to staff and patients. What gives me the most joy as I move across our sites is everyone's honesty and generosity in sharing and chatting to me.

Whether we discuss things you like, sad events your team are facing, challenging situations that you are struggling with, strategies we are implementing that you are not enjoying or things you want us to hear and do - you are kind and committed to working with us to improve, and show the respect of listening to us to understand why things are working in the way they are.

I really ask you all to take the time to honestly and openly share with me when you see me but also with our whole executive team as we are out and about – or even make the time to come

and see us.

We are working through some strategies to set time aside where people can drop in to an area where we (the Executive team) can be found easily for a yarn with us regularly to ensure you all have this opportunity ... if you have ideas of how we can do this please send me a note on [ASK KARLENE](#).

Quote of the day

HE AHA TE MMEA NUI O TE AO?

HE TANGATA, HE TANGATA, HE TANGATA

What is the most important thing in the world?

It is people, It is people, It is people

This is a Maori proverb that stays with me always....



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford



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