

Metro North Health

Message from the

Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Summary:

- Thank you to volunteers during PIA
- Move to Tier 1 ARI
- Ward 4A opens
- CKW Staff Excellence Awards
- Winner of Race to Uluru

Message feedback



Audience: All staff



Read time: 9 min



For: Information

Kia Ora CKW team,

This week has seen the continued Queensland Nurses and Midwives Union (QNMU) Protected Industrial Action (PIA) in response to the negotiation of their contract/enterprise negotiations of the Nurses and Midwives Award.

I want to sincerely thank those of our team and the broader Metro North team who have volunteered to help support the PIA on our site.

We at Metro North and CKW support the rights of our staff to enact PIA, we also support and respect the rights of staff who choose not to enact PIA.

Please ensure that you all act within the values of our organisation, and our CKW Caring together: [Living our Values Charter](#), as we go through this time.

Tier 1 Acute Respiratory Illness Response (ARI)

CKW and Metro North Health transitioned to **Tier 1** of the ARI Response Plan last Thursday 17 July. This shift reflects current community trends and I want to thank you all for your continued vigilance and commitment to safe, high-quality care throughout the respiratory season.

In line with Tier 1 we **encourage staff to wear surgical masks** if you feel more comfortable doing so. Visitors are also encouraged, but not required, to wear masks. If you're unsure

what Tier 1 means for your work area, please speak with your **NUM, line manager or Infection Prevention** team for guidance.

A reminder that if you're feeling unwell, **please stay home** and if your **fit testing is overdue**, take steps to update it as soon as possible.

Opening of Ward 4A

As most of you are aware, we have had significant demand for emergency and inpatient care across the CKW Clinical Directorate, leading us to open extra areas to look after patients.

On Monday this week, we permanently reopened ward 4A as an inpatient ward. This ward was decommissioned when the Clinical Services Building opened and while we are still recruiting medical and nursing staff, it was great to move patients into a purpose-built inpatient area.

A big thank you to Tracy Zammit (A/NUM 4A) for leading the team in this opening. Also, thanks to Janelle Chin for ensuring that the infrastructure works and equipment was all ready to go, Erin Panzenhagen who led the move and Jason Murphy (ieMR project team) who after just having completed the ieMR roll-out, stepped back in to ensure we were set up to open another clinical space. Additionally, thanks to all the staff who focused in and modified their ways of working to make this a successful move and opening of additional capacity to manage our patients.

I truly recognise that when we do these openings, while better for our patients, they do cause significant challenges for our service delivery.

A huge thank you to all for having our patients and community at heart!



CKW Staff Excellence Awards

I am pleased to announce that nominations are now open for this year's CKW Staff Excellence Awards.

Nominate a colleague or team who you feel deserves recognition for their outstanding work across 13 award categories.

Anyone who works at CKW can be nominated, including work units and teams, as well as individual staff, volunteers and students.

[Nominations](#) will be open until 5pm, on Friday 1 August.

More information to come on award ceremony which is sponsored by QSuper, part of Australian Retirement Trust

Congratulations Ward 3B on winning the Race to Uluru!

After **nine days** and over **800 laps** combined across the **six participating wards**, Ward 3B has reached Uluru first, earlier this week. Well done Ward 3B on nabbing the 'Race to' prize for the second year in a row!

Also, congratulations to Ward **4D** who won second prize - Mobility Champions, who had a staggering **82 per cent** of the journey to Uluru completed.

Congratulations to all wards involved. It was amazing to see the teamwork across the site including all who were encouraging patients to keep mobile while in hospital.

I also want to recognise the EAT, WALK, ENGAGE team who led and arranged this event – I was disappointed not to be at the start or the finish this week. Also, thank you to all the teams involved, as we all know promoting mobility is really important in preventing functional decline in our patients (our number one hospital acquired complication).



DonateLife Week 27 July - 3 August

Four in five Australians say they support donation, but only one in three are registered to be a donor on the Australian Organ Donor Register. In 2025, DonateLife want all Australians to [register](#) as organ and tissue donors and be the reason someone else gets a second chance at life.

Barbara Williams Associate Clinical Nurse Consultant and Donation Specialist Nurse, currently has a display set up in the foyer. Please stop in and say hi and find out why the conversation about organ and tissue donation with your family and loved ones is so important.

Barbara will be handing out special DonateLife cupcakes to key clinical staff on Wednesday 30 July.

I invite staff to wear **Pink (magenta)** scrubs, or hair accessories to show support for a public awareness during DonateLife week.

New appointments and recruitment

Deputy Director of Medical Services - Associate Professor Mark Mattiussi



I would like to welcome Associate Professor Mark Mattiussi to Caboolture Hospital.

Mark has kindly agreed to provide support to CKW and the DMS office until 17 August 2025, while recruitment is underway for the Deputy Director Medical Services position. Mark joins us from his substantive position as Chief Medical Officer and Director Medical Services at RBWH, and we are greatly appreciative of the wealth of knowledge, experience and fun he brings to CKW.

Acting Director of Surgery - Dr Michael Rudd



Dr Michael Rudd, whose substantive position is Surgical Staff Specialist at RBWH, will be Acting Director of Surgery part-time until 31 August 2025, while Dr Dinesh Ratnapala has elected to take a break from the position and focus on clinical work.

Please join us in welcoming Michael to CKW.

Acting Director of Finance - Katherine (Kathy) Carey



Kathy has been the Business Manager at Caboolture Hospital for one and a half years. Most of you will know Kathy as she covered Brett last extended leave. Kathy will be covering the Director of Finance until January, while Brett is on an extended (and awesome sounding) holiday.

A big thank you from us all to Kathy, as she takes on this role.

Assistant Nursing Director, Clinical Governance Unit - Karen Zillman

Karen has been successfully appointed to the Acting Assistant Nursing Director, Safety and



Quality, in the Clinical Governance Unit for six months while Corrina is seconded to a project at Nambour Hospital (Sunshine Coast HHS).

Karen brings a wealth of knowledge and experience in Clinical Governance and comes to us from Metro North Clinical Governance. Many of you will know Karen from her previous stints here. We welcome Karen and her calm professionalism back into our team.



Stop Racism. It Starts with Me

A couple of weeks ago, I mentioned the rollout of the Aboriginal and Torres Strait Islander Anti-racism campaign. I encourage you to review the information on the intranet [here](#).



There is a number of short videos that articulate racism, the impact and what our responsibility is, no matter what our role is. I encourage you to watch this [video](#) with your colleagues and team.



Expression of interest - End of Life Care working group

We are setting up an End of Life (EOL) working group and this is a call for anyone passionate about End-of-Life Care to join the membership of EOLC Working Group. Please send your interest to Monique.Wildeboer@health.qld.gov.au.

The Palliative Care Unit team will be available to share their wisdom and best practice across CKW. However, we all know that EOL care is delivered in all clinical areas and therefore it is essential that we include staff from all clinical areas across CKW.

JULY

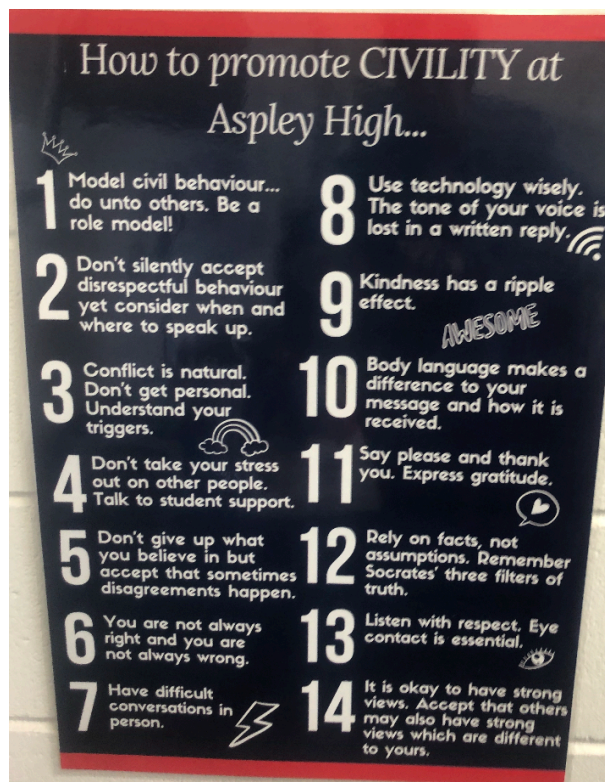
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WHAT'S ON

- ★ QLD SCHOOL HOLIDAYS 29 JUNE - 13 JULY
 - ★ NAIDOC WEEK 6 JULY - 13 JULY
 - ★ NATIONAL DIABETES WEEK 13 JULY - 19 JULY
 - ★ NATIONAL PAIN WEEK 24 JULY - 30 JULY
 - ★ DONATE LIFE WEEK 27 JULY - 3 AUGUST
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- ★ COMING OF THE LIGHT - TUESDAY 1 JULY
 - ★ WORLD HEPATITIS DAY - MONDAY JULY 28

CKW EVENTS

- NAIDOC EVENT - WEDNESDAY 9 JULY
- BISHC TURNS ONE - THURSDAY 17 JULY
- WEDNESDAY NIGHT FOOD TRUCKS 5PM - 8PM
- CKW STAFF FORUM - TUESDAY 29 JULY



Staff Feedback

As you all know, I do appreciate staff feedback and welcome you to use the [Ask Karlene](#) link. My goal is to always reply to queries quickly, so please let me know if I haven't.

Following my message last week, I received the attached image from a member of our staff. They stated that I had reminded them of a sign they saw at a school on how to promote civility. They stated, "It seems like an old-fashioned term, but still very relevant today, especially for high schoolers", and I note health workers!

The staff member thought the tips were a great reinforcement that I could share.

Thank you for sending this through Irene!

Reflection

As I support crewed an ultra-trail run last week, I was thinking about perception – let me first say I am a much better runner than I am a support crew. Support crew is a terribly stressful job! As I jogged alongside my runners in the last few kilometres, it was interesting to hear the range of sentiment, from, "He's going to divorce me", "Why has this not finished

yet? We have done the 50k", "Aren't you lucky they have added another 5km for free" (that may have been me!), to many other varying views.

As I returned to work on Monday, I was out and about chatting to some teams and hearing about how they were doing with the pressures of their current roles. As I was driving home a little bit later that night, I found myself thinking how much I missed clinical practice and how different those pressures are to my current role.

The next day, someone commented to me they would not do my job for quids. Which while my initial response was to laugh, made me think I actually do love my job and the ability to work with patients, staff and community to improve care and access.

It was a good reminder to truly check in with people, with not only a hello and how are you but a listening ear and a conversation together and to always look for the positive – the glass is half full not half empty, though not always easy.

Quote of the day

"Hearing is listening to what's said. Listening is hearing what isn't said."

Simon Sinek



Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Kind Regards

Karlene Willcocks
Executive Director,
Caboolture, Kilcoy and Woodford

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision

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



**Queensland
Government**

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