

Metro North Health

Message from the

Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Summary:

- Ariana Doolan MP visits Caboolture Hospital
- Administration award ceremony
- National Aboriginal and Torres Strait Islander Children's Day
- Metro North Safety & Quality Month
- HELIX Innovation Accelerator Program

Message feedback



Audience: All staff



Read time: 7 min



For: Information

Kia Ora CKW team,

As we continue to navigate the challenges and opportunities to meet the needs of our community, I want to take a moment to reflect on the way we show up for each other, our patients and their families. At the heart of everything we do is our shared commitment to **lead with a strong heart, compassion and kindness**. These values are not just words - they are the foundation of the culture we continue to build together across Caboolture, Kilcoy and Woodford.

Ariana Doolan MP visits Caboolture Hospital

On Monday, Metro North Board Chair Bernard Curran and local state member for Pumicestone Ariana Doolan, joined Dr Ted Chamberlain, Kylie Sykes, Aleesha Hampson, Dr Arif Shaikh, Rosie Trent, Dr Emma Donaldson and I, for a tour of some key areas, including Emergency, ICU, Paediatrics, GEM/Palliative Care and the Neonatal Unit.

Ariana was interested in how we care for our patients including our palliative care model. She was also interested in the design of the Paediatric Ward and how we were working to improve the environment, observing the recently renovated playroom and roof tiles. Organ



donation was another topic, as we met with ICU staff and Barbara Williams our Donation Specialist Nurse and discussed how to register as a donor.

Thank you to Bernard and Ariana for taking the time to tour our facility.

Administrative Professionals Day award ceremony

It was wonderful to celebrate our administration teams on Thursday, with the Administrative Professionals Day award ceremony. This event unfortunately had to be rescheduled from earlier in the year. It was a truly great event to recognise the outstanding and highly commended nominees across the five Metro North values. I am pleased to announce the following awards:

Respect - outstanding award: Ava Bailey, highly commended: Ellen Roos

Integrity - outstanding award: Michelle Scobie, highly commended: Heather Tucker

High Performance - outstanding award: Emma Wheeler-Keats, highly commended: Rhemy Hinckesman

Compassion - outstanding award: Amanda Aarts, highly commended: Judith Arama

Teamwork - outstanding award: Kirby Harwood, highly commended Rebecca Skoczylas

Congratulations to you all and thank you for the work you do across such a broad range of key roles in our facilities. We could not care for our community or do our work without your support and you are certainly the face of our hospital for many of our consumers.

Tahnee Shaxson wrote a beautiful poem for the admin team, you can read it [here!](#)



National Aboriginal and Torres Strait Islander Children's Day

On Monday 4 August, we hosted an event for the National Aboriginal and Torres Strait Islander Children's Day. The first celebration on 4 August 1988, was chosen to communally celebrate the birthdays of children of the Stolen Generations. Historically, children who were removed from their families and communities, many of the children didn't know when they were born, were all given 4 August as their birth date.

The theme for 2025: ***Little Footsteps Big Future*** – celebrating our leaders of tomorrow and honouring our children's journey through culture and connections to country, community and family. Culture plays a vital role in our lives and being able to pass knowledge onto our jarjams (children) is also important in giving Aboriginal and Torres Strait Islander people strength and connection.

I'd like to thank all those who participated in our amazing event on Monday, especially all our VIPs - Clara, Tapiri, Sunny, Eli and Kurtleigh – who created a beautiful canvas with hand and footprints that will have pride of place on one of our wards.

Thank you to members of the CKW RAP Working Group – Parker and Janita for organising such a wonderful morning.



Metro North Safety & Quality Month

August is Safety & Quality Month at CKW and across Metro North. Creating a strong patient safety culture is everyone's responsibility. One of the most effective ways we support that culture is by reporting and escalating safety concerns. I encourage all staff to stay informed about your responsibilities for reporting clinical and non-clinical incidents, including near misses, in Riskman.

This week we are highlighting the work of the Safety and Quality staff.

Sepsis Clinical Nurse Consultant – Celine Hill

CKW was the first hospital in Queensland to introduce a dedicated sepsis nursing role.

Celine's passion for this role is in supporting sepsis education, auditing, policy development and clinical reviews. Celine also helps other health services create similar roles and is a go-to resource for all things sepsis.

Mortality & Morbidity Officer - Cheryl Fourie

This role oversees all aspects of patient deaths at the hospital, from clinical reviews to coordination with coroners and families. It also supports quality improvement through mortality and morbidity meetings and audits. For Cheryl, being able to support a patient's end-of-life journey is an honour and the reason why she loves her job.

Patient Safety Officers - Stephanie Baker, Megan Mowbray, Melissa Petty

While their primary focus is on Severity Assessment Code (SAC 1) incidents, Patient Safety Officers (PSOs) also proactively identify potential risks to patient safety by analysing data and identifying themes linked to reported incidents. PSOs review adverse events and near misses to determine contributing factors and root causes, helping inform system improvements and prevent recurrence. A key skill for this job is building relationships with compassion and good communication, whilst balancing clinical competency.



HELIX Innovation Accelerator Program

HELIX Hub, as part of a Healthcare Excellence and Innovation (HEI) is hosting the 2025 HELIX Innovation Accelerator Program to drive frontline-led change across Metro North.

This is another great opportunity for Caboolture Hospital staff and clinicians who want to tackle real-world healthcare challenges, redesign care models, improve workflows, and

spark lasting impact.

You can find out more at a special Q&A session, on Friday 15 August from 9:30am. Click [here to register for that session](#), or to find out more, [click here](#).

What's On - August

AUGUST

'25

WHAT'S ON

- ★ WORLD BREASTFEEDING WEEK 1 - 7 AUGUST
- ★ DENTAL HEALTH WEEK 4 - 10 AUGUST

- ★ JEANS FOR GENES - FRIDAY 1 AUGUST
- ★ MORETON BAY EKKA PUBLIC HOLIDAY - MONDAY 11 AUGUST
- ★ DAFFODIL DAY - THURSDAY 21 AUGUST
- ★ RED NOSE DAY - THURSDAY 28 AUGUST
- ★ WEAR IT PURPLE DAY - FRIDAY 29 AUGUST

CKW EVENTS

- NATIONAL ABORIGINAL AND TORRES STRAIT ISLANDER CHILDREN'S DAY - MONDAY 4 AUGUST
- YARNING TABLE - WEDNESDAY 6 AUGUST
- ADMINISTRATIVE PROFESSIONALS DAY AWARDS - THURSDAY 7 AUGUST
- CKW STAFF EXCELLENCE AWARDS - THURSDAY 28 AUGUST

Reflection

It's been a great week for our clinical directorate engaging with our community and celebrating our staff. I know most of you have been very busy clinically managing the ongoing demand for care from our community, for which I am grateful.

As clinical health professionals, you engage with our community every day, not for special events and celebrations, but because they are vulnerable, in need of our help and often distressed and scared.

In every orientation and staff forum, I ask three things of you all:

1. Lead with kindness
2. Say "hello" to everyone you pass in the corridors
3. Treat people as you would in your own home (this is our work home and we invite every person into this work home)

I ask you to do these things with a surrounding of compassion and respect. Our goal at CKW is to be a hospital that cares. These small things have been shown to change work cultures and also behaviours of whole hospital communities.

Thank you for your ongoing commitment to ensuring our patients are cared for safely, our community trusts us and we have a great place to work (even when we are busy!).

Quote of the day

"How do we change the world? One random act of kindness at a time."

Morgan Freeman



**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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