

Metro North Health

Message from the

Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Summary:

- 2025 CKW Staff Excellence Awards
- Speech Pathology Week
- Grand Rounds with Dr Dinesh Palipana
- Metro North Safety & Quality Month
- Health Equity showcase film

Message feedback



Audience: All staff



Read time: 5 min



For: Information

Kia Ora CKW team,

On Tuesday, we hosted the Metro North Board meeting at Caboolture Hospital. It was our pleasure to take the Board and Metro North Senior Executive Team members on a tour through our facility. The Board passed on their thanks to all our staff for the care, dedication and focus on meeting our community's needs, acknowledging the growth in our community being seen in our increasing demand. They also commented on how the environment at Caboolture was very friendly and welcoming – this is fantastic feedback for us all – thank you.

Yesterday's **2025 CKW Staff Excellence Awards** were a fantastic celebration of the incredible dedication and achievements of our people. With an amazing turnout, the event was a true reflection of the pride and spirit within our hospital community. It was an important opportunity to pause and recognise the outstanding contributions of staff across all areas, whose compassion, skill and commitment make such a difference every day. Celebrating these achievements together reminds us how vital it is to acknowledge and value the exceptional work happening across CKW.

Thank you again to Chris Clark and Amanda Kirkwood from QSuper – your ongoing support is greatly appreciated by all of us, The Common Good Cafe for sponsoring with the wonderful catering, Christopher Ewin and Thomas Casey for hosting, and of course, Parker Michaels for all the organising and glitter to ensure such a spectacular event.



CKW Star of Service Award

I am pleased to announce the **CKW Star of Service winner for August** is Jeannine Monk from Facility & Support Services.

Nomination: Jeannine is a leader who truly leads by example, consistently demonstrating the Metro North Values in her day-to-day work. She shows professionalism, integrity, and compassion in every interaction, ensuring both patients and staff feel supported and valued.

Her ability to foster teamwork and collaboration has been instrumental in creating a positive and inclusive culture within Patient Support and across the wider Facility Services team. Jeannine's proactive approach, problem-solving mindset, and dedication to excellence ensure operational challenges are met with confidence and solutions that work for everyone.



Speech Pathology Week (24 - 30 August)

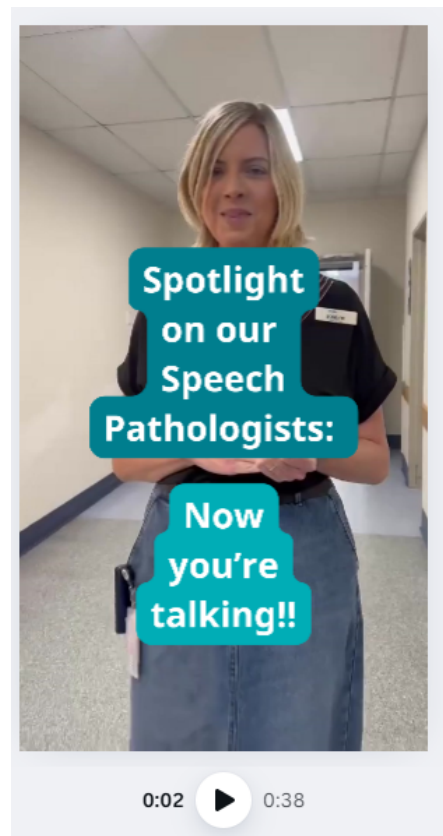
This week is Speech Pathology Week and a chance to recognise the vital role speech pathologists play in supporting people of all ages to communicate effectively and safely.

From helping children develop language skills, to assisting adults recovering from illness or injury and ensuring safe swallowing and mealtime management, speech pathologists make

a profound difference in people's lives.

Their expertise helps improve independence, wellbeing and quality of life - reminding us that communication is a basic human right.

Check out CKW paediatric speech pathologist Joanne on the [Metro North Facebook](#) page explaining more about her role.



Grand Rounds with Dr Dinesh Palipana

We were honoured to welcome Dr Dinesh Palipana to Caboolture Hospital. All who attended had the privilege of hearing his powerful insights and lived experiences, shining a light on the challenges faced by people living and working with disabilities.

Dr Palipana reminded us that while some disabilities may be visible, many are not, a reminder to us all of **invisible disabilities** and how debilitating, lonely and scary these can be. It served as an important reflection for us all – to remain mindful, compassionate, and kind in every interaction, as we may never fully understand the struggles another person is carrying.

A key message from his talk that deeply resonated with the audience was:

"You may not be able to change the world, but you may be able to change the world for one person."





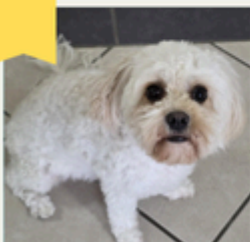

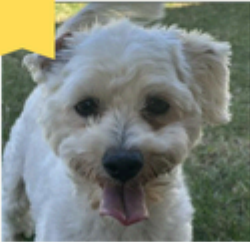
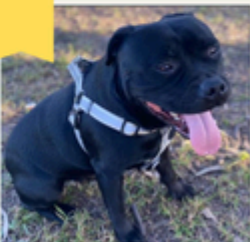
This reminder reinforces the impact we can each have through empathy, support, and small acts of kindness. Thank you to Dr Palipana for sharing his story and inspiring us to continue striving towards a more inclusive and understanding workplace and community.



Metro North Safety & Quality Month

This is the last week of Safety & Quality Month at CKW and across Metro North. This week we are highlighting the work of the Clinical Governance Unit, plus a picture of their pets.

Metro North
 Safety & Quality Month
Metro North Health

 <p>Narika Symes Director, Clinical Governance</p>	 <p>Karen Zillman A/ Assistant Nursing Director</p>	 <p>Kyarni Hewett Executive Support Officer</p>	 <p>Sarah Magee Administration Support Officer</p>
 <p>Eevie Floof</p>	 <p>Marley & Sunny Zillman</p>	 <p>Arlo</p>	 <p>Floyd Magee</p>

2025 CKW Research Symposium

The fourth annual CKW Research Symposium will be held in the Caboolture Hospital Education and Skills Centre and online via [Microsoft Teams](#) on Wednesday 3 September.

The symposium will include research and quality improvement presentations and posters



from the current and previous year, culminating in keynote speaker Professor James Ward. For more information on the program, click [here](#).



Health Equity showcase film

In July, Metro North Health proudly launched the [Metro North Health Equity Strategy 2025–2028](#) — marking the next chapter in our Health Equity journey. This strategy reinforces our steadfast commitment to delivering equitable health care for Aboriginal and Torres Strait Islander peoples across all our hospitals and health services.

Achieving health equity is a shared responsibility, and it requires the dedication of every member of staff here at CKW. I am committed to continuing this important work and walking alongside our community to ensure our services genuinely reflect their needs, priorities, and voices.

At the launch, Elders, community members and staff spoke powerfully about the significance of the health equity agenda — what it means for community, and the responsibility we hold to get this right. Their words were a timely reminder of the work ahead. I encourage you to watch this inspiring video [here](#).



CKW SET Staff Forum

On Thursday 4 September, we'll be hosting a special SET Staff Forum with the Acting Chief Executive, Dr Liz Rushbrook talking more about the Metro North Have Your Say results and discussing the Metro North

Health Strategic Plan update. I look forward to seeing you all there. If you can't make it in person, join us on [Teams](#).

What's On - September

SEPTEMBER ————— '25

WHAT'S ON

- ★ CHILD PROTECTION WEEK 5 - 11 SEPT
- ★ PROSTATE CANCER AWARENESS MONTH
- ★ WORLD ALZHEIMER'S MONTH
- ★ DEMENTIA ACTION WEEK 15 - 21 SEPT

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- ★ BRAVEHEARTS DAY - FRIDAY 6 SEPT
 - ★ WORLD SUICIDE PREVENTION DAY - WED 10 SEPT
 - ★ R U OK? DAY - THURS 11 SEPT
 - ★ WORLD PATIENT SAFETY DAY - WED 17 SEPT
 - ★ WORLD HEART DAY - MON 29 SEPT

CKW EVENTS

- CKW SET STAFF FORUM - THUR 4 SEPT
- YARNING CIRCLE CSHG - FRI 5 SEPT
- CKW STAFF FORUM - WED 24 SEPT

Reflection

It's been a fabulous week of celebration and reflection at CKW which makes me truly grateful to be part of such an amazing team who genuinely care about the community they serve and the patients they care for. It's been a week of thinking about the breadth of services we provide across a big footprint in the Metro North area and with that, the diversity of the population we serve.

The most salient messages to me this week are:

1. **Invisible disability** – it is so important we lead with kindness and compassion while considering what others are dealing with. It truly brings home the importance of those three things I ask of us all who work across CKW:

- Lead with kindness
- Say hello to everyone (while observing and helping others when needed)
- Treat everyone as if they are visitors in your own home (this is our work home and we invite everyone in)

2. The importance of **recognising our colleagues** – this is so important when we think about our vision of being a **great place to work**, reflecting the **quality care** we provide and supporting the **community trust** we need to be effective in our role.

Quote of the day

"Kindness begins with the understanding that we all struggle."

Charles Glassman



**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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