

Metro North Health

Message from the

## Acting ED Caboolture, Kilcoy and Woodford

Dr Ted Chamberlain



### Summary:

- Executive update
- CKW monthly staff award winners
- Christmas decoration winners announced
- Administration hub toy drive
- CHRP reaches completion
- CKW Pet of the Week

Message feedback



**Audience:** All staff



**Read time:** 5+ min



**For:** Information

Dear CKW team,

The tragic events at Bondi Beach have deeply shaken our community and reminded us how fragile life can be. In moments like these, fear and anger can feel overwhelming, but they also highlight the responsibility we share to respond with care, humanity, and unity.

We work in healthcare and have the privilege to help people feel better. In a world full of hate and animosity, we have the opportunity to make the world a better place - one patient, one colleague, one stranger at a time. The work we do places us in a unique position to lead with compassion, calm, and kindness when it is needed most.

Please be generous and look after yourselves and the people around you. Through empathy, connection and care, we honour those affected and reaffirm our commitment to healing - not just bodies, but our nation.

### CKW Monthly Award Winners

Thank you to everyone who attended the CKW December Staff Forum on Thursday both in person and online. It was great to be able to recap on the year that was and hand out the last staff awards for 2025.

I am proud to announce the **CKW Star of Service winner for December** is Dietetic Assistant

Samara Donovan:

*On Tuesday evening 18 November, the menu system was unable to print dinner tickets in the middle of the dinner service due to an unplanned print server outage. Samara investigated the problem and proceeded to accurately follow the downtime procedures in the Manual to find a solution to resolve the issue. She escalated the fault to Digital Metro North and this quick action meant that the outage only lasted for one hour. Samara effectively directed her team to communicate the problem to wards and potential delays to meal service, and she converted to manual processes for tickets during the outage. As a result, all patients were fed and there was no delay to the kitchen workflows and no overtime required. Samara calmly and safely managed the situation and facilitated the best possible outcome for patients and the service.*

Congratulations also to the **Values in Action awards for December:**

- Carpark Team – Integrity
- Volunteers – Teamwork
- Bribie Island Satellite Health Centre (Yarun) – High Performance
- Ward 4C – Teamwork
- Justine Leach – High Performance

## Staff Christmas barbecue

The Christmas festivities kept going with a staff Christmas barbecue following the staff forum. As a small token of our appreciation for all your hard work this year, it was lovely to see you all come together, take some well-deserved time out and enjoy some food.

A big thank you to Parker and Kirby for putting this together and for all of your hard work throughout the year, Clinical Council for sponsoring the Zooper Doopers and the executive team who helped to cook and serve.



## Christmas decoration competition winners

I want to sincerely congratulate everyone who took part in this year's Christmas decoration competition. It not only puts a smile on staff faces, but they are sure to brighten up the experience for our patients as well. It was astounding to see the dedication and creativity around the theme 'C is for Christmas'. At times, we were lucky to experience singing, hot chocolates, cookies and even a live chrysalis on one of the Christmas trees. This year was extremely tough to choose the winners and deliberate through the 23 fantastic entries. I am proud to announce the winners for 2025:

Best Overall – Ward 3A

Best Clinical Area – Ward 3A

Highly Commended Clinical Area – Children's Ward

Best Office – Executive Support Office

Most Creative Interpretation of the Theme – Nurse Navigator Office

Most Compassionate and Consumer-Centred – Mental Health Short Stay

Most Heartfelt Community Engagement – Administration Hub

Best Christmas Tree – Garden Team

Best Singing – Ward 4C/CCU

Most Interactive – Food Services and Operational Services

### Best Overall - 3A Christmas Cruise



You can view all the CKW decoration competition entries [here](#).

### Administration Hub Christmas Toy drive

I would like to sincerely acknowledge and commend the Administration Hub for their compassion and commitment to bringing joy to our patients.

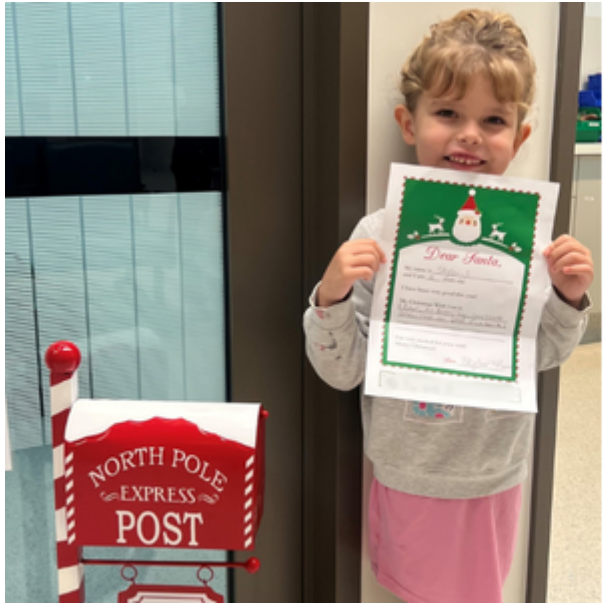
As part of the team's Community Christmas concept, the introduction of "Claus Communication" has been a wonderful initiative. By setting up a Santa letterbox and letter templates in the Paediatric Emergency Department the team has created a simple yet meaningful opportunity for children to experience the magic of Christmas while in hospital.

One of our patients, Skylar, was delighted to learn that Santa's elves would be collecting her letter and delivering it to the North Pole. Her excitement was a beautiful reminder of the difference these thoughtful gestures can make. Her personalised reply from Santa has been posted to her home by the administration team.

The Community Christmas theme extends beyond Claus Communication, with additional initiatives including an anonymous Christmas card connection, where patients write cards that are delivered to other patients across the facility. It also included a community toy drive where a total of 201 gifts for children were collected and donated to the Child Safety Service Centre and Kindness in Care.

Thank you to everyone involved for embodying the spirit of Christmas and for the care, generosity and joy you bring to our community every day.





## Caboolture Hospital Redevelopment Project reaches completion

I'm delighted to share that the Caboolture Hospital Redevelopment Project is now complete – a major milestone for our hospital and community.

This transformative project reflects years of planning, collaboration and hard work by the project team, our CKW staff and builders. It has significantly expanded and modernised our facilities, increasing our capacity to meet the growing healthcare needs of the Moreton Bay region and enabling more patients to access care closer to home.

Key outcomes of the redevelopment include:

- A new five-storey Clinical Services Building with expanded medical wards, a larger Emergency Department, upgraded Intensive Care, new Palliative Care and Geriatric Evaluation and Management units, and an expanded Cardiac Care Unit
- Six modern operating theatres with dedicated recovery spaces
- Refurbished areas across the existing hospital, including the Neonatal Unit, Medical Day Unit, Transit Lounge, Pharmacy and Pathology, Mortuary and Services Block
- A new Day Chemotherapy Unit and Aboriginal and Torres Strait Islander Health Services Unit
- A new BEMS Building and central energy plant
- A new multi-storey carpark with over 1,000 parking spaces and improved sitewide parking
- A new and expanded Common Good Café
- An expanded and refurbished kitchen
- Nurse call and air handling unit upgrades across the campus.

Beyond increasing capacity, this redevelopment has created a contemporary environment that supports our workforce to deliver high-quality care with dignity, respect and compassion.

Thank you to everyone involved in design, construction, clinical planning, project delivery, commissioning and service readiness. Your commitment has ensured the success of this project and will benefit our community for decades to come.



## New anti-racism fact sheet available

Racism has no place in our facilities or workplaces.

New [fact sheets](#) are now available to support staff to understand how to report racism, the different reporting pathways available and what happens after a report is made. These resources reinforce Metro North's commitment to a confidential, trauma-informed, and fair process, with staff wellbeing at the centre.

We all have a role to ensure culturally safe environments where staff feel supported to raise concerns without fear of reprisal.

**STOP**  
**RACISM**  
**It Starts with Me**

Please encourage your teams to review the fact sheets and to speak up if they experience or witness racism. Eliminating racism is a shared responsibility, and leadership visibility is key to making this commitment real.

### **Aboriginal and Torres Strait Islander Leadership Program - participant and mentor EOI available**

After incorporating feedback from participants and stakeholders, round two of the [Metro North Aboriginal and Torres Strait Islander Leadership Program](#) is now open for participant and mentor applications. As an organisation we are committed to health equity and closing the gap. Part of this is growing and developing our Aboriginal and Torres Strait Islander workforce and I'd encourage all line managers to consider nominating team members who fit the criteria for the program.

#### **Who can participate?**

The program is open to Metro North Health Aboriginal and Torres Strait Islander staff members from all levels and streams. Nominations will be sponsored by line managers for candidates who demonstrate teamwork, a positive work performance, and a contribution to achieving organisational and team goals. Applications will remain open until the new year. [Find out more and nominate.](#)

#### **Become a program mentor**

Mentorship will play a pivotal role throughout each participant's leadership journey. Both identified and non-identified staff are welcome to become mentors in the program, contributing to a supportive environment for participants and offering the transfer of skills along the way.

For further details on participant nominations and expressing interest as a mentor, please visit the [QHEPS page](#).



### **Improving our culture**

In January, Metro North will host some co-design sessions for shaping Metro North's future organisational culture. If you are interested in participating, please complete the [Organisational Culture Co-Design Session - Expression of Interest form](#). Please note: places are limited and we will be aiming for a representative cross-section of our workforce.

For more information, please contact [Hannah Reed, Director Organisational Culture Transformation](#).



## CKW Pet of the Week

This week's CKW Pet of the Week belongs to Rebecca Armstrong, PACE Executive Support Officer.

**Name:** Ronnie

**Breed:** Labrador

**About me:**

Ronnie should have been called Denis, after Denis the menace.

Ronnie's favourite chew toy is the Christmas tree.

All jokes aside, he is super cute, and we love him very much.

To have your pet featured, please send a photo

and the above details [here](#).

## Christmas wish

*Dear Santa, All I want for Christmas is...less anxiety, more time to relax, an empty email box and more energy!*

Please look after each other and our patients over this festive season.

Kind Regards

**Dr Ted Chamberlain**

Acting 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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