

Metro North Health

Message from the

Acting ED Caboolture, Kilcoy and Woodford

Dr Ted Chamberlain



Summary:

- Executive update
- Welcome 2026 junior doctors
- Invitation to join the Metro North Multicultural Health Staff Working Group
- Improving our culture
- Meet the Aboriginal and Torres Strait Islander Senior Health Workers
- CKW Pet of the Week

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear CKW team,

As we return to work following the holiday period, I would like to warmly welcome everyone back. I hope those of you who were able to take leave enjoyed some well-earned time with family and friends, and that you are feeling refreshed as we move into the year ahead. I would also like to sincerely thank the many staff who worked over the holidays to ensure our patients and community continued to receive safe, high-quality care. Your dedication and professionalism are greatly appreciated.

I also want to acknowledge and thank Karlene Willcocks as she steps away from her role at CKW to focus on her wellbeing and consider future opportunities.

On behalf of the team, I want to express our sincere gratitude to Karlene for her leadership, dedication, and strong advocacy for the communities of Caboolture, Kilcoy and Woodford. Her commitment to improving healthcare outcomes, her collaborative approach, and the genuine care she has shown for both our community and our staff have made a lasting impact. It has been a privilege to work alongside her and to share in both the challenges and achievements of this journey.

I am sure you will join me in wishing her all the very best for improved health, happiness, and success in whatever comes next.

I will be covering the role of Executive Director on an interim basis and can be contacted via Executive_Director_Cab-Kilcoy@health.qld.gov.au.

Thank you all for your ongoing commitment and support.

Welcome 2026 junior doctors

It was a pleasure to welcome the 21 junior doctors who commenced their orientation on Monday. We are delighted to have you joining our teams and thank you for choosing Caboolture, Kilcoy and Woodford directorate for this important stage of your careers.

On behalf of our executive and clinical leaders, I wish you all the very best as you begin your journey with us and for the bright futures ahead in your medical careers.



Invitation to join the Metro North Multicultural Health Staff Working Group

The purpose of the working group is to provide a safe and inclusive environment for all employees, regardless of their cultural backgrounds. Along with their allies, the group will work collaboratively to support the Metro North multicultural workforce, with visible actions such as workforce education and workforce focus, and the celebration of their experience and contributions.

Working group members will be asked to contribute an hour of their time each month, with meetings delivered via Teams.

If you would like to join this working group, please fill in [EoI - Multicultural Health Staff Working Group – Fill in form](#)

Farewell Karollee Pollock

Karollee commenced her nurse hospital training in March 1978 in Maryborough. Following completion of her training, she travelled overseas for 12 months, including four months working in London. Upon her return to Australia, Karollee worked at Redcliffe Hospital before returning to Maryborough Hospital in late 1982, where she held a position in the Intensive Care Unit (ICU).

Karollee continued her career in Maryborough, working in ICU and later as a Hospital Coordinator, before moving to Hervey Bay Hospital when it first opened. During this time, she undertook secondments as Elective Surgery Coordinator within the Preadmission Clinic.

In 2014, Karollee relocated to Brisbane and successfully secured the inaugural Clinical



Nurse Workforce position at Caboolture Hospital. She has since enjoyed further secondments, including workforce roles at the Royal Brisbane and Women's Hospital, as well as Hospital Coordinator roles.

We wish Karollee a happy retirement filled with good health and happiness and sincerely thank her for her significant contributions to Caboolture Hospital.

Improving our culture

Last year, Metro North commenced a dedicated piece of work around improving organisational culture. We know that culture matters to staff – how staff feel when they come to work and how they are supported to do their best work.

The work builds on the findings from the Have Your Say (HYS) survey, helping to understand why some of the common themes identified in the HYS survey continue to trend. It will take a deeper look into how factors in the day-to-day work environment including systems, leadership visibility, behaviours, cultural habits, physical and psychological safety can enable or hinder high quality care and performance.

Around 2,000 staff from across Metro North including Caboolture, Kilcoy and Woodford Directorate participated in the Culture Fitness Diagnostic (CFD) survey late last year. This survey forms part of a broader diagnostic approach and complements the HYS survey by exploring the organisational leadership and system factors that can enable or get in the way of positive staff experience across different roles, services and locations. Broad themes emerging through this work, including leadership consistency and visibility, communication, transparency and trust and system friction, have been informed by a combination of targeted one-to-one diagnostic interviews and facilitated group sessions with frontline clinical, operational and administrative staff, alongside the CFD survey. Key pain points identified relate to processes, workload and competing demands that can erode goodwill over time.

Findings from the CFD survey, together with insights from the completed one-to-one and group diagnostic sessions as well as HYS data will inform upcoming co-design sessions with staff and leaders. These sessions will help shape an organisational culture plan, expected to be in final draft by the end of February and released later in March.

Thank you to those staff who have taken the time to participate in this important initiative. I will continue to share updates as this work progresses.

Vidcast - Board Chair and Chief Executive

Join Metro North Board Chair Bernard Curran and Chief Executive Nick Steele to discuss the strategic priorities and focus areas for Metro North Health in 2026.

Tuesday 20 January

1pm

[Join via Teams](#)

Staff are invited to ask questions in advance.

[Ask a question in advance](#)

[Join the vidcast](#)

Staff recruitment and movements

- Nikia Goldsmith has resigned from her position of Manager of Performance and Planning as and has accepted a permanent position at Redcliffe Hospital. I want to sincerely thank Nikia for her tireless and important work and wish her all the best in her new role at Redcliffe.
- We are pleased to announce the commencement of Sam Scheffe in the temporary position of Nursing and Midwifery Director - Workforce and Innovation. Sam will be with us until 15 March 2026.
- Gary Von Dohren will be Acting Nursing Director - Surgical and Intensive Care Service. Gary will be with us until Sunday 1 March 2026.

Welcome to CKW, Gary and Sam!



EOI extended - Aboriginal and Torres Strait Islander Leadership Program

As an organisation we are committed to health equity and part of this is growing, developing and supporting our Aboriginal and Torres Strait Islander workforce.

The Metro North Aboriginal and Torres Strait Islander Leadership Program is a unique opportunity for development and there's still time for eligible staff to apply, with the closing date extended to 31 January 2026.

The program is open to Metro North Health Aboriginal and Torres Strait Islander staff members from all levels and streams with a focus on emerging leaders. Nominations will be sponsored by line managers, for candidates who demonstrate the criteria.



We are seeking both identified and non-identified staff to become program mentors and join the Metro North Mentoring Program pool. If you're passionate about supporting Aboriginal and Torres Strait Islander staff and shifting the dial in the Health Equity space, please express your interest.

Find out more about the program, how to apply and becoming a mentor on [QHEPS](#).

Meet the Aboriginal and Torres Strait Islander Senior Health Workers

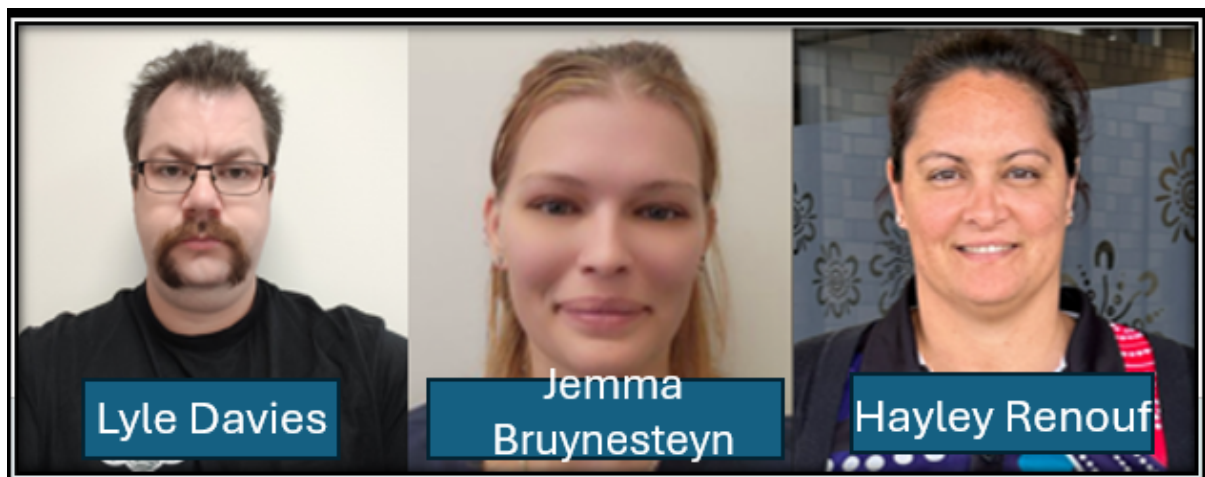
About the Role:

Aboriginal and Torres Strait Islander Health Workers play a vital role in meeting the health and wellbeing needs of Aboriginal and Torres Strait Islander peoples. Working collaboratively within multidisciplinary teams, the role contributes to the delivery of comprehensive, culturally appropriate primary health care services, encompassing both clinical and non-clinical care.

Key Responsibilities:

The scope of practice for Aboriginal and Torres Strait Islander Health Workers varies depending on the service setting and individual qualifications. Responsibilities may include, but are not limited to:

- Conducting physical health assessments and screening, including non-invasive observations as part of the Annual Aboriginal and Torres Strait Islander 715 Health Check
- Assessing and supporting the social and emotional wellbeing of clients
- Supporting the development and implementation of routine clinical care plans
- Promoting healthy lifestyle changes and preventative health strategies
- Providing care in accordance with established care plans and treatment protocols
- Supporting Aboriginal and Torres Strait Islander clients to safely and effectively manage medications
- Delivering health education related to risk factors, including tobacco use, alcohol consumption, healthy eating and physical activity
- Supporting patients with self-management of their health conditions
- Advocating for patients, including assisting with interpreting and translating languages to support effective communication and access to care.





What's On - January

JANUARY

WHAT'S ON

- ★ WORLD BRAILLE DAY - 4 JAN
- ★ AUSTRALIA/SURVIVAL DAY - MON 26 JAN
- ★ CERVICAL CANCER AWARENESS MONTH

CKW EVENTS

- TPCHE 40 YEAR LAUNCH - THURS 22 JAN
- JANUARY STAFF FORUM - WED 28 JAN



CKW Pet of the Week

This week's CKW Pet of the Week belongs to Leanne Chester from the finance team.

Name: Happy

Age: 10

Breed: Jack Russell

About me:

Happy is a much-loved foster failure. I looked to rehome Happy when she was 6 years old after she'd become known as the local chicken murderer and was angering the owner of the chickens by trespassing.

Happy loves her humans, especially my husband. She wakes us up around 5am for her daily walk, chase a ball and belly rubs. She hates storms with a passion and can sniff a snake or rodent out from inside the house.

Her favourite food is anything we are eating but without a doubt she loves her chicken best.

To have your pet featured, please send a photo and the above details [here](#).

Quote of the day

"Cheers to a new year and another chance for us to get it right."

Oprah Winfrey

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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