



CHECKUP

Annual Report 2021-2022



Acknowledgement of country and commitment to diversity

CheckUP staff and board respectfully acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to the land, water and community. We pay respect to Elders past and present, and future leaders.

CheckUP strongly supports equality for all. We embrace diversity and condemn any kind of discrimination, be it on the basis of race, religion, ethnicity, sexual orientation, gender identity or disability.



Contents

- Message from the Chair and CEO.....4
- Strategic priorities5
- 2021-22 Highlights.....6
- Outreach programs.....8
- 2021-22 Outreach highlights 10
- Eye and Ear Surgical Support 12
- Clinical governance..... 14
- Digital initiatives 15
- Our Outreach health service providers..... 16
- Be Well Learn Well 18
- Allied Health in Remote Schools Project20
- Genomics for GPs.....21
- Access for All: Disability Awareness for Mainstream Health Providers22
- Health Workforce Programs 24
- Industry Skills Advisor for Health25
- Health Gateway to Industry Schools Program.....26
- Queensland Mental Health Week.....28
- Our Members30
- Meet our Board.....32
- Senior Leadership Team.....34
- Reconciliation.....35
- Corporate Services.....36
- Our team36
- Milestones.....36
- Commitment to child safety and wellbeing.....37
- Shine Wellbeing Program.....37
- Communications and Engagement38

CheckUP's Annual Report was prepared by the Engagement team and contributed to by various staff members. Content is correct at the time of publication. The report has been released alongside CheckUP's 2022 Impact magazine, which highlights the impact of our work and shares the stories of our providers. Please note that this document may contain images of deceased persons.

© Copyright 2022. General Practice Queensland Ltd (ABN 56 123 426 111), trading as CheckUP Australia.

Message from the Chair and CEO

It gives us great pleasure to present CheckUP's Annual Report for FY 2021-2022.

2021-2022 has been another successful, albeit challenging, year for CheckUP. Like other organisations, we have remained focussed on being flexible and innovative in our approach despite the pressures and uncertainties caused by COVID-19 and Queensland's flood crises.

You'll see within this Annual Report – and its companion IMPACT magazine – an insight into what has been achieved during the past financial year. This work was made possible through the support of our valued funders, partners, members, and providers. Our heartfelt thanks to all of you for your contribution to our vision of better health for people and communities that need it most. Collectively, we have been able to ensure communities, particularly our most vulnerable, received much-needed access to health services.

Creating healthier communities and reducing health inequities is central to all that CheckUP does. We are very proud that our outreach programs reached 180 towns and communities across Queensland, with 18,220 visits being delivered by our committed service providers.

Commitment to excellence and continuous improvement has been a key theme of our work over the last 12 months. CheckUP has initiated and implemented several quality improvement projects, such as strengthening our service provider registration, contracting and incident reporting processes, as well as undertaking key digital initiatives and upgrades to improve monitoring and reporting of service delivery data. An evaluation team was established to measure the impacts and outcomes of some of our key service delivery programs. The benefits of these improvements are already being realised through enhanced data quality and reporting, as well as streamlined business processes.

We also saw growth in our suite of health workforce programs. Our Health Gateway to Industry Schools Project went from strength to strength over the past

12 months with over 40 schools now formally part of the program. Our Health Gateway team attended numerous career expos, health workshops, and student talks ensuring that students undertaking a VET health course were well-informed about the various pathways to a career in healthcare.

There were significant achievements for our Access for All: Disability Awareness for Mainstream Health Providers project with both the launch of the online training course and the development of an associated app. In the training space, we also launched the Genomics for General Practitioner eLearning course.

As part of our commitment to reconciliation, CheckUP launched our Stretch Reconciliation Action Plan following a broad consultation process. This next step in our reconciliation journey is significant, as it requires us to drive reconciliation, not just internally, but across our external stakeholders.

Connecting people and organisations drives CheckUP's approach to engagement and collaboration. We are honoured to have the support of 35 like-minded member organisations who share our commitment to creating healthier communities. Whilst COVID-19 has limited our direct contact with members during 2021-22, we have valued your virtual input and participation at our events and look forward to strengthening face-to-face linkages over the coming year.

Our appreciation goes to our skilled Board of Directors for their continued stewardship. To the CheckUP staff, thank you for your continued passion, energy, and ongoing contributions. During 2021-22 we went through an organisational realignment to reflect business demands. We continue to work on finding efficiencies, being agile, and accepting of change.

Thank you again to all our stakeholders for your support. We look forward to working with you in 2022-23 when we will be celebrating our 25-year anniversary!



Mr Colin Duff
Chair
CheckUP Board



Ann Maree Liddy
Chief Executive Officer
CheckUP

Strategic priorities

Strategic partnerships

Ensure our engagement with members, stakeholders and investors contributes to our relevance, profile, delivery, and value.

Workforce solutions

Lead community and industry led workforce solutions to ensure services have the capability and capacity to meet future needs.

Outcomes

Establish CheckUP as the leader in delivering measurable and tangible health and educational outcomes in vulnerable communities.

Service and system building capacity

Expand the range of products and services to build service and system capacity and capability.

Core business

Maintain and grow our Outreach services to improve access for vulnerable and disadvantaged people, particularly those in regional, rural and Aboriginal and Torres Strait Islander communities.

Social determinants of health

Co-design and implement initiatives that contribute to measurable improvements to the health of vulnerable people.

Our Vision, Purpose & Values

Vision

Better health for people and communities that need it most.

Values



Collaboration

We are proactive in building long term, mutual and respectful partnerships with external organisations.



Excellence

We are solutions focussed and results driven to meet the needs of our customers.



Innovation

We are forward thinking: we embrace change and seize opportunity.



Integrity

We are transparent and honest in our actions and invest in socially responsible solutions.



Compassion

We act with care and consideration in all our interactions; everyone matters.

Purpose

To create healthier communities and reduce health inequities.

2021-22 Highlights



July 2021

We welcomed Loganlea State High School, Carmel College and Ipswich State High School to the Health Gateway to Industry Schools project.



August 2021

Our third QPHCN event for 2021 focussed on mental health and was extremely well-attended.



September 2021

Our 2021 Health in Focus Survey was opened with Queenslanders invited to share their responses to help identify the main issues regarding their health and healthcare.



October 2021

There was the highest number of registered events ever recorded for Queensland Mental Health Week with 371 events listed on the website, which is managed by CheckUP as the coordinators of the awareness initiative.

CheckUP hosted the inaugural Health Gateway to Industry Schools Forum that featured an opening speech by the Honourable Di Farmer, Minister for Employment and Small Business and Minister for Training and Skills Development.



November 2021

We hosted our Annual General Meeting and launched edition 8 of IMPACT.



December 2021

A webinar was held to officially launch our Access for All: Disability Awareness for Mainstream Health Providers online training.



January 2022

There was plenty of planning undertaken for our busy program of work for 2022.



February 2022

We held a two-day orientation for our newest team members working on the Health Gateway Project in Cairns.



March 2022

CheckUP staff attended the Queensland Workforce Summit, spreading the word about the Health Gateway Project.



April 2022

We launched the Health Gateway to Industry Schools interactive tool – Healthcare is Everywhere.



May 2022

Lynette Anderson was appointed to the position of Aboriginal and Torres Strait Islander Health Lead, a new role at CheckUP.

The Outreach Advisory Forum was successfully held.



June 2022

We proudly launched our Stretch Reconciliation Action Plan (RAP).

The **850,000th** Aboriginal and Torres Strait Islander patient was seen under all Outreach programs.

The **500,000th** patient was seen under the MOICDP program.

The **130,000th** visit to a community by a health professional occurred under all Outreach programs.

The **120,000th** Aboriginal and Torres Strait Islander patient was seen under the Healthy Ears program.

The **100,000th** patient was seen under the VOS program.

Source: CheckUP service delivery data, July 2014 to June 2022.

Outreach programs

Improving healthcare access for Queenslanders

The Australian Government Department of Health funded Outreach programs have become a key component of Australia's healthcare system for more than 20 years, ensuring that people living in regional, rural, and remote communities and Aboriginal and Torres Strait Islander people have access to the high-quality, multidisciplinary team care required to meet their health needs. At a time when workforce shortages and maldistribution pose an existential threat to access to essential healthcare in rural and remote communities, Outreach is a proven workforce solution to provide efficient, comprehensive, high-quality, appropriate, integrated, and sustainable healthcare services. At their core, the Outreach programs improve access by reducing the financial barriers faced by health professionals who provide Outreach services through the reimbursement of expenses such as travel, meals, accommodation, and other administrative costs.

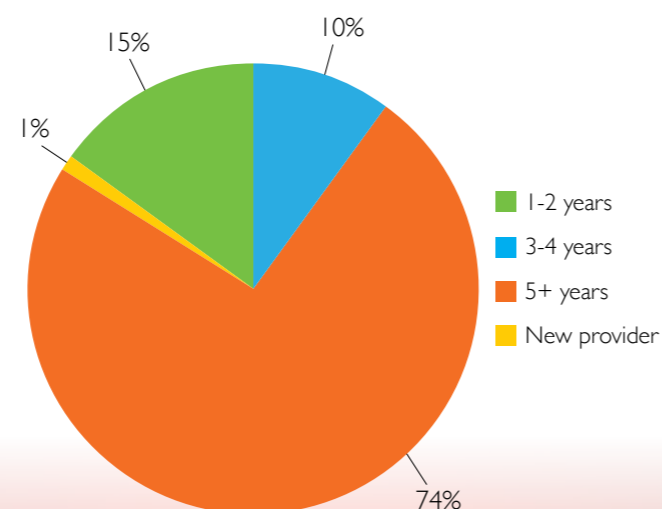
CheckUP is the jurisdictional fundholder for the Australian Government Department of Health's Outreach programs in Queensland. In 2021-22, CheckUP supported approximately 150 Outreach providers to deliver 158,242 occasions of service during 18,220 Outreach visits to 246 locations across the state, with \$16.8 million in Australian Government funding. This equates to an average contribution of \$935 per outreach visit or \$95 per occasion of service provided on an Outreach visit.

An independent analysis conducted by BDO in 2022 estimated that expenditure by health professionals supported by CheckUP in Queensland contributes 145 Full-Time Equivalent (FTE) jobs and \$15.1 million in Gross Regional/State Product. CheckUP's Outreach services were estimated to reduce government costs by between \$7.0m and \$19.9m. This equates to a realised cost saving of between \$1.32 and \$1.92 to the government for every \$1 invested in Outreach services.

Longevity of service forges strong connections

A key feature of the Outreach programs in Queensland is the longevity of our service providers. In 2022, 74% of the Outreach healthcare organisations contracted by CheckUP have delivered services for over five years, many of which continue to employ the same Outreach clinicians. These long-standing Outreach services have enabled CheckUP and our Outreach providers to forge strong connections and relationships with communities, facilitating continuity of patient care, and well-established referral pathways. It is also through our strong provider network that we have been able to achieve significant efficiencies in the coordination of services across all of Queensland. For example, 36 Outreach providers currently deliver their services across two or more PHN regions. Of these, 13 deliver across three or more regions.

Outreach providers by years contracted by CheckUP



Overcoming barriers to delivery

Over the last 12 months, we have also begun to see the gradual easing of travel restrictions and a return to a level of pre-COVID normalcy. However, for people living in rural and remote locations, there have remained some persistent barriers to accessing high-quality healthcare close to home.

Travel restrictions	Patients reluctant to leave home for appointments
Reduced availability of flights	Clinician unable to continue Outreach due to financial or operation impact e.g., redeployment
Increased consultation times required to fulfil COVID-safe practices	Concerns about visiting providers spreading the virus to others in vulnerable communities
Reduced facility capacity to provide support	Clinician unwillingness to travel due to concerns about own health and safety

The figure showcases examples of the barriers reported to CheckUP by providers via their visit reports

To overcome these barriers, CheckUP's locally responsive approach to Outreach service design and delivery has resulted in more than 1,500 service variations issued in response to changing situations to modify funding and delivery models and maintain access to essential health services. This included a significant shift towards telehealth with approximately 200 services changing from face-to-face to telehealth to sustain access to services. This responsive tailoring of services resulted in approximately 2,900 occasions of service, including 1,711 occasions of service for Aboriginal and Torres Strait Islander people, and over 4,520 hours of telehealth delivery.

Quality improvement

Over the last 12 months, CheckUP has also further strengthened the provider registration, contracting and incident reporting process through several ongoing quality improvement projects. Improvements have included a more streamlined credentialing system with better use of the Outreach Management System (OMS) provider portal, as well as additional compliance checks to ensure supplied documents are current and valid against benchmarking standards. Policies and procedures have been developed

to assist with incident reporting, and a new revamped set of patient surveys has resulted in increased patient experience measures of Outreach services. Feedback collected from patients demonstrates a very high level of satisfaction with Outreach services.

Business, contact and payment details	Cultural awareness and capability
Insurances (professional indemnity and public liability)	Working with children policy
Clinical credentials (professional registration(s) and organisation accreditations)	Declaration of any adverse findings

This figure outlines the various areas of CheckUP's provider registration process.

Broad consultation informs future service delivery

While CheckUP undertakes an annual health service planning process, stakeholder engagement is constant. It is an iterative process in which engagement occurs from identifying needs and planning through to post Outreach service implementation, monitoring and evaluation of the services.

CheckUP's regional Outreach planning and coordination engagement is led by our Regional Coordinators and supported by the state-based Outreach team. Throughout the 2021-22 service delivery period, our Regional Coordinators worked in partnership with a wide range of stakeholders to identify and prioritise health service needs in their respective regions across the state, consulting broadly to ensure the views and expertise of Aboriginal and Torres Strait Islander people, communities and organisations were an integral part of the process. These service needs have been used to form a regionally endorsed list of proposed Outreach services.

The 2022-23 Outreach Activity Plan was well-received at the Outreach Advisory Forum on 19 May 2022 with members endorsing the proposed planning process and services. We look forward to working with our providers and stakeholders throughout 2022-23 in implementing this plan to ensure services to improve health outcomes for Queenslanders.

2021-22 Outreach highlights

158,242

OCCASIONS OF SERVICE

occasions of service, or appointments, were delivered through all Outreach health services in 2021-22



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



97,307

of all Outreach health services were accessed by Aboriginal and/or Torres Strait Islander people

18,220

VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS

180

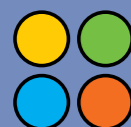
towns and communities were provided with Outreach health services over the 12 month period



VARIATIONS

1,300

Outreach service variations issued over the 12 month period



Trip across Central West



Our Indigenous Eye Health Manager Tanya Morris and Regional Coordinator for Central and Central West Queensland Cassie French ventured on a trip across Central West together in April 2022, visiting Winton, Longreach, Barcaldine, Blackall and Tambo. The trip's aim was to help CheckUP engage with stakeholders and community members to strengthen our relationships in the region, explore what is working well in these communities and identify any needs. While in Barcaldine, Tanya and Cassie attended an Indigenous community consultation and COVID-19 update meeting.

National Aboriginal and Torres Strait Islander Eye Health Conference

After being invited by the Indigenous Eye Health (IEH) at the University of Melbourne to submit an abstract and become a member of the Aboriginal and Torres Strait Islander Conference Leadership Group (CLG), CheckUP's Indigenous Eye Health Manager Tanya Morris (now a former employee) chaired and presented to over 220 delegates at the 2022 National Aboriginal and Torres Strait Islander Eye Health Conference (NATSIEHC22). The conference took place on Larrakia country in Darwin on Tuesday 24 to Thursday 26 May 2022.



At the conference, CheckUP's evaluation team members Philippa Hawke and Edie Stevens (the latter now a former employee) also presented on the PREMs and PROMs project measuring cultural safety and outcomes for patients receiving surgery under Eye and Ear Surgical Support funding.

Successful South West Queensland venture



CheckUP staff Tony Colburn, Cassie French and Tanya Morris travelled across South West Queensland in October 2021 for introductions and engagement opportunities. It was a successful trip, leading to further understanding of what is working well and identifying some gaps in service delivery that could be improved upon.

Visit helps forge links in Longreach

Cassie French spent time in Longreach during October 2021, developing connections and discussing areas for improvement in health service delivery. During her visit, Cassie attended Western Queensland Primary Health Network's Sip and Social Evening – a great opportunity to connect with providers, PHN staff and other stakeholders in the region.

"The visit was very useful for building relationships, and I was able to meet with people who I had only previously spoke to via email," she said.



Eye and Ear Surgical Support

The Eye and Ear Surgical Support (EESS) program is funded by the Australian Department of Health under the Indigenous Australians' Health Program, and forms part of CheckUP's Outreach services in Queensland.

The overall aim of the EESS program is to improve and fast-track access to surgical services and support a culturally appropriate pathway into surgery for predominantly rural and remote Aboriginal and Torres Strait Islander people with diagnosed eye and ear conditions who have been waiting for surgery.

During the 2021-22 financial year the EESS program supported 201 Aboriginal and Torres Strait Islander people to receive much-needed eye or ear surgery. In addition, 32 children aged 0-6 years were referred through Hearing Australia's HAPEE (Hearing Assessment Program: Early Ears) program and received ear surgery through the Follow-up Ear and Hearing Health Support program.

Surgery locations, where patients live in MM 5-7 communities, are targeted and prioritised through the EESS program. Many of the unique cultural, financial, and geographic challenges that present when living in rural and remote communities and affect healthcare access are identified and addressed through collaboration with local stakeholders. Stakeholders include local Aboriginal Community Controlled Health Organisations (ACCHOs) and Hospital and Health Services (HHSs), as well as local health providers and Outreach providers, such as optometrists, audiologists, ophthalmologists, and ear nose throat (ENT) specialists.

During 2021-22, Indigenous patients from communities such as Weipa, Aurukun, Pormpurraw, Kowanyama, Bundaberg (and North and South Burnett region), Cairns, Innisfail, Atherton, Hopevale, Mareeba, Yarrabah, Townsville, Roma, Toowoomba and Cherbourg were

supported through the EESS program, receiving culturally safe and timely eye or ear surgery through private, public and combination surgical pathways, closest to the patient's home.

To help enhance the delivery of the EESS program and better understand and help facilitate improvements in existing hearing health surgical pathways, an approved underspend 'Referral Pathway Mapping' project also commenced during the financial year. This provided CheckUP the opportunity to undertake methodical and comprehensive hearing service and referral pathway mapping of key communities and has contributed to the development of recommendations and strategies to address the surgical gaps and barriers identified in these communities. The initial priority locations were Woorabinda and Bundaberg, followed by the South West Region and Cape York communities. Service review work commenced immediately with two new EESS ear surgical pathways in the South West and in the Bundaberg region having been developed, with Gladstone and Mareeba pathways currently in review to be targeted during 2022-23. CheckUP is looking forward to further developing these new and existing pathways to best support patients requiring eye and ear surgery.

EESS surgeries performed during 2021-22	TOTAL
Number of eye related surgeries	135
Number of ear related surgeries	66
Number of additional ear surgeries through the 'Follow-up Ear and Hearing Health Support' program (HAPEE referrals)	32
Total number of EESS surgeries delivered to Aboriginal and Torres Strait Islander patients	201
Number of patient home locations	50

Implementation of validated survey tools

To explore the impacts and outcomes of service delivery across Queensland, CheckUP committed to staffing and resourcing a newly formed evaluation team during 2021-22. As such, CheckUP was able to begin the trial of a suite of validated survey tools (Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs)) within the Ear and Eye Surgical Support Program (EESS) to measure both surgical outcomes and the level of cultural safety reported by surgical patients.



While COVID19 remained a challenge, bringing much uncertainty about the viability of travel, the CheckUP evaluation team, consisting of Philippa Hawke, Evaluation Lead, and former staff member Edie Stevens, Evaluation Coordinator, were still able to attend several surgeries in Weipa and Thursday Island. Planning and preparation were also made for eye and ear surgeries scheduled to take place in the latter half of 2022 in Cooktown, Rockhampton, Weipa, Thursday Island and Cairns.

Throughout the year the evaluation team focussed on addressing many of the challenges of data collection in remote population groups, including trialling new ways to ensure patient follow-up when they return to community, as well as working with and training stakeholders and service providers in the delivery of the PROM and PREM survey tools.

The results of these surveys are communicated according to audience needs; with individual surgical visiting teams and hospital/clinic staff receiving visit results and feedback reports for Continuous Quality Improvement (CQI) purposes, while summarised infographics are disseminated to patient communities to encourage take-up of surgery treatment options by other family or community members with similar medical needs.

The evaluation team has already seen a number of changes in service delivery due to findings from the use of the patient experience tool.

Most notably, after learning patients had experienced long waiting periods, service providers have recently changed their surgery travel schedule to attend surgery locations a day earlier for set up and equipment checking, so they are able to commence pre-operative procedures as soon as the patients arrive.

While the trialling of the PREM survey to work towards statistical validation has a quantitative focus, containing questions measuring patient perceptions across several cultural safety domains, the CheckUP evaluation team has also included the capture of qualitative data to understand the most anticipated changes for patients undergoing these surgeries.

Patients found the EESS pathway to surgery a welcoming and culturally safe experience:

“Staff are all easy to talk to and helpful.”

“It was nice to get asked where I’m from.”

“I had my country women here with me. I would not have been so good on my own.”

“They explained things in a way that calmed my nerves down. I had butterflies in my stomach before.”





Clinical governance

As part of CheckUP's clinical governance processes, we review each contracted health service provider to ensure high-quality practices and standards are being met and maintained throughout the service delivery year. In 2021-22 this included areas such as accreditation, credentialing, insurances, upskilling and training in the areas of cultural capability and awareness, and child safety, plus several other areas important to delivering safe and effective health services.

The information CheckUP requires from Outreach providers is continuously reviewed to ensure it meets industry requirements. An example of this during the past financial year included COVID-19 vaccination requirements for health providers. Through the data we collect we have an excellent understanding of our providers and aim to support them to deliver the best quality services they can. An example of this related to child safety included supporting providers working towards becoming a Child Safe Organisation.

In 2021-22 a one-off payment of \$500 (ex GST) was provided to providers upon completion of the 11 e-learning modules developed by the Australian Human Rights Commission, with 32 contracted providers having completed the modules by the end of the financial year.

Patient feedback is another important aspect of health service delivery and CheckUP's clinical governance staff support Outreach providers in this space. As data is collected and evaluated, we gather a good understanding of the consumers' experiences of the services they are receiving. We work closely with stakeholders to improve any areas identified. Additionally, if any complaints or incidents occur CheckUP works closely with providers and all stakeholders to help mitigate any risk to patients.

To safeguard high standards CheckUP also conducts a number of audits throughout the year.

Digital initiatives

Digital is recognised as a key enabler for CheckUP to achieve its strategic objectives. For CheckUP to remain focussed and relevant in delivering on our vision and purpose, digital outcomes play a vital role.

To enable Outreach insights and analysis through data visualisation a PowerBI dashboard was created in 2021-22 through a live connection with the Outreach Management System (OMS). The Dashboard monitors Outreach performance and risk, across all programs at the provider, region and community levels. Health services are monitored for scheduled visit dates and post visit outcomes allowing for ease of assessing for instance priority communities. The Dashboard also supports CheckUP's Regional Coordinators to track providers' report submissions and funds spent or underspent. This project has improved efficiencies in managing the delivery, forecasting and budgeting of Outreach services as the need for manual extraction of reports from the OMS has reduced significantly.

Another digital initiative that commenced in 2021-22 was a variation integration project that aims to extend and reformat the Outreach service variation model. The project will enable contract variations to be automated in the OMS in an effort to reduce the time spent managing variations, increase consistency and increase the quality of variations.

Additional key initiatives

File Invite

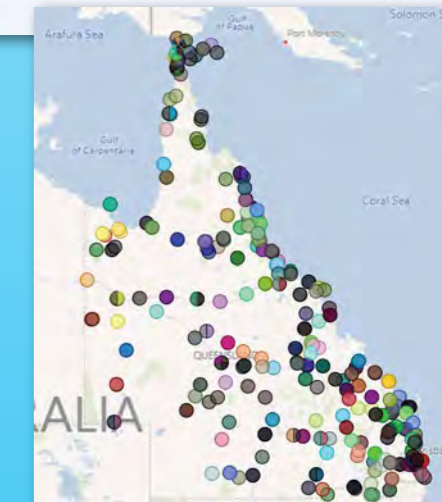
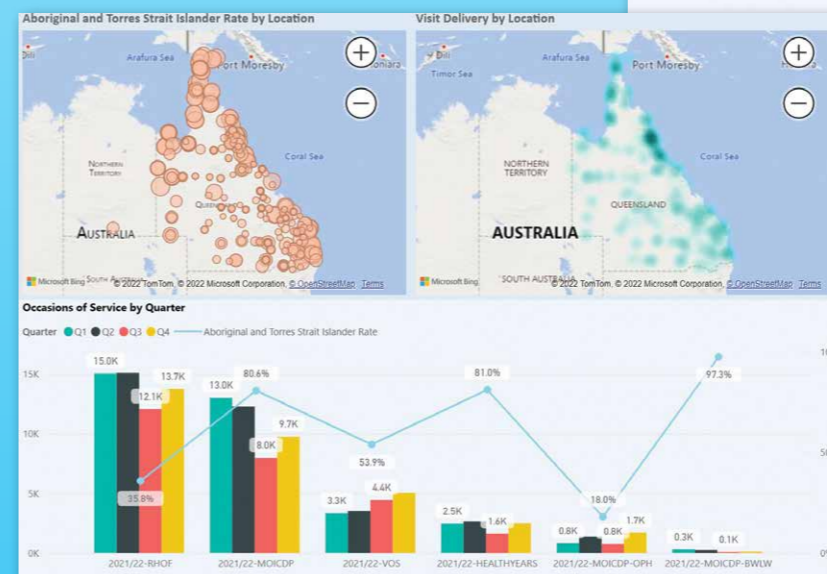
- Digitalised file management
- Supports contract and clinical governance compliance

DocuSign

- Digitalised approval process
- Supports electronic signatures for contracts

OMS quality benefits

- Increased data security
- Automation of invoicing
- Provider reporting
- Service delivery monitoring and compliance
- Provider registration and clinical governance
- Internalised OMS user management



Our Outreach health service providers...

Alexzandra Star
Altitude Eyewear
Andrew Foster
Anna Houghton
Apunipima Cape York Health Council
Aurify.com.au
Awal Medical Party
Barry Sheehan Psychology
Better Movement Clinic
Bodyfix Physiotherapy
Brian Todd
Burnett Speech Pathology
Cairns and Hinterland Hospital and Health Service
Cairns Doctors on Barr St
Cairns Eye and Laser Centre Trust
CAM Barrett
Carrick Anderson
Central Queensland Hospital and Health Service
Central West Hospital and Health Service
Cherbourg Regional Aboriginal and Islander Community
Controlled Health Services
Children's Health Queensland Hospital and Health Service
Compleat Nutrition
Complete Health Cairns
Cooper Smith Optometrists
DA Peters & LE Peters
Darben Medical
Darling Downs Hospital and Health Service
Deborah Lewry
Diabetes & Health Solutions
Diabetes Queensland
DPB O'Brien Medical
Entirely Health
Fairfield Central Medical Practice Unit Trust
Far North Queensland Pain and Diabetes Management
Finn Podiatry
FNQ Chronic Pain and Disease Rehabilitation
FNQ Physio
Francisca Hutton

Gidgee Healing
GN & DM Fitzpatrick
Goolburri Aboriginal Health Advancement Company
Goondir Health Services
Graeme Conway
Green Jelly Bean Diabetes
Health Management (Cairns)
Heart of Australia
Hodgson Optical
Indigenous Wellbeing Centre
Institute for Urban Indigenous Health
ISIS Psychology Services
Jaime Parnell
Jamie Ross
Jaymee-Leigh Swift
Jennifer Doherty
Julian Boulnois Medical
Kilkivan Community Health Hub
Kunwarjit Singh Sangla
Laura Abdalla
Leading Change Psychology
Leo Ryan
Lifestyle Therapies & Training Solutions
Lisa Grice
Lisa Penrose-Herbert
LiveBetter Services
Louise Robinson
Macintyre Health - World Class Diabetes Care
Macintyre Health Australasia
Mamu Health Service
Manjula Palee Kannangara
Mark Norrie
Metro North Hospital and Health Service (ICOP)
Metro North Hospital and Health Service (IROC)
Metro South Hospital and Health Service
Michael McKay
Michael Young Optometrist
Mulungu Aboriginal Corporation Primary Health Care Service
North and West Remote Health

North Queensland Ear, Nose and Throat Surgery
North West Hospital and Health Service
Northern Australia Primary Health Limited
NQ Eye Specialists
O'Brien Healthcare
Onesight Foundation
Optimise Health and Wellness
Outback Allied Health
Outback Diabetes Education
Outside Optical
Paediatric Outreach Services Trust
Palm Island Community Company
PATCHES Therapy Services
Podiatry2Home
Porter Eye Care Trust
Queensland Centre for Otolaryngology
Queensland University of Technology
Rachel Stone Podiatry
RM Miller Medical
Robyn Norris
Rory Dowdall
Royal Flying Doctor Service of Australia (Queensland Section)
Rural Health Management Services
Rural Rehab
Russell Cooper Optometrist
Ruth Connors
S Kumar (Medical)
Sandra Zeeman
Smith Eye & Ear Family Trust
Sonia Singh
Stabilise Trust
Stalewski Medical
Steven Oreo

Steven Rodwell
Sugarmates
Sweet as Diabetes Solutions
TalkHQ Speech Pathology
The Elsar Trust
The FJ Felfer Family Trust
The Gareth & Christine Edwards Family Trust
The Marshman Family Trust
The North Coast Aboriginal Corporation for Community Health
The Rowan Family Trust
The Whole Child
Theodore Medical
Thomas Anthony Dover
Torres and Cape Hospital and Health Service
Towers Podiatry
Townsville Aboriginal & Islander Health Service (TAIHS)
Townsville Hospital and Health Service
Townsville Hospital and Health Service (NQPPMS)
Tracey BC Psychology
True Relationships & Reproductive Health
Vanil Varghese
Victoria Sheehan
Vital Health Qld
Wakai Waian Healing
Warrier Health Solutions
Wayne Thomas Kelly
Wide Bay Hospital and Health Service
Wowan Dululu Community Volunteer Group
Wuchopperen Health Service
Yorklace
Young Family Investment Group

CheckUP is grateful to our Outreach providers for their support in delivering much-needed health services across Queensland in 2021-22.

We acknowledge the commitment and dedication our Outreach providers have shown in adapting to the ongoing pandemic and responding to the challenges presented by the devastating floods that impacted numerous communities across the state.

Be Well Learn Well

Supporting health and schooling outcomes for Aboriginal and Torres Strait Islander students

Funded through the Queensland Department of Education, CheckUP – in partnership with Gidgee Healing and the Apunipima Cape York Health Council – delivers the Be Well Learn Well program (BWLW), providing allied health services across eight remote schools in Queensland.

The delivery of BWLW in a school setting is central to the program's implementation. This model allows for an integrated workforce of education and health professionals to respond holistically and in a timely fashion to the risk factors influencing child development and schooling outcomes for Aboriginal and Torres Strait Islander students. In consultation with principals, teachers, guidance officers, families, and the wider community the BWLW program supports student developmental needs by providing audiology, speech pathology, occupational therapy, psychology, and clinical psychology services for children, from pre-prep to Year 12.

Identifying students that would benefit from receiving services under the BWLW program occurs through classroom screening and consultation with teachers. Throughout the year, students can be screened more than once, and by more than one allied health provider. There is a high number of students requiring therapy, so to manage demand for services, students are prioritised in consultation with the school, according to complexity and level of clinical need.

Relationships and the ability of CheckUP, Gidgee Healing and Apunipima Cape York Health Council to provide a flexible service delivery model that overcomes barriers and meets community needs continue to be among the key enablers for the successful implementation of BWLW. CheckUP's partnership with Gidgee Healing and Apunipima Cape York Health Council, as Aboriginal and Community Controlled Health Organisations, has facilitated greater community and stakeholder engagement, provided

culturally appropriate service delivery, and ensured that BWLW services and referral pathways are integrated at both the regional and local levels. These relationships help BWLW provide a 'safe service' for Aboriginal and Torres Strait Islander communities, drawing upon a history of knowledge, understanding, experience and resources. Establishing and maintaining rapport is the cornerstone for building trust and providing effective service delivery. As BWLW has ensured ongoing service delivery since 2017, members of the BWLW consortium have been able to build a rapport with the students, teachers, school staff and broader community through the program. This is highlighted by the fact that 741 students have been referred into the program and over 4,965 allied therapy sessions have been provided since its launch.

All three organisations work closely with the schools, communities, other service providers and stakeholders to design and implement tailored solutions to address challenges as they emerge. For example, Apunipima and Gidgee Healing have had well-managed COVID-19 protocols and were responsive to changes in government advice. In 2021, several events impacted student attendance and the number of therapy sessions provided. These included, weather (flooding), Sorry business, community events, movement in and out of community, flight and accommodation availability/cancellations, pupil-free days, workforce availability and recruitment. Despite these factors, 502 allied health therapy sessions were able to be delivered during the 2021 school year.

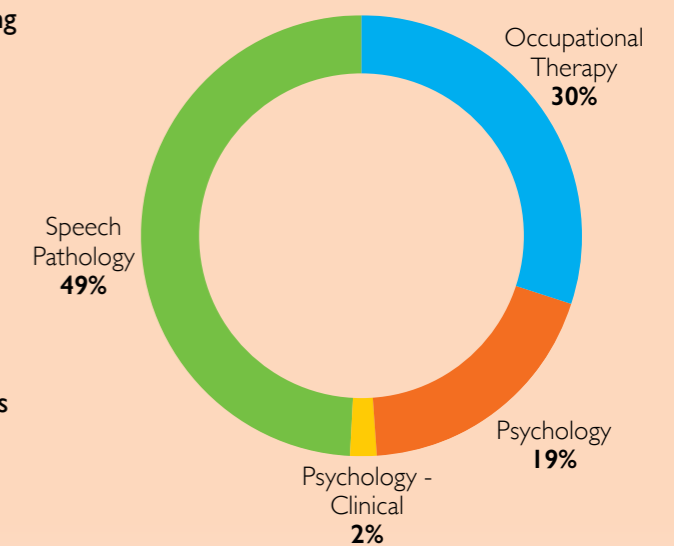
Many of the teaching staff in the school settings where BWLW services are delivered are in the early years of their teaching careers. A key component of BWLW is building their capacity to better understand the behaviours of children in their class and how to best work with them to address their behavioural, educational and developmental needs.

2021 Outcomes Summary

The following is a snapshot of the aggregated service delivery results of the fifth year (2021) of the BWLW program.

- 8 Schools participated
- 845 Students screened
- 73 Students were observed during classroom screening
- 130 Students received allied health therapy sessions
- 502 Allied health therapy sessions provided
- 244 Speech therapy sessions provided
- 151 Occupational therapy sessions provided
- 96 Psychology sessions provided
- 11 Clinical psychology sessions provided
- 70 Telehealth sessions were delivered across 6 schools
- 41 Teacher capacity training sessions were provided
- 966 Support party discussions were provided

Percentage allied health therapy session provided, by allied health discipline



Teacher capacity building

I've had discussions with an Allied Health Team member about a particular child in our class, and it's helped me immeasurably to gain insight into what [the student] deals with every day. This child gets very triggered, very easily... and you're always on high alert.

I just found that the Allied Health Team member was really good in terms of helping me deal with that kind of anxiety in kids. She gave me some effective strategies she worked on, like the 'zones of regulation'.

For the student, it's just important that everyone remains calm, that we're all following that trauma-informed practice...

– Condensed feedback from a teacher aide at a participating BWLW school

Allied Health in Remote Schools Project

Through the Allied Health in Remote Schools Project (AHRSP), 389 allied health sessions were provided to Aboriginal and Torres Strait Islander students living with disabilities in remote schools in the Northern Territory during 2021. The AHRSP is funded as part of the Australian Government's Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability, which was developed to facilitate better access to culturally appropriate mainstream services for Indigenous people living with a disability. The Australian Government provided funding to CheckUP to manage the AHRSP for the life of the project (2017-2023).

The teaching staff have been enthusiastic and welcomed the therapy team into the classroom. The ongoing receptiveness of teaching and school staff has been a key enabler and is fundamental to establishing inter-organisation project relationships and workflows. The allied health teams continue to work with each school to coordinate the visits, as well as provide education to school staff on the differing roles of each allied health provider and the varying student developmental milestones that support the generation of referrals into the project.

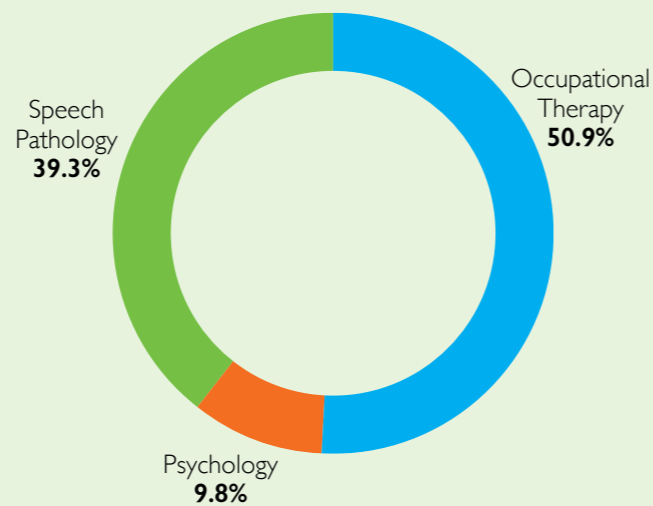
There has also been ongoing engagement with local community members, local councils, staff from the local primary healthcare organisations and other visiting services. These connections allow for seamless referrals between services to enable optimal service delivery for students. Engagement with these groups has also provided valuable information about families, sorry business, community procedures and protocols, assisted the allied health team to understand and acknowledge the history of the community and provided the Allied Health team with additional insight and data into student absenteeism, behaviour, and family dynamics.

Complementing the allied health therapy sessions provided in 2021 were 140 support party sessions. Support party sessions can occur between a member of the allied health team, teaching and support staff, parents/guardians/carers, community members and other stakeholders. The purpose of these sessions is to enable the parent/guardian/family and the community to support and have a shared understanding of the therapy interventions to ensure best practice outcomes for the children and strengthen the knowledge and build the capacity of the school to identify and address learning and development difficulties.

2021 Outcomes Summary

- 52** students referred to the AHRSP
- 43** students received allied health therapy sessions
- 389** allied health therapy sessions provided
- 153** speech pathology sessions provided
- 198** occupational therapy sessions provided
- 38** psychology sessions provided
- 140** support party sessions were provided

Percentage of therapy sessions provided by discipline



Genomics for GPs

On 6 October 2021, CheckUP announced the launch of Genomics for the General Practitioner (Genomics for GPs) eLearning education. The free, self-paced course comprises of five distinct modules and aims to provide relevant information about genomics medicine to assist general practitioners in the implementation of genomics into their everyday practice and it is accredited by RACGP and ACRRM.

The Genomics for General Practitioners education program is a collaboration between CheckUP, Queensland Genomics, the Genomic Institute, Queensland University of Technology and the Genomics Primary Care Advisory Group. The initiative was funded by Queensland Genomics.

Since the launch of Genomics for GPs, 49 GPs have registered to complete the training.

Promotion of the training has been undertaken through the Queensland Primary Health Network and additional promotions have been planned with several promotional materials developed for face-to-face and online events.



Access for All: Disability Awareness for Mainstream Health Providers

Access for All: Disability Awareness for Mainstream Health Providers (AfA) is a free online training course that aims to create awareness among health providers about the barriers people with disability experience when accessing healthcare and provides strategies to improve healthcare accessibility for this group. The online training went live in July 2021 and was officially launched in December, with an accessible version also available. AfA is suitable for all health providers, health administrators and health students.



Scan the QR code to self-register for Access for All

AfA includes a number of resources to assist health providers improve the accessibility of their service. The 'Access for All App' was added in February 2022. The 3D simulated app is based on lived experience and allows learners to experience healthcare through the eyes of people with disability. The app was developed in collaboration with Enabler Interactive, consumers with disability and Queenslanders with Disability Network.

Search 'CheckUP Access for All' in your mobile app store



AfA is suitable for all health providers, health administrators and health students.

Developing Access for All

Development of the disability awareness training for health providers was guided by the 'AfA Advisory Group'. The advisory group members include: consumers and health professionals with a lived experience of disability, Aboriginal and Torres Strait Islander consumers with a lived experience of disability, mainstream health professionals, Aboriginal and Torres Strait Islander health workers and disability advocates. Their knowledge, experience and guidance remain critical to all aspects of AfA.

Promoting Access for All

Promotion of AfA began in earnest in June 2021 with presentations and trade displays at conferences and network meetings. Other promotion has included advertising to targeted groups, CheckUP networks, professional associations and through social media. Participation at another eight events is planned for the second half of 2022.

To complement the online training course, an app was developed in collaboration with Enabler Interactive and Queenslanders with Disabilities Network. It was launched in January 2022. The app provides an opportunity for users to practice their skills in a 3D simulated training environment. Users can choose a character and work their way through short scenarios based on the experiences of people with disability when accessing healthcare.



"I'm glad I did the course as I was quite ignorant to the barriers that people with disabilities must overcome to receive the same service as I receive. I think this course should be part of curriculum of health-based courses as it is very enlightening."

– Podiatrist, Rural Queensland

"I thought it was a great learning platform - easy to use, interactive, a good combination of reading, watching, listening and quizzes to keep you up to speed."

– Occupational Therapist, Queensland Health



Access for All training leads to improved outcomes

When Brisbane-based optometrist Simon Tame heard about the Access for All training through his work as an Outreach provider, he thought it was probably something he should complete, but wasn't entirely sure of its relevance. Once he commenced, he realised there was much more to accessibility than he thought.

When he reflected on the travel consumers are expected to do from remote communities to access his optometry services, Simon realised he had been making some big assumptions. Simon had always enjoyed travelling, but as he worked through Access for All, he realised, "travelling is not easy and exciting to everyone".

Consumers needing to leave communities to access treatment can find themselves feeling overwhelmed and alone. Having to arrange transport, accommodation, and support workers/carers adds to the uncertainty.

After completing Access for All, Simon contacted his administrator about some changes.

"We needed to create a door-to-door experience for our consumers coming to Weipa for cataract surgery, cease making assumptions, and ask our consumers what their access needs are," he said.

The training also assisted Simon to reflect on the disruption his service was causing to consumers when they changed surgery days.

A patient in his 60s presented to Simon's clinic requiring urgent surgery to ensure his sight was not compromised. He couldn't be treated that day, so Simon began arranging for surgery to be done in Brisbane the next week. Immediately the man's disposition changed – he seemed frightened and said he needed to think about it.

"Normally, I might try to reassure him and continue making arrangements thinking I am doing the right thing. But I needed to stop, listen, and realise I was layering my assumptions over him, and it wasn't appropriate," Simon said.

Simon and his team worked with their client and his family and arranged for the surgery to be done in Weipa with his carer present. Simon's patient reported feeling more supported. He felt Simon and his team listened to him and accommodated his access needs.

Health Workforce Programs

With health services facing growing demand, an increasingly complex service environment and workforce shortages, the health sector needs to attract and develop a future workforce by providing industry-backed resources and adopting more contemporary and innovative workforce planning models.

Since 2020, CheckUP has coordinated a suite of health workforce programs and resources that are helping to address these workforce challenges, including:

- Choose Your Own Health Career website (CYO)
- Grow Your Own Workforce website (GYO)
- Health Gateway to Industry Schools Program (Health Gateway Project)
- Health Industry Skills Advisory program (ISA)
- Health Education to Employment Pathways program (HEEP)
- Youth/Industry Partnerships for Education and Employment (YIPEE)

Health Education to Employment Pathways program (HEEP)

Phase four of the Health Education to Employment Pathways program (HEEP), funded by the Queensland Department of Health, had two main objectives. These were to:

- provide recommendations and actions for the Department to influence investment and funding models, the quality, accessibility and relevance of VET training, and the promotion of health careers to achieve the workforce of the future
- broker partnerships with a local community organisation/alliance to implement GYO workforce models, with a priority on regional, rural, and remote locations, through the provision of seed funding.

For the first objective, CheckUP produced three reports for Queensland Health – an Environmental Scan, a Research Report which was developed in collaboration with Professor Stephen Billett from Griffith University, and a Recommendations Report.

In relation to the seed funding initiative, CheckUP received successful applications from Mulungu Health Service in Mareeba, and Western Qld Primary Health Network. Both organisations are working with local schools and other health providers to establish school-based apprenticeship roles for 2023.



Mulungu CEO Aunty Gail Wason and CheckUP CEO Ann Maree Liddy signed a contract in Mareeba that will provide funding to employ school-based trainees in healthcare.

Youth/Industry Partnerships for Education and Employment (YIPEE)

The YIPEE project is a 12-month pilot program funded by the Department of Employment, Small Business and Training (DESBT) that focuses on establishing new, and strengthening existing, relationships between schools and the local health industry. Schools participating in this initiative are Bentley Park College, Mareeba State High, Mossman State High, Innisfail State High and Djarrugun College.

CheckUP employs a Student Industry Liaison Officer to coordinate the YIPEE project who is establishing linkages between schools and the local health industry that will improve the school-to-work transition for students.

Industry Skills Advisor for Health

While jobs in the health industry are expected to grow across all regions in Queensland and occupations, there is an increasing demand for health service delivery in an increasingly complex service environment, with continuing workforce shortages across the state. CheckUP has been engaged by the Department of Employment, Small Business and Training (DESBT) as the Industry Skills Advisor for Health (ISA).

As the ISA for Health, CheckUP engages with employers, small business, and industry stakeholders to provide high-quality, evidence-based industry advice and intelligence about current and emerging industry directions, regional skill needs, training solutions and employment opportunities.

In 2022, the ISA for Health continued the Health ISA Data Project (now in phase two), engaging Ronan Analytics to assist in further refining data available to better profile and inform the ISA's advice to DESBT regarding skill needs, job growth, and areas of high need and demand. The ISA is also using this data as a tool to engage with industry and to highlight the size of health businesses throughout Queensland and health employers outside of the hospital system.

Access to accurate, easily shared and digestible data is an important resource to assist health employers and businesses to:

- better understand local demographic trends
- understand business and staff needs
- clarify their choices for investing in workforce initiatives.

The Health ISA has been testing the data with industry at several workshops and meetings, including but not limited to:

- The Sunshine Coast Health Panel
- Cairns Health Workforce Business Meeting
- Cairns Regional Jobs Committee
- Cairns Jobs and Skills Taskforce.

The Health and Social Assistance industry remains the largest employer of Queenslanders, employing **438,400** people as of February 2022, which represents approximately 16 percent of Queensland's total workforce

Health and Social Assistance is the largest employing industry for Aboriginal and Torres Strait Islander persons in Queensland with **12,387** persons employed

In June 2020, there were **29,194** businesses recorded in Health Care and Social Assistance industry in Queensland

In 2021, The Health Care and Social Assistance industry added **\$31.8 billion** to the Queensland economy

Health Gateway to Industry Schools Program

The Gateway to Industry Schools Program – Health (Health Gateway Project) is a project being delivered by CheckUP in partnership with Queensland's Department of Employment, Small Business and Training (DESBT). The project links schools with industry partners to introduce students to the many career pathways and job options available to them within the health industry. The Health Gateway Project also helps to facilitate learning opportunities and experiences for both students and teaching staff.

As of 30 June 2022, 38 Health Gateway Schools have formally signed a memorandum of understanding with CheckUP. An additional 19 schools have expressed an interest in the program.

The CheckUP team was also successful in continuing to develop industry linkages for schools with an additional 21 organisations engaged in the Health Gateway Project over the last year.

Launch of Healthcare is Everywhere

The new Healthcare is Everywhere (HIE) interactive resource was formally launched to all Health Gateway Schools and industry in March 2022. The development of the HIE (www.gateway2health.com.au/animation/) interactive tool plays a key role in helping to build awareness and understanding of potential health careers.

The HIE tool provides an opportunity for students to learn about the health industry and health jobs in a fun and interactive way. CheckUP developed additional educational and promotional resources (teacher's guide, PowerPoint presentation, student worksheet, promotional flyer, promotional tile and email banner) to support Health Gateway Schools to utilise and promote the tool as part of student learning.



Currently, 44 high schools throughout Queensland have joined the Health Gateway to Industry Schools project:

Brisbane South and Gold Coast

Bundamba SHS
Carmel College
Clairvaux Mackillop College
Kingston State College
Loganlea SHS
Lourdes Hill
Mabel Park SHS
MacGregor SHS
Marsden SHS
McAuley College
Peter Claver College
Runcom SHS
St Augustine's
St Michael's College
Sunnybank SHS
Tamborine Mountain SHS
Trinity College

Brisbane North and Sunshine Coast

Australian Christian College
Deception Bay FLC
Faith Lutheran
Ferry Grove SHS
Gympie FLC
Hemmant FLC
Ipswich SHS
Kawana Waters State College
Kelvin Grove State College
St Columban's College
St James' College
St Patrick's College
St Rita's College
Unity College

Wide Bay, Central Qld, Central West Qld

Bundaberg SHS
St Ursula's College
The Cathedral College

Townsville, Mackay, North West

Kirwan SHS
Ryan Catholic College
St Teresa's College
St Patrick's College
Tec-NQ, Townsville

Cairns, Far North Queensland

Bentley Park College
Innisfail State College
Mareeba SHS
Mossman SHS

South West, Toowoomba

St Saviour's College

For more information about the Health Gateway to Industry Schools Project, contact us at gateway@checkup.org.au

Achievements during 2021-22...

The Health Gateway Team participated in/delivered 28 career expos, health workshops, students talks and other career events between 1 July 2021 and 30 June 2022.

43 social media posts were published on the Health Gateway to Industry Schools Facebook page between 1 July 2021 and 30 June 2022, promoting a range of Gateway activities, new resources, new Gateway Schools and other news or information.

18 Student Experience Grants were provided to Health Gateway Schools between 1 July 2021 and 30 June 2022 to support schools in the development and implementation of experiential learning activities, events and resources.

The inaugural Health Gateway Schools Teacher Professional Development Forum and Launch was held on 8 October 2021 in Brisbane with 118 delegates (of these, 90 were VET staff/teachers). The Hon. Di Farmer, Minister for Employment and Small Business and Minister for Training and Skills of Queensland attended the launch of the program.

CheckUP received funding from DESBT to implement a pilot program called Youth Industry Partnerships for Education and Employment (YIPEE). YIPEE aims to develop a series of online modules that can be used by all 10 Gateway Programs and their respective industries to support Aboriginal and Torres Islander students with their school-to-work transition. These modules will address topics such as cultural awareness training, providing culturally appropriate support and supervision to students in the workplace, addressing the social determinants of health, and developing a Reconciliation Action Plan.

A local mapping project was undertaken to identify potential health industry partner organisations for all Health Gateway Schools to support teachers, parents and students to seek potential traineeships, work experience or work trials.

Funding was provided by CheckUP to support the delivery of Rural Medical Education Australia's Aspire2Health program. Aspire2Health is designed for Year 9 and 10 high school students with an interest in a health career to learn about what it's like to study health and be exposed to various health professionals. Five Aspire2Health sessions have been held to date across the South West Queensland region in Toowoomba (two sessions), Dalby, Chinchilla and Kingaroy.



Queensland Mental Health Week

Queensland Mental Health Week (QMHW) is an annual awareness week that aims to shine a spotlight on individual and community mental health and wellbeing. The week is celebrated each year in October, scheduled around World Mental Health Day on 10 October, and in 2021 it was held from 9-17 October.

Funded by the Queensland Mental Health Commission, QMHW is coordinated by CheckUP and delivered by a strong cross-sector collaboration. The Commission first contracted CheckUP to coordinate QMHW on behalf of the sector in 2018 and this contract was subsequently extended for 2019 and 2020. Following on from the success of these initial years, CheckUP was awarded a three-year tender (2021-2023) from the QMHC to coordinate the initiative and administer the associated QMHW Community Events Grant Program.

Upon receiving the tender, CheckUP undertook a review of the Grant Program, informed by community feedback, survey responses, and input from a newly created grant subgroup. Subsequently, revised processes and policies for the program were created, alongside the implementation of the grant management software SmartyGrants. These changes were extremely well-received by stakeholders, as indicated by progressive evaluations over the term of the Grant Program.

"I believe the process was quite simple and being able to save progress and return to the application is invaluable."

"We have only positive feedback as this application process was clear and efficient."

"I feel that this was a very easy process, and I am willing to apply for more funding in the future."

In recognition of the ongoing effects of the COVID-19 pandemic on community mental health, the Commission increased its funding for the grant program. As such, there was \$118,000 (ex GST) in funding approved to be shared by 109 community organisations, stretching from the Gold Coast north to Cairns and across the outback. Occurring in over 73 different postcodes across the state, these funded events provided a focal point for awareness, education and understanding of mental health and wellbeing. They also fostered connection and inclusion for those living with mental illness, their families, carers, and support people.

As part of its coordination efforts, CheckUP developed a campaign to engage broadly and inform Queenslanders on what can be done to support positive mental health and wellbeing. The theme 'Take time – for mental health' was used for the third year to build upon the previous success and increase messaging recognition in the community. The theme and messaging were adopted by diverse groups and used by most event hosts – of which there was a record-breaking number with 371 events listed on the QMHW website (a year-on-year increase of 22%). We give our sincere appreciation to the many dedicated individuals, community groups and organisations who organised these events, especially considering the difficulties and ever-evolving circumstances caused by COVID-19.

The visual identity for QMHW was developed using a piece of artwork commissioned by CheckUP from Townsville artist Jesse James. Known artistically as 'JUMBO', Jesse is a Bwgcolman, Birri-Gubba and Mamu man and a self-taught contemporary Indigenous artist. He has been painting for over eight years and pays respect to his cultural heritage and traditional ways of painting whilst adding his own unique touch to technique, colour and design.

Jesse is a passionate advocate for mental health awareness and painting is one of the ways he takes time to prioritise his own mental health. He said it was wonderful to be part of such a great cause.

"I have been through depression myself in 2013 and having come out of that dark place, I have always been keen to get into the mental health field and have some form of artwork represent my own journey to help others," he stated.

To encourage engagement in the week a wide array of resources were created that featured the visual identity, including school-specific resources that were developed thanks to support from Twinkl. Continued strong engagement with state and private schools saw a 48% increase in registered school events with 86 official events being held. The Queensland Department of Education, which has representatives on the QMHW Working Group, also advised there were strong participation levels among state schools with many schools hosting unregistered activities.

"Everything was provided, there was nothing to add. Loved the resources. Easy to understand and access."

"I found the resources easy to navigate, understandable and very appealing aesthetically."

"We printed various resources from the website and distributed them around our school. I particularly liked the editable poster so that we could use it for our daily events."

After the achievements of 2021, work was undertaken in the first half 2022 by CheckUP to make the initiative even bigger and better with records broken for registered events (447) and grants awarded (117). The new theme 'Awareness, Belonging, Connection' was introduced and a visual identity was created utilising the artwork 'Stronger connection creates strong health' by proud Mayi woman Leah Cummins. QMHW was held from 8-16 October in 2022.



Mental Awareness Co-Founder Tudor Vasile, CheckUP CEO Ann Maree Liddy and Queensland Mental Health Commissioner Ivan Frkovic at the 2021 QMHW media launch.



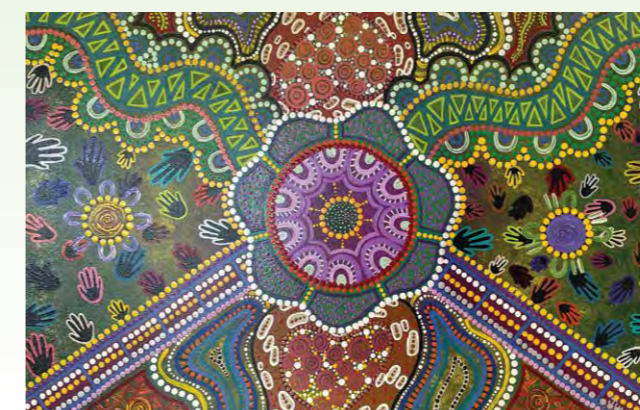
The Australian School of Meditation & Yoga received a grant to support its 'Wellbeing Day Festival'.



Funded by



Queensland
Mental Health
Commission



Artwork 'Take time – for mental health' by Jesse James.



Our Members

Connecting people and organisations

At CheckUP we understand the issues, opportunities and challenges involved in the successful delivery of healthcare initiatives. With that knowledge we bring together a network of organisations with a proven track record of healthcare innovation united with the goal of creating healthier communities.

Following a 2021-22 review of our membership program to discover how we can best support our members and provide value to them, we have realigned our membership offerings so that there are now two categories – Organisational Member and Supporter – both of which offer a range of benefits.

The Organisational Member category is designed for organisations of all sizes that wish to be part of the CheckUP community and provides voting rights at CheckUP Board Director Elections. Our new Supporter category is free for individuals who believe in CheckUP's vision of better health for people and communities who need it most and can include individuals of member organisations. Supporters can self-register through the CheckUP website.

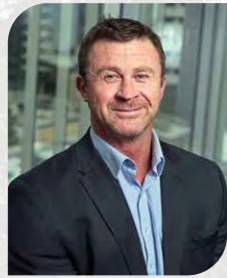
We would like to thank all the organisations who were members of the CheckUP community in 2021-22. A special thank you to our foundation members (indicated via *) and all those who have renewed their membership for the 2022-23 financial year.

Our 2022-23 Organisational Members

- | | |
|-----------------------------------------------------------------------------------------|----------------------------------------------------|
| Accoras* | Institute for Urban Indigenous Health Ltd |
| AGPAL/QIP* | Micah Projects |
| Anglicare Southern Queensland | North and West Remote Health Limited |
| ATSICHS Mackay Ltd | Northern Queensland PHN |
| BallyCara Limited | Queensland Aboriginal and Islander Health Council* |
| Central Queensland, Wide Bay, Sunshine Coast PHN | Queensland Alliance for Mental Health Inc* |
| Centre for Palliative Care Research and Education | Queensland Health* |
| Community Information Support Services | Queensland Rural Medical Service |
| Darling Downs and West Moreton PHN | Richmond Fellowship Queensland |
| Diabetes Queensland* | Royal Flying Doctor Service (Queensland Section)* |
| Epilepsy Queensland | Rural Health Management Services |
| Goondir Health Services | selectability |
| Health Consumers Queensland | Tonic Media Network |
| Health Workforce Queensland | Toowoomba and Surat Basin Enterprise |
| Hear and Say | True Relationships & Reproductive Health* |
| Indigenous Respiratory Outreach Care (IROC),
Metro North Hospital and Health Service | Vision Australia - Queensland |
| Institute for Healthy Communities Australia* | Western Queensland PHN |
| | Wuchopperen Health Service |

“At CheckUP we understand the issues, opportunities and challenges involved in the successful delivery of healthcare initiatives.”

Meet our Board



Mr Colin Duff, MBA, B Comm
Chair

Currently the Managing Director of one of Australia's fastest growing professional consultancy firms, Colin Duff also sits on several Boards with a range of roles including Chairman, ED and NED providing strategic growth guidance and corporate governance. He has over 30 years of business experience as a Board and Management Executive across many different industries, specialising in business growth at both strategic and operational levels. Well-equipped in the areas of corporate advisory and governance, strategic growth in particular mergers and acquisitions, change management and integration, performance management and operations optimisation, Colin enjoys working with others motivated to growing their businesses and passionate about their mission and realising their vision. He holds a Master of Commerce and Bachelor of Commerce and is a graduate of the Australian Institute of Company Directors.



Ms Jennifer Pouwer
Deputy Chair

Tertiary qualified in allied health (occupational therapy) and with post graduate qualifications, memberships and experience in corporate governance (Australian Institute of Company Directors, Governance Institute of Australia and Women on Boards) Jennifer Pouwer presently consults into the community and social service sector whilst progressing study in clinical governance and quality management systems. Jennifer has held Executive roles within the Commonwealth, State and non-government sectors encompassing mental health, child protection, aged and community care, disability services, employment services and vocational rehabilitation. Her role scope spanned service delivery and regulatory, accreditation, commissioning, policy and planning functions. She gained her interest and diverse networks in the non-government sector through the community services funding and contract management function in the state department of health. This interest followed through to Jennifer's contributions into the health and community services sector through a portfolio of Board roles. Separate from her role with CheckUP, Jennifer presently is a Board member of Your Best Life Health and Disability Services and Aged and Disability Advocacy Australia.



Dr David Rowlands, OAM
Chair, Finance and Risk Management Committee

Dr David Rowlands has been a general practitioner on the Gold Coast for over 30 years. He is a Queensland graduate, who served as a medical officer in the Royal Australian Army Medical Corp, and worked in accident and emergency in the United Kingdom, prior to deciding on a career in general practice. David is a Fellow of the Australian Institute of Company Directors, with over 20 years' experience as a Company Director. David served for four years as Chair of the Gold Coast PHN Board, as well as serving as Chair of the Gold Coast Medicare Local and of the Gold Coast Division of General Practice. In June 2021, David was awarded the Medal of the Order of Australia for services to Medicine, in General Practice.



Ms Jane Williams
Director

Jane Williams is currently a practicing wellness nurse at Barcaldine Medical Centre, caring for people with mental illness and chronic disease. She has 30 years' experience as a registered nurse and midwife working across rural and remote communities in Western Queensland. Working as a registered nurse and living as part of a rural and remote community has provided Jane with unique insights into the issues of working in rural Queensland and the challenges that go hand in hand with this. Jane is a graduate of the Australian Institute of Company Directors and holds several key Board appointments, including Chair of the Central West Hospital and Health Service (CWHHS) Board since May 2016. She has been a Board Member of Central West Hospital and Health Service since its inception in 2012 and is currently Chair of Central West Rural Wellness Network.



Mr Kieran Chilcott
Director

Kieran Chilcott is the CEO of Kalwun Development Corporation Ltd, a large Aboriginal Community Controlled Organisation on the Gold Coast delivering comprehensive primary healthcare, human services and community care interventions for Aboriginal and Torres Strait Islander people, families and communities over eight separate locations. He holds a Bachelor of Education majoring in behaviour management, and a range of other tertiary qualifications in leadership, governance, training, project management and mental health. Kieran is an active member of the community and has chaired and been a member of several Boards. Notable appointments include Founding Director, current Chairperson, Institute for Urban Indigenous Health, Board Director, Gold Coast Primary Health Network, Board Director, Central West Hospital and Health Service and Former Chairperson of the Queensland Aboriginal and Islander Health Council.



Ms Merrilyn Strohfeldt
Director

Merrilyn Strohfeldt works in health consulting following her retirement as the CEO of Darling Downs West Moreton PHN in early 2022. She has had direct and indirect involvement with primary health throughout her career with extensive experience in the delivery of disability services, health and rehabilitation services across Australian and State Government jurisdictions, the not-for-profit sector and private industry. She holds an Executive Masters in Public Administration from Griffith University and the Australian New Zealand School of Government, and a Bachelor of Speech Pathology from the University of Queensland. Before taking up the PHN CEO role, Merrilyn was the Deputy Director General for the Queensland Department of Communities, Child Safety and Disability Services. After joining the Department, Merrilyn worked in service delivery leadership roles and had direct responsibility for service delivery within her department for universal, prevention and early intervention services for youth mental health, Aboriginal and Torres Strait Islander wellbeing, and commissioning domestic violence support services, as well as the safety and wellbeing of children impacted by domestic violence. Merrilyn also led significant reforms in domestic violence prevention and oversaw the operations of the Office for Women.



Dr Tina Janamian, PhD, MBA, MMedSc, GAICD, GCELead, BSc
Director

Adjunct Associate Professor Tina Janamian is the Chief Executive Officer at Client Focused Evaluation (CFEP) Surveys Australia and Care Opinion. Tina has a diverse background and extensive experience across academia, healthcare transformation, workforce development and health services research. In the past twenty years, she has led and successfully delivered on large complex primary care innovation programs and educational initiatives across different sectors and multi-disciplinary teams. Tina is a graduate of the Australian Institute of Company Directors and a Director on two not-for-profit Boards, a Member of two International Editorial Boards, a reviewer for several reputable journals, and has considerable experience in business development and commercialisation across a range of industries.



Ms Amanda Boland
Company Secretary

Amanda Boland is the Managing Director of Business Governance Solutions, an independent advisory firm based in Brisbane and supporting clients all over Queensland. She has extensive C-suite and governance experience, and has provided corporate governance and strategic business advisory services to charities and for-profit organisations in health, aged and disability care, youth and community services, finance, technology, higher education and the arts.

Senior Leadership Team



Ann Maree Liddy: Chief Executive Officer

I've worked at CheckUP... For 24 years; CEO since 2002.

I look after... The overall performance of the organisation, in collaboration with the Board of Directors and Senior Leadership Team.

To me, impact means... Being proactive; making a measurable difference for the people and communities we serve.



Russell Johnston: Executive Director Corporate Services | CFO

I've worked at CheckUP... For over one year (since May 2021).

I look after... Corporate Services.

To me, impact means... Improving the lives of our most vulnerable; making a positive contribution to society.



David Millichap: General Manager, Engagement and Workforce

I've worked at CheckUP... For 16 years...and for each of our iterations (QDGP, GPQ and now CheckUP).

I look after... Our Engagement and Workforce programs. Our engagement work includes marketing, communication, networks, events and our membership program. CheckUP's workforce programs include the Gateway to Industry Schools project, the Choose Your Own Health Career website, and the Health Industry Skills Advisor role.

To me, impact means... Making a difference to the lives of people, no matter how big or how small.



Aidan Hobbs: General Manager, Health Services – Planning and Reporting

I've worked at CheckUP... For over seven years. Before my time at CheckUP, I was an Outreach podiatrist and allied health services team leader in North West and Central West Queensland.

I look after... The planning and reporting of health services at CheckUP.

To me, impact means... Achieving the goals that matter. It requires connecting with a range of information sources to gain a holistic understanding of a problem; working collaboratively with communities to design and implement locally appropriate solutions; then measuring the outcomes that are important to all involved.



Elise Gorman: General Manager, Health Services - Design and delivery

I've worked at CheckUP... For 15 years.

I look after... The design and delivery of CheckUP's health service initiatives. I oversee and lead our teams in the innovation, planning, development, implementation and evaluation of new and existing CheckUP's service delivery initiatives.

To me, impact means... Creating positive change and making a difference!

Reconciliation

CheckUP is committed to working respectfully and effectively with Aboriginal and Torres Strait Islander peoples and communities. We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and respect and value the diversity of Aboriginal and Torres Strait Islander cultures in Australia. CheckUP believes that reconciliation is a critical step in strengthening relationships, creating new opportunities, and building respect with Aboriginal and Torres Strait Islander peoples, communities, and organisations. Key activities undertaken during 2021-22 as part of our journey to reconciliation included:

- launching our Stretch Reconciliation Action Plan (RAP) during National Reconciliation Week at a Queensland Primary Health Care Network event we hosted
- having representatives attend the 2022 National RAP Conference
- creating an identified management role with Lynette Anderson being appointed to the position of Aboriginal and Torres Strait Islander Health Lead in May 2022
- establishing an Aboriginal and Torres Strait Islander Advisory Group that provides advice to our Board
- maintaining at least one identified Board Director
- reviewing our key human resources policies and procedures, particularly in relation to recruitment strategies
- continuing to provide health services to Aboriginal and Torres Strait Islander people, particularly those who live in rural and remote communities despite challenges and restrictions imposed by the COVID-19 pandemic
- deliberately focussing on encouraging Aboriginal and Torres Strait Islander students to consider a career in health as part of our workforce programs in schools
- working closely with Aboriginal Medical Services to create opportunities for school-based apprenticeships and pathways into health careers
- establishing a display of Aboriginal and Torres Strait Islander art in our Brisbane office foyer and having flags displayed in the foyer.

While the CheckUP Stretch RAP builds on our previous Reflect and Innovate RAPs, the Stretch RAP is particularly significant as it is focussed on embedding reconciliation into all areas of our work and organisation, ensuring that it becomes the way we do business. Commitment to a Stretch RAP also requires us to drive reconciliation, not just internally, but across our external stakeholders and in partnership with other RAP organisations. The CheckUP Stretch RAP has been informed by a broad consultation process as well as our learnings from the implementation of our Reflect and Innovate RAPs. CheckUP recognises and values the honest advice and guidance we received from our advisors during the preparation of this document.

The artwork featured in the Stretch RAP is by Aunty Venus Rabbitt. It is called Spring Water and depicts her local area of Cherbourg.



Corporate Services

During the organisational restructure in the fourth quarter of 2021-22 the Corporate Services team was born, consolidating several key shared services including the administration function (rebranded as the Corporate Services Support Team), finance management, including financial services to our subsidiary Larter Consulting Pty Ltd, quality management, information and communications technology (ICT), including cyber security, and people, culture and wellbeing (human resources), including workplace health and safety. Key activities undertaken and accomplishments achieved include:

- insourcing the human resources function to support growth within the organisation
- establishing a number of new roles within the Corporate Services team, including recruiting an additional accountant
- commissioning an independent review of all ICT-related policies and procedures to ensure contemporary and best practice standards are maintained with enhanced ICT security measures implemented
- completion of a full migration to the cloud and upgrade of finance and payroll systems
- receiving an unqualified/clear audit report following independent financial audits being undertaken by BDO (registered accountants and auditors) during August 2021 and April 2022, in relation to the 2020-21 financial year and 2021-22 financial year
- being awarded continued compliance with the requirements of ISO 9001:2015 Quality Management System (QMS) Standards with no non-conformances or any observations identified, during the February 2022 Surveillance Audit.



Commitment to child safety and wellbeing

CheckUP is committed to the continued safety and wellbeing of children and young people across the organisation and in our operations. A Child Safety Workgroup was established in December 2021 to support the implementation of CheckUP's Child Safety Wellbeing Policy and Action Plan. The group developed a Child Safe Code of Conduct, which outlines the behavioural expectations and responsibilities for delivering services and activities concerning child safety and wellbeing.

Staff have been completing the 11 online e-learning modules on National Principles for Child Safe Organisations developed by the Australian Human Rights Commission. Our Outreach providers were also offered a financial incentive of a \$500 one-off payment to complete all 11 modules before 30 June 2022 (there have been 35 providers now paid to complete the training).



Our team

- 40** staff (not including Board members)
- 33** Brisbane staff
- 5** Townsville staff
- 2** Cairns staff
- 78%** identify as female
- 22%** identify as male
- 10%** identify as Aboriginal and/or Torres Strait Islander

Shine Wellbeing Program

Throughout 2021-22, CheckUP's staff-led wellness working group, Shine, developed and implemented initiatives to enhance workplace wellbeing. Social activities, including lunches and walks, were scheduled, and monthly electronic newsletters were disseminated to all staff. Information on CheckUP's Employee Assistance Program (EAP), Converge International (membership commenced in April 2021), was also regularly provided to staff.

Ahead of Queensland Mental Health Week (QMHW) 2021, CheckUP staff took part in a Shine reflection session with the ideas for self-care suggested placed into a Bingo Challenge for the team to engage with during the week of the initiative.

Throughout QMHW (9-17 October) CheckUP staff took part in a gratitude share via Microsoft Teams. Mental health resources and YUMM! chocolates were also distributed to staff. Each chocolate had a scannable code that took people to their website and a resource relating to a positive and actionable wellbeing message.

Planning for a Staff Fun Day at Victoria Park was also undertaken. Due to the impact of COVID-19 and restrictions implemented for indoor venues, the event was postponed to the next financial year and held in July 2022 with great success.

Milestones

There were many milestones celebrated during the past financial year:

- Congratulations go to David Millichap for marking his 15 year anniversary at CheckUP, Jenny Ludgater for celebrating 10 years and Gayle Stallard for reaching five years.
- Our congratulations also go to Satia Sae-Shing who welcomed a beautiful baby boy, named Hugo, in February.

Communications and Engagement

A variety of communication and engagement initiatives were undertaken during 2021-22 to bolster the CheckUP brand, promote our programs and initiatives, foster relationships with our broad range of stakeholders and keep our communities informed. Key activities included:

- strengthening our brand through a refresh of our visual identity and producing a suite of collateral incorporating our new brand elements
- designing and creating IMPACT magazine, corporate reports, marketing and promotional collateral and social media content
- sharing timely COVID-19 alerts and advice via email campaigns and social media
- hosting events, such as the Queensland Primary Health Care Network series, the inaugural Health Gateway to Industry Schools Forum and a webinar to launch CheckUP's Access for All project
- planning a website redesign to improve the user interface and user experience, including accessibility (website to be launched in 2022-23)
- disseminating email marketing campaigns, including ad-hoc Blasts and regular newsletters, such as CheckIN (monthly), Queensland Mental Health Week (QMHW) eNews (monthly), Reaching Out (bi-monthly), Gateway 2 Health project newsletter, ISA for Health newsletter and the Access for All newsletter. Of note, the aggregate open rate for our email campaigns is above the industry benchmark and the click-through rate is more than double industry benchmarks.

We're passionate about the phases of our re-brand and digital transformation that are yet to take place and look forward to working with our stakeholders to showcase the impact we are making together.

2021-22 Digital metric highlights

- 115** CheckUP email campaigns*
- 24.8%** average open rate across CheckUP campaigns*
- 5.9%** average CTR across CheckUP campaigns*
- 884** CheckIN subscribers
- 711** Reaching Out subscribers
- 125** Gateway 2 Health newsletter subscribers
- 27** QMHW email campaigns
- 6371** QMHW eNews subscribers
- 33.4%** average open rate for QMHW eNews
- 7.4%** average CTR for QMHW eNews
- 7161** Facebook page followers - QMHW page
- 122** Facebook page followers - Health Gateway to Industry to Schools page
- 802** Facebook page followers - CheckUP page
- 8.2%** increase in CheckUP page Facebook followers
- 39.6%** increase in CheckUP LinkedIn page followers
- 26.5%** increase in CheckUP Instagram followers
- 6.9%** increase in CheckUP Twitter followers

Figures as of 30 June 2022. The social media percentages reflect the increase in followers over 12 months.

* Excludes QMHW campaigns

QPHCN events



CheckUP held four Queensland Primary Health Care Network (QPHCN) events during the 2021-22 financial year, bringing together a range of stakeholders to network, share information and gain a collective understanding of the opportunities and challenges facing the healthcare sector. We are grateful to HESTA for their ongoing sponsorship of these events and to all our guest speakers for contributing their knowledge and expertise.

The dates and topics for the events are listed below with more information available on the CheckUP website.

- Thursday 26 August – Take Time for Mental Health
- Wednesday 24 November – Improving the Health and Wellbeing of Queenslanders
- Wednesday 17 March – Focus on Skills and Training to Grow the Future Health Workforce
- Wednesday 1 June – National Reconciliation Week – Be Brave. Make Change.

IMPACT magazine

CheckUP published the eighth edition of IMPACT magazine in November 2021. The magazine showcases the positive difference that CheckUP, along with our partners, programs, services, projects and initiatives, is making to our communities and their people. This issue included information on how CheckUP was able to address the challenges posed by COVID-19 to service delivery, a range of profiles on Outreach providers, an article on a joint trip to the Torres Strait Islands for a Deadly Ears clinic, details on a collaborative social prescribing project, and much more. Digital versions of all past IMPACT editions are available on the CheckUP website.



Health in Focus

Health in Focus is a health survey conducted by CheckUP that aims to investigate issues and trends within primary healthcare. Topics covered in the survey include public health, preventative health, digital health, health information sources and public engagement. In 2021, the survey also sought to gather data on the impact of the Covid-19 pandemic on people's health and well-being.



After receiving 1,010 survey responses between September and November 2021, CheckUP generated and publicly published a report that provides a snapshot of the main healthcare issues and trends in Queensland.

Key statistics

- 44%** of respondents indicated there was at least one time in the last 12 months that they wanted to see a GP but didn't. Of these people, 50% reported this was due to lack of available services
- 26%** of respondents indicated there were some healthcare services they did not have access to in their local area
- 72%** of respondents reported regularly visiting a GP or health service for preventative checks/screening. The remaining respondents reported only accessing healthcare services when unwell
- 44%** of respondents did 30 minutes to an hour of physical activity each day
- 54%** of respondents had used telehealth services in the last 12 months

Approximately **40%** of respondents reported a decline in either their mental or physical health during the COVID-19 pandemic

Brisbane Office

Level 2,
36 Russell Street
PO Box 3205
South Brisbane QLD 4101

Townsville Office

Level 1,
33-35 Palmer Street
Plume Street
South Townsville QLD 4810

Cairns Office

Suite 5, Level 1,
516-518 Mulgrave Road
PO Box 35
Earlville QLD 4870



info@checkup.org.au



www.checkup.org.au



07 3105 8300