

2019-2020

Annual Report



CHECKUP

creating healthier communities

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Front cover: Morella, north-west Queensland.

Acknowledgement of Traditional Owners



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 is a public company that is limited by guarantee.

CheckUP is a registered charity with the Australian Charities and Not-for-profits Commission.

The Annual Review was prepared by the CheckUP Communications and Engagement Team and contributed to by various staff members in November 2020.

Please note that this document may contain images of deceased persons.

About us



OUR VISION

Better health for people and communities that need it most.

OUR PURPOSE

To create healthier communities and reduce health inequities.

OUR VALUES



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



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



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



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



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

Photo: CheckUP were delighted to have been awarded a second Brighter Futures grant from Arrow Energy. For our 2019-20 initiative, we developed My See Clearer packs and resources for adult patients to receive following cataract surgery.

Executive management



Anne Maree Liddy
Chief Executive Officer



Karen Hale-Robertson
Deputy Chief Executive Officer



Debbie Wilson
Chief Financial Officer

Directors



Mr Colin Duff
Board Chair



Ms Jennifer Pouwer
Deputy Chair



Dr Roger Halliwell
Director



Ms Jane Williams
Director



Mr Kieran Chilcott
Director



Dr David Rowlands
Director



Dr Tina Janamian
Director



Assoc Prof Michael Greco
Director

*(board tenure concluded
in November 2019)*

A message from our Board Chair and CEO



It gives us great pleasure to present the CheckUP annual report for the 2019-2020 financial year.

There is no doubt that FY 2020 has been a year like no other. While the pandemic required us to pause and re-evaluate almost every program and service we deliver, after more than six months of “the new normal”, we can confidently and proudly say that CheckUP and our many partners have collectively met the challenges posed by COVID-19 and have adapted and innovated in ways that we had never previously imagined.

Creating healthier communities and reducing health inequities is at the heart of all that CheckUP does. The content of this annual report showcases just some of the ways we have adapted our programs and services, so that we are continuing to make a difference to the health and wellbeing of communities across Queensland.

More than ever, a pandemic has demonstrated the strength of collaboration and partnerships. This annual report reinforces the power of our collaborative approach at all levels of the organisation. By working together with our members, partners, stakeholders and service providers we have been able to improve access to much needed services closer to home for regional, rural and remote Queensland communities and families.

We are also pleased to highlight some of our newest programs of work, such as our suite of health workforce programs – Choose Your Own Health Career, Grow Your Own Workforce, Health Gateway to Industry Schools and the Health Industry Skills Advisory program – as well as our new NDIS Access for All project. These programs demonstrate how CheckUP is continuing to evolve and expand our work, by embarking on new initiatives with new groups of stakeholders from a broader range of sectors.

CheckUP has welcomed the development of valuable new funding partnerships with the corporate and philanthropic sector. Through the generous support of partners such as Arrow Energy, Hand Heart Pocket, and Fred Hollows Foundation we have been able to extend the reach and offerings of our health programs, ensuring that some of our most vulnerable communities are gaining access to valued services and support.

We would like to thank the Board Directors for their continued commitment and stewardship of CheckUP. We have welcomed two new Directors to the board team during 2019 -2020; Dr David Rowlands and Dr Tina Janamian. We also farewelled longstanding Director, Associate Professor Michael Greco.

The unique achievements of 2019-2020 have only been made possible through the professionalism and commitment of our staff. We are proud to work alongside such a dedicated team.

Sincere thanks also to our vital and valued community of members, service providers, partners and funders, without whom our achievements would not have been possible.

COLIN DUFF
BOARD CHAIR, CHECKUP

ANN MAREE LIDDY
CHIEF EXECUTIVE OFFICER, CHECKUP

*Creating healthier communities
and reducing health inequities
is at the heart of all that
CheckUP does.*



Photo: Sunrise over Townsville, where CheckUP has an office.



Highlights of the year

JULY

The Northern Queensland Primary Health Network (NQPHN) approached CheckUP to undertake Indigenous Eye Mapping across the NQPHN footprint. One outcome of this exercise was to identify equipment gaps.

AUGUST

CheckUP's Health Education to Employment Pathways project team completed work on a new website to promote health career pathways for students and school leavers: Choose Your Own Health Career (www.cyohealthcareer.com.au).

SEPTEMBER

CheckUP held a one-day Outreach Forum, focusing on building organisational quality improvement and safety, and enhancing healthcare for Aboriginal and Torres Strait Islander people.

OCTOBER

CheckUP coordinated a successful Queensland Mental Health Week. It was a record year for registrations, with 318 events held across the state, as well as increased number of major and regional events.

NOVEMBER

Speakers at our last Queensland Primary Health Care Network (QPHCN) meeting for the year discussed the work they are undertaking in schools to pave the way to a brighter future for Aboriginal and Torres Strait Islander children.

DECEMBER

Following our Annual General Meeting, CheckUP welcomed two new Board Directors, Dr David Rowlands and Dr Tina Janamian.

Photos: (Top of page) Students from Vincent State School in Townsville celebrating their graduation from Tucka-Time. (Bottom of page) 2019 Outreach Forum.

2019



JANUARY

CheckUP reached out to stakeholders to recruit allied health professionals and medical specialists with pain management expertise, to deliver services to regional, rural and remote locations in Queensland.



FEBRUARY

By late February our Men's Health Matters workshops, conducted in partnership with Hand Heart Pocket the Charity of Freemasons Queensland, had continued its journey throughout the state, having started important conversations in Far North Queensland, Emerald, Gympie and the Sunshine Coast hinterland.

MARCH

After being engaged by the Department of Employment, Small Business and Training as the Industry Skills Advisor for Health, CheckUP commenced project work to provide high-quality, evidence-based industry advice and intelligence about current and emerging industry direction, regional skills needs, training solutions and employment opportunities.

APRIL

CheckUP secured funding for a three year term from NDIS - Information Linkages and Capacity (ILC) to deliver a new project called Access for All. The Access for All project will reduce barriers and inequities for rural and remote Queenslanders with disabilities in accessing mainstream health services.

MAY

Our new Health Gateway to Industry Schools Program team met with staff from Kelvin Grove State College for an introductory meeting before onboarding them onto the program.

JUNE

We held our first ever Zoom QPHCN meeting. The theme for this event was 'Reconciliation - In this together', to mark National Reconciliation Week.

Photo: A special day in August 2019 as Queensland Aboriginal and Islander Health Council officially opened our shared building with a smoking ceremony. Pictured is Derek Oram Sandy from Yerongpan Aboriginal Corporation.

Our partnerships

CheckUP strongly believes in the value of collaboration and partnerships and we incorporate this philosophy in the work we undertake.

QAIHC

CheckUP's enduring partnership with the Queensland Aboriginal and Islander Health Council (QAIHC) continues, having only been strengthened through our ongoing co-location in South Brisbane. The building was officially opened in August.

CheckUP were proud to join QAIHC for NAIDOC Week celebrations in July and were bronze sponsors of the QAIHC Queensland Aboriginal and Torres Strait Islander 2019 Youth Health Summit, which was held in September.

Our staff also partnered with QAIHC staff on various working groups throughout the year, including Queensland Mental Health Week and Genomics for GPs

LARTER CONSULTING

In March 2019, CheckUP acquired a majority share in Larter Consulting, an established Australian-owned company, which provides consulting and education services to the health and community services sectors. During the subsequent year the two organisations have collaborated on several projects, including the delivery of mental health training to GPs.

HEALTH WORKFORCE QUEENSLAND

CheckUP was excited to strengthen our relationship with Health Workforce Queensland, signing a Memorandum of Understanding (MoU). Health Workforce Queensland is a not-for-profit organisation focussed on ensuring rural, remote, and Aboriginal and Torres Strait Islander communities have access to highly skilled health professionals when and where they need them, now and into the future. We are looking forward to working together to support greater integration and innovation across the primary healthcare sector.

ALLIED HEALTH IN REMOTE SCHOOLS

The Allied Health in Remote Schools Project (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 service for Indigenous people living with a disability. The AHRSP involves the provision of allied health services to support Aboriginal and Torres Strait Islander students with a disability in remote schools.



Photos: (Top) CheckUP and QAIHC staff marked NAIDOC Week; (Centre) CheckUP staff attended the QAIHC Awards for Excellence; (Bottom) CheckUP's Elise Gorman and Karen Hale-Robertson visited Papunya in the Northern Territory in November to discuss the implementation of the AHRSP into a local school.

PRIMARY HEALTH NETWORKS

CheckUP works closely with Primary Health Networks (PHNs) across the state to improve coordination of care and ensure patients receive the right care in the right place at the right time. We have particularly strong relationships with the four regional PHNs who are CheckUP members.

In July 2019, CheckUP was approached by the Northern Queensland PHN to undertake Indigenous Eye Mapping across their footprint. One outcome of this exercise was to identify equipment gaps. CheckUP identified and coordinated the supply of much-needed eye health equipment, currently being utilised at Gurriny's Workshop Street Clinic.

In October 2019, we signed a Memorandum of Understanding (MoU) with Darling Downs and West Moreton PHN, consolidating our long-standing relationship.

We also continued to work closely with the Central Queensland, Wide Bay, and Sunshine Coast PHN and Western Queensland PHN – with whom we have existing MoUs with.



BE WELL LEARN WELL

Through the delivery of the Department of Education funded, Be Well Learn Well (BWLW) program, CheckUP has provided school-based allied health services into eight state schools in Cape York and North West Queensland.

During the 2019-20 period, 924 allied health therapy sessions were provided to 221 students, across pre-prep to year 12, as well as the delivery of valuable capacity building support to teachers and school staff.

The success of the BWLW program since its commencement in 2017 has been dependent on establishing and maintaining relationships with stakeholders, including the Department of Education, Aboriginal Community Controlled Health Services, participating BWLW schools, local community and other visiting health services.

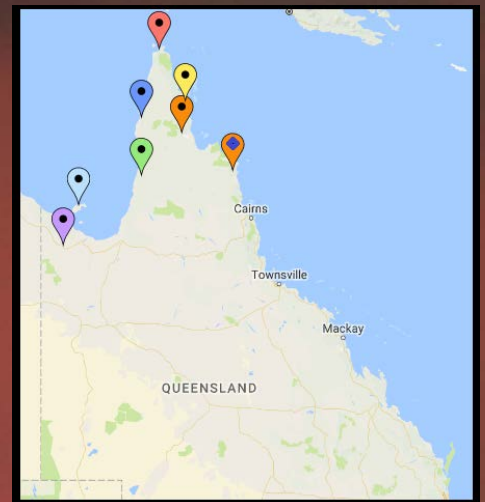
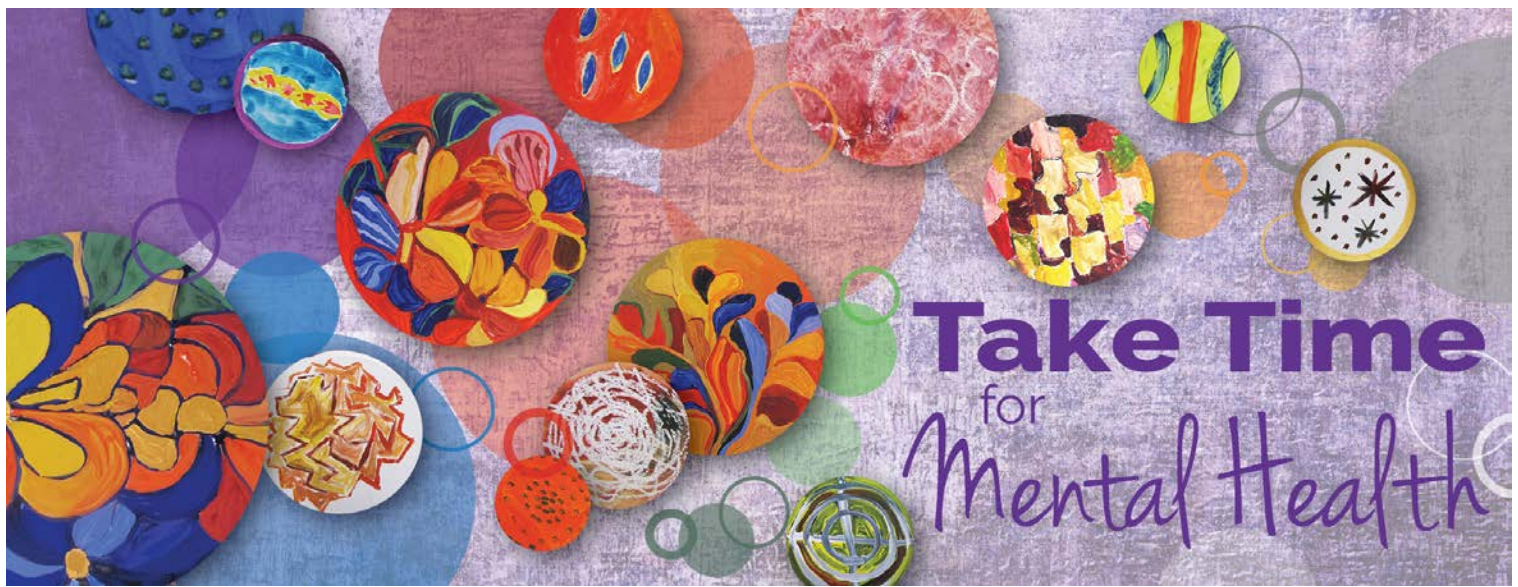


Photo: Just outside Lockhart River, Far North Queensland.



2019

QUEENSLAND MENTAL HEALTH WEEK

Queensland Mental Health Week (QMHW) is an annual awareness initiative that aims to promote individual and community mental health and wellbeing, increase awareness of mental illness, and celebrate the contribution of the mental health and community sectors.

In 2018 the Queensland Mental Health Commission (QMHC) contracted CheckUP to coordinate QMHW on behalf of the mental health sector. During this year a strong, sustainable, cross-sector partnership was established to guide the ongoing growth and development of QMHW into the future. CheckUP's contract was subsequently extended for 2019, with the partnership able to continue to build upon its success.

The theme for 2019 was 'Take Time – for mental health', which is about the six simple, yet proven, things we can all do to improve our moods, build resilience, and strengthen mental wellbeing.

A record 318 events were registered in 2019 and engagement with diverse communities across the state was increased. Hundreds of people also joined the conversation on social media, using specially-created shareables. There was also strong participation in QMHW's first Instagram Challenge.

Following on from the success of 2019, CheckUP was again contracted to lead QMHW coordination in 2020.

Our QMHW partners

CheckUP extends thanks to all 2019 partners, including QMHC, Mental Awareness Foundation, Canefields Clubhouse, COTA Queensland, Education Queensland, Ethnic Communities Council of Queensland, Grow, Office of Industrial Relations, Open Minds, Queensland Aboriginal and Islander Health Council, Queensland Alliance for Mental Health, Queensland Health, Richmond Fellowship Queensland, and our lived experience representatives.



Photo: Press launch for QMHW 2019.

Partnerships

TUCKA-TIME

Tucka-Time is a nutrition and healthy lifestyle program for Aboriginal and Torres Strait Islander students, delivered in partnership between CheckUP, the Centre for Rural and Regional Indigenous Health (“the Centre”), local health and community support agencies, and schools.

The program teaches students about nutrition and social and emotional wellbeing, with information sessions delivered by a dietitian and psychologist.

During 2019-20, Tucka-Time was delivered to 127 students at six Queensland schools.

- Vincent State School (Townsville)
- Cunnamulla State School
- Tagai State College – Thursday Island Primary Campus
- Heatley State School (Townsville)
- Bwgcolman Community School (Palm Island)
- Djarragun College (Gordonvale)

Evaluation results demonstrate that students enjoyed the program and class teachers noted improved attendance rates and high engagement levels in their students during Tucka-Time sessions.

Tucka-Time was funded by the Australian Government Department of Health for a three year period (2017-2020). The total number of participants in the program, including three rollover programs delivered to students at Dalby State High School, Oakey State High School and St Saviour’s College in Toowoomba, was 414.

Tucka-Time graduation dinner at Bwgcolman Community School - December 2019



Photo: For the first time boarding students at St Saviour’s College in Toowoomba will also be able to participate in Tucka-Time. The program will be delivered in 2020 utilising MOICDP rollover funds from the previous financial year

Staff from the school and Goolburri Aboriginal Health Advancement Co Ltd were excited to meet with CheckUP to discuss involvement with the program.



Partnerships



OUR WORKFORCE PROGRAMS

Photo: CheckUP staff met with Blue Stone Medical & Professional staff to discuss our workforce programs.

CheckUP's new suite of health workforce programs - Choose Your Own Health Career, Grow Your Own Workforce, Health Gateway to Industry Schools Program and the Health Industry Skills Advisory program - are an exciting addition to the range of initiatives being implemented across Queensland.

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

The need to promote a sustainable, skilled health workforce has been recognised by the Queensland government with their funding of projects like the Health Education to Employment Project (HEEP) and the Gateway to Industry Skills Program for the health industry (Gateway). Both the HEEP and Gateway projects are focused upon working with schools and students to promote understanding of the broad range of career opportunities available to those interested in working in the health sector. This includes both vocational education and training (VET) and tertiary pathways, for both clinical and non-clinical roles.

The HEEP project, which was undertaken by CheckUP in 2019, involved creating an interactive website - Choose Your Own Health Career (CYO). The CYO website (www.cyohealthcareer.com.au) was developed for students, parents, VET Officers and teaching staff and contains detailed career pathways into a number of health roles, including pathology, allied health assistance, nursing, dental assisting, mental health support and Aboriginal and Torres Strait Islander health practitioner roles. CYO also includes other support roles which may be found in a health setting, including business administration, human resources, food services and maintenance. In addition to industry-identified priority career pathways, the CYO website also contains a number of job profiles, as well as various personal stories shared by young Queenslanders who commenced their health careers via a VET pathway.

In partnership with Queensland's Department of Employment, Small Business and Training (DESBT), CheckUP commenced work on the Health Gateway to Industry Schools program in March 2020. The Gateway program is a two-year project focused upon connecting schools with industry to improve understanding of the vast range of roles available within the health industry, particularly for students who may be considering undertaking a health qualification while still at school and/or pursuing further tertiary study in a health discipline post-school. It also aims to increase experiential learning opportunities for students, where available, and will offer professional development to school VET officers and other teaching staff. The Gateway website is coming soon and will be available at www.gateway2health.com.au,

GROW YOUR OWN HEALTH WORKFORCE

As part of a collaborative partnership between CheckUP and Queensland Health's Workforce Strategy Branch, the Grow Your Own (GYO) Workforce resource hub is an exciting resource that has been developed in consultation with industry experts to support health providers to attract, recruit and develop their own local workforce.

GYO is a term used to describe a place-based workforce model that focuses on attracting, developing, supporting and retaining local residents, at any level and in any discipline, in an effort to create a sustainable pipeline of workers.

Designed to be a one-stop shop, the online resource hub provides employers with easy access to a range of practical information, tools, resources, and best practice case studies to support the implementation of sustainable place-based workforce solutions.

To get started, access the GYO resource hub now at www.gyoworkforce.com.au



Photos: Pictured left is our workforce team members meeting with staff from Kelvin Grove State College and pictured right is our team meeting with Mater Education staff after viewing their facility.

HEALTH INDUSTRY SKILLS ADVISORY PROGRAM

CheckUP has been engaged by DESBT as the Industry Skills Advisor (ISA) for Health. As the ISA for Health, CheckUP engages with employers, small businesses, 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. Priority areas for the ISA will include, but not be limited to the following:

- Aboriginal and Torres Strait Islander health workforce;
- Rural and remote workforce;
- Allied health;
- Dental;
- First aid;
- Health administration;
- Nursing;
- Pathology, including point of care testing; and
- Sterilisation services.

Vicky Meyer joined the CheckUP team in March to lead this project and one of her first undertakings was to establish the Industry Skills Advisor Industry Reference Group, as part of governance mechanisms. The group has since met twice.

Training

GP MENTAL HEALTH TRAINING

CheckUP and Larter have collaborated to provide a mental health training package to general practitioners.

Level 1 Mental Health Skills Training was held in August 2019 and again in November 2019. These sessions were attended by eight GPs per session and evaluations of these sessions rated the training and the facilitator highly.

In early 2020, CheckUP commenced the process of applying to RACGP, ACRRM, and GPMHSC to reaccredit the Level 1 MHST and Level 2 FPS training packages for the new triennium. In partnership with NQPHN and WQPHN, these packages are planned to be delivered via eLearning in 2020/2021.

GENOMICS FOR GPs

Genomics is an important emerging field in medicine that has increasing relevance and impact in general practice and plays a role in the diagnosis and management of many health conditions including rare diseases, and chronic conditions such as cancer and diabetes. General practitioners are required to maintain currency in the fast-moving field, as an increasing number of investigations are becoming available and more affordable through the Medicare Benefits Schedule.

CheckUP has been engaged by Queensland Genomics to work in partnership with Queensland Primary Health Networks, RACGP, the Genomic Institute and a Genomics Primary Care Advisory Group to undertake a Primary Care Genomics for GPs Project. The aim of the project is to develop and deliver genomics education for GPs across Queensland to help prepare the General Practice workforce to incorporate genomics into everyday healthcare by working towards using genomic information in clinical decision-making.

The sessions will be delivered in the final quarter of 2020 via webinar by Dr Michael Gabbett. Dr Gabbett is a practising clinical geneticist and university academic. He has taught medical genetics for over 15 years to a variety of healthcare professional groups, including nursing, allied health, doctors in training and general practitioners. He currently leads Australia's only postgraduate degrees in diagnostic genomics at the Queensland University of Technology.





MEN'S HEALTH MATTERS

CheckUP are proud to have delivered a series of men's health workshops, in partnership with Hand Heart Pocket the Charity of Freemasons Queensland, from September 2019 to March 2020.

Men and their families were encouraged to come together and be empowered with support and information at the Men's Health Matters events. Delivered by a registered psychologist, the workshops covered a range of topics, including nutrition and physical activity, early detection of cancer, diabetes and heart disease, mental health and relationships.

Hosted in partnership with local Freemasons, there were workshops in Beaudesert, Miles, Yeppoon, Maryborough, Stones Corner, Warwick, Toowoomba, Cairns, Yungaburra, Tully, Maleny, Emerald and Gympie. Events in Buderim, Townsville and Mackay were cancelled due to COVID-19.



ACCESS FOR ALL

With one in five people living with a disability in Australia, reducing the barriers to accessing mainstream health services is a priority for reducing health inequities.

CheckUP is excited that the Access for All project is now underway, with online training set to be launched in July 2021.

Access for All is a three-year project, funded under the NDIA's 'Information Linkages and Capacity Building - Mainstream Capacity Building Program', that aims to stimulate and encourage practice change in the delivery of mainstream health services in regional, rural and remote Queensland by providing training and quality improvement resources that address barriers faced by people with a disability.

After receiving this funding in April 2020, CheckUP put an 'Expressions of Interest' call-out for an Advisory Group. Following a great response, the Advisory Group was established with 14 people from diverse backgrounds. The first meeting was held in June.

QPHCN events

CheckUP is proud to be involved and continue to support the Queensland Primary Health Care Network (QPHCN), providing chair and secretariat support for the quarterly QPHCN meetings.

The QPHCN is a group of primary health and community care related organisations, who have come together with a common interest - to network, share information and gain a collective understanding of the opportunities and challenges facing primary healthcare in Queensland.

We would like to thank HESTA for their sponsorship of QPHCN during 2019-20.



28 AUGUST 2019

In the lead up to Queensland Mental Health Week (QMHW) 2019, this meeting provided updates from some key advocates in the mental health sector, including the Executive Director of the Queensland Mental Health Commission, Dr Leanne Geppert, and representatives from Brisbane South Primary Health Network, Open Minds and Accoras. CheckUP's QMHW coordinator Sandy Smith also shared information on the awareness week. There were 43 registrations.

20 NOVEMBER 2019

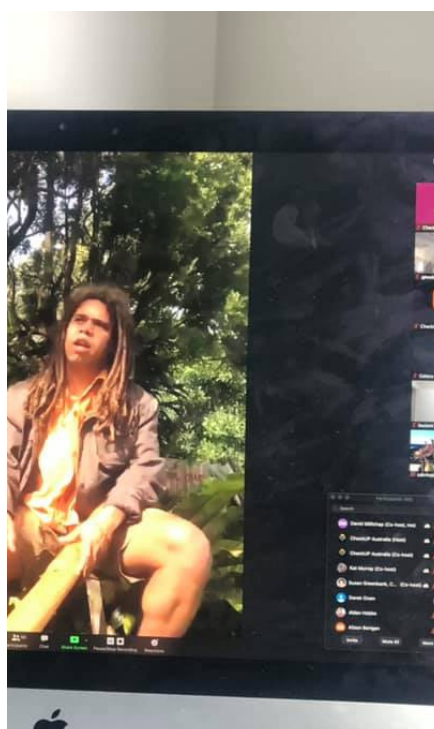
Our speakers from the Institute of Urban Indigenous Health, Department of Education, Queensland Health, Apunipima, Gidgee, Hear and Say and CheckUP discussed the work they are undertaking to pave the way to a brighter future for Aboriginal and Torres Strait Islander people, of all ages, through education and training in the health and community sectors. This event had 37 registrations.

27 FEBRUARY 2020

Our first QPHCN for 2020 had 69 registrations. The topic of health and wellbeing was covered with presentations from health+wellbeing Queensland, University of Queensland, Relationships Australia, My Health for Life, and Tonic Health. Feedback from attendees was positive and many commented on how engaging the morning was.

1 JUNE 2020

Focusing on the topic of 'Reconciliation - In this together', this meeting, which was held over Zoom due to the impact of COVID-19 and had 105 registrations, began with a yarning about country performance by Yerongpan Aboriginal Corporation's Derek Oram Sandy. There were presentations from Brisbane South PHN, HESTA, and CheckUP, followed by a question and answer session with members of our RAP panel.



Our members

At CheckUP we understand the issues, opportunities and challenges involved in the successful delivery of primary 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.

To the 46 organisations who were members of the CheckUP community throughout 2019-20, we say thank you.

There are many benefits to membership, including opportunities to expand networks through engaging with key strategic stakeholders at free member events.

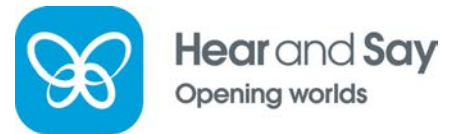
Stay connected, stay informed and stay involved by becoming a CheckUP member!

Photo: Brisbane City from the Kangaroo Point cliffs.

Thank you to our members!



Health Workforce Queensland





Health services

CheckUP is the jurisdictional fund holder for the Australian Government funded Rural Health Outreach Fund (RHOF), Medical Outreach Indigenous Chronic Disease Program (MOICDP), Healthy Ears – Better Hearing, Better Listening, Visiting Optometry Scheme (VOS) and Eye and Ear Surgical Support (EESS) initiatives in Queensland.

ALL SERVICE DELIVERY 2019-20

168,309

occasions of service, or appointments, were delivered through all outreach health services in 2019-20.

116,299

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



17,065

visits were undertaken by our team of outreach health providers.

198

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

MOICDP

The aim of the MOICDP is to increase access to a range of health services, including expanded primary health for Aboriginal and Torres Strait Islander people in the treatment and management of chronic disease.



MEDICAL OUTREACH INDIGENOUS CHRONIC DISEASE PROGRAM SERVICE DELIVERY 2019-20

RHOF

The aim of the RHOF is to improve health outcomes for people living in regional, rural and remote locations by supporting the delivery of outreach health services.

RURAL HEALTH OUTREACH FUND SERVICE DELIVERY 2019-20

82,257

appointments were delivered through the MOICDP program in 2019-20.

OCCASIONS OF SERVICE



57,300

appointments were delivered through the RHOF program in 2019-20.

71,426

of all MOICDP services were accessed by Aboriginal and/or Torres Strait Islander people.

ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



23,372

of all RHOF services were accessed by Aboriginal and/or Torres Strait Islander people.

8,778

visits were undertaken by our team of outreach health providers.

VISITS



4,946

visits were undertaken by our team of outreach health providers.

103

towns and communities were provided with MOICDP services over the 12 month period.

LOCATIONS

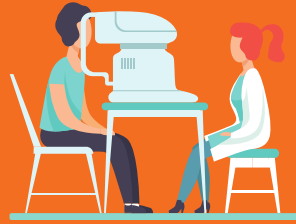


133

towns and communities were provided with RHOF services over the 12 month period.

HEALTHY EARS

The aim of the Healthy Ears - Better Hearing, Better Listening Program is to increase access to a range of health services, including expanded primary health for Aboriginal and Torres Strait Islander children and youth (0-21 years) for the diagnosis, treatment and management of ear and hearing health.



HEALTHY EARS - BETTER HEARING, BETTER LISTENING SERVICE DELIVERY 2019-20

VOS

The aim of the Visiting Optometrist Scheme is to deliver outreach services to people living in regional, rural and remote locations, who do not have ready access to primary eye care services.

VISITING OPTOMETRIST SCHEME SERVICE DELIVERY 2019-20

16,282

appointments were delivered through the Healthy Ears program in 2019-20.

OCCASIONS OF SERVICE



12,470

appointments were delivered through the Visiting Optometrist Scheme in 2019-20.

15,037

of all Healthy Ears services were accessed by Aboriginal and/or Torres Strait Islander people.

ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



6,444

of all VOS appointments were accessed by Aboriginal and/or Torres Strait Islander people.

2,538

visits were undertaken by our team of Healthy Ears providers.

VISITS



803

visits were undertaken by VOS health providers.

73

towns and communities were provided with Healthy Ears services over the 12 month period.

LOCATIONS



105

towns and communities were provided with VOS services over the 12 month period.

EESS

The aim of the Eye and Ear Surgical Support program is to improve access to eye and ear surgical services for Aboriginal and Torres Strait Islander people, prioritising those living in rural and remote locations.

EYE AND EAR SURGICAL SUPPORT PROGRAM SERVICE DELIVERY 2019-20



67

ear surgeries



182

eye surgeries



MY SEE CLEARER PACKS

CheckUP received funding from the Arrow Energy Brighter Futures program in late 2019 to develop My See Clearer packs for adults in rural and remote communities undergoing cataract surgery.

This funding has enabled us to produce 500 packs which come in a special branded calico bag and include important resources on what to expect during cataract surgery and post-operative care, as well as sunglasses, a water bottle and keep cup, tissues, coffee and hot chocolate sachets, biscuits, wet wipes, a dental travel pack, stress ball, and moisturiser.

In true partnership style, some of these items were kindly donated from the Fred Hollows Foundation.

20-YEAR EYE SURGERY PATHWAY FOR PATIENTS IN THE CAPE

In September 2019, the long-standing annual eye surgery week saw 75 Cape York patients receive life-changing eye surgery in Weipa.

The Ophthalmic surgical team of Dr Mark Loane and Dr Stephen Godfrey, along with their anaesthetist, Dr Michael Willis, completed their 20th year of operating at Weipa Hospital with the 2019 list in September.



The success of this unique eye surgery pathway, for people living in the remote communities of Cape York, can be attributed to consistent and smooth processes, an experienced team and good collaboration, genuine dedication, and respect for all patients on their surgical journey.

The strong collaborative effort between the ophthalmologists, the anaesthetist and their specialised surgical team; optometrist Rowan Churchill, Torres and Cape Hospital and Health Service and their staff; plus in-kind contributions by Alcon and Zeiss with lens, equipment, and tech support; and ongoing funding support, such as through CheckUP, to ensure sustainability, cannot go unmentioned. Also, a number of outreach clinics throughout the year, and especially during the month leading up to and including the surgery week, to ensure patients are ready for their surgery.

BETOOTA	170
MUNGERANIE	320
WINDORAH	389
INNAMINCKA	424
MARREE	518
QUILPIE	669
ADELAIDE	1191

NEW SERVICE FOR WINDORAH

Windorah was one of eighteen Central Western Queensland communities surveyed as part of the 2018 Central West Eye Health Mapping Project conducted by CheckUP's Lachlan Rich. The people of the Windorah had not had a visiting optometrist since 2005.

As an outcome of the mapping project, CheckUP's Statewide Indigenous Eye Health Coordinator Tony Coburn worked with stakeholders to support optometrist Michael Young to deliver a visiting optometry service. Some members of the Windorah community had been driving the 492 km round trip to see Michael Young in Quilpie.

Michael's first Windorah clinic in October 2019 saw patients from 8am until 6pm, highlighting how welcome this service is. CheckUP also expects the service to provide improvements in chronic disease prevention and management for community members living with diabetes.

NT VISIT TO DISCUSS OMS

Our Outreach team members Aidan Hobbs and Sulu Malau met with Northern Territory PHN and Rural Health West in October 2019 to discuss the Outreach programs and the development of the Outreach Management System (OMS) .



MONTHLY CHARTER FLIGHT NOW SUPPORTED

For the first time in several years, the people of the Birdsville, Bedourie, Boulia and Windorah districts can access a visiting psychiatrist in their home communities.

CheckUP worked with the Central West Hospital and Health Service to support a monthly charter flight for a visiting mental health team. Psychiatrist, Dr Stephen Huntsman, a mental health nurse and an Aboriginal Health Worker have reduced travel of many hundreds of kilometres, or in some cases, brought care that would otherwise been unavailable for these people in remote Queensland.



Photo: Visiting optometrist Michael Young is now servicing Windorah. He is seen here with happy patient Colin Simpson and Director of Nursing Shelley Watts. This photograph was kindly provided by Amanda Simpson.

STATE ADVISORY FORUM

As the jurisdictional fundholder of the Australian Government Department of Health Outreach Programs in Queensland, CheckUP hosted members of the 2020-2021 State Advisory Forum in May 2020 to discuss the deployment of resources to address the identified priorities of the Outreach Programs.

The State Advisory Forum is comprised of a broad range of stakeholders with relevant knowledge and expertise regarding existing health service need and delivery arrangements in urban, regional, rural and remote locations across Queensland.

The principle role for the State Advisory Forum is to evaluate all proposals presented by CheckUP and to endorse those that meet both the priorities of the outreach programs and the needs of the local communities.

Our health providers

Our Outreach health providers delivered much-needed health services across Queensland in 2019-2020.

ACT Psychology	Dr Manjula Palee Kannangara	Northern Australia Primary Health Limited
Addiction Sciences	Dr Mark Norrie	NQ Eye Specialists
AH Diabetes	Dr Matthew Broadhurst	O'Brien Healthcare
Altitude Eyewear	Dr Merryn Thomae	Optimise Health and Wellness Pty Ltd
Amanda Gale Physiotherapy & Wellbeing	Dr Michael Karpa	Outback Futures
Amy Sellers	Dr Rowan Porter	Outside Optical
Andrew Carroll Medical	Dr S Zeeman	Paediatric Outreach Services
Anna Puglisi	Dr Scott Young	Pak Kwan Chan
Apunipima Cape York Health Council Limited	Dr Shane Anderson	Palm Island Community Company
Awal Medical Centre	Dr Simon Bowler	Pioneer Podiatry
Barry Sheehan Psychology	Dr Simon Journeaux	Queensland Sleep Disorder Unit
Bodyfix Physiotherapy & Massage	Dr Steven Rodwell	QUT Health Clinics - Optometry
Brendan Rose	Dr Thomas Dover	Rachel Stone Podiatry
Burnett Speech Pathology	Dr Vanil Varghese	RM Miller Medical
Cairns and Hinterland Hospital and Health Service	Dr Wayne Kelly	Rowan Churchill
Cairns Eye and Laser Centre	Evolution Podiatry	Royal Flying Doctor Service of Australia (Queensland)
Cairns Gastroenterology	Fairfield Central Medical Practice	Rural Health Management Services
CAM Barrett Pty Ltd	Fitzpatrick Family Optometrists	Rural Ultrasound Services
Central Queensland Hospital and Health Service	Fran Hutton	Russell Cooper Optometrist
Central West Hospital and Health Service	Franz Felfer Optometrist	S Kumar (Medical) Pty Ltd
Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health Limited (CWAATSICH) - Charleville	Gareth Edwards Optometrist	Sharon Forbes
Cherbourg Regional Aboriginal and Islander Community Controlled Health Services	Gidgee Healing	Stalewski Medical Pty Ltd
Children's Health QLD Hospital and Health Service	Goolburri Aboriginal Health Advancement Company Limited	Sweet as Diabetes Solutions
Clarity Hearing and Balance	Graeme Conway	TalkHQ Speech Pathology
Compleat Nutrition	Health Management Cairns	The North Coast Aboriginal Corporation for Community Health
Cooper Smith Optometrists	Heart of Australia	The Optical Superstore Darwin
Costello-Singh Trust	Hodgson Optical	The Whole Child
CQ Physio Group	ihear	Theodore Medical Centre
Darben Medical	Indigenous Wellbeing Centre	Torres and Cape Hospital and Health Service
Darling Downs Hospital and Health Service	Institute for Urban Indigenous Health	Townsville Aboriginal and Islander Health Service
Deborah Lewry	Isis Psychology Services	Townsville Hospital and Health Service
Diabetes And Health Solutions	Jaime Parnell Psychology	Townsville Hospital and Health Service (NQPPMS)
Diabetes Care New Beginnings	Jennifer Doherty	True Relationships & Reproductive Health
Diabetes Queensland	Laura Nelson	Unison Health Solutions
DPB O'Brien Medical	Leading Change Psychology	Victoria Sheehan
Dr Brett Collins	Lifestyle Therapies and Training Solutions	Vital Health South West
Dr Brian Todd	Lisa Grice T/As Private Diabetes Education	Wakai Waian Healing
Dr Carrick Anderson	Lisa Penrose-Herbert	Warrier Health Solutions
Dr Christopher Danesi	LiveBetter Services	Wide Bay Hospital and Health Service
Dr Jamie Ross	Macintyre Health	William Boyd Medical Pty Ltd
Dr Julian Boulnois	Mackay Hospital and Health Service	Wowan Dululu Community Volunteer Group Inc
Dr Kalpana Singh	Mamu Health Service	Wuchopperen Health Service
Dr Kristopher Rallah-Baker	Metro North Hospital and Health Service (ICOP)	Manoora Clinic
Dr Kunwarjit Singh Sangla	Metro North Hospital and Health Service (IROC)	YM & J Tan (Medical) Pty Ltd
Dr Leo Ryan	Metro South Hospital and Health Service (PA)	Yorklace Pty Ltd
Dr Louise Robinson	Michael Young Optometrists	
Dr Madeleine Adams	Moreton Eye Group	
	Mulungu Aboriginal Corporation Medical Service	
	North and West Remote Health	
	North West Hospital and Health Service	



2019 Outreach Forum and Networking Dinner

As primary healthcare enhance their services offerings to communities, the need to show accreditation or benchmarking against national standards is increasing. Continuous quality improvement with the goal of becoming a high performing primary healthcare provider involves ongoing learning for both management and staff.

September 12-13 marked CheckUP's annual Outreach Forum and Networking Dinner, with the focus of this year's forum being on building organisational quality improvement and safety, and enhancing healthcare for Aboriginal and Torres Strait Islander people.

Thank you to the Queensland Government, QAIHC, Accoras, HESTA, My Health for Life, Office of the Health Ombudsman, Westpac, True and Armchair Medical for sponsoring this event.

Special recognition must also go to Aunty Carol, our two keynote speakers, Margaret Banks and Alison Verhoeven, the four organisations that held masterclasses - Institute for Urban Indigenous Health, CRANaplus, AGPAL and Meridian Lawyers - and the more than 20 people who provided highly informative presentations during the concurrent sessions.

And a final thank you to the 160 delegates, particularly those people who travelled long distances to attend, whose active participation helped make the day so memorable. It was wonderful to see so many of our outreach providers, members and stakeholders in attendance.





Our journey towards reconciliation

For over a decade, we have aimed to contribute positively and influence issues relating to Aboriginal and Torres Strait Islander health and wellbeing. We recognise the need to adopt culturally appropriate ways of engaging with Aboriginal and Torres Strait Islander peoples.

To demonstrate our commitment, we started on our reconciliation journey with our Reflect Reconciliation Action Plan, launched during the Health Leaders' Forum in 2013. We have now moved to the next stage; our Stretch Reconciliation Plan (2020-2022).

While the CheckUP Stretch RAP builds on our previous plans, it is particularly significant as it is focused 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. Our consultation has included meaningful engagement with Aboriginal Community Controlled organisations and leaders, Aboriginal Elders and community members throughout Queensland. Our staff and Board have also provided significant input into the RAP. This input and advice has been invaluable in challenging and guiding us to develop a RAP that is robust and includes longer-term tangible commitments to advancing reconciliation.

The CheckUP Stretch RAP sets out a range of strategies, that when implemented, will enable us to embed our Reconciliation Vision of an Australian society that is equitable, harmonious and healthy and one in which Aboriginal and Torres Strait Islander peoples and communities achieve equitable, easily accessible and quality healthcare.

We acknowledge and thank all staff, Board Directors and stakeholders involved in developing this RAP, particularly the members of the RAP Advisory Group and the RAP Working Group. We want to specifically acknowledge the ongoing support and guidance provided by Dr Mary Martin AM (Aboriginal Elder, Cultural Adviser) to our organisation.

CheckUP has now submitted our Stretch RAP to Reconciliation Australia and have continued to undertake many activities to support our RAP.

BRIGHT COLOURS FEATURE IN ART FOLLOWING CATARACT SURGERY

We initially met Aunty Venus in 2016 in Cherbourg following her cataract surgery. We purchased her painting 'Kangaroo Dreaming' which we used for the cover of our Innovate RAP.

Now, four years later, Aunty Venus' sight is better than ever, which allows her to use bright colours in her paintings. When catching up with Aunty Venus we were thrilled to find out she had recently completed another beautiful painting, 'Spring Water'. As we were finalising our Stretch RAP, it seemed perfectly fitting that CheckUP should purchase another piece of artwork from Aunty Venus for the cover.





CULTURAL LANDSCAPE TOUR

CheckUP staff participated in an Aboriginal cultural landscape walking tour around South Brisbane and West End in October 2019. The walk was led by two well-informed guides (pictured top and far below) - Aboriginal scholar Alex Bond and Professor Paul Memmott from the Aboriginal Environments Research Centre at the University of Queensland. The team was left feeling informed and inspired after learning about important historical events, the local landscape and culture.

2019 NATIONAL RAP CONFERENCE

The second annual National RAP Conference was held in Perth and attended by over 400 people committed to, and passionate about, reconciliation, including CheckUP staff. The conference provided an opportunity to connect with other like-minded organisations, and to gain further ideas and inspiration to assist with the development of our Stretch RAP..

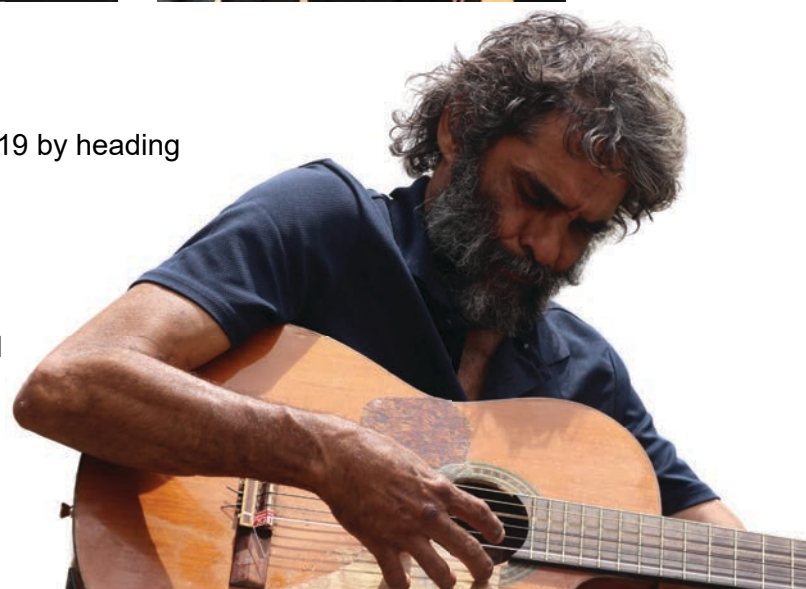


NAIDOC WEEK

CheckUP's Brisbane staff celebrated NAIDOC Week 2019 by heading along to the Family Fun Day at Musgrave Park.

RECONCILIATION WEEK

In addition to hosting the reconciliation focused QPHCN in 2020, CheckUP staff observed Reconciliation Week by watching 'In My Blood It Runs', an observational feature documentary following 10-year-old Arrernte Aboriginal boy, Dujan, growing up in Alice Springs, and an accompanying virtual Q&A panel.



Community engagement



OUR BOARD

The CheckUP Board went beyond the boardroom to understand and respond to the needs of our key stakeholders.

In August 2019, the Board and executive management team travelled to Cairns to meet with stakeholders, including the CEO of Mulungu Gail Wason who welcomed the group to her primary healthcare service, and learn more about the important work taking place throughout Far North Queensland.

The Board and Senior Management also visited the Sunshine Coast for their annual strategy session on 20-21 February, spending time networking with members and key stakeholders in the region, including representatives from Central Queensland, Wide Bay, and Sunshine Coast PHN who hosted the group at their offices.



PRESENTING

Sharing our achievements, highlighting our collaborations and networking with industry peers is an important aspect of our work. CheckUP staff provided presentations and held trade displays at numerous conferences and forums during 2019/20, including at the:

- Aboriginal and Torres Strait Islander Catholic Education Queensland State Conference in Townsville;
- 2019 ACHSM Asia-Pacific Health Leadership Congress; and
- North West Flood Recovery Summit.

To ensure ongoing governance during the period when physical distancing restrictions were in place in Queensland, our Board moved their meetings online.



PHOTO COMPETITION

CheckUP once again held its annual photo competition. The theme was 'creating healthier communities' and there were two categories - human interest and natural environment.

The finalists had their photographs displayed at the 2019 Outreach Forum.

Pictured on the far left is Jenna Millward's winning entry for the natural environment category that was taken in Weipa. Kylie Slade's entry of an Elder from Kowanyama (left) won the human interest category.





20th Anniversary CELEBRATIONS

It's not every day that an organisation turns 20, so on 18 September 2019 we held an event that had special reasons to mark the 20th anniversary of QDGP, GPQ and CheckUP. Our annual CheckUP Forum was held during the day and had the theme: *celebrating member communities, capabilities, partners, processes and progress.* Led by Dr Robert Miller, the forum was a great success with 150 delegates from around Queensland.

In the evening, almost 300 people gathered at the Brisbane Convention and Exhibition Centre for a night of celebration at our Gala Dinner. Special awards were presented on the evening to those who have made a difference.

Longest Serving Board Member: Dr Hilary Duggan
Dr Hilary Duggan has been a Board Member since 2002 and has been instrumental in the development of CheckUP. She has been a strong advocate for the organisation and has been instrumental in the development of CheckUP's ongoing adaptation and success.

Longest Serving Staff Member: Ann Marie Liddy
Ann Marie Liddy has been a staff member since 2002 and has been instrumental in the development of CheckUP. She has been a strong advocate for the organisation and has been instrumental in the development of CheckUP's ongoing adaptation and success.

IMPACT MAGAZINE

In September 2019 CheckUP released its sixth edition of IMPACT magazine.

This edition focused on the 20th anniversary of the organisation, featuring a detailed history of CheckUP's journey from QDGP to GPQ, and then finally to CheckUP. In addition, the magazine highlighted the services CheckUP provides and provided information on a number of new partnerships and projects, including CheckUP's success in securing funding to deliver the Allied Health in Remote Schools Project.

Approximately 500 copies of the magazine were printed and distributed to members, key stakeholders, and the wider community. The magazine is also available digitally on the CheckUP website.

PUBLIC HEALTH ALERTS

In partnership with Queensland Health's Communicable Diseases Branch, CheckUP has been contracted to distribute all Public Health Alerts and Communiqués directly to general practices and other health providers in Queensland. Among the alerts sent in the first half of 2020 were numerous that provided GPs and health providers with vital information on the COVID-19 pandemic.

DIGITAL COMMUNICATIONS

CheckUP has a series of electronic newsletters that are sent to our members, outreach providers and stakeholders. The purpose of these e-communications are to keep stakeholders informed about the activities being undertaken, as well as share news from our members, partners, and the broader primary healthcare sector.

Open rates continue to meet industry benchmarks. In addition, CheckUP utilises social media and our website to share stories of interest with the community.

EMAIL CAMPAIGNS

Campaigns Delivery rate



Emails sent Open rate

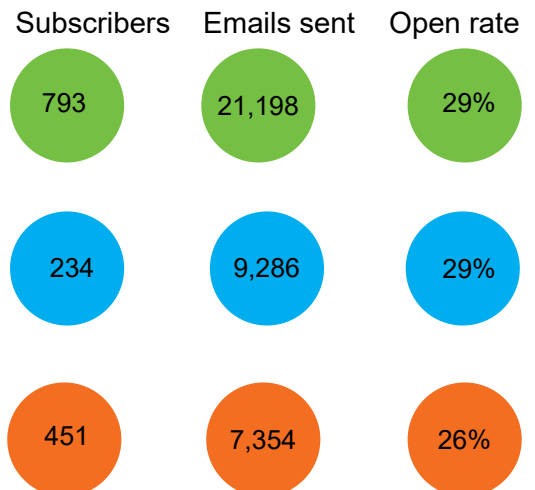


BREAKDOWN

Conversations
monthly stakeholder newsletter

CheckIN
fortnightly member newsletter

Reaching Out
monthly provider newsletter



CHECKUP WEBSITE

Unique visits	37,082
New visitors	68%

SOCIAL MEDIA

661	1469	73	350

*As of June 30, 2020.

CheckUP staff



The CheckUP team brings a wealth of expertise and experience, working to progress our mission.

ADMINISTRATION AND FINANCE

Glenda Krause
Senior Business Coordinator - Finance

Kym Winn
Business Officer

Satia Sae-Shing
Business Coordinator

Jenny Ludgater
Business Coordinator

CheckUP also recognises the important contributions of staff who are no longer working with us, but were contracted during the 2019-20 period.



Photos:

(Top left) Gayle at the 2019 CheckUP Forum.

(Centre left) Debbie and Aidan supporting Loud Shirt Day.

(Bottom left) Fran and Kym at the staff Christmas party.

(Top right) David speaking at our March 2020 QHCPN event.

(Centre right) Sandy and Martina during QMHW 2019.

(Bottom right) Jacqui, Kat and Susan at the 2019 CheckUP Forum.

HEALTH SERVICES

Adriana Fabrizio
(Currently on maternity leave)
Business Coordinator

Aidan Hobbs
Business Lead - Outreach

Alison Berigan
Senior Project Officer - Access
for All

Annabel Johnston
Health Promotion Officer

Anthony Mehan
Business Coordinator -
Education programs

Cassie French
Regional Coordinator -
Central/Central West

Edie Stevens
Health Promotion Officer

Elise Gorman
Business Lead - Education programs

Fran Keeble-Buckle
Clinical Lead - Outreach

Gayle Stallard
Senior Business Coordinator

Jacqui Hawgood
Senior Business Coordinator - EESS

Lachlan Rich
Central West Eye Health Mapping
Coordinator

Nelson Lee
Regional Coordinator - Far North

Nigel Daisy
Regional Coordinator - South West

Sabrina Luton
Business Coordinator

Sulu Malau
Business Coordinator

Susan Dixon-Grover
Outreach Team Leader

Tanya Morris
Regional Coordinator -
North/North West

Tennille Hutchinson
Senior Business Coordinator -
Clinical governance

Tony Coburn
Statewide Indigenous Eye
Health Coordinator

COMMUNICATIONS AND ENGAGEMENT

David Millichap
Business Lead

Conor Blackley*
Business Officer

Kat Murray
(Currently on maternity leave)
Business Coordinator -
Communications

Lisa Maynard
Business Coordinator - QMHW
and communications

Martina Dorahy
Business Coordinator -
Membership and quality

Mary-Anne Quilter
Senior Business Coordinator -
Workforce programs

Sabrina Kerr
Business Coordinator - Special
projects

Sam Weling
Business Coordinator - Workforce
programs

Sandy Smith*
Business Coordinator - QMHW

Susan Greenbank
Senior Business Coordinator -
Business development

Vicky Meyer
Senior Business Coordinator -
Health Industry Skills Advisor

**Casual staff*



Supporting our future workforce

CheckUP staff have been working with student interns from Griffith University through the Work Integrated Learning program. CheckUP values the contribution made by these interns and is pleased to play a role in supporting students who are eager to bring fresh and innovative approaches to our workplace.

"CheckUP is a valued and supportive partner of Health Services Management, Griffith University and has been for several years. Our master's students experience exceptional Work Integrated Learning (WIL) placements, being able to apply theory into practice through experiential learning within CheckUP. The supervisors and mentors at CheckUP play a key role in the professionalisation and development of future health services managers. Some of our master's students have had the opportunity to translate their WIL placements into employment within CheckUP or with one of their amazing members. A special thank you to Aidan Hobbs for his extraordinary work supervising and mentoring our master's students."

- Danielle Waid, Placements Officer for Griffith University's School of Medicine

PEDRO FORTES

CheckUP hosted Pedro for a placement in the first semester of 2020 during which he developed a COVID-19 information resource kit for Outreach providers, which was utilised to support the co-design of a resource on Rebalancing Outreach Services in partnership with the Office of Rural Health. Pedro was subsequently awarded a short-term Business Officer role where he successfully supported several activities, including service remapping, contract provider registration, and more.

PAUL PENUMALA

While completing a Master of Advancement Health Service Management, Paul joined CheckUP as an intern, applying effective project management principles, health service planning and evaluation frameworks to inform the design of the organisation's 2019/20 Outreach Activity Plan.

Paul said the experience provided him with insights into conducting situational analysis of various needs assessment reports, identifying needs in service priority areas, and stakeholder engagement activities. He also said he felt welcomed right away by the CheckUP team.

"The opportunity I received at CheckUP as an intern was perfect timing, as I was keen to work for a primary healthcare organisation that services Indigenous people living in rural and remote areas after my completion of Master's degree," he said.

Paul is now employed at one of our member organisations, Goondir Health Services, managing their Executive Strategy and Planning team.



SAM WELING

During the final semester of a Master of Advanced Health Services Management, Sam interned within CheckUP's communications and engagement team, delivering an engagement strategy to facilitate participation in a series of genomics and precision medicine capability building workshops.



In addition to delivering on his allocated project, Sam was also involved in a range of communications and training projects that the team was working on at the time.

The internship was Sam's first exposure to an Australian workplace, and he valued the opportunity to learn about the workings of a not-for-profit organisation.

Following his internship Sam obtained a role working on CheckUP's workforce projects. He said, "Reflecting on my time spent at CheckUP as both a student and an employee, I can confirm that the work has further strengthened my ability to manage complex projects, as well as communicate and engage with a diverse range of people."

"The welcoming and supportive environment that I witnessed in my time as a student at CheckUP persists today, and I am now working in a full-time capacity across CheckUP's suite of health workforce projects." - Sam Weling

Our staff. Our culture

ACCESSIBILITY AND INCLUSION

CheckUP is undergoing an organisational transformation towards becoming more 'disability aware'.

A review of our website is underway with particular focus on ensuring the content and design of the site offers accessibility to all users. The new website is scheduled for release by June 2021.

All CheckUP staff are also completing disability awareness training to ensure team members are increasing their knowledge and skills in the areas of disability awareness, accessibility and inclusion.

A review is also planned to look at current CheckUP policies to ensure workplace diversity and inclusion principles are embedded in all that we do.

STAFF WELLBEING

CheckUP began the process of establishing a staff health and wellbeing program (alongside the existing work, health and safety program) to support the physical, social, and emotional health of all CheckUP employees.



Shine
CheckUP's wellness
program

NEW CO-LOCATION

We reviewed our Townsville office set-up and began talks with Co.Habitat - a co-working and shared office space. The team subsequently moved to their new location in November 2020.



Photos: (Above) Del Chapman and CheckUP CEO Ann Maree Liddy. (Below) Mary-Anne Quilter and Sam Weling on a visit to a health service.

RECRUITMENT, MOVEMENTS AND MILESTONES

Apart from saying farewell to a much-loved staff member who retired, CheckUP maintained our staffing cohort, employing several new staff during 2019-20.

September 2019 marked an end of an era at CheckUP, as after 16 years of dedicated service with QDGP, GPQ and CheckUP, Del Chapman retired. While we are excited for Del and this new chapter of her life, she will be greatly missed by our staff, our Board, and the many stakeholders who interacted with her over the years.

We welcomed Annabel Johnson and Edie Stevens to our health promotion team, with both new staff members being based in our Townsville office. Annabel and Edie initially joined to work on a short-term project to address the disparity in nutrition and physical activity across rural and remote areas of Queensland through social prescribing. Edie has since transitioned to a role that also include some work on outcomes measures; culturally appropriate PREMS and PROMS for EESS patients, in particular patients participating in eye surgery.

Lisa Maynard joined our communications and engagement team to help coordinate Queensland Mental Health Week and is based in our Brisbane office. Also joining that team was Sam Weling and Vicky Meyer. To learn more about their projects, please read about our workforce programs (page 13-14). Also, Mary-Anne Quilter moved from our outreach team to our communications and engagement team to work on our workforce programs.

CheckUP welcomed Cassie French to the team, as a regional coordinator for the Central-Central West region.

In terms of other staff movements, Jacqui Hawgood who was previously in our Brisbane office, is now located in Cairns where she continues to manage the Eye and Ear Surgical Support program across Queensland. January 2020 also marked Jacqui's five-year anniversary at CheckUP.

Congratulations to Debbie Wilson and Aidan Hobbs who also reached their five-year work anniversary milestone.





A YEAR IN REVIEW

Photographic essay

On this page: Photos of CheckUP staff taken throughout the year.

(Left to right, top to bottom)

- 1. Sabrina and David promoting our workforce programs.*
- 2. CheckUP staff attended Project Management Institute's Project Management Day of Service (PMDoS) in October.*
- 3. Sandy and Gayle at the Walk for Awareness.*
- 4. Fran, Trish and Glenda joined 2,492 other Townsville locals during QMHW 2019 to break the world record for the largest gathering ever of people wearing hi-vis.*



(Left to right, top to bottom)

1. CheckUP CEO Ann Maree Liddy congratulated Brentyn Parkin and his team at Community Information Support Services for winning the 2019 Telstra Queensland Social Change Maker Award.
2. CheckUP staff attended the Indigenous Eye Health Mapping Workshop facilitated by the University of Melbourne's Indigenous Eye Health unit.
3. Promoting the Choose Your Own program at a career's expo in Cairns.
- 4 & 5. CheckUP networking dinner 2019.
6. Christmas Mingle 2019.
- 7& 8. CheckUP Board meeting in Cairns.



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Photo: Pajinka, Queensland

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