

*Creating healthier  
communities*

**ANNUAL  
REPORT**



**2020-2021 EDITION**

# CONTENTS

9  
Men's Health Matters

13-14  
Outreach services

18  
Access for All

20  
Health ISA

## About this

### report

CheckUP's Annual Report was prepared by the Engagement team and contributed to by various staff members in November 2021. Content is correct at time of publication. The report has been released alongside CheckUP's 2021 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.

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- 2 Acknowledgement of Traditional Owners
- 3-4 Message from our Board Chair and CEO
- 5-6 About CheckUP and our governance
- 7 Highlights from 2020-21
- 8 Genomics for General Practitioners
- 10 Be Well Learn Well Program and Allied Health in Remote Schools Project
- 11 Queensland Mental Health Week
- 12 Our members
- 15-16 Outreach providers
- 17 Outcomes measurement
- 19 Choose Your Own and Grow Your Own
- 21 Health Gateway to Industry Schools Program
- 22 Our journey towards Reconciliation
- 23 Health in Focus
- 24 Communications and Engagement
- 25-26 Our staff

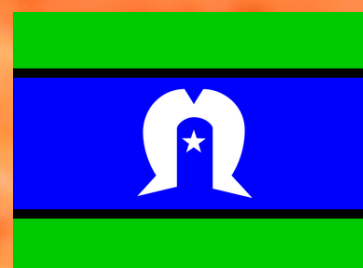


Images: Front cover shows a bird's-eye view of Cunnamulla and inside cover features a jeep in the outback.

# Acknowledgement of

## COUNTRY

*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.*



## VISION AND VALUES



### Vision

Better health for people and communities that need it most.



### Purpose

To create healthier communities and reduce health inequities.



### Values

In all that we do we uphold our commitment to collaboration, excellence, innovation, integrity and compassion.

*We recognise that our vision will not be achieved in isolation. It requires ongoing collaboration, not just within the healthcare sector, but cross-sector collaboration incorporating education, early childhood, social and community services sectors as well as individuals, families and communities working together to make the health and wellbeing of our communities a priority.*

# Message from the

## CHAIR AND CEO

It gives us great pleasure to present CheckUP's Annual Report for 2020-2021.

The past financial year has presented both opportunities and challenges for CheckUP, our members, partners, and the communities we serve, as we continue to navigate the uncertainties and changes caused by the global pandemic. Whilst Queensland has managed to avoid the sustained lockdowns and high rates of infection that have challenged our interstate peers, our COVID-19 experience has still been far from business as usual.

Responding to a dynamic and challenging environment is not new to CheckUP. However, to successfully navigate COVID-19 and continue to make a difference to the health and wellbeing of communities across Queensland, we have had to build even greater levels of adaptability and resilience across our technology, business systems, people, and stakeholder relationships. This annual report showcases 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. In addition, due to initiatives such as Access for All, Be Well Learn Well, Queensland Mental Health Week, and the Gateway to Industry Schools Program our partnerships have expanded well beyond the health sector to encompass new and valued collaborations with the mental health, disability, and education sectors, as well as health consumers and the broader community. These cross-sector collaborations are welcomed as we know that achieving our vision of creating healthier communities cannot be realised in isolation.

Creating healthier communities and reducing health inequities is at the heart of all that CheckUP does. The content of this annual report together with our companion 'Impact' magazine demonstrates how our programs ensure communities, particularly our most vulnerable, continue to receive much-needed access to health services. Despite the challenges of COVID-19, we are extremely proud that our service delivery programs reached 206 towns and communities, with over 62% of all outreach health service appointments being accessed by Aboriginal and Torres Strait Islander peoples.

More than ever, COVID-19 has also demonstrated the critical importance of a strong, sustainable, and resilient health workforce. The health industry is projected to be one of the largest creators of new jobs in Queensland over the next five years, and yet supply limitations, financial pressures, and complex service environments will require new and different approaches. Through our new funding arrangements with the Department of Employment, Small Business and Training, CheckUP is very pleased to be playing a key role in identifying priority areas for health workforce skills and development and some of our early work is highlighted in this report.

Finally, we would like to thank our Board of Directors for their continued stewardship of CheckUP, and our staff for their professionalism and dedication. We are proud to work alongside such a committed 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**  
Chair, CheckUP Board



**Ann Maree Liddy**  
Chief Executive Officer

*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.*



*Image: Central Queensland landscape, south of Charters Towers.*



## ABOUT US

*Who we are and why our work is important*

CheckUP is dedicated to ensuring better health for people and communities that need it most. We pursue this by working collaboratively at the strategic, regional, and local level to lead improvements in health. Through our wide range of health programs and initiatives, CheckUP has an established footprint in 206 communities across Queensland and the Northern Territory.

We have strong and established relationships with primary healthcare providers, such as general practitioners, allied health professionals, and Aboriginal and Torres Strait Islander community-controlled health services.

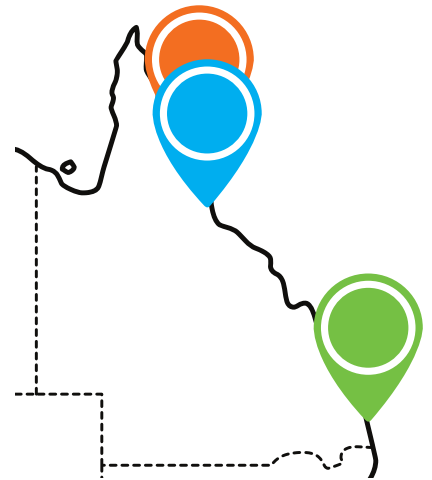
CheckUP is the jurisdictional fundholder for the Australian Government Department of Health's Outreach services in Queensland, and with the support of over 140 providers, we aim to improve access to a wide range of healthcare services in urban, regional, rural, and remote locations throughout Queensland, and for Aboriginal and Torres Strait Islander communities.

Utilising data to understand and advocate for community needs, we are focused on ensuring that everyone has the right to equitable access to health services, regardless of their economic, social, cultural, or geographical circumstances.

We know that for this to occur, a capable and sustainable local health workforce must be developed. This is why CheckUP is committed to providing evidence-based industry advice about current and emerging industry directions, regional skill needs, training solutions and employment opportunities.

We also engage over 30 schools in health-related programs, share innovative ideas through our events, and connect people through networks, including our strong membership base.

Founded in 1998, CheckUP is an independent not-for-profit company limited by guarantee, registered as a charity with the Australian Charities and Not-for-profits Commission.



**CheckUP has a decentralised office structure with staff based across our Brisbane, Townsville and Cairns offices.**

*Images: (Top left) CheckUP's Martina Dorahy and David Millichap promoting our workforce programs. (Top and bottom right) Photos from CheckUP's 2020 staff fun day.*



# GOVERNANCE AND LEADERSHIP

CheckUP has a commitment to strong, effective governance. Joining our Executive in leading the strategic direction of the organisation is our Board of Directors. The strength of our Board is supported by having Directors who possess a diverse range of skills and experience.

There were changes to our Board in November 2020 following Director elections. We farewelled longstanding Director, Dr Roger Halliwell, and the three available positions were filled by Dr Tina Janamian, Dr David Rowlands, and Ms Merrilyn Strohfeldt.

In May 2021, CheckUP welcomed Russell Johnston as our Chief Financial Officer. Our former CFO Debbie Wilson left the organisation the following month after six years of service for an exciting new chapter of life in Far North Queensland.



We extend our congratulations once again to Dr Rowlands on being recognised in the General Division of the Order of Australia in the Queen's Birthday Honours List for his service to medicine in general practice.

## Our Board of Directors

The following Directors were in office during 2020-21:



Mr Colin Duff  
Board Chair



Ms Jennifer Pouwer  
Deputy Chair



Dr David Rowlands  
Chair, Finance and Risk  
Management (FARM) Committee



Ms Jane Williams  
Director



Mr Kieran Chilcott  
Director



Ms Merrilyn Strohfeldt  
Director



Dr Tina Janamian  
Director



Ms Amanda Boland  
Company Secretary

## Our Executive



Anne Maree Liddy  
Chief Executive Officer



Karen Hale-Robertson  
Deputy Chief  
Executive Officer



Russell Johnston  
Chief Financial Officer  
*Commenced May 2021*



Debbie Wilson  
Former Chief Financial Officer  
*Departed June 2021*

# OUR PRIORITIES

## 2020-21 Highlights

Priorities within our strategic plan are integrated into our program priorities to ensure that the work we do supports our overarching objectives, and vision. The activities outlined in this Annual Report highlight significant achievements and programs of work that align with these priorities.

 <p>Men's Health Matters workshops/webinars were held in partnership with Hand Heart Pocket the Charity of Freemasons Queensland.</p>	<h3>Strategic partnerships</h3> <p>Ensure our engagement with members, stakeholders and investors contributes to our relevance, profile, delivery, and value.</p>
<h3>Service and system building capacity</h3> <p>Expand the range of products and services to build service and system capacity and capability.</p>	 <p>CheckUP developed a government engagement strategy. The majority of CheckUP's funding is derived through government grants and tenders, so it is imperative that government and decision-makers understand who we are, what we do, and the impact we create.</p>
 <p>occasions of service, or appointments, were delivered through all outreach health services.</p>	<h3>Outreach services</h3> <p>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.</p>
<h3>Outcomes</h3> <p>Deliver measurable and tangible health and educational outcomes in vulnerable communities.</p>	 <p>CheckUP launched Access for All at the Rural Doctor's Association Queensland Conference.</p>
 <p>CheckUP started work in partnership with Darling Downs and West Moreton Primary Health Network and Larter Consulting on a social prescribing pilot project.</p>	<h3>Social determinants of health</h3> <p>Co-design and implement initiatives that contribute to measurable improvements to the health of vulnerable people.</p>
<h3>Workforce solutions</h3> <p>Lead community and industry-led workforce solutions to ensure services have the capability and capacity to meet future needs.</p>	 <p>schools signed a Memorandum of Understanding with CheckUP to formalise their Health Gateway School status.</p>





## OUR PARTNERS

Health consumers  
Healthcare providers  
Primary Health Networks  
Communities  
Sponsors  
Schools  
Our members  
Like-minded organisations

## STRATEGIC *Partnerships*

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

## GENOMICS FOR GENERAL PRACTITIONERS

CheckUP undertook work during 2021 to prepare for the launch of the Genomics for the General Practitioner eLearning Education Program. This initiative was funded by Queensland Genomics and is a collaboration between CheckUP, Queensland Genomics, the Genomic Institute, Queensland University of Technology, and the Genomics Primary Care Advisory Group.

The self-paced education comprises 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. As of October 2021, this eLearning resource is now available for GPs to complete, and it is free of charge.

## LARTER CONSULTING

CheckUP has owned a majority share in Larter Consulting, an established Australian-owned company that provides consulting and education services to the health and community services sectors, since March 2019. While the organisations operate independently, they continuously work together to share industry insights and enhance their collective pool of expertise.

CheckUP was pleased to have Larter Consulting's Jo Grzelinska present at our Queensland Primary Health Care Network meeting in November 2020, which focused on social prescribing. The two organisations also partnered with Darling Downs and West Moreton Primary Health Network throughout the financial year to encourage the uptake of social prescribing in general practices.

When the COVID-19 pandemic hit, there were already discussions occurring about the transition of CheckUP's mental health training packages for general practitioners to Larter Consulting. The pandemic saw general practices' needs exacerbate, and with the increased level of mental health issues emerging in the community, it was agreed that Larter Consulting would review the training and source additional trainers. The transition of the training to Larter Consulting was finalised at the end of 2020.



# MEN'S HEALTH *Matters*



Following on from the successful delivery of 13 workshops in 2019-20, CheckUP was proud to continue its partnership with Hand Heart Pocket the Charity of Freemasons Queensland to deliver a series of men's health workshops from March to May 2021.

Due to COVID-safe requirements, several changes were introduced for this year's Men's Health Matters initiative, namely a reduced number of face-to-face events and the introduction of interactive webinars.

Men and their families were encouraged to come together and be empowered with support and information at seven face-to-face workshops across the state.

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. These events were complemented by six online interactive webinars on different health topics.

The events reached over 283 people and the overall response to the workshops was consistently positive, particularly in relation to the quality of the presenters, the MCs/guest speakers, and the audience's gratitude for providing a platform for men to connect and discuss their health and wellbeing.

***"Many thanks to CheckUP and Hand Heart Pocket, for putting on this excellent series of information presentations."***  
***Darren, workshop attendee.***

***"I hope you will regularly do this kind of event. Everyone needs to have the tools and opportunity to talk about their mental health."***  
***Pascal, workshop attendee.***

***"I would like to thank all of you for both the opportunity to facilitate Men's Health Matters for 2021, and for all the hard work and assistance you provided throughout."***  
***Sam Versace, Clinical Psychologist***



## WEBINAR TOPICS

## LOCATIONS

- Mental health and wellbeing
- Relationships
- Stress management
- Chronic disease prevention and early detection
- Healthy ageing and falls prevention
- Anxiety and depression

- Brisbane North
- Brisbane South
- Miles
- Townsville
- Cairns
- Toowoomba
- Gympie



Images: The campaign hero photo for Men's Health Matters 2021 is pictured top left and the other photos feature workshop participants at events across the state.

# School Initiatives



Over the 2020-21 period, CheckUP's Be Well Learn Well (BWLW) program and Allied Health in Remote Schools Project (AHRSP), have generated positive discussion and feedback among school staff, community members, service providers, and most importantly the children and families they support.

In addition to contributing more hours to the professional development of the teaching and school staff in the BWLW school communities, our team has focused on implementing novel ways for system capacity building and increasing integration across programs. One example is the integration between the BWLW speech pathology services and the early year's literacy program. The cohesion between the workforce, local teachers, parents, and school staff have contributed to improving student engagement in the classroom; and has permitted the team to undertake 722 instances of teacher capacity building and support party discussions in the 2020 school year.

Likewise, the AHRSP teams have been working to build stronger relationships with the Papunya and Yuendumu schools in the Northern Territory, and have been actively exploring opportunities to contribute to the professional development of teachers by providing them with opportunities for teacher capacity building comparable to those offered in Queensland through the BWLW program.

Lastly, after discussions with the Department of Education and various other stakeholders we are proud to announce that the BWLW team was able to respond to the need for audiology and will begin to provide these services in 2022.

## BE WELL LEARN WELL

Funded through the Queensland Department of Education, CheckUP - in partnership with Gidgee Healing and the Apunipima Cape York Health Council - delivers BWLW, providing allied health services across eight remote schools in Queensland. In 2020-21, BWLW also received funding from the Australian Government Department of Health Outreach program.

BWLW takes a holistic approach to identifying and addressing risk factors influencing child development, and schooling outcomes for Aboriginal and Torres Strait Islander students, by enabling education and health professionals to work together. In consultation with principals, teachers, guidance officers, families, and the wider community the BWLW program supports student developmental needs by providing speech pathology, occupational therapy, psychology, and clinical psychology services for children, from pre-prep to Year 12.



***The Be Well Learn Well program is a highly valued program in our communities and would not be possible without the ongoing commitment from our partners, in health and education. No other region in Queensland has this dedicated focus on supporting our Aboriginal and Torres Strait Islander children in their health, their education and their communities to achieve the best they can be. Gidgee Healing is proud to be a partner in this program and looks forward to its ongoing success.***  
**- Renee Blackman, CEO, Gidgee Healing**

## ALLIED HEALTH IN REMOTE SCHOOLS PROJECT

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 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 in the Northern Territory.

# QUEENSLAND

## Mental Health Week

In early 2021, CheckUP was awarded a three-year tender for the coordination of Queensland Mental Health Week (QMHW) by the Queensland Mental Health Commission, following the successful coordination of the week for the three preceding years.

QMHW is an awareness initiative, held in October each year, 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.

While centrally themed and coordinated by CheckUP and supported by a strong cross-sector collaboration, QMHW also encompasses hundreds of events, organised by many committed individuals, community groups and service providers throughout the state. These activities are bolstered by a community events grants program funded by the Queensland Mental Health Commission. For the first time in 2021 the grant program was managed and administered by CheckUP. Due to the impact of COVID-19, the grant pool was increased, and a total of \$118,500 was shared by 107 organisations, supporting mental health events from the Gold Coast north to Cairns, and across the outback.

Visit [www.qldmentalhealthweek.org.au](http://www.qldmentalhealthweek.org.au) to learn more about the week.

### 2020-21 KEY RESULTS

- In addition to increased year-on-year website and social media metrics, the event numbers for 2020 surpassed the target set prior to COVID-19, with 305 events held across the state. In 2021, engagement with the week increased again with 371 registered events.
- There was strengthened engagement with Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse (CALD) communities, young people and schools, older people, carers, and the LGBTIQ+ community.
- The campaign theme 'Take time - for mental health', was received positively by the community, as was the visual identity, which is informed by a different artwork each year.

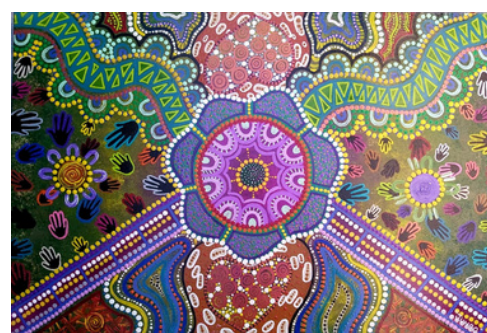
### THANK YOU TO OUR PARTNERS

Authentic partnerships are key to the ongoing success of QMHW, and CheckUP strongly values this collaboration. CheckUP extends thanks to all its 2020-21 QMHW partners including Arafmi, Canefields Clubhouse, Council on the Ageing (COTA) Queensland, Education Queensland, Ethnic Communities Council of Queensland (ECCQ), GROW, MATES in Construction, Mental Awareness Foundation, Mentally Healthy City Townsville, Metro North Mental Health - The Prince Charles Hospital, Office of Industrial Relations, Open Minds, Queensland Aboriginal and Islander Health Council (QAIHC), Queensland Alliance for Mental Health (QAMH), Queensland Health, Richmond Fellowship Queensland (RFQ), Royal Flying Doctor Service (Queensland Section), Thirteen Digital, Twinkl, Wellbeing Media Group, and Western Queensland Primary Health Network.

*Image: CheckUP organised light ups of major landmarks across the state to occur during QMHW in 2020 and 2021, including the Story Bridge..*



*Images: (Above) The 2020 QMHW artwork was 'Communicate through our strengths' by Ailsa Walsh. (Below) In 2021 CheckUP commissioned Jesse James to create the artwork 'Take time - for mental health'.*



# OUR MEMBERS

During 2020-21, CheckUP had 49 members. We welcomed Dowdall Optometry Group, GROW Foundation, and selectability as new/renewed members.

All members contribute to CheckUP's vision of better health for people and communities that need it most by helping support a comprehensive and integrated health system.

For more information on our members, please see the CheckUP website.

Accoras	Institute for Urban Indigenous Health
AGPAL/QIP	Indigenous Respiratory Outreach Care (IROC)
Anglicare Southern Queensland	Micah Projects
ATSICHS Mackay Ltd	National Disability Services (Queensland)
Australian Chiropractor's Association (Queensland)	North and West Remote Health Limited
Australian Psychological Society (Queensland)	Northern Queensland PHN
BallyCara	Occupational Therapy Australia (QLD/NT)
Central Queensland, Wide Bay, Sunshine Coast PHN	Palliative Care Queensland Pty Ltd
Centre for Palliative Care Research and Education	Pharmaceutical Society of Australia Ltd - Queensland Branch
Community Information Support Services	Queensland Health
Darling Downs and West Moreton PHN	Queensland Aboriginal and Islander Health Council
Diabetes Queensland	Queensland Alliance for Mental Health
Dowdall Optometry Group	Queensland Rural Medical Service
Epilepsy Queensland	Richmond Fellowship Queensland
Ethnic Communities Council of Queensland	Royal Flying Doctor Service (Queensland Section)
General Practice Training Queensland Limited	Rural Health Management Services
Goondir Health Services - Dalby	selectability
GPpartners	TOG Consulting
GROW Foundation	Tonic Health Media
Health Consumers Queensland	Toowoomba and Surat Basin Enterprise
Health Workforce Queensland	True Relationships & Reproductive Health
Hear and Say	Veriti Health and Community
Heart Foundation	Vision Australia (Queensland)
Institute for Healthy Communities Australia	Western Queensland PHN
	Wuchopperen Health Service

# Outreach 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.

The COVID-19 pandemic presented a wide range of additional barriers for Outreach providers delivering essential health services and the communities who access them. This became apparent as a reduction in allied health and medical specialist service delivery was observed, compared with the same period in 2019.

Feedback collected from service providers helped us to understand the reasons why this had occurred, and then CheckUP worked closely with communities and service providers to design and implement tailored solutions to address challenges as they emerged.

Between July 2020 and February 2021, more than 1200 Outreach service variations were 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 \$257,500 of Outreach funding allocated to support approximately 3170 hours of telehealth Outreach services.

**Over the last 12 months, Outreach providers have consistently demonstrated that they are both willing and able to adapt their services to overcome barriers and meet community needs if they are appropriately supported to do so.**  
**- CheckUP's Business Lead – Outreach, Aidan Hobbs**

## SERVICE DELIVERY 2020-21



**170,856**

occasions of service, or appointments, were delivered through all outreach health services.



**107,296**

healthcare appointments were provided for Aboriginal and/or Torres Strait Islander people



**206**

towns and communities were provided with outreach health services.



**18,080**

visits were undertaken by our team of outreach health providers.

## LOOKING FORWARD

CheckUP undertakes an annual health service planning process to identify priority health needs and locations within Queensland. In undertaking the needs assessment, CheckUP consults broadly and ensures the views and expertise of Aboriginal and Torres Strait Islander people, communities, and organisations are an integral part of the process. The 2021-22 Outreach Activity Plan was well-received at the Outreach Advisory Forum in May 2021.

### Eye and Ear Surgical Support (EESS)

The aim of the EESS 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.



**212 eye surgeries**



**76 ear surgeries**

## Medical Outreach Indigenous Chronic Disease Program (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.



- 80,201 appointments were delivered
- 63,512 healthcare appointments were provided for Aboriginal and/or Torres Strait Islander people
- 9448 visits were undertaken by outreach health providers
- 107 towns and communities were provided with services

## Rural Health Outreach Fund (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.

- 59,326 appointments were delivered
- 21,723 healthcare appointments were provided for Aboriginal and/or Torres Strait Islander people
- 5397 visits were undertaken by outreach health providers
- 138 towns and communities were provided with services

## Visiting Optometrists Scheme (VOS)

The aim of the VOS 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.



- 15,963 appointments were delivered
- 8227 healthcare appointments were provided for Aboriginal and/or Torres Strait Islander people
- 928 visits were undertaken by outreach health providers
- 110 towns and communities were provided with services

## Healthy Ears - Better Hearing, Better Listening

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.

- 15,366 appointments were delivered
- 13,834 healthcare appointments were provided for Aboriginal and/or Torres Strait Islander people
- 2307 visits were undertaken by outreach health providers
- 64 towns and communities were provided with services

## PRIORITY SERVICE MAPPING

During the 2020-21 period, CheckUP's Regional Coordinators conducted a review of Outreach visit reporting data quality and worked closely with service providers to address specific challenges contributing to high waitlists and poor attendance.

In the first quarter of the financial year, Bamaga, Woorabinda, and Kingaroy were identified as communities with the strongest potential to benefit from review due to their high waitlists and high non-attendance rates. Baseline measures for each of these three communities were collected in quarter one and work commenced in quarter two to review barriers contributing to performance issues with improvement strategies implemented in quarter three. This included a review of reporting data quality and working closely with service providers to address specific challenges contributing to high waitlists and poor attendance.

There was a significant year-on-year reduction of service waitlists observed for Bamaga (77% reduction), Woorabinda (57% reduction), and Kingaroy (95% reduction). Non-attendance rates in priority locations remained mostly constant for Bamaga and Woorabinda. A significant reduction of non-attendance was also observed in Kingaroy (81% reduction).

# Our Outreach

Our gratitude goes to our Outreach health providers who delivered much-needed health services across Queensland in 2020-21.

Altitude Eyewear  
Amanda Gale Physiotherapy and Wellbeing  
Amy Sellers  
Andrew Carroll Medical  
Andrew Foster  
Anna Houghton  
Apunipima Cape York Health Council  
Awal Medical Party  
Barry Sheehan Psychology  
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  
Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health  
Cherbourg Regional Aboriginal and Islander Community Controlled Health Services  
Children's Health Queensland Hospital and Health Service  
Clarity Hearing Solutions  
Compleat Nutrition  
Complete Health Cairns  
Cooper Smith Optometrists  
Costello-Singh Family Trust  
CQ Physio Group  
Crystel Poggioli  
DA Peters and LE Peters  
Darben Medical  
Darling Downs Hospital and Health Service

Deborah Lewry  
Diabetes and Health Solutions  
Diabetes Care New Beginnings  
Diabetes Queensland  
DPB O'Brien Medical  
Christopher J Danesi  
Simon Bowler  
Simon F Journeaux  
Entirely Health  
Fairfield Central Medical Practice Unit Trust  
Far North Queensland Pain and Diabetes Management  
Finn Podiatry  
FNQ Physio  
Francisca Hutton  
Gidgee Healing  
GN and DM Fitzpatrick  
Goolburri Aboriginal Health Advancement Company  
Goondir Health Services  
Graeme Conway  
Green Jelly Bean Diabetes Health Management (Cairns)  
Heart of Australia  
Hodgson Optical  
HRM Partners Pty Ltd AFT The McCleary Family Trust T/A AH Diabetes  
Indigenous Wellbeing Centre  
Institute for Urban Indigenous Health  
ISIS Psychology Services  
Jaime Parnell  
Jamie Ross  
Jaymee-Leigh Swift  
Jennifer Doherty  
Julian Boulnois Medical  
Kunwarjit Singh Sangla  
Laura Abdalla  
Leading Change Psychology  
Leo Ryan  
Lifestyle Therapies and Training Solutions  
Lisa Grice



# health service providers

Lisa Penrose-Herbert  
LiveBetter Services  
Louise Robinson  
Macintyre Health - World Class Diabetes Care  
Mackay Hospital and Health Service  
Mamu Health Service  
Manjula Palee Kannangara  
Mark Norrie  
Metro North Hospital and Health Service  
    Indigenous Cardiac Outreach Program (ICOP)  
Metro North Hospital and Health Service  
    Indigenous Respiratory Outreach Care (IROC)  
Metro South Hospital and Health Service  
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 Futures  
Outside Optical  
Paediatric Outreach Services Trust  
Palm Island Community Company  
Porter Eye Care Trust  
Queensland Centre for Otolaryngology  
Queensland University of Technology  
Rachel Stone Podiatry  
RM Miller Medical  
Rory Dowdall  
Rowan Churchill  
Royal Flying Doctor Service of Australia  
    (Queensland Section)  
Rural Health Management Services  
Russell Cooper Optometrist  
Ruth Connors  
S Kumar (Medical)  
Sandra Zeeman  
Stabilise Trust  
Stalewski Medical  
Steven Oreo  
Steven Rodwell  
Sugarmates  
Sweet as Diabetes Solutions  
TalkHQ Speech Pathology  
The FJ Felfer Family Trust  
The Gareth and 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 Dover  
Torres and Cape Hospital and Health Service  
Towers Podiatry  
Townsville Aboriginal and Islander Health Service  
Townsville Hospital and Health Service  
Townsville Hospital and Health Service North  
    Queensland Persistent Pain Management  
    Service (NQPPMS)  
True Relationships and Reproductive Health  
Vanil Varghese  
Victoria Sheehan  
Vital Health  
Wakai Waian Healing  
Warrier Health Solutions  
Wayne Thomas Kelly  
Wide Bay Hospital and Health Service  
William Boyd Medical Pty Ltd  
Wowan Dululu Community Volunteer Group  
Wuchopperen Health Service  
YM and J Tan (Medical) Pty Ltd  
Yorklace  
Young Family Investment Group

# OUTCOMES *Measurement*

Over the last 12 months, CheckUP has continued to work on introducing a standardised set of patient reported outcome measures (PROMS) and patient reported experience measures (PREMs) with the aim of better understanding CheckUP's Eye and Ear Surgical Support (EESS) initiative's strengths, cultural appropriateness, impact on patients' lives, and areas for improvement.

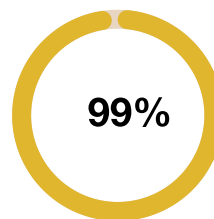
Extensive literature reviews have been conducted, and significant stakeholder engagement and consultation with experts across the fields of eye and ear surgery, process and outcome survey development and validation has occurred. Project advisors have been engaged to oversee cultural and strategic management of the project. In particular, a co-design method has been used to ensure the unique aspects of CheckUP's culturally appropriate programs are able to be measured. Currently the surveys are in a cognitive testing phase with Aboriginal and Torres Strait Islander health workers and patients from across several communities.

Funding was successfully sought to recruit a Business Lead to oversee the finalisation of EESS program measurement tools, the rollout of process effectiveness, and outcome data collection and reporting procedures during the 2021-22 financial year, with a view to expanding overall organisational evaluation capacity over the longer term.

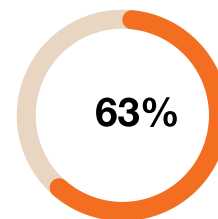
## PATIENT SURVEY DATA

CheckUP is grateful to all our providers who implemented patient feedback surveys as part of their service delivery process during the 2020-21 service delivery year. The feedback we received from a wide range of services across the state has been overwhelmingly positive.

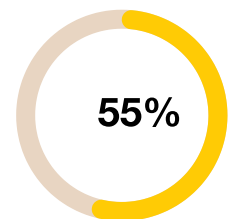
By the end of the 2020-21 financial year, 259 responses to CheckUP's patient feedback surveys had been received. The respondents had seen 16 different health professional types. The most frequent services were for dermatology, optometry, podiatry, psychology, and diabetes education.



of responses indicated patients were either very satisfied or satisfied with the service



of patients identified as Aboriginal and/or Torres Strait Islander



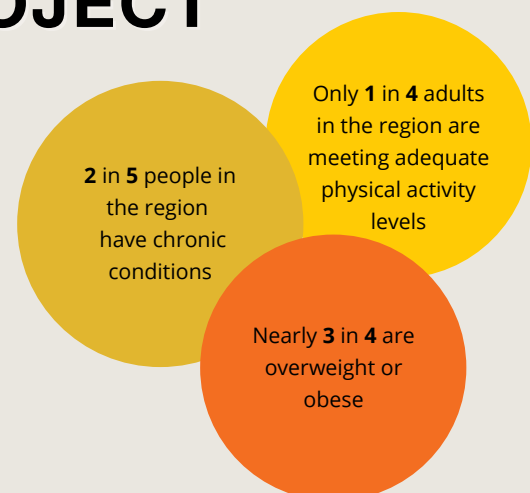
of respondents stated that they would not be able to access a similar service if this service was not available

## SOCIAL PRESCRIBING PROJECT

CheckUP is partnering with Darling Downs and West Moreton PHN and Larter Consulting to provide general practices with tools and an IT platform to encourage the uptake of social prescription in practice populations.

The project aims to assist general practices to educate and connect their practice population to local place-based health initiatives and health information, as well as improve health outcomes, increase consumer participation, engagement, and health ownership.

During 2020-21, CheckUP developed local health initiative directories for Goondiwindi, Ipswich, Lockyer Valley, Scenic Rim, Somerset, South Burnett, Southern Downs, Toowoomba, and Western Downs. Recruitment of general practices also commenced.



# ACCESS FOR ALL

## Disability awareness for mainstream health providers

*Access for All* is a three-year (2020-2023) funded project under the National Disability Insurance Agency's Information Linkages and Capacity Building – Mainstream Capacity Building program. The project aims to raise mainstream healthcare providers knowledge and awareness of the barriers people with disabilities experience accessing mainstream healthcare face, particularly in regional, rural, and remote Queensland.

The online training has been a collaborative effort and CheckUP has consulted with consumers who have lived experience of disability, service providers, health professionals, disability networks, and advocates to identify common issues and challenges experienced by people with disabilities when accessing mainstream healthcare. CheckUP has forged new relationships with a variety of leaders in the disability sector, including Queenslanders with a Disability Network, Aboriginal and Torres Strait Islander Disability Network Queensland, Epilepsy Queensland, Deaf Services Queensland, Spinal Life Queensland, and National Disability Services, among others. All have provided valuable input to develop the training content.

The *Access for All* online training was launched in June 2021 at the Rural Doctor's Association Queensland conference on the Gold Coast. *Access for All* Advisory Group Chair, Dr Dinesh Palipana opened the conference, highlighting the inequities in healthcare accessibility people with disabilities experience. Pictured below is Dr Palipana at the launch with CheckUP CEO Ann Maree Liddy and Hon Yvette D'Ath, Queensland Minister for Health and Ambulance Services.

Visit <https://accessforall-checkup.talentlms.com> to access the training.

25 JUNE 2020

First *Access for All* Advisory Group meeting is held with representation from a wide range of health providers, consumers with disabilities, carers, and disability advocates from across Queensland.

JULY-DECEMBER 2020

Consultation and content development

DECEMBER 2020

Draft version one of the training is completed.

FEBRUARY 2021

Draft version two of the training is ready for trial.

APRIL 2021

Filming of short videos of consumers and health providers occurs across Queensland for inclusion within the training.

MAY 2021

*Access for All* online training trial occurs with participants from South West Hospital and Health Service, and Darling Downs Health.

JUNE 2021

Trial feedback compiled and draft version three goes live for testing, with a soft launch at the 2021 RDAQ Conference.



*"Access for All has assisted our staff to consider how accessible our health service is for people with disabilities. We are using the Access for All resources to audit our health service and identify areas where we need to improve to ensure our health service is catering for everyone's individual access needs."*  
- Joanne Gilbert, Darling Downs Health.



7

Advisory Group meetings have been held to date

55

Stakeholder groups and individuals were engaged during 2020-21

## SUPPORT FROM DARLING DOWNS HEALTH

Darling Downs Health's Allied Health Department participated in the *Access for All* online training trial in May 2021. Joanne Gilbert, Clinical Leader – Disability and NDIS (pictured above left), has been a member of the *Access for All* Advisory Group since its inception after identifying the training would assist Darling Downs Health in their journey to be a more accessible health service for people with disabilities.

# Workforce Solutions

A strong, sustainable, and resilient workforce is at the core of Queensland's health system and the wellbeing and economic prosperity of our regions. In recognising the workforce and skilling issues that the health industry is facing, CheckUP has made a concerted effort to build our workforce planning and workforce development capability and reach within the industry.

CheckUP's suite of health workforce programs, including Choose Your Own Health Career, Grow Your Own Health Workforce, Gateway to Industry Schools Program and Industry Skills Advisor for Health program are being implemented across Queensland in collaboration with industry.

These programs acknowledge that as the health industry is facing growing demand, an increasingly complex service environment, and workforce shortages, the industry needs to attract and develop a future workforce by providing industry-backed resources and adapting more contemporary and innovative workforce planning models.



The health industry is projected to be one of the largest creators of new jobs in Queensland over the next five years.



In 2020-21, CheckUP continued work to maintain and promote the CYO and GYO websites, with additional student case studies being added to the CYO website

60%

increase in visitors to the CYO website over 12 months

15

career expos at schools were attended by CheckUP staff to promote our suite of workforce programs

## CHOOSE YOUR OWN HEALTH CAREER

[www.cyohealthcareer.com.au](http://www.cyohealthcareer.com.au)

Choose Your Own (CYO) Health Career is an online resource developed by CheckUP in partnership with Queensland Health and industry leaders to provide guidance for students that may be considering a career in health, but are not sure where to start.

The CYO website has been designed for high school students, VET coordinators, career advisors, guidance officers and parents. It illustrates a range of study and job opportunities which are available within the health sector that can be achieved through a VET pathway – from entry level roles to more senior positions.

## GROW YOUR OWN HEALTH WORKFORCE

[www.gyoworkforce.com.au](http://www.gyoworkforce.com.au)

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.

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.

# HEALTH INDUSTRY SKILLS ADVISOR

CheckUP has been engaged by the Department of Employment, Small Business and Training (DESBT) as the Industry Skills Advisor (ISA) for the health industry.

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.

To date, the Health ISA has conducted over 150 targeted industry engagement activities; this is in addition to business-as-usual meetings and ad hoc discussions.



Images (above and below): CheckUP hosted a Health Small Business Bounce Back Better breakfast in Cairns in partnership with DESBT.

## 2020-21 HIGHLIGHTS

- In March 2021, the ISA undertook consultations in Far North Queensland with, but not limited to, the Cairns and Hinterland Hospital and Health Service, primary healthcare organisations, DESBT, local MPs, and Aboriginal Community Controlled Health Organisations.
- In May 2021, CheckUP, in partnership with DESBT, hosted a Health Small Business Bounce Back Better breakfast in Cairns. This forum was aimed at small to medium health business owners in Far North Queensland, to inform them of the ISA role and the Small Business Grants available through the Queensland Government. This event was also designed to expand the ISA's stakeholder reach by connecting with a broader range of health stakeholders. Approximately 35 people attended the event.
- The Health ISA commenced a Health ISA Data Project – Phase 1, engaging Ronan Analytics to assist in further refining data available to better profile and inform the ISA's advice to DESBT regarding skill needs, jobs growth, and areas of high need and demand.
- Many national training package reviews, including skill sets, were undertaken during the year. The ISA was active in participating in Skills Service Organisations consultations, engaging with industry, and garnering feedback to understand the Queensland perspective and impacts.
- The ISA conducted extensive consultation on a significant number of training product reviews facilitated by SkillsIQ for the HLT (Health) and CHC (Community Services) training packages.



# HEALTH GATEWAY TO INDUSTRY SCHOOLS PROGRAM

[www.gateway2health.com.au](http://www.gateway2health.com.au)

The Health Gateway to Industry Schools Program is an initiative being implemented in partnership with DESBT. The initiative aims to develop Queensland's school students' practical knowledge in, awareness of, and access to the wide array of opportunities in the health sector and enable them to contribute to the state's growing health workforce.

To formalise their Health Gateway School status, 24 schools signed a Memorandum of Understanding with CheckUP in 2020-21, with an additional 13 schools completing an expression of interest.



## 2020-21 HIGHLIGHTS

- An Industry Partner program was established to formalise the relationship between CheckUP and the Gateway school, and the local health industry partners.
- In April 2021, CheckUP launched the new Health Gateway website.
- A Student Experience Grants program was launched so that Gateway schools can apply for funding to further support their students to undertake experiential learning in a health setting. CheckUP staff continue to link schools to local industry so that students could undertake experiential learning.
- Gateway student packs were produced and disseminated to students undertaking health-related certificate courses at Gateway schools.
- Planning was undertaken for the first Health Gateway to Industry Schools Professional Development forum in October 2021, and a series of regional events set to occur in the 2021-22 financial year.



## LIGHTS, CAMERA, ACTION!

In March 2021 our Health Gateway Schools team spent a day recording a range of professional development videos for teachers to support the Health Gateway to Industry Schools project.

The series of four videos created is called 'Conversations with Industry', and presents information for teachers in an interview style format on health VET pathways, pathways for Aboriginal and Torres Strait Islander students, the role of an RTO, and the role of a GTO.





*Images: Across page 21-22 are photos of CheckUP staff attending school expos and signing MoUs with schools, as well as students from schools involved in the Health Gateway to Industry Schools Program participating in experiential learning opportunities.*

## GATEWAY SCHOOLS

CheckUP is grateful for the opportunity to work with the schools that are involved in the Health Gateway to Industry Schools Program. The 24 schools that signed an MoU with CheckUP in 2020-21 were:

- Bentley Park College
- Bundaberg State High School
- Deception Bay Flexible Learning Centre
- Faith Lutheran College, Plainland
- Gympie Flexible Learning Centre
- Hemmant Flexible Learning Centre
- Kawana Waters State College
- Kelvin Grove State College
- Kenmore State High School,
- MacGregor State High School
- Mary Mackillop College, Nundah
- McAuley College, Beaudesert
- Runcorn State High School
- St Columban's College, Caboolture
- St James College, Spring Hill
- St Michael's College, Merrimac
- St Patrick's College, Shorncliffe
- St Saviour's College, Toowoomba
- St Ursula's College, Yeppoon
- Sunnybank State High School
- Tec-NQ, Townsville
- The Cathedral College, Rockhampton
- Trinity College, Beenleigh
- Unity College, Caloundra

## Our journey towards RECONCILIATION

CheckUP believes in an Australian society that is equitable, harmonious and healthy. Our reconciliation vision is to ensure that we work alongside Aboriginal and Torres Strait Islander peoples and communities to achieve equitable, easily accessible, and quality healthcare.

As part of our commitment to reconciliation, CheckUP has submitted a Stretch Reconciliation Action Plan (RAP) to Reconciliation Australia. Building on our previous Reflect and Innovate RAPs, the Stretch RAP 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. 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.

# HEALTH IN FOCUS *Survey*

Work was undertaken throughout 2021 on the 11th Health in Focus ahead of its launch in September. Health in Focus is a regular health survey conducted by CheckUP since 2009.

The survey aims to provide a snapshot of current health issues for Queenslanders. The 2021 survey has seven different sections, ranging from access and quality of care, nutrition and physical activity, and a dedicated section on the impact of the COVID-19 pandemic. It is proudly supported by Mackay ATSICHS, AGPAL and QIP.

## WORK INTEGRATED LEARNING

CheckUP is delighted to continue our long-standing support of Griffith University's Work Integrated Learning program, valuing the opportunity to play a role in supporting students who are eager to bring innovative approaches to our workplace.

Our congratulations go to Griffith University Master of Health Services Management students Sanket Vakil (Brisbane-based) and Philomena Tatireta (PNG-based) who were two of only four students in their cohort that received Outstanding Achievement Awards for their Work Integrated Learning placements at CheckUP.

Sanket (*pictured top right*) undertook his work at CheckUP during the 2020-21 financial year, completing two placements spanning 26 weeks, to implement the Health in Focus survey.

Philomena (*pictured bottom right*) joined CheckUP in the later half of 2021 for her placement, working with our Outreach staff on a project to future-proof allied health workforces in rural and remote parts of Queensland.



### Q&A WITH SANKET VAKIL

**Why were you interested in joining CheckUP for your placement?**

CheckUP is a highly reputable organisation that executes a wide range of quality health projects in different communities. I hoped to gain first-hand experience of developing and executing a healthcare project. I am happy to say that I gained a lot more than I envisaged.

**Tell us about your work on Health in Focus.**

My key role was to prepare the comprehensive question bank for the survey and develop the final version of the survey questionnaire on the Limesurvey platform.

**What aspects of your placement contributed most to the educational experience?**

This placement enriched me in diverse aspects and gave me the opportunity to put my theoretical knowledge into practice. It helped to improve my communication, technical skills, time management, and report writing skills in terms of educational parameters.

**What else would you like to add about your placement experience?**

My supervisor David Millichap and all CheckUP staff were very friendly and supportive. My work at CheckUP was highly esteemed by academic staff of Griffith University.

***Following the completion of his course, Sanket aspires to be an effective and dynamic health service manager and contribute towards achieving health equities.***



*Pictured above is Sanket with his supervisor, David Millichap, and former WIL student and CheckUP staff member Sam Weling after receiving the prestigious award of Outstanding Achievement in Work Integrated Learning.*



# Communications and Engagement

## QPHCN EVENTS

CheckUP continued to support the Queensland Primary Health Care Network (QPHCN) in 2020-21, bringing together a range of stakeholders to learn more about a variety of topics.

Due to physical distancing restrictions, the first three events for the financial year were held online. The topics in 2020-21 were:

- August 2020 - Maintaining your mental health and wellbeing during the pandemic
- November 2020 - Social prescribing
- February 2021 - Growing the health workforce
- May 2021 - More than a word. Reconciliation takes action.

We are grateful to HESTA for their sponsorship of our QPHCN events and all our guest speakers for contributing their knowledge and expertise.

## IMPACT MAGAZINE



In October 2020, CheckUP released its seventh edition of Impact.

The magazine featured interviews with outreach providers, an article on the 20 year anniversary of the Weipa Eye Surgery pathway for patients in the Cape, information on the development of My See Clearer packs, plus many more stories on our work.

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.

## DIGITAL COMMUNICATIONS

CheckUP uses electronic direct mail (EDMs) as a key communication tool to keep our stakeholders informed about our activities and events, as well as share news from our members, partners, and the broader primary healthcare sector. On average, CheckUP content produced and shared through this platform performed well compared to industry benchmarks.

In partnership with Queensland Health's Communicable Diseases Branch, CheckUP also distributed Public Health Alerts and Communiqués directly to general practices and other health providers in Queensland.



email campaigns were sent during 2020-21



CheckIN subscribers (member newsletter)



Conversations subscribers (stakeholder newsletter)



Reaching Out subscribers (provider newsletter)

## SOCIAL MEDIA

CheckUP uses Facebook as its primary social media platforms, but also has a presence on LinkedIn, Instagram and Twitter. The CheckUP LinkedIn page has experienced significant growth in followers and engagement over the past year. Crucially, this social media activity is helping our workforce information reach relevant audiences.



724



170



1381



477

\*Followers as of 30 June 2021

# Our Staff

## **RECRUITMENT, MOVEMENTS AND MILESTONES**

After welcoming Cassie French as a Regional Coordinator for Central Queensland in August 2021, CheckUP had many new team members join in the first half of 2021. We welcomed Amanda Frier as a Project Officer on our Access for All program, Desiré Swanepoel as our Office Manager, Russell Johnston as Chief Financial Officer, and Michael Stallard as a Compliance Officer. In the later half of 2021, CheckUP appointed Youngmin Lee as a Data Analyst, Philippa Hawke as Business Lead for Outcomes Measurement, Lynette Anderson as our Regional Coordinator for North Queensland, and Cheryl Mills as Business Lead for Human Resources.

CheckUP also welcomed back Kat Murray from maternity leave in 2021. Kat has transitioned to working on the Health Gateway program, where her strong engagement skills are an asset. Pedro Fortes has transitioned roles within the Outreach team, providing much-needed support to different projects. He is now the Business Coordinator for our School Initiatives. After sharing her time between the Engagement and Corporate Services teams, Martina Dorahy has moved wholly to Corporate Services as CheckUP's dedicated Quality Officer.

There were also many milestones celebrated during the past financial year. Congratulations go to Sabrina Kerr for marking her 15 year anniversary at CheckUP, Glenda Krause on celebrating 10 years, and both Aidan Hobbs and Adriana Fabrizio on reaching five years.

CheckUP also recognises the important contributions of all staff who are no longer working with us, but were contracted during the 2020-21 period. Pictured below are our farewell celebrations for our former CFO Debbie Wilson and South West Regional Coordinator Nigel Daisy.



## **VOLUNTEERING FOR MICAH PROJECT'S CHRISTMAS HAMPER APPEAL**

In December 2020, some CheckUP staff members and their children volunteered their time to help CheckUP member Micah Projects to pack and deliver Christmas hampers for families and individuals experiencing disadvantage in Brisbane, so they could celebrate and enjoy the festive season.



## Q&A WITH AIDAN HOBBS

Celebrating five years of working at CheckUP, our Business Lead for Outreach programs Aidan Hobbs shares insights about his work.

### Tell us about how you came to work with CheckUP.

I began working as a clinical podiatrist in Mount Isa at the start of 2010 and did Outreach work as part of a multi-disciplinary allied health team throughout the Gulf of Carpentaria. I then moved to Longreach in 2013 as the allied health team leader where I coordinated the delivery of services across the region, before moving back to Brisbane in 2015 to take on the statewide business lead role for Outreach.

### What does a typical day look like for you?

In my role I manage the Outreach service planning, contracting, delivery, monitoring, tailoring, reporting, and evaluation. Each of these activities tends to become a higher priority at different stages of the year, so my days can look different from month to month. A large part of my daily role is providing direction and support to CheckUP's Outreach team who do an amazing job to ensure that high quality Outreach healthcare services are made accessible for people and communities who need them most.

### What aspect of your role do you enjoy the most?

As a clinical podiatrist I got a lot of joy working one-on-one with people to help overcome foot related problems and contributing towards improving their overall health and wellbeing.



As a health service manager, I now have more of a helicopter view of the healthcare system with access and influence over the resources needed to contribute to the health and wellbeing of larger populations. Leading the Outreach programs requires a diverse skillset with complex problem-solving skills, so the role keeps me constantly challenged and engaged as we work towards improving health outcomes. I'm currently working on a PhD research project to optimise the distribution of allied health services across Queensland.

### Are there any changes in the work that CheckUP undertakes that you have noticed since you began?

When I first started in the role, much of our work was focused on the contract management of services. However, there has been a real shift in recent years towards collaborative solution design to improve health outcomes. This is critical when trying to overcome the many barriers that Aboriginal and Torres Strait Islander people, and people who live in rural and remote communities face in accessing essential healthcare services.

## SHINE WELLBEING PROGRAM

CheckUP launched our new workplace wellbeing program for employees, Shine, at a staff development day in March 2020. To mark the occasion our friends at Accoras joined us for an interactive presentation on mental health and wellbeing during which there was a group discussion on the many ways we can practice self-care.

To develop Shine, a working group was formed and a staff needs assessment survey was undertaken, as were team based focus groups.





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