



ANNUAL REVIEW

2018-2019

*creating healthier communities
through partnerships*



CHECKUP



In October 2018, CheckUP packed up our belongings and moved across the road! After five years co-located with QAIHC in a building on Edmondstone St, we moved less than 100 metres to 36 Russell Street, South Brisbane, occupying level two of a three story building that is leased by QAIHC. Our continuing co-location with QAIHC is testament to the strong relationship we have with their staff, management and board, and ensures that we stay closely connected as we both work towards the goal of improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples.

CheckUP is a public company that is limited by guarantee. CheckUP is registered as a charity with the Australian Charities and Not-for-profits Commission.

This Annual Review was prepared by the CheckUP Communications and Engagement Team and contributed to by various staff members in November 2019.

This document may contain images of deceased persons.

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Front Cover:

Kylie Slade, RFDS registered nurse travels weekly to the small remote community of Kowanyama to deliver much needed health services. She often has her camera on hand to capture both patients and landscapes of the local area. Pictured on the front cover of our Annual Review is Edmund Eric, a Kowanyama Elder and one of Kylie's patients.

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 land, water and community. We pay respect to Elders past and present, and future leaders.



OUR VISION

Better health for people and communities that need it most.

OUR PURPOSE

To create healthier communities and reduce health inequities.

OUR VALUES



COLLABORATION

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



EXCELLENCE

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



INNOVATION

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



INTEGRITY

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



COMPASSION

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

From the Chair and CEO



It gives us great pleasure to present this annual review for the 2018-2019 financial year.

Creating healthier communities and reducing health inequities is at the centre of all that CheckUP does. However, achieving this vision cannot be achieved in isolation - it requires genuine and continued commitment to working in partnership with other like-minded organisations. The content of this annual review reinforces the power of our collaborative approach at all levels of the organisation. By working together with our partners, stakeholders and service providers we have been able to improve access to much needed services closer to home for an increasing number of regional, rural and remote Queensland communities and families.

This financial year we have welcomed the formalisation of several new partnerships particularly with Primary Health Networks as well as strengthened existing collaborations. Through these agreements, we are generating benefits including reducing duplication of resources and effort; enhancing information-sharing and fostering innovative approaches. The Board of Directors has also taken active steps to engage more closely with some of our key partners and stakeholders by taking a number of our scheduled board meetings "on the road." This strategy has provided the Board Directors with invaluable insights into a number of CheckUP's programs and initiatives, and how they are working on the ground. We have been humbled by the support and interest of local stakeholders during these visits and extend our thanks to all those who took the time to participate.

The year has seen a continued increase in the number and diversity of health services delivered across rural and remote communities. CheckUP has expanded our footprint to 194 communities across Queensland, delivering much-needed services through our network of more than 150 service providers. A significant achievement has been the expansion of some of our healthcare initiatives into school settings. Programs such as Be Well Learn Well and Tucka-Time are excellent exemplars of school-based initiatives that are delivering value not only to the teachers and students of the schools involved, but also providing new avenues to engage parents and families in the health, wellbeing and education of their children.

Like many other not-for-profit organisations, securing the long-term financial sustainability of CheckUP is a key priority for the board and management. During the 2018-2019 financial year, 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. This acquisition brings together two highly compatible organisations who share a long-standing commitment to improving the health and wellbeing of our communities. Joining together will enhance our collective pool of experience and expertise; extend the range of services we can offer and expand our combined geographical footprint. We welcome Peter Larter, Managing Director of Larter Consulting to our team.

CheckUP has also welcomed the development of valuable new funding partnerships with the corporate and philanthropic sector. Through the generous support of partners such as Arrow Energy, QCoal Foundation and Fred Hollows Foundation we have been able to extend the reach and offerings of our surgery and eye 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 2018-2019; Mr Kieran Chilcott and Ms Jane Williams were appointed in early 2019 and have already made a significant contribution.

The achievements of 2018-2019 have only been made possible through the quality, professionalism and commitment of our staff. We are proud to work alongside such a passionate and 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
CheckUP Board Chair

Ann Maree Liddy
CheckUP CEO



Highlights

2018

July

CheckUP staff attend NAIDOC Week events throughout Queensland.

October

CheckUP coordinates Queensland Mental Health Week. A record number of 290 events were registered for the week.

November

QPHCN meeting held on the topic of *health promotion*.
Annual General Meeting is held.
Christmas member mingle.

August

GPLO Annual Report launched.
QPHCN meeting held on the topic of *eHealth*.
Mental Health Skills training session held for GPs.

September

CheckUP Annual Forum and 20th Anniversary Gala Dinner held at the Brisbane Convention and Exhibition Centre.
IMPACT magazine edition 5 launched.

December

CheckUP attends the inaugural National Reconciliation Action Plan Conference in Melbourne.

2019

January

In partnership with Apunipima, CheckUP rolls out the North Queensland Ear and Hearing Project which is funded by the North Queensland PHN. Denise Newman is recruited by CheckUP and is based in the Torres Strait to deliver the project.

April

CheckUP travels to Cairns to follow the journey of 14 Aboriginal patients receiving sight saving eye surgery.
CheckUP partners with Arrow Energy to produce My CheerUP packs (see page 19 for more information).
CheckUP staff undertake cultural awareness training.

May

National Reconciliation Week.
QPHCN meeting held on the topic of reconciliation.

February

Board meeting and stakeholder event held in Toowoomba.
Health Education to Employment Pathways project commenced.
QPHCN meeting on the topic of *the consumer voice in healthcare*.

March

Tony Coburn is awarded the Leaky Pipe Award in Alice Springs (see page 62 for more information).
CheckUP partners with QCOAL to enable additional ENT surgery in Mackay (see page 18 for more information).
Mental Health Skills training held for GPs

June

My CheerUP Packs provided to children receiving life changing ENT surgery in Cairns and Mackay.
Choose Your Own Health website is launched.
165,672 outreach services delivered in past 12 months.

This picture was taken near Townsville by Outreach provider, Martin Hodgson



Our Partnerships

Our enduring partnership with QAIHC

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

One of our most enduring partnerships is with the Queensland Aboriginal and Islander Health Council (QAIHC). Our two organisations have a long-standing shared vision for improving the health of Aboriginal and Torres Strait Islander peoples and our six-year office co-location is another indicator of our strong desire to work closely together to make a difference. Our relationship with QAIHC was further strengthened and enhanced in November with the signing of a new MOU.

We look forward to many more years working alongside QAIHC to make a difference to communities throughout Queensland.



Pictured above: CheckUP CEO, Ann Maree Liddy with QAIHC CEO, Neil Willmet, CheckUP Board Chair, Colin Duff and QAIHC Board Chair, Gail Wason

Better Health Partnership in the Central West

CheckUP is proud to be a member of the Better Health Partnership for the communities of Boulia, Bedourie, Birdsville, Windorah, Jundah, Stonehenge and Yaraka in the Central West.

Funded by Queensland Health's Integrated Care Innovation Fund, the partnership was comprised of two government agencies, two commissioners, three service providers and three shire councils who have collectively agreed to support better prevention and management of four chronic conditions – diabetes, cardiovascular disease, respiratory illness and mental health.

The Better Health Partnership developed a strategy that is delivering better integration of care, and addressing fragmentation of services while maintaining an emphasis on patient-centred care.

Pictured below: Members of the Better Health Partnership



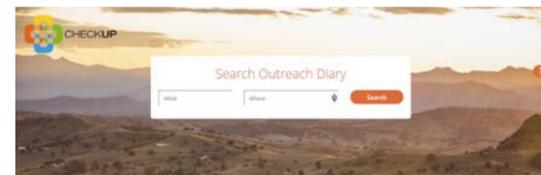
Access My Healthcare

Communities across Queensland can now access timely and accurate information about outreach services thanks to the collaboration between CheckUP and Community Information Support Services (CISS). Teams from both organisations have worked closely throughout 2018-2019 to enhance the functionality of the Outreach Diary and promote to our service providers and rural and remote communities across Queensland.

Work is also continuing on the development and roll-out of a more comprehensive information solution, known as Access My Healthcare. This new system will enable communities to search for all of the services provided in their local area and when these services will be available. This information will be valuable not only for communities, but also will allow health service providers and planners and other service organisations to access information about when and where services are being offered.

Visit the Outreach Diary here:

<https://outreach.checkup.org.au/>



An exciting new partnership with Larter Consulting

In March, 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. Larter Consulting was founded by health economist Peter Larter in 2008. Originally based in Victoria, Larter has recently expanded its operations to Queensland.

Larter provides the following services:

- Design, review and evaluation of health programs and services;
- Education and training for healthcare professionals;
- Strategic planning and thinking for health systems and services;
- Needs assessments, population health planning and stakeholder engagement.

This acquisition brings together two highly compatible organisations who share a long-standing commitment to improving the health and wellbeing of Australian communities. Both organisations have an established track record in program design and implementation as well as an in-depth understanding of health reforms and their impact on the health system. Joining together will enhance our collective pool of experience and expertise; extend the range of services we can offer; and expand our combined geographical footprint.

On a day-to-day basis, both organisations will continue to operate independently. There will be no changes to names or brands of either organisation. It is business as usual - only now we will both be able to draw upon our collective resources and capabilities.

Pictured below: Colin Duff and Peter Larter.



Our Partnerships

Partnering with PHNs

A new Memorandum of Understanding (MOU) was developed with the Central Queensland Wide Bay Sunshine Coast PHN (CQWBSCPHN) in December 2018. CQWBSCPHN have been a long standing member of CheckUP and the MOU will further enhance the relationship and work undertaken between our two organisations.

We continued to work closely with Western Queensland PHN with whom we had signed an MOU the previous financial year. During the last 12 months we participated in Mental Health Roundtable forums in Roma, Charleville and Longreach and have representation on the Western Queensland Health Care Home working group. WQPHN will be joining CheckUP as a member in 2019/2020.

We have engaged with Northern Queensland PHN numerous times during the past 12 months including strategic planning sessions, and we were generously funded to implement a better hearing project in North Queensland.

Our association with Darling Downs and West Moreton PHN was strengthened in through the holding of a board meeting in Toowoomba followed by a social event. In addition, we began the process of developing an MOU and we worked closely on the implementation of the lifestyle modification project.



Pictured above: Bruce Scot (Mayor of Barcoo Shire), Sandy Gilles and Stuart Gordon (WQPHN) and Ann Maree Liddy (CheckUP)



Fred Hollows Foundation

In 2017, CheckUP established a partnership with the Fred Hollows Foundation to fund an Eye Health Coordinator position on Palm Island. This new position has enhanced the coordination of eye health services for community members living on Palm Island.

Based on the success of this partnership and the improved coordination of services, the Fred Hollows Foundation have agreed to expand the partnership in 2019-20 by funding an Eye Health Coordinator position in Mt Isa. The outcomes of this partnership are reviewed on an annual basis.

Last year, the Fred Hollows Foundation also supplied sunglasses for patients following cataract surgery in the Torres Strait Islands.



Pictured here is Yarrabah resident, Bryce Barlow and Aboriginal Health Worker, Deanna from Gurriny, waiting for Bryce to receive sight saving surgery.



Our 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 a psychologist. Students also participate in practical learning experiences like cooking classes and a supermarket tour. During 2018-19, Tucka-Time was delivered to 136 students at Cunnamulla State School, Heatley and Vincent State Schools in Townsville, Djarragun College in Gordonvale and Bwgcolman Community School on Palm Island.

The success of Tucka-Time lies in engaging students in a fun, hands-on program that teaches them about healthy food choices, shopping, preparing and cooking meals that they can make at home. Evaluation results demonstrate that students are enjoying the program and acquiring new knowledge and confidence in the kitchen. Perhaps more importantly, they are also taking the

knowledge and skills they have learned home to share with their family. This is consistently reflected in the feedback provided by parents after completion of the program.

Tucka-Time is also dependent upon the relationships developed between all stakeholders, including the participating schools and their staff, facilitator organisations (local Aboriginal Medical Services or community support organisations) and the Centre, who developed the program and trained local facilitators.

CheckUP would like to thank the Centre and our partners for their support in delivering Tucka-Time programs in 2018-19:

- Cunnamulla Aboriginal Corporation for Health
- Gurriny Yealamucka Health Service
- Palm Island Community Company
- Townsville Aboriginal & Islander Health Service

Tucka-Time is funded by the Australian Government Department of Health for a three year period (2017-2020).

Pictured below: Tucka-Time Facilitator, Donna Lauder, of the Townsville Aboriginal & Islander Health Services (TAIHS) with students from Vincent State School.

“A brilliant program that engages the students.”

Class teacher, Djarragun College



Be Well Learn Well

Through the delivery of the Department of Education funded, Be Well Learn Well (BWLW) program, CheckUP has continued to strengthen their long-standing partnerships with Gidgee Healing and the Apunipima Cape York Health Council through the provision of school-based allied health services into eight state schools in Cape York and North West Queensland.

During the 2018-2019 period, 1384 allied health therapy sessions were provided to 214 children, across pre-prep to year 12, as well as the delivery of valuable capacity building support to teachers and school staff.

Since the commencement of the program three years ago,

the partnership has continued to respond to the needs of participating BWLW schools and children, with the expansion of the program to include:

- an additional two state schools (Hope Vale and Coen) and;
- pre-prep children across six communities.

The success of the BWLW program has been dependent on establishing and maintaining relationships with stakeholders including local community, participating BWLW schools, Aboriginal Medical Services and other visiting health services, and the Department of Education.



Pictured above: Mornington Island State School visit, Gidgee Healing BWLW team. From left to right, Daniel Perdon (occupational therapist), Bridget Greathead (speech therapist) and Alannah Keating (psychologist).



Pictured above: Doomadgee State School visit by Gidgee Healing BWLW team

Our Partnerships

Health Education to Employment Pathways (HEEP) Project

CheckUP and Queensland Health's Workforce Strategy Branch collaborated in the first half of 2019 to develop a new website to promote health career pathways for students and school leavers: Choose Your Own Health Career (www.cyohealthcareer.com.au).

The interactive website was designed specifically for high school students, parents and those involved in supporting students, including VET Coordinators, Guidance Officers and Career Advisors. Its purpose is to illustrate the diversity of health career opportunities available and to provide guidance to students that may be considering a career in health but are not sure where to start – or whether they have the right skills, capabilities and qualifications.

The CYO website, launched by the Minister for Health and Minister for Ambulance Services - The Honourable Steven Miles, promotes a range of health career opportunities from entry level to more senior roles. Focussing on vocational education and training, the website

highlights both clinical and non-clinical fields including allied health assistance, nursing, pathology, mental health support, dental assisting, personal care, administration and trades.

The project's success was attributable to the high level of stakeholder engagement and collaboration during this short but dynamic five month project, including a Working Group and Steering Committee with representation from senior schools, the Aboriginal and Torres Strait Islander community, primary health organisations and the education and training sector among others who provided invaluable advice and support for the project.

<https://www.cyohealthcareer.com.au/>

Pictured below: Lindsay Johnson from Kambu, Mary-Anne Quilter and Kelly Kerwitz from CheckUP



Queensland Mental Health Week 2018

Queensland Mental Health Week (QMHW) achieved record success in 2018 thanks to a strong cross-sector partnership coordinated by CheckUP.

QMHW is an annual event that shines a spotlight on the importance of positive mental health and wellbeing for everyone while breaking down the stigma associated with mental illness.

The partnership enabled the week to grow as organisations worked together to reach as many people as possible through local events, conversations and activities.

A record 290 events were registered in 2018 and engagement with diverse communities across the state increased. In addition, many people joined the conversation on social media and made use of the colorful posters and share-ables created for the week.

The visual identity for QMHW 2018 was developed using a stunning mural titled *Uplifting. Bright. Empowering.* painted by the students of St Andrews Catholic College, Cairns.

A culturally appropriate poster for Aboriginal and Torres Strait Islander communities was created using the beautiful painting 'Communicate through our Strengths', by Aboriginal Artist Ailsa Walsh.

Following on from the success of QMHW 2018, CheckUP was again contracted by the Queensland Mental Health Commission (QMHC) to lead the coordination of the week in 2019.

CheckUP extends thanks and congratulations to all 2018 partners including Canefields Clubhouse, Council on the Ageing Queensland, Education Queensland, Ethnic Communities Council of Queensland, Grow, MATES in Construction, Mental Awareness Foundation, Office of Industrial Relations, Open Minds, Queensland Aboriginal and Islander Health Council, Queensland Alliance for Mental Health, Queensland Health, and Richmond Fellowship Queensland.

The partnership was further expanded in January 2019 to include a representative from the Office of Industrial Relations to support strategies for better engagement with workplaces.



Our Partnerships

QCoal Community Growth Grant increases access to ENT surgery

CheckUP commenced a rewarding new partnership in March 2019 when we were awarded a Community Growth Grant by the QCoal Foundation. The community grant program was established by the QCoal Foundation to encourage community-led initiatives to improve liveability, health and education in communities throughout regional and remote Queensland.

For CheckUP, this \$15,000 grant enabled us to fund more ear, nose and throat (ENT) surgery for children and young people in Mackay.

Many of these patients were on waitlists experiencing clinically unacceptable timeframes and other barriers to accessing treatment. All patients identified as Aboriginal and/or Torres Strait Islander, who unfortunately experience ear problems at alarming rates. CheckUP's surgery initiatives provide a culturally appropriate and supportive environment for children, their parents and carers.

CheckUP CEO, Ann Maree Liddy, emphasised that while CheckUP's Eye and Ear Surgical Support Services program is already funded by the federal government to provide these services, this new partnership with QCoal Foundation extends our capacity, reach and impact.

QCoal Foundation Chair, Christopher Wallin, said the Foundation was impressed with CheckUP's work and that QCoal Foundation was pleased to partner with CheckUP to support more patients to receive essential treatment and management of ear, nose and throat conditions.

Ear health related hearing loss can lead to adverse outcomes for Aboriginal and Torres Strait Islander people, particularly children who often perform poorly at school and drop out early. Language development depends heavily on hearing and consequently, this same group of children often fall behind in this area too.

ENT surgery directly addresses the root cause of these adverse social and educational outcomes. All children have a follow-up appointment to ensure their surgery has been successful and that their hearing condition has improved.



Pictured above: Susan Greenbank (CheckUP), Nicole Ireland (QCoal) and Ann Maree Liddy (CheckUP)



Pictured above: Chris McCarthy (CheckUP Board), Sylvia Bhatia (QCoal), Jacqui Hawgood (CheckUP) and Ann Maree Liddy (CheckUP)

Joining forces with Arrow Energy for a Brighter Future

In August, CheckUP commenced a new partnership with Arrow Energy following the awarding of a Brighter Futures grant.

The Brighter Futures grant funds an important new CheckUP initiative – My CheerUP Packs. These packs are provided to all children and young people in rural and remote Queensland who have surgery for the management of ear, nose and throat (ENT) conditions.

My CheerUP Packs include an information and activity booklet for parents and children about keeping their ears healthy, a soft toy, colouring-in pencils, a picture book, toiletries and a range of other fun items all packed in a custom-designed backpack. The smiles on the children's faces when they receive a My CheerUP Pack makes it very clear that the children are delighted with the contents.

The My CheerUP Packs were created to reduce fears associated with surgery, make sure children and young people feel welcome and relaxed in a hospital environment, and to provide a fun and pleasant distraction to encourage rest and reduce boredom.

The My CheerUP Packs and the information booklet, *Keeping my ears healthy* both feature artwork Landscape by Shaniece, a year 9 student from the Murri School in Acacia Ridge.

"These packs are great for the kids! It has helped to distract my daughter as we prepare for her surgery today. Thank you CheckUP and Arrow Energy."

Mother of a child receiving ENT surgery in Cairns, May 2019.



Pictured above: My CheerUP Pack

Our Partnerships

The Kilkivan collaboration

Responding to local community need is a fundamental principle of CheckUP's outreach health services. In late-2018, members of the Kilkivan community sent a letter to State Parliament indicating their need for a community health nursing service to support the existing visiting GP services.

Three major fundholders - CheckUP, Central Queensland Wide Bay Sunshine Coast PHN (CQWBSCPHN), and Sunshine Coast Hospital and Health Service (SCHHS) - held a community health forum in Kilkivan to discuss this and other health service gaps.

CheckUP collaborated with the other fundholders and existing service providers to develop a new service proposal to the Department of Health and to identify a nurse practitioner willing to deliver outreach health services to the area, which was subsequently approved.

Since implementation began in January, this new service has assisted in reducing GP waitlists, and increased access to primary care services such as wound dressings and prescription medications.

This service delivery model and associated funding proved that when organisations work together, anything is possible. In this instance, CheckUP provided financial support to the Nurse Practitioner through the Rural Health Outreach Fund program. CQWBSCPHN provided initial practice support to the Nurse Practitioner for medical record keeping and co-hosted a community health forum with SCHHS. In turn, SCHHS provided professional linkage with the HHS nurse navigator and co-hosted the community health forum with the PHN.

Jennifer Doherty, the nurse practitioner who visits Kilkivan, is highly complimentary about the collaborative approach taken to support this service to the Kilkivan community. Jennifer has reported that the support and collaboration between the SCHHS, CQWBSCPHN, and CheckUP has resulted in the implementation of a successful service that has been well received by the community, continues to grow in demand and is strongly linked to other visiting services.

Pictured below: Nicole Cool (CQWBSCPHN), Milo Frawley (SCHHS), Jenny Doherty, Amber Scott (CQWBSCPHN), Dr Sandra Zeeman (visiting GP) and Josh French (CheckUP)



Ear and hearing health in NQ

This year CheckUP embarked on a new project funded by Northern Queensland PHN aimed at improving ear and hearing health in Aboriginal and Torres Strait Islander children ages 0-4 years in North Queensland.

The project includes two main strategies:

1. Regional hearing health clinical support role – aimed at improving screening and early detection of ear and hearing health problems in children 0-4 years through improved coordination and workforce capability.
2. AccessMyHealthCare diary development and implementation - aimed at mapping ear and hearing health services to improve the coordination of services in the region.

The project was piloted in the Torres Strait and Cape York. CheckUP partnered with Apunipima to employ one of two Hearing Health Clinical Specialists and directly employed the other Specialist who is based in the Torres Strait.

The dedicated Hearing Health Clinical Specialists were responsible for liaising with local providers to ensure skill gaps were addressed, conducting readiness assessments for the translation of training into practice, supporting and mentoring clinicians in the field, providing health promotion resources for clinicians in the field, and liaising with local service providers to coordinate and prioritise ear health care.

This pilot project is currently undergoing evaluation to identify: if skills gaps were addressed by the provision of training and support; there were health improvement activities for health practitioners; local planning services improved; if screening and early detection rates improved; and barriers and enablers to the pilot.

Pictured below: Denise Newman (CheckUP) during a visit through the Torres Strait



Providing accessibility and choice for rural and remote women

True relationships and reproductive health are committed to bringing expert reproductive and sexual health services to every Queensland. In 2016, True's determination to find a way for friendly female clinicians to regularly visit the outback, led to a partnership with CheckUP.

Three years on, this rural and remote service continues to operate in 15 communities and strives to identify real community need, have an active presence and regularly engage with the community. The initiative aims to ensure preventative care is within reach of every community.

This year, there were 102 site visits and a total of 1138 consultations completed with women. All clinics have been fully booked in all locations.

Many rural and remote communities in Queensland have no female clinicians or expert women's health services. Clients who need specialist consultations are forced to travel far to see an expert and often delay seeking regular care. This is especially difficult as problems can be complex and may need subsequent treatment or follow up.

The service regularly visits Agnes Water, Augathella, Bowen, Clermont, Collinsville, Dysart, Hughenden, Julia Creek, Mitchell, Moura, Quilpie, Richmond, Thargomindah, Mt Morgan and Texas. The clinicians have become well known and trusted in these communities.



Pictured above: Agnes Waters



Pictured above: Texas

Pictured left: Moura water tank

Our Partnerships

Thank you to our sponsors

CheckUP are grateful to our sponsors who supported us during 2018-19. Our sponsors enabled our 20th anniversary gala dinner and forum to be events that will be remembered for a long time. Likewise, we are grateful for the donations we received as prizes to increase participation in our 2018 Health in Focus survey.

- | | |
|-------------------------|---|
| Queensland Health | Major Sponsor - Forum |
| QAIHC | Gala dinner - Major sponsor |
| BCEC | Gala dinner - Major sponsor |
| Mediprotect | Dinner - Photo booth |
| Accoras | Gala dinner - Major Lucky door prize
and Health in Focus - prize |
| Corporate Traveller | Gala dinner - Lucky door prize |
| Honey Birdette | Gala dinner - Lucky door prize |
| Northside Flower Market | Gala dinner - Lucky door prize |
| Armchair Medical | Forum - recording sessions |
| HESTA | Forum - Trade display |
| NOFASD | Forum - Trade display |
| Mediprotect | Forum - Trade display |
| Apunipima | Forum - Trade display |
| Hear and Say | Forum - Trade display |
| My health for life | Forum - Trade display |
| Westpac | Forum - Satchel insert |
| Clarity | Forum - Satchel insert |
| NWRH | Forum - Satchel insert |
| GPTQ | Forum - Satchel insert |
| True Relationships | Forum - Satchel insert and
Health in Focus - prize |
| Benchmark CBS | Health in Focus - prize |
| My health for life | Health in Focus - prize |
| Parkinson's Queensland | Health in Focus - prize |
| Tonic Health Media | Health in Focus - advertising |



Pictured above: Ruth won a travel voucher provided by Corporate Traveller.



Pictured above: Health in Focus prize winner Jennifer from Tingalpa. Jennifer won a Fitbit Versa kindly donated by My health for life.



Pictured above: Health in Focus prize winner, Gina from Albion, won an Apple Watch generously donated by Parkinson's Queensland.

Pictured below is CheckUP Outreach provider, Dr Brian Todd, conducting a post operation follow-up with Yarrabah resident Bryce.





This picture was taken near Townsville by Susan Dixon-Grover, CheckUP staff member

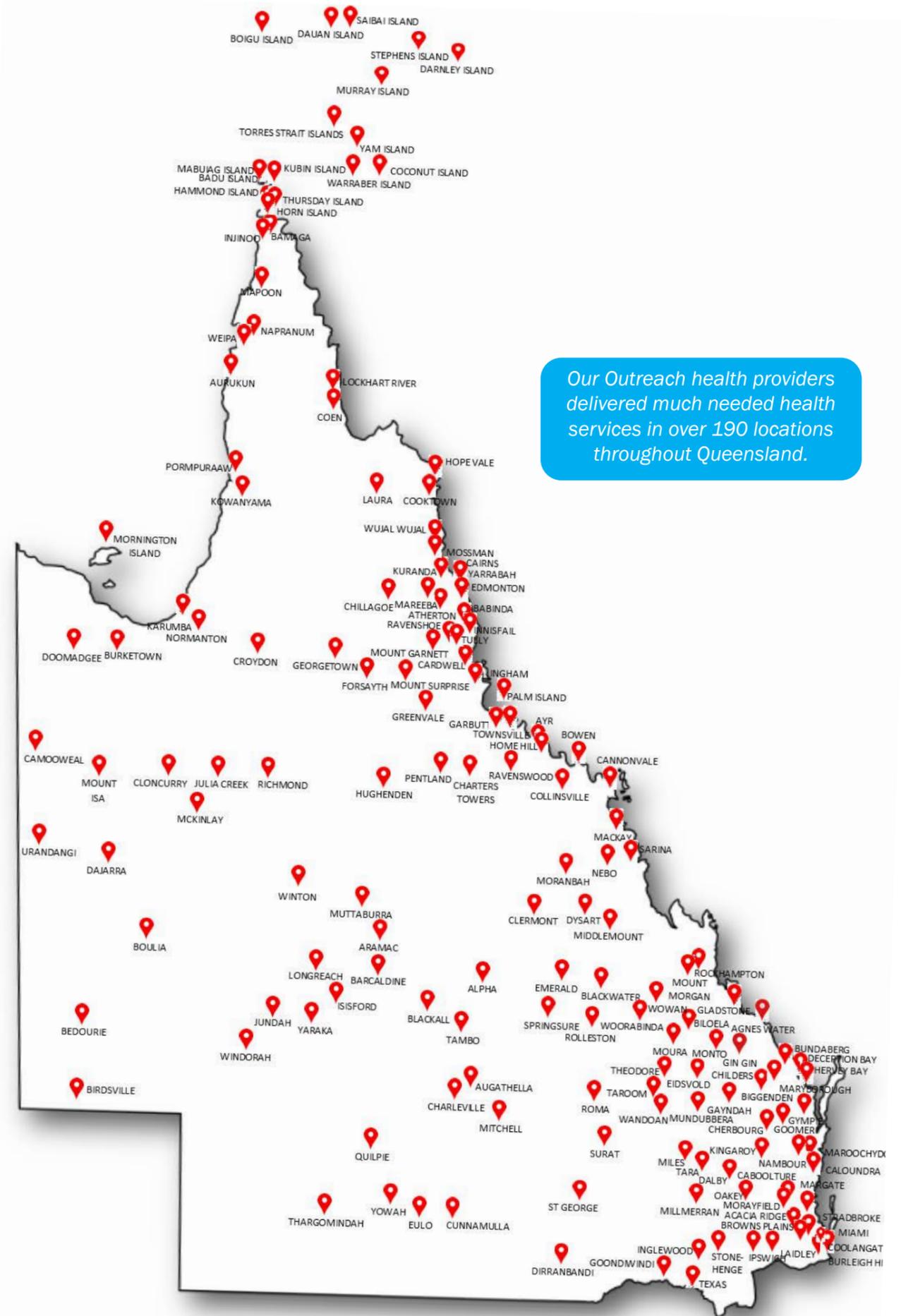
Our Health Services

Thank you to our health service delivery partners

A.J.S Medical Services
 Addiction Sciences Queensland
 Adrian Singh
 Alexandra Donoghue Clinical Consulting
 Altitude Eyewear
 Amanda Gale Physiotherapy & Wellbeing
 Amy Sellers
 Anna Puglisi
 Apunipima Cape York Health Council
 Aboriginal Corporation
 Awal Medical Centre
 Bodyfix Physiotherapy & Massage
 Barry Sheehan
 Bernard Chin Medical
 Brendan Rose
 Burnett Speech Pathology
 Cairns and Hinterland HHS
 Cairns Eye and Laser Centre
 CAM Barrett
 Queensland Ophthalmology
 Central Queensland HHS
 Central West HHS
 Centre for Rural and Regional Indigenous Health
 Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health
 Cherbourg Regional Aboriginal and Islander Community Controlled Health Services
 Children's Health QLD HHS
 Clarity Hearing Solutions
 Compleat Nutrition
 Cooper Smith Optometrists
 CQ Physio Group
 Crystel Poggioli
 Darben Medical
 Darling Downs HHS
 Deborah Rothsay
 Diabetes Care New Beginnings
 Diabetes QLD
 DPB O'Brien Medical
 Dr Aisling Marie Fleury
 Dr Andrea McGlade
 Dr Andrew Carroll
 Dr Anjali Sainani
 Dr Brett Collins
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 Dr Carrick Anderson
 Dr Christopher J Danesi
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Dr Li Na Sam
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 Dr Matthew Broadhurst
 Dr Merryn Thomae
 Dr Michael James Karpa
 Dr Rowan Porter
 Dr Russell Bird
 Dr S Zeeman
 Dr Shane Anderson
 Dr Simon Bowler
 Dr Simon F Journeaux
 Dr Steven Rodwell
 Dr Sunil Warrior
 Dr Thomas Anthony Dover
 Dr Tommy Tran
 Dr W. Glasson
 Dr Wayne Thomas Kelly
 Edopt
 ENT Specialists
 Evolution Podiatry
 Fairfield Central Medical Practice
 Fitzpatrick Family Optometrists
 Franz Felfer Optometrist
 Gidgee Healing
 Goolburri Aboriginal Health Advancement Company Limited
 Heart of Australia
 Hodgson Optical
 I G Brown Medical
 ihear
 Indigenous Wellbeing Centre
 Ingrid Hagre
 Institute for Urban Indigenous Health
 ISIS Psychology Services
 Jane Chin
 Jennifer Doherty
 Julian Boulnois Medical
 Lex Peters
 Lifestyle Therapies and Training Solutions
 Private Diabetes Education
 Lisa Penrose-Herbert
 LiveBetter Services
 Macintyre Health
 Mackay HHS
 Mamu Health Service Innisfail
 Health Management
 Metro North HHS (ICOP)
 Metro South HHS (PAH)
 Michael Young Optometrists
 Miss Jaime Parnell
 Moreton Eye Group
 Mr Edward Mosby

Mr Graeme Conway
 Mrs Lynne McCleary
 Ms Francisca Hutton
 Ms Laura Nelson
 Mulungu Aboriginal Corporation Medical Service
 North and West Remote Health
 North West HHS
 Northern Australia Primary Health
 NQ Eye Specialists
 NQ Family Practice
 O'Brien Health Care
 Optimise Health and Wellness
 Outback Futures
 Outside Optical
 Palm Island Community Company
 Pioneer Podiatry
 Queensland Sleep Disorder Unit
 QUT Health Clinics - Optometry
 Rachel Stone Podiatry
 Relationship Connections
 Reverse Cairns Diabetes
 Ritchie & Associates
 RM Miller Medical
 Rowan Churchill
 Royal Flying Doctor Service of Australia
 Rural Health Management Services
 Rural Ultrasound Services
 Russell Cooper Optometrist
 S Kumar (Medical)
 South West HHS
 Stalewski Medical
 Sweet as Diabetes Solutions
 Syed Cardiology
 TalkNQ
 The North Coast Aboriginal Corporation for Community Health
 Theodore Medical Centre
 Torres and Cape HHS
 Townsville Aboriginal and Islander Health Service
 Townsville HHS
 True Relationships & Reproductive Health
 Victoria Sheehan
 Vital Health - Dalby
 Vital Health - Roma
 Wide Bay HHS
 William Boyd Medical
 Wowan Dululu Community Volunteer Group
 Wuchopperen Health Service
 YM & J Tan (Medical)
 Yorklace



Our Outreach health providers delivered much needed health services in over 190 locations throughout Queensland.

Our Health Services

Thank you to our health facility partners

Aboriginal and Torres Strait Islander Community Health Service Brisbane - Acacia Ridge, Browns Plains, Logan, Mackay, Northgate, Woolloongabba
 Allied Health Rooms Childers, St George
 Alpha Hospital
 Apunipima Cape York Health Council - Kowanyama
 Aramac PHCC
 Arrow Energy Office
 Ashfield Country Practice
 Atherton Hospital
 Augathella Hospital
 Augathella State School
 Aurukun PHCC
 Aurukun Hospital
 Awal Medical Centre
 Badu Island PHCC
 Bamaga Hospital
 Bamaga PHCC - Queensland Health
 Barambah Regional Medical Services
 Barcaldine Hospital
 Bedourie PHCC
 Belman House
 Belong Church & Community Centre Toowoomba
 Bidgerdii Community Health Service - Rockhampton
 Biggenden MPHS
 Biggenden place
 Biloela Hospital
 Biloela Medical Centre
 Birdsville Clinic
 Birdsville PHCC
 Blackall Hospital
 Blackwater MPHS
 Boigu Island Health Centre
 Boulia PHCC
 Bowen Hospital
 Bowen MPHS
 Bridges Health & Community Care
 Bundaberg Hospital
 Burdekin Centre for Rural Health
 Burketown PHCC
 Caloundra Health Service
 Camooweal PHCC
 Carbal Medical Centre Warwick
 Cardwell CHC
 Central Queensland Rural Health

Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health - Charleville, Mitchell, Quilpie, Roma
 Charleville Hospital
 Charleville Medical Centre
 Charters Towers Health Centre
 Charters Towers MPHS
 Cherbourg Hospital
 Childers Hospital
 Children and Family Centre Palm Island
 Chillagoe Hospital
 Clarity Hearing Solutions Mackay
 Clermont Doctors Surgery
 Clermont MPHS
 Cloncurry Community Health
 Cloncurry Hospital
 Coconut Island Health Centre
 Coen PHCC
 Collinsville MPHS
 Cooktown CHC
 Cooktown Hospital
 Cooktown MPHS
 Croydon Hospital
 Croydon PHCC
 CRRIH Mobile Van Clinic - Biloela
 CRRIH School Clinics - Biloela, Blackwater, Emerald, Gladstone, Moura
 Cunnamulla Aboriginal Corporation for Health
 Cunnamulla Hospital
 Cunnamulla Medical Practice
 Dajarra Health Centre
 Darnley Island PHCC
 Dauan Island PHCC
 Dirranbandi Hospital
 Dirranbandi State School
 Discovery Coast CHS
 Doomadgee CHS
 Doomadgee Rural Hospital
 Dysart Hospital
 Dysart Medical Centre
 Eidsvoll MPHS
 Emerald Hospital
 Emerald Medical Group
 ENT Specialists
 Eulo Town Hall
 Eyedentity Optical - Tully
 Ferdies Haven
 Fitzpatrick Family Optometrists - Longreach

Flinders Medical Centre - Cloncurry
 Forsyth Hospital
 Galangoor Duwulami PHCS - Hervey Bay, Maryborough
 Gayndah Hospital
 Georgetown PHCC
 Georgetown Shire Council Hall
 Gidgee Healing - Mount Isa, Normanton, Gin Gin, Hospital
 Gladstone Neighbourhood Centre
 Gold City Medical Centre
 Goolburri Health Service
 Goondir Health Services - Dalby, Oakey, St George
 Goondiwindi Hospital
 Goondiwindi Medical Centre
 Goondiwindi State School
 Greenvale Ambulance Combined Service
 Greenvale Progress Association
 Gregory Downs RFDS Medical Centre
 Gurriny Yealamucka Health Service (Yarrabah)
 Gympie Hospital
 Hammond Island School
 Heart of Australia Van Clinic - Barcaldine, Dalby, Longreach, St George
 Helene Holmes Optique Eyes - Ayr
 Herbert Street Family Medical Centre
 Hervey Bay Community Health
 Hinchinbrook Community Support Centre
 Hinchinbrook Medical Centre
 Home Hill Hospital MPHC
 Hopevale PHCC
 Horn Island PHCC
 Hughenden Hospital
 Hyde Park Medical Centre
 Ideas Van Mobile Van Clinic - Charleville
 Cherbourg, Gladstone, Mackay, Mount Isa, Ravenshoe, Toowoomba
 Ingham Hospital
 Inglewood Medical Centre
 Innisfail Hospital
 Isaac City Council Chambers
 Isisford PHCC
 IWC - Bundaberg, Gayndah
 Jema Clinic
 Joyce Palmer Health Service - Palm Island
 Public Hospital
 Julia Creek Hospital
 Jumbun PHCC

Jundah PHCC
 Kalwun Health Centre - Miami, Bilinga, Burleigh Heads, Oxenford, Goodna, Ipswich, Laidley
 Karumba Health Clinic
 Kilkivan CHC
 Kingaroy Hospital
 Kowanyama PHCC
 Kubin Island PHCC
 Kuranda District State College
 Lady Bjelke-Petersen Community Hospital
 Laura PHCC
 LiveBetter - Emerald
 Lockhart River PHCC
 Longreach Clinical Rooms
 Longreach Hospital
 Mabuag Island PHCC
 Mamu Health Service - Babinda, Innisfail, Ravenshoe, Tully
 Mapoon Primary Health Care Centre
 Mareeba Hospital
 Maroochydore State School
 McKinlay Shire MPHS
 Middlemount CHC
 Midin Medical Centre
 Millmerran Medical Centre
 Mitchell Medical Centre
 Mitchell State School
 Monto Family Practice
 Monto Hospital
 Moreton Aboriginal and Torres Strait Islander Community Health Service - Caboolture, Deception Bay, Morayfield, Strathpine
 Mornington Island PHCC
 Mornington Island Rural Hospital
 Mossman MPHS
 Mount Garnet PHCC
 Mount Isa Base Hospital
 Mount Isa Medical Centre
 Mount Morgan Hospital/MPHS
 Mount Surprise Clinic
 Moura Dawson Medical Practice
 Moura Hospital
 Moura Professional Offices
 Mulungu Aboriginal Corporation Medical Centre
 Mulungu Mareeba Child and Family Centre
 Mundubbera MPHS

Murray Island PHCC
 Muttaborra PHCC
 Nambour Health Service
 Napranum CHC
 Neighbourhood Centre
 Nhulundu Health Service - Biloela, Gladstone
 Normanton Community Health
 Normanton Hospital
 North and West Remote Health - Normanton
 Northern Australia Primary Health Limited - Bowen
 One Mile School
 Palm Island Community Centre
 Palm Island - Joyce Palmer MPHS
 Pharmacy Warehouse Building - Innisfail
 Pioneer Podiatry - Sarina
 Pormpuraaw PHCC
 Quilpie Medical Practice
 Rachel Cauchi Optometrists - Ingham
 Ravenshoe PHCC
 Ravenswood Ambulance Station
 Richmond Hospital
 Richmond Primary School
 Rolleston Primary Health
 Roma CHC
 Roma Hospital
 Royal Flying Doctor Service - Charleville
 Saibai Island PHCC
 Sonic Health Plus Moranbah
 Southern Queensland Centre of Excellence in Aboriginal & Torres Strait Islander Primary Health Care - Inala
 Springsure Hospital
 Springsure State School
 St George Hospital
 St Joseph's School Tara
 St Pauls PHCC
 Stonehenge Community Centre
 Surat Community Centre
 Surat State School
 TalkNQ - Ayr, Charters Towers
 Tambo PHCC
 Taroom Hospital
 Texas MPHS
 Thargomindah Community Centre
 Thargomindah Hospital
 The Cape Community Centre - Pentland

The CQ Family Practice
 The Oaktree Family Medical Centre
 The Surat Hub
 Theodore Medical Centre
 Thursday Island Hospital
 Tim O'Leary Clinic
 Townsville Aboriginal and Islander Health Service
 Tully Hospital
 Umbrella Centre
 Urandangi Health Clinic
 Vital Health Darling Downs
 Wandoan Outpatients Clinic
 Warraber Island PHCC
 Weipa Integrated Health Service/Weipa Hospital
 Windorah PHCC
 Winton Hospital
 Woorabinda Hospital
 Woorabinda MPHS
 Wowan Dululu MPHS
 Wuchopperen Health Service Limited - Cairns, Edmonton
 Wujal Wujal PHCC
 Yam Island PHCC
 Yaraka Outpatients Clinic
 Yorke Island PHCC
 Yowah Visiting RFDS Clinic
 Yulu-Burri-Ba Aboriginal Corporation for Community Health - Capalaba, Stradbroke Island, Wynnum

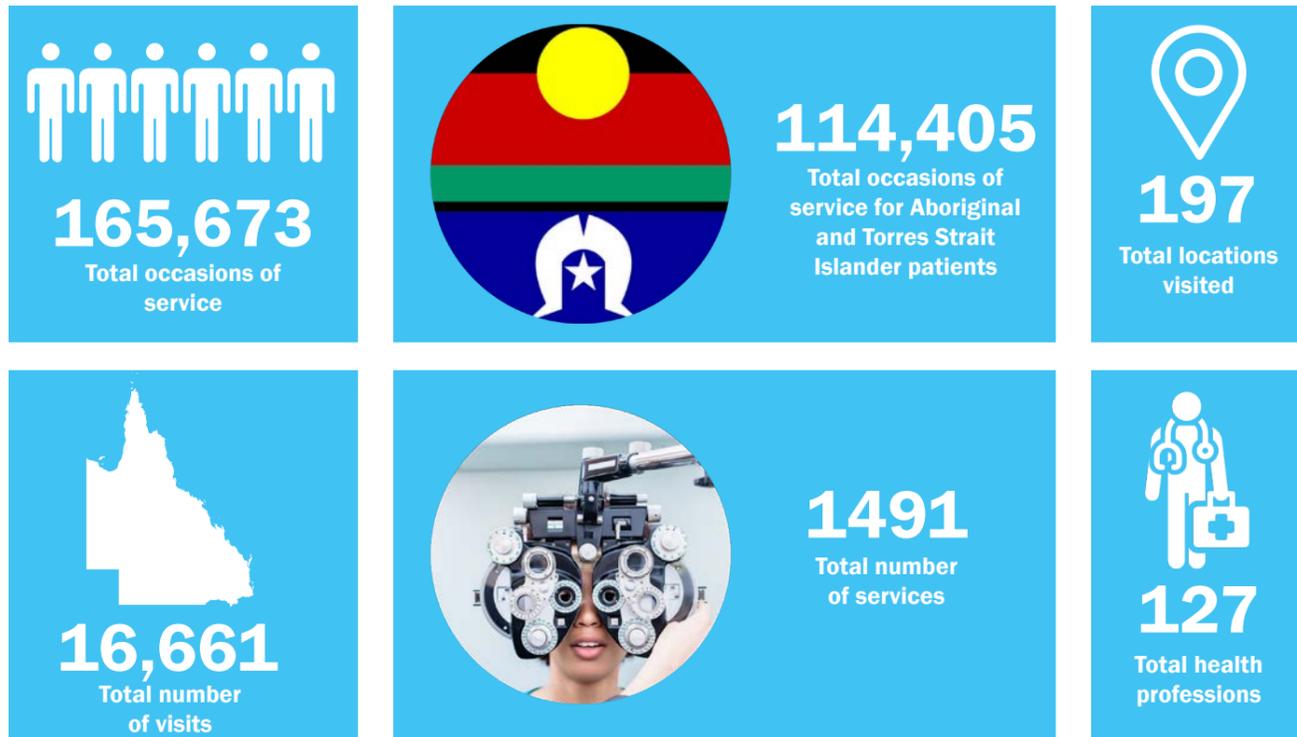
Abbreviations

CHC - Community Health Centre
 MPHS - Multipurpose Health Service
 PHCC - Primary Health Care Centre

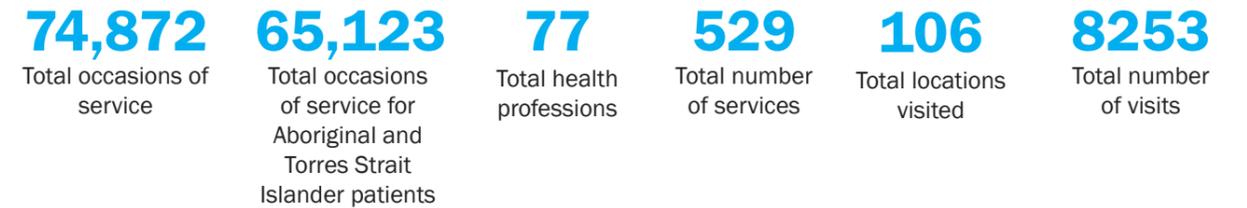
The delivery of our Outreach programs would not be possible without the support of the numerous health facilities that host our visiting health providers.

Our Health Services

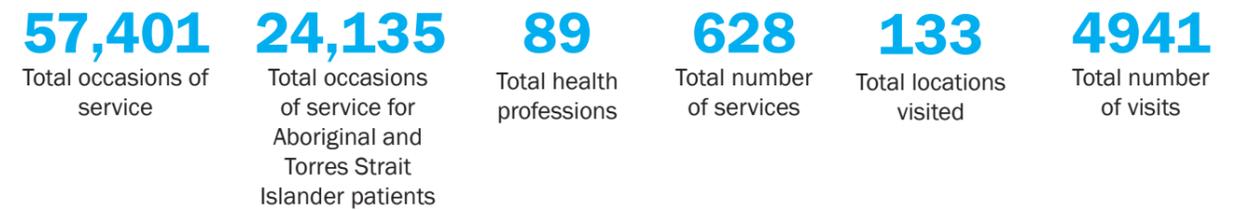
Outreach: Healthcare where it's needed most



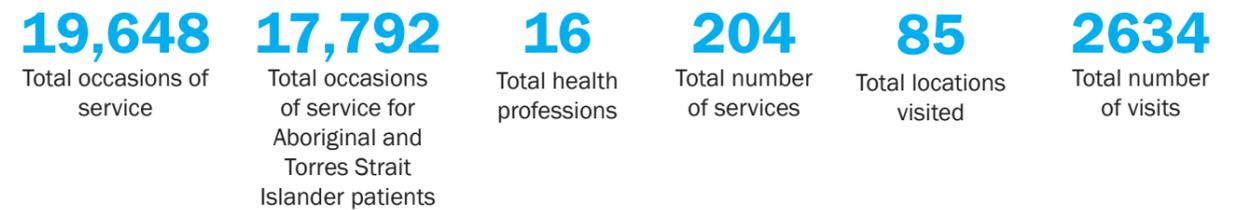
Medical Outreach Indigenous Chronic Disease Program



Rural Health Outreach Fund



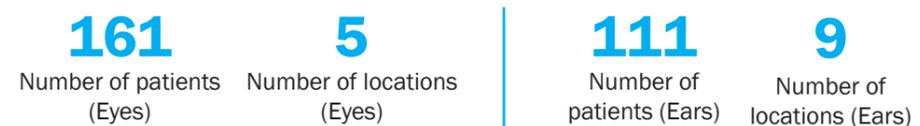
Healthy Ears – Better Hearing, Better Listening



Visiting Optometrists Scheme



Eye and Ear Surgical Support Services



“A special thank you to our dedicated service providers - both individuals and organisations and health facilities who partner with CheckUP to deliver our outreach programs and other health initiatives across the state.” Ann Maree Liddy

Our Health Services

Eye health coordination in Queensland's west

CheckUP's provision of eye health services to people in 32 communities in the Central West and North West Queensland Hospital and Health Service regions is complex. Lachlan Rich, CheckUP's Central West Eye Health Mapping Coordinator, has recently prepared eye health mapping reports for each of the communities based on structured interviews with service hosts and providers. Lachlan's work has been a collaborative initiative of CheckUP, the Fred Hollows Foundation and the Western Queensland PHN.

The mapping process included visits to the majority of communities in the region. Where possible these were observational visits accompanying a visiting optometrist. In each region, a stakeholder workshop was conducted as an initial step. Existing cataract, refractive error and diabetic retinopathy pathways were mapped, reviewed and annotated during the mapping process.

Stakeholders agreed on best practice pathways at a workshop after circulation of the draft report. Stakeholder concerns expressed at the workshops and during interviews included: inadequate Aboriginal and non-Aboriginal pathways; scheduling conflicts; variable patient record access; opportunistic use of retinal cameras; service fragmentation; unreliable diabetes prevalence data; under-referral for people with diabetes in their thirties; eye checks in GP care plans; awareness of allied health services into centres; patient travel subsidy scheme costs; and under-utilisation of telehealth.

The appointment of an Eye Health Coordinator was a strong recommendation made in both regions. Additionally, other recommendations made in the report would be best achieved through collaborative partnerships and coordination rather than a piecemeal approach.

Paediatric telehealth service



Pictured: Dr Tommy Tran

Increasing access through outreach funded telehealth services to improve the sustainability of services is a model that is proving a viable solution to workforce issues and access to specialist services, complementing outreach face-to-face visits.

One demonstrated example is the recent implementation of telehealth paediatric services into Biloela, Emerald, Gladstone, Dalby and Rockhampton. Existing outreach service provider and paediatrician from paediatric outreach services, Dr Tommy Tran, has been able to increase his capacity thereby increasing access to paediatric services through CheckUP's Rural Health Outreach Fund. Telehealth is often being used for initial consultations, which typically results in a more efficient face-to-face visit. When combined with a follow-up telehealth consultation, this model has seen a significant increase in the number of children and families able to access these services.

Telehealth paediatric services have been very well received into these communities and as a result, the demand for paediatric services continues to increase. Dr Tran's already busy schedule and high demand for these services across the state did not allow for an increase in face-to-face visits. However, through consultation with Dr Tran, it was proposed that complementing his face-to-face visits with funded telehealth services would increase patients' access to these services and their ability to be seen in a more timely manner.

The success of this telehealth model can partially be attributed to the availability of easily accessible technologies such as Skype, Facetime, Zoom and Hangout. These programs allow for flexible options for the patients, who are able to receive consultations with their paediatrician from their own home or at their local GP surgery, removing the need for long-distance travel.

Dr Tran provided some insight into how telehealth has been of benefit to the communities. "I feel that telehealth has provided access for children and families in rural areas, who wouldn't be able to access specialist care. Many families avoid seeing specialists because of the time and costs associated with accessing care, and telehealth removes this barrier. Children are unique in that early intervention can significantly alter their developmental trajectory, providing them with the best opportunities into adulthood. Telehealth has made it possible for these children to seek the support they require."

Since the implementation of this new telehealth service, Dr Tran has been able to provide early intervention screening and timely follow up for an additional 20 to 30 patients each day per community, when telehealth services are conducted.

CheckUP continues to receive positive feedback for these services from a range of key stakeholders and will endeavour to expand this model to other rural and remote communities, further increasing access for disadvantaged communities across Queensland.



BETOOTTA	170
MUNGERANIE	320
WINDORAH	389
INNAMINCKA	424
MARREE	518
QUILPIE	669
ADELAIDE	1191
BRISBANE	1602

Our Health Services

Supporting the Royal Flying Doctor Service



CheckUP has a long standing relationship with the Royal Flying Doctor Service (RFDS). This collaborative partnership has withstood the ever changing healthcare environment and both organisations continue to work together to provide health services in rural and remote areas of Queensland.

RFDS registered nurse, Kylie Slade (pictured above) travels to far north Queensland to deliver much needed services to communities in the far reaches of the state. These services are made possible through funding CheckUP receives from the Australian Government.

Through her work, Kylie has been able to establish connections with local communities and make a huge difference to people living in these remote areas. One such person is Edmund Eric who is an Elder from Kowanyama. Kylie felt inspired to capture his photo because of his connection to country. He comes into town every now and then, however he spends a lot of his time in the bush where it is peaceful and quiet. Connection to country is of great significance to Aboriginal and Torres Strait Islander people.

CheckUP staff are also strong supporters of the RFDS with several staff attending the RFDS annual fundraising gala dinner each year.



Pictured above: CheckUP staff supporting the RFDS at their annual Gala Dinner

Palm Island deadly ears service

A partnership approach between CheckUP and the Deadly Ears Program is giving young children, aged 0-4 years on Palm Island their best chance at healthy hearing.

Aboriginal and Torres Strait Islander children have one of the highest rates of otitis media, or middle ear disease in the world. Early diagnosis and the right management are vital when it comes to ensuring these children can hear, speak and learn well as they grow.

In 2018-19, the collaboration on Palm Island led to a significant increase in the numbers of very young children being screened. It also enabled identification of the best pathways for treatment and management. This was made possible through multidisciplinary services delivered by Children's Health Queensland Hospital and Health Service and other CheckUP providers.

The assessments were made possible through the introduction of visual reinforcement audiometry (VRA) to the Deadly Ears Program. This test allows an audiologist to assess hearing in infants and toddlers too young for normal tests. It gives clinicians and families a better understanding of a child's hearing profile from a younger age, which helps guide clinical decision making, recommendations and onward referrals.

In 2018, further support was delivered through the rollout of a collaborative telehealth service, run by Deadly Ears and Australian Hearing, which aimed to improve the timeliness between diagnosis of a hearing loss and first hearing aid fitting. Several children were fast tracked from ENT consultation to hearing aid fitting in the same week and were fitted with their first hearing aid.

This picture of Edmund Eric, Kowanyama Elder was taken by Kylie Slade, RFDS.





This picture was taken at Mount Barney by Mary-Anne Quilter, CheckUP staff member

Our Communities

Our members

Thank you to the 52 organisations who were members of the CheckUP community throughout 2018-19. Together, we worked towards our shared goal of creating healthier communities and reducing health inequities.

A special thank you to CheckUP's 15 foundation members, highlighted in blue, who have walked by our side since 2013.

1. Aboriginal and Torres Strait Islander Community Health Service - Mackay
2. [Accoras](#)
3. [Aftercare](#)
4. Anglicare Southern Queensland
5. [Australian General Practice Accreditation Limited Group of Companies](#)
6. [Australian Psychological Society - Queensland](#)
7. BallyCara
8. Becon Health
9. Central Queensland, Wide Bay, Sunshine Coast PHN
10. Centre for Palliative Care Research and Education
11. Chiropractor's Association of Australia- Queensland Branch
12. Community Information Support Services
13. CPL - Choice, Passion, Life
14. Epilepsy Queensland
15. Ethnic Communities Council of Queensland
16. [Extensia](#)
17. [General Practice Gold Coast](#)
18. General Practice Training Queensland
19. [GPpartners](#)
20. Health Consumers Queensland
21. Health Workforce Queensland
22. Hear and Say
23. Heart Foundation
24. Improvement Foundation
25. Indigenous Respiratory Outreach Care
26. Institute for Healthier Communities Australia
27. Institute for Urban Indigenous Health
28. Just Better Care, North Brisbane
29. Micah Projects
30. National Disability Services
31. North and West Remote Health
32. Northern Queensland PHN
33. Occupational Therapy Australia - Queensland and Northern Territory
34. Palliative Care Queensland
35. Parkinson's Queensland
36. Patient Opinion Australia
37. [Pharmaceutical Society of Australia](#)
38. [Queensland Aboriginal and Islander Health Council](#)
39. [Queensland Alliance for Mental Health](#)
40. [Queensland Health](#)
41. Queensland Mental Health Commission
42. [Queensland Voice for Mental Health](#)
43. Richmond Fellowship Queensland
44. [Royal Flying Doctor Service](#)
45. Rural Health Management Services
46. TOG Consulting
47. Tonic Health Media
48. Toowoomba and Surat Basin Enterprise
49. True - relationships and reproductive health
50. Veriti Health and Community
51. Vision Australia Queensland
52. Wuchopperen Health Service

Pictured below: Staff from AGPAL and CheckUP at our end-of-year member mingle



This picture was taken near Townsville by Susan Dixon-Grover, CheckUP staff member



Our Communities

The CheckUP Forum

The 2018 CheckUP Forum was held on Friday 14 September at the Brisbane Convention and Exhibition Centre. Our forum had a focus on the quadruple aim in healthcare - improving population health, enhancing the patient experience, reducing costs and improving the work life balance of healthcare providers. More than 150 delegates from 80 health organisations attended the forum.

Of the delegates who completed the evaluation survey, 98% were satisfied or highly satisfied with the event. Many of these responses indicated that they value the CheckUP Forum as being both informative and an excellent networking opportunity.



Pictured above: Keynote speaker Dr Norman Swan



Pictured above: Laura Barnes, Health Workforce Queensland



Pictured above: Neil Willmet, QAIHC CEO



Pictured above: Denise Newman with delegates at the Forum



Pictured above: Forum panelists (L-R) Dr Richard Kidd, Neil Willmet, Jane Williams, Laura Barnes, Helen Mees and Dr Norman Swan



Our Communities

General Practice Liaison Officer Network

During the 2018-19 period, CheckUP continued to support the Queensland General Practice Liaison Officer (GPLO) Network through the production of a detailed annual work plan; an over-arching strategy framework; an annual report; and the coordination of several highly informative workshops.

CheckUP's 13-year association with the GPLO Network came to an end in April 2019. CheckUP played a central role in helping to develop and shape the GPLO Network from the beginning, during the Divisions of General Practice years, through to securing a Queensland Government election commitment in 2012 that assured funding for the Network.

During this period, the GPLO Network matured into a vital and vibrant network of health professionals who are leading real and sustainable improvements to the processes and systems at the interface between primary and secondary care.

We know that the GPLOs will continue to play an important role in the Queensland health system over the coming years and we wish the GPLO Network continued success.

Health in Focus

CheckUP's 10th annual health survey asked health providers and the general public to answer questions on a range of topics including preventative health, digital health and barriers to accessing healthcare. More than 1700 people across the state participated in the 2018 survey to have a say on their health priorities and problems.

Prevention was an important topic for all with 60% of the public saying they visited health services for preventative checks and nearly all GPs and nurses reporting they routinely offer prevention or lifestyle advice to patients.

The 2018 survey also asked the public questions about their physical activity and nutrition, and what could be done to help people improve these areas of their lifestyle. Most respondents said they engaged in regular physical exercise and tried to limit junk food. For improving physical health the popular answer was free or subsidised community exercise groups. For nutrition it was increasing knowledge of simple healthy recipes. A better understanding of people's attitude towards prevention is very valuable when it comes to developing effective programs and services.

As in previous years, the most common barriers experienced when accessing healthcare were cost, availability, and wait times.

For a full copy of the Health in Focus report visit - www.checkup.org.au/hif

Queensland Primary Health Care Network

Our Queensland Primary Health Care Network (QPHCN) meetings continue to attract a wide range of stakeholders from across the health and community services sector. Each meeting has a topical theme and the meetings represent an excellent networking opportunity for attendees. Almost 200 people attended QPHCN meetings in 2018-19. Topics covered were:

August 2018 – eHealth update from Queensland Health

Queensland Health provided this very informative update about all things digital in healthcare at the August QPHCN meeting. There were presentations about the new Smart Referral system, the Health Provider Portal, Standardised Referral Criteria and HealthPathways, and telehealth.

November 2018 – What's happening in health promotion?

The November meeting focused on health promotion and featured two presentations from Queensland Health – one about the newly launched *Find Your Happy Healthy* campaign, and the other outlining the new Australian Dietary Guidelines. There were also presentations from My health for life and the Heart Foundation talked about their Health Professional Ambassador program. CheckUP presented with the Centre for Rural and Regional Indigenous Health about the Tucka-Time program.

February 2019 – The consumer voice in healthcare

Our first meeting for the year asked the question – *What are consumers saying and are we listening?* This very well-attended meeting featured presentations from Suzanne Michaels, Change Manager, at Caboolture Hospital; Noela Baglot, Chair of the Community Advisory Council at Gold Coast PHN; Natasha Malmstrom, a health consumer representing Health Consumers Queensland; and CheckUP who presented the consumer results from our annual Health in Focus survey.

May 2019 – Reconciliation

It was a full house at our May QPHCN meeting which was held during National Reconciliation Week. Coedie McAvoy opened the meeting with traditional stories and a didgeridoo performance which was moving and inspiring. Neil Willmet, QAIHC CEO, provided a thought provoking keynote presentation about the effects of colonisation and the history of the Aboriginal and Torres Strait Islander fight for equality. The meeting also heard from the Institute for Urban Indigenous Health, True, the Heart Foundation and CheckUP about the work each organisation is undertaking to progress reconciliation.



Pictured above: Dennis Conlon (IUIH) and Chris Mitchell (HWQ)

Mental health training

CheckUP offers Mental Health Skills Training to general practitioners. In total, 36 GPs attended the training over three dates throughout the year. GPs who complete this training are eligible to claim MBS item numbers 2715 and 2717 for the preparation of General Practice Mental Health Treatment Plans.

“The MHST session was informative and Peter is a knowledgeable trainer. Thank you to CheckUP for providing this training today.”

Communications

CheckUP has a series of electronic newsletters that are sent to our members, outreach providers and stakeholders. The purpose of our ecommunications are to keep people informed about the activities we are undertaking, and also to share news from our members and stakeholders and the broader primary health care sector. Open rates continue to meet industry benchmarks. In addition, we utilise social media and our website to share stories of interest with our followers.

eCommunications

	Overall	
	111	Campaigns sent
	116,256	Emails sent
	98%	Delivery rate
	28%	Open rate

Conversations

822
Subscribers
29,491
Emails sent
30%
Open rate

CheckIN

281
Subscribers
16,709
Emails sent
28%
Open rate

Reaching Out

476
Subscribers
13,106
Emails sent
30%
Open rate

Social Media



650 followers



1477 followers

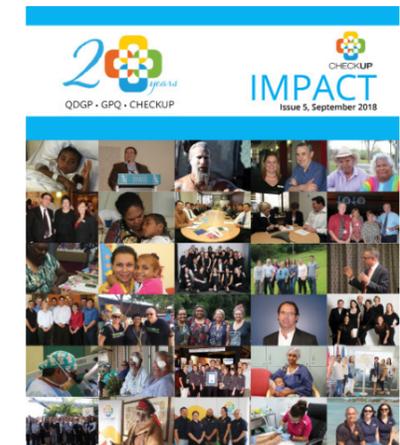
Lifestyle modification programs

This new initiative was aimed at addressing the health inequities experienced by people living in rural and remote communities by improving access to lifestyle modification programs in the Darling Downs Region.

Partnering with Darling Downs HHS, the project focussed on social prescribing to address lifestyle modifiable risk factors in the region. Specifically, the focus was on increasing referrals to physical activity and nutrition programs by outreach/local health professionals, and enrolments in these programs.

Outcomes of the project included the design and implementation of a model to connect visiting health professionals in the Darling Downs region with locally relevant resources. CheckUP organised health professional information sharing sessions in Dalby, Miles and Chinchilla in partnership with Goondir Health Services, Miles and Chinchilla Hospitals.

IMPACT Magazine



The 20th Anniversary Edition

Our annual magazine, IMPACT, was launched at the CheckUP Forum in September. This edition of the magazine reflected on the work undertaken by CheckUP over the past 20 years in addition to highlighting the work we are undertaking throughout the state.

Website



93,469 Unique visits
70% New visitors

This picture was taken at Mount Barney by Mary-Anne Quilter, CheckUP staff member



Our People

Reconciliation

CheckUP has a long standing commitment to improving the health and wellbeing of Aboriginal and Torres Strait Islander people and communities. This commitment is central to our mission of creating healthier communities and reducing health inequities, and in the attitudes and actions of our staff, management and board. In 2013 we developed and launched our Reflect Reconciliation Action Plan which was followed by our Innovate RAP in 2016. Both of these key documents provided CheckUP with a public and structured framework to support the national reconciliation movement. We have always ensured that our RAPs contain practical actions we can take to develop respectful relationships, and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples.

In December 2018, two members of our RAP working group joined 450 attendees at the inaugural Reconciliation Action Plan Conference in Melbourne. The conference aimed to inspire organisations to reflect and increase the impact of their reconciliation initiatives; progress the national conversation on reconciliation; and strengthen relationships between RAP organisations. The conference achieved these goals and in 2019 we began the process of developing out third Reconciliation Action Plan, known as a Stretch RAP.

Our Stretch RAP will focus on implementing longer-term strategies with defined targets and goals. Our RAP working group met several times throughout the first half of 2019 and we worked in smaller groups to focus on the development of strategies relating to respect, relationships and opportunities. Our consultation process in the next financial year will focus on convening a RAP Advisory Group and having one-on-one conversations with key stakeholders to ensure that our Stretch RAP contains strong commitments and measurable targets that reflect the ethos of CheckUP. It is

anticipated that our Stretch RAP will be launched in early 2020.

In addition to the development of our Stretch RAP and attendance at the National RAP conference, CheckUP staff undertook numerous activities during 2018/2019 to support our commitment to reconciliation including a cultural learning activity with Uncle Tom Kirk. Tom is of the Gurreng Gurreng (Western Burnett River District) and the Birri Gubba people (Burdekin River District). He also affiliates with the Northern Gamilaroy peoples of NSW/QLD. Tom's grandparents were removed as children to the Queensland Aboriginal Reserves of Cherbourg, Taroom and Woorabinda and his parents were born at Cherbourg and Woorabinda. Tom grew up around these reserves and in the country town of Duaranga. Tom's session had a strong impact on staff as he discussed traditional family connections and outlined the long-term effects of colonisation.

Other activities during the year included a Queensland Primary Health Care Network meeting coordinated by CheckUP on the topic of reconciliation during National Reconciliation Week, which included a powerful, thought provoking address from QAIHC CEO Neil Willmet; participation in the Musgrave Park Family Fun Day during NAIDOC week; and attendance at numerous local events by our regionally based staff.



"The past matters. What we know about it colours what we believe and what we do. It's impossible to understand the need for RAPs now without understanding where we've come from."

Fred Chaney AO



Pictured above: Karen Mundine, Reconciliation Australia CEO



Pictured above: David Millichap and Ann Maree Liddy at the Reconciliation Australia national conference.



Pictured above: CheckUP staff at the NAIDOC Week Family Fun Day at Musgrave Park, Brisbane.



Pictured Coedie McAvoy

Our People

Our Board Directors



Colin Duff

Colin was the CEO of one of Queensland's largest professional consultancy firms, Colin now sits on a number of Boards with a range of roles including Chairman, ED and NED providing strategic guidance and corporate support. He has over 25 years business experience as an executive across many different industries specialising in business growth at both strategic and operational levels. Well-equipped in the areas of corporate advisory, strategic growth, growth solutions, change management, performance management, operations efficiency and people management, Colin enjoys working with others motivated to growing their businesses.



Dr Roger Halliwell

Roger has been a General Practitioner since 1984, Company Director (NZ, UK, Australia) since 1983, Business Consultant/Auditor since 1986, Director of Gold Coast PHN and Improve Australia.

His clinical interests are in managing patients with complex or chronic health conditions, and in the co-management of patients with a significant cancer diagnosis. He also has a special interest in skin cancer medicine/surgery with more than 20 years of experience in this field.



Chris McCarthy

Chris is the CEO of Hear and Say having been with the organisation since 2007. Hear and Say has matured significantly over this time with a growing staff providing support to children who are deaf, and their families across Queensland from centres in Brisbane, the Sunshine Coast, Gold Coast, Toowoomba and Townsville.



Jennifer Pouwer

Jennifer was the Chief Strategy and Partnerships Officer at The Richmond Fellowship Queensland (RFQ). In August 2018 the Mental Illness Fellowship Queensland (MIFQ) merged with RFQ. As Chief Executive Officer, MIFQ Jennifer executed the merger in partnership with the CEO of RFQ. Jennifer has had a range of Commonwealth, State and NGO roles across diverse human services portfolio - child protection; disability services; quality and accreditation; mental health and employment services.



Associate Professor Michael Greco

Michael is the Chief Executive, Patient Opinion Australia; Director - CFEP Pty Ltd, Assoc. Professor for School of Medicine, Griffith University and Hon. Senior Research Fellow School of Medicine, University of Exeter, UK; and Board Director for Health Leaders Australia.

Introducing our new Board Directors

Kieran Chilcott



Kieran is an experienced Chief Executive Officer and Board Director with a strong history of service in the Indigenous Health Sector. Currently the CEO of the Kalwun Development Corporation, Kieran is passionate about community controlled organisations and their ability to achieve better outcomes for all Aboriginal and Torres Strait Islander peoples.

Born in Tweed Heads, New South Wales and raised on the Gold Coast, Kieran Chilcott is a proud Yugarabul man with links to the Bidjara people in the west. As a leader Kieran is committed to growing programs, and improving systems and processes to ensure the highest quality of services can be delivered.

Kieran strongly believes in giving back to the sector and does this by sitting on a number of boards. He was an inaugural Director for the Institute of Urban Indigenous Health in 2009 and served as Chairperson from 2009-2012. Kieran was the Chair of the QAIHC from 2016-2018 and was a Board Director of the National Aboriginal Community Controlled Health Organisation (NACCHO) during the same period. In addition to his recent appointment to the CheckUP Board, Kieran is a Board Director for the Gold Coast Primary Health Network.

Jane Williams



Jane is an experienced registered nurse and holds qualification in management, community service coordination and rural and remote health. Since 1992 she has worked in rural and remote areas of Western Queensland. Jane continues to practice as a wellness nurse at the Barcaldine Medical Centre and cares for people with chronic disease and mental illness. Living and working as part of a rural and remote community has provided Jane with valuable insights to the issues and challenges facing these communities.

Jane holds a number of key board appointments including:

- Chair of the Central West Hospital and Health Service Board
- Board Director Queensland Music Festival
- Board Director CheckUP
- Board Director RFDS (Queensland) Foundation Board
- Council Member of Queensland Mental Health Drug and Alcohol Advisory Council
- Chair Central West Rural Wellness Network

Jane is passionate about improving health and wellbeing outcomes for the people and communities of rural and remote Queensland. It is through listening and learning from these communities, communicating issues and advocating in the board room that we can together, work towards improving health outcomes and the lives of many.

Our People

CheckUP board engagement with members and stakeholders

The CheckUP board and executive continued to broaden their horizons by spending time in Toowoomba for a strategic planning meeting in February this year. Simone Finch from the Westminster Initiative facilitated a board and executive big sky strategy workshop which has since formed the basis of an ambitious business and stakeholder engagement plan.

Understanding and responding to the needs of our key stakeholders was a definite focus of Toowoomba meeting. Our board and executive were pleased to welcome a variety of stakeholders from the Toowoomba and Darling Downs region, including Toowoomba Surat Basin Enterprise, Darling Downs HHS, Darling Downs West Moreton PHN and Southern Queensland Rural Health to an evening networking session.

In June, the CheckUP Board held its meeting at the Royal Flying Doctor Service (RFDS) base near Brisbane airport. This provided a wonderful opportunity for strategic discussions between CheckUP and RFDS, a foundation member of CheckUP, and presented a fantastic opportunity for the Board to tour the base and learn first-hand about the RFDS aircraft fleet and operations across Queensland. We also had a demonstration of the innovative digital technology and simulation lab that RFDS are using for training and development.

Sincere thanks to all the RFDS team for making us so welcome and sharing your stories and knowledge with us.



Pictured above: CheckUP's Board Chair Colin Duff with Jane Williams (CheckUP Board Director) and Jaden Frame (TSBE Health, General Manager)



Pictured above: The CheckUP Board pictured with the RFDS Board.



Pictured above: CheckUP Board members with Peter Larter (second from the right)



Pictured above: Debbie Wilson (CheckUP), Michael Greco (CheckUP), Karen Hale-Robertson (CheckUP) and Louise Sanderson (Southern Queensland Rural Health)



CheckUP Board and Executive Management at the RFDS base in Brisbane.

Our People

Executive Management



Ann Maree Liddy
Chief Executive Officer



Karen Hale-Robertson
Deputy Chief Executive Officer



Debbie Wilson
Chief Financial Officer

Administration Team



Del Chapman
Business Officer



Glenda Krause
Senior Business
Coordinator - Finance



Jenny Ludgater
Business
Coordinator - Finance

Engagement Team



David Millichap
Business Lead



Susan Greenbank
Senior Business Coordinator
Business Development



Kat Murray
Business Coordinator
Communications



Martina Dorahy
Business Coordinator
Membership



Sandy Smith
Business Coordinator
Qld Mental Health Week



Sabrina Kerr
Business Coordinator
Special Projects



Sabrina Luton
Casual
Special Projects

Health Services Team



Aidan Hobbs
Business Lead



Gayle Stallard
Senior Business
Coordinator



Adriana Fabrizio
Business Coordinator



Sulu Malau
Business Coordinator



Susan Dixon-Grover
Outreach Team Leader
Regional Coordinator - North



Nigel Daisy
Regional Coordinator
South West



Tanya Morris
Regional Coordinator
North West



Joshua French
Regional Coordinator
Central



Nelson Lee
Regional Coordinator
Far North



Elise Gorman
Business Lead
Be Well Learn Well



Jacqui Hawgood
Senior Business
Coordinator
Eye and Ear Surgical
Support Services



Mary-Anne Quilter
Business Coordinator
Tucka-Time



Tony Coburn
Statewide Indigenous Eye
Health Coordinator



Lachlan Rich
Central West Eye Health
Mapping Coordinator



Fran Keeble-Buckle
Clinical Lead - Outreach



Tennille Hutchinson
Senior Business Coordinator
(Maternity leave)



Patricia Walsh
Business Coordinator
(Maternity fill)



Denise Newman
Ear Health Clinical
Specialist



Staff service

This year two staff reached milestone years of services with CheckUP. They are as follows:

- Tennille Hutchinson - 5 years
- Ann Maree Liddy - 20 years

In total, four staff have been with the organisation for five or more years and a further seven staff have been with the organisation for 10 or more years.

During the reporting period CheckUP recorded its highest retention rate of recent years at 96.1%.

Staff giving

The North Queensland city of Townsville was hit by a significant rain event early in 2019. As a result of the volume of rain that inundated the city and surrounding areas, much of Townsville suffered severe flooding. Following the floods CheckUP's north Queensland staff volunteered their time to help clean up the city.

CheckUP's Brisbane staff donated to the QAIHC Christmas drive to support families in Aboriginal and Torres Strait Islander communities.

CheckUP also participated in a number of fundraising morning teas including Epilepsy Queensland's Purple Day morning tea, Cancer Council's Australia's Biggest Morning Tea and Hear and Say's Loud T-Shirt Day.

The Voice Project: Staff survey

The Voice Project's *Change Challenge* encourages and measures real change in work practices, leadership behaviours, employee engagement and business outcomes.

The survey invites employee perceptions regarding a wide range of practices and overall levels of passion (engagement), peace (wellbeing) and progress (business outcomes). The results allow management to work with our employees to create an action plan that capitalises on strengths and builds on areas for development. Scores are compared against industry benchmarks.

Employees particularly value our workplace flexibility, our peers for our inclusivity, supportiveness, results focus and our passion and pride in what we do.

CheckUP scored highly in peace, passion and progress.



97%
Peace



92%
Passion



84%
Progress

Our People

Our regional hubs

CheckUP made a strategic decision to lease a regional office space and develop a hub to accommodate the increase in our staff numbers in Townsville. The office is located centrally in Flinders Street, Townsville City, near Central Queensland University. The new hub has expanded our capacity to meet regularly with stakeholders in Townsville and surrounding regions.

In addition to the new regional hub in Townsville, CheckUP has satellite offices in Cairns and Longreach and a staff member based in the Torres Strait.

Pictured are our regional staff members in our Townsville office - Fran, Trish and Susan, Denise in the Torres Strait, Lachlan in Longreach and Nelson in Cairns.



Work-integrated learning

CheckUP staff have been working with student interns from Griffith University through the *Work Integrated Learning* program to assist students in gaining experience in their chosen industries while receiving credit toward their degree.

In addition, CheckUP recently partnered with the Ethnic Communities Council of Queensland (ECCQ) to employ trainee Arnaud Kaze through the *Building Australian Skills for Employment* program.

CheckUP values the contribution made by these interns and trainees and is pleased to play a role in supporting students who are eager to bring fresh and innovative approaches to our workplace.



Pictured above: Arnaud Kaze (CheckUP Trainee) with Rose Brown (ECCQ) and Sandy Smith (CheckUP)

Conference presentations

CheckUP staff gave presentations at a number of conferences:

- IUIH Conference Panel Presentation (28 August 2018 – Brisbane)
- NQPHN Ear Health Project Deadly Kids Deadly Futures Steering Group (September 2018)
- myPHN Conference (1-2 September 2018– Mackay)
- CheckUP Forum (14 September 2018 – Brisbane) – Co-presentation between CRRIH and CheckUP
- Tucka-Time Nutrition Collaboration (October 2018 - Brisbane)
- CheckUP Queensland Primary Healthcare Network meeting (14 November 2018 – Brisbane) – Presentation by CheckUP Tucka-Time Coordinator
- The 15th National Rural Health Conference (24-27 March 2019, Hobart)



Representation on advisory groups/committees

CheckUP is represented on the following committees and advisory groups:

- Queensland Health Telehealth Governance Committee
- Statewide Rural and Remote Clinical Network and Rural and Remote Medical Workforce Working Group
- Health Informatics Society Australia Qld State Branch Committee
- Health Informatics Conference 2020 Strategic Advisory Committee
- Health Workforce Queensland Workforce Stakeholder Group
- Queensland Mental Health Week 2019 Reference Group
- Health Education to Employment Pathways (HEEP) Project - Steering Committee
- Queensland GP Alliance
- University of Melbourne National Indigenous Eye Health Advisory Board
- Central Queensland Workforce Working Group
- Cooloola Coast Health Network Committee
- Woorabinda Health and Wellbeing Partnership Forum
- University of Melbourne National Indigenous Eye Health Advisory Board
- Deadly Kids; Deadly Futures Steering Committee
- Torres and Cape Cardiac Outreach Service Project Steering Committee
- North West and Central West Health Forum Advisory Group
- FNQ Aboriginal and Torres Strait Islander Health Plan
- FNQ Regional Health Planning Committee
- Integrated Care Innovation Fund Steering Committee
- Central West Clinical Chapter
- North West Clinical Chapter
- North West Queensland Mental Health Network
- CheckUP Regional Planning and Coordination Committee (RPCC) meetings
- Partnership Forum
- Discovery Coast Community Reference Group
- Darling Downs Hospital and Health Service Integration meeting
- WQPHN South West Clinical Chapter meeting
- Hughenden Local Community Advisory Group - led by Mayor Jane MacNamara,
- NQ Mental Health Action Group
- Collinsville Action Group
- Bowen Allied Health Collaboration now called Whitsunday Shire Allied Health Leaders Action Committee
- Statewide Network Cardiac Transition Committee
- PHN Led Committees; NQPHN
- ITC Stakeholder Committee
- Operation Compass-Suicide Prevention Committee
- Integrated Coordinated Health Prevention Committee

Our People

20 year history

For the past 20 years CheckUP in all its iterations has been improving the health and lives of people and communities throughout Queensland.

The Queensland Divisions of General Practice (QDGP) was formed in 1998. The organisation's primary focus was to provide support and advocacy for Queensland's 20 Divisions of General Practice at the state and national levels. Partnerships and collaboration are also a main focus for QDGP and in February 2006 QDGP and Queensland Aboriginal and Islander Health Council (QAIHC) held a significant joint board meeting to identify priority areas for collaboration.

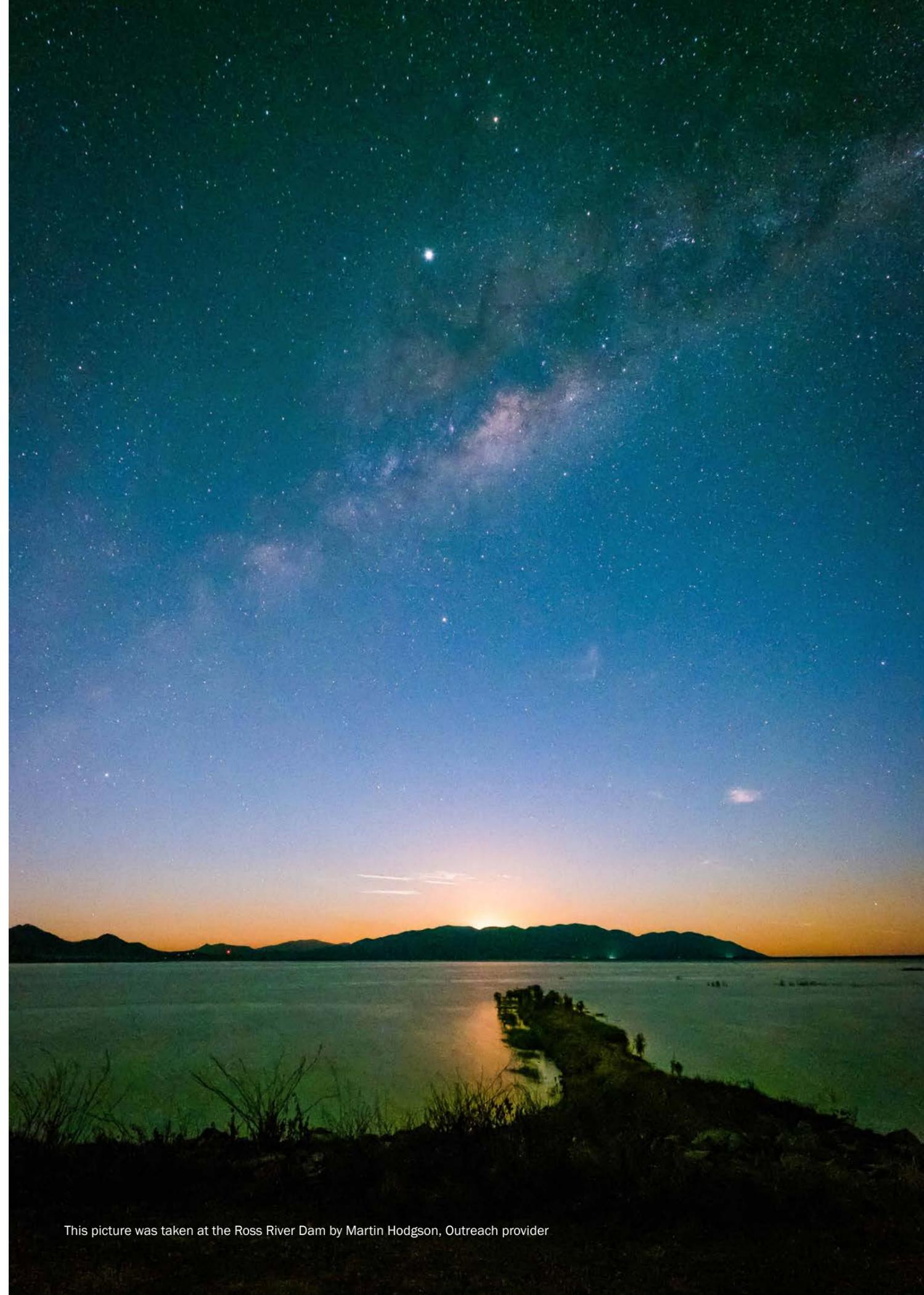
On 1 July 2007 QDGP officially became General Practice Queensland (GPQ). The journey to a new company structure did not change the mission and values of the organisation and programs and collaborations continue to deliver results. In May 2011, GPQ

and QAIHC signed a collaborative agreement. Both organisations stated their intention to work together in a systematic and sustained way to overcome the significant logistical, environmental and lifestyle factors that perpetuate the health divide between Aboriginal and Torres Strait Islander persons and other Australians.

On 1 January 2013, GPQ started trading as CheckUP. This was a significant milestone for the organisation, and we started the year with a new Board of Directors, 45 foundation members and a clear vision for the future.

Today, CheckUP continues to operate as an independent, not-for-profit health organisation with an even greater commitment to making a difference to the health outcomes for Aboriginal and Torres Strait Islander peoples and people living in rural and remote Queensland.

Pictured below: QDGP, GPQ and CheckUP staff throughout the years



This picture was taken at the Ross River Dam by Martin Hodgson, Outreach provider

Our People

20 year celebration!

To celebrate our milestone year, CheckUP invited members, stakeholders, board directors and staff from the past and present to attend the CheckUP 20th Anniversary Gala Dinner. Almost 240 guests enjoyed an evening that reflected on the journey from Queensland Divisions of General Practice to General Practice Queensland and now CheckUP. The event was hosted by Kim Skubris and began with an inspiring Welcome to Country performances from the Nunukul Yuggera Aboriginal Dance Troupe and Malu Kiai Mura Buai traditional dance performance. Awards were also presented to the longest serving health provider, Dr Robert Miller, board member, Dr Dilip Dhupelia and staff member, Ann Maree Liddy (pictured top row).



Our People

Closing the Gap for Vision 2020 national conference Leaky Pipe Award

In March 2019, the CheckUP team and the Palm Island Eye Health Coordinator attended the Closing the Gap for Vision 2020 national conference in Alice Springs. Karen Hale-Robertson (Deputy CEO) facilitated a workshop on Working Better with Outreach Services. Our Indigenous Eye Health Coordinator, Tony Coburn, was awarded the 2019 Leaky Pipe Award as an Unsung Hero, in part for the strong relationships he has built and his work with stakeholders to understand existing and often 'leaky' eye health pathways, and where possible facilitates improvement.



Pictured above: Tony Coburn and Karen Hale-Robertson (CheckUP) with Nick Schubert (Indigenous Eye Unit - Melbourne University)



Photo above: Delegates of the Close the Gap for Vision by 2020 National Conference 2019 in Alice Springs

Back cover: Photo taken at Weipa by Jenna Millward from Torres and Cape HHS



Pictured above: Phyllis Pearson, Health Worker at Warraber Island (Sue Island) and Denise Newman, CheckUP





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