



CHECKUP

# Annual Report 2022-2023



*of Creating Healthier  
Communities Together*





## Acknowledgement of country and commitment to diversity

CheckUP staff and board respectfully acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to the land, water and community.

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

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



Indigenous artwork: "A connected community" by Leah Cummins, Bunya Designs.

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CheckUP's Annual Report was prepared by the Engagement team and contributed to by various staff members. Content is correct at the time of publication. Please note that this document may contain images of deceased persons.

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## Message from the Chair and CEO

At the start of this financial year, we were determined to make the upcoming 12 months a time to meaningfully engage with our members and stakeholders. While we had continued to work closely with our partners during the previous couple of years; years marked by the pandemic; we felt the need to focus our attention on engaging with our members and stakeholders like never before! This meant less time working in the office, and more time spent on the road and in the air travelling throughout Queensland meeting with friends and colleagues, both old and new.

An engagement initiative of particular note during 2022-23 were discussions with consumers that CheckUP funded in collaboration with Health Consumers Queensland (HCQ). HCQ worked with consumers across Queensland and produced a report "Not a postcode lottery". For CheckUP, this was powerful and authentic engagement and the findings from these consultations are informing the delivery of our health and wellbeing services across Queensland.

As always, our Outreach health service delivery programs were a core component of the work we undertook during 2022-23 and success in these programs is only possible through meaningful and enduring engagement with our contracted health service providers. Collectively, our Outreach health service delivery partners made 21,403 visits to 174 locations in Queensland with 177,883 occasions of service delivered to consumers. A sincere thank you to all of our Outreach health service delivery partners who are listed on page 14 and 15 of this report.

In 2022-23 our Health Gateway to Industry Schools team met with more schools, industry partners, and school students than ever before! We also commenced a new school's program called YIPEE (Youth Industry Partnerships for Education and Employment) at the end of 2022 which focussed on facilitating the school to work transition process for 50 First Nations students from schools in the Far North Queensland region.

Our advisory workforce programs continued to grow in number and scope during the past twelve months. In addition to the Industry Skills Advisor role that we have managed since 2020, CheckUP was successful in securing two new health workforce programs at the end of 2022 – the Health Industry Workforce Advisor and the First Nations Industry Workforce Advisor for health and social assistance.

Queensland Mental Health Week in 2022 was another highlight of the past 12 months, and once again we exceeded expectations with 450 community events held. Importantly, a record number of events were held in regional and remote communities which brought to life the theme of Awareness, Belonging and Connection.

Our Access for All online training course continued to be embraced by individuals and organisations throughout Australia. Our promotion and engagement efforts saw registrations continue to climb, and an evaluation of the training course by the University of Melbourne found a statistically significant improvement in knowledge about disability awareness.

CheckUP continued with the implementation of our Stretch RAP with a key initiative being the procurement of online cultural responsiveness training for staff, outreach providers and CheckUP members from Indigenous Allied Health Australia. This high-quality training course incorporates knowledge, self-knowledge and behaviour, and action and is informing the approaches we take in engaging with First Nations people and communities.

Finally, our appreciation goes to CheckUP's staff and board, our members, partners, and providers for your support and commitment over the last 12 months. As we anticipate the year ahead, we look forward to ongoing collaboration as we continue to work towards our vision of better health for people and communities that need it most.



*Colin Duff*  
**Mr Colin Duff**  
 Chair  
 CheckUP Board



*Ann Maree Liddy*  
**Ann Maree Liddy**  
 Chief Executive Officer  
 CheckUP

## Strategic priorities

### Strategic partnerships

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

### Service and system building capacity

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

### Workforce solutions

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

### Core business

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

### Outcomes

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

### Social determinants of health

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



## Our Vision, Purpose & Values

### Vision

Better health for people and communities that need it most.

### Purpose

To create healthier communities and reduce health inequities.

### Values



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



**Excellence**  
 We are solutions focused 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.



## Outreach health services

CheckUP is the jurisdictional fundholder for the Australian Government Department of Health's Outreach programs in Queensland. In the 2022-23 period, CheckUP proudly coordinated the delivery of Outreach services to over 170 locations throughout Queensland. During this period, our dedicated team of Outreach Service Providers administered 177,883 occasions of service, with 111,000 occasions of service accessed by First Nations people. These efforts led to a remarkable total of 21,403 Outreach provider visits through the expenditure of \$19.5 million in Australian Government funding. This equates to an average contribution of \$913 per outreach visit, \$760 per clinic day and \$110 per occasion of service provided on an Outreach visit. According to an independent study by BDO, the Outreach model of service delivery has been estimated to reduce government costs by between \$7.0m and \$19.9m. This ongoing investment in Outreach services continues to provide a sustainable healthcare solution.

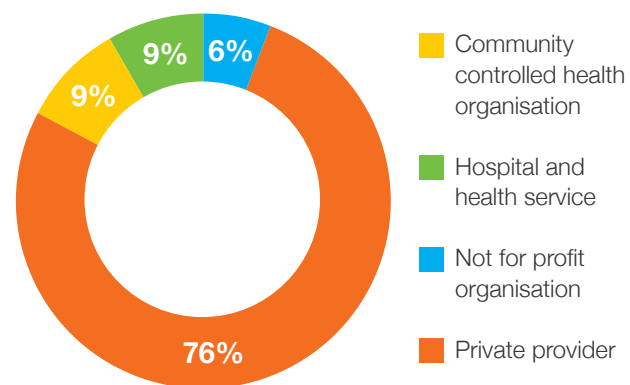
### Providing continuity of care for communities

Outreach providers continued to forge enduring relationships with communities through their longevity of service in 2022-23.

- 42% of providers have delivered services for 5-9 years.
- 26% have delivered services for 10+ years.

This speaks to the ongoing commitment of our providers who continue to develop strong connections and relationships that support continuity for patients in community. CheckUP aims to engage locally based providers to deliver services; however, in cases where local providers are unavailable, an alternative outreach provider is identified.

### 2022-23 Outreach providers by provider type



### Cultural responsiveness training for Outreach providers

CheckUP is dedicated to working with Aboriginal and Torres Strait Islander communities and people to deliver culturally safe healthcare. As part of this ongoing commitment, from May 2023, we implemented a contractual requirement for all CheckUP Outreach service providers to complete cultural responsiveness training. Cultural responsiveness training fosters inclusivity, respect, and understanding, thereby improving healthcare outcomes through the delivery of culturally sensitive care. We are proud to provide our partners with free access to the Cultural Responsiveness Training program, offered by Indigenous Allied Health Australia.

### Using data visualisation to optimise service delivery

The integration of CheckUP's Outreach Management System (OMS) with the PowerBI data visualisation tool has significantly enhanced the data visibility of the Outreach Services programs. Over the last 12 months, CheckUP has established customised dashboards that provide real-time service delivery data across Outreach programs.

The dashboards have provided insights into provider service delivery, contract performance, as well as CheckUP's overall program performance and expenditure throughout the year, which resulted in the optimisation of Outreach program budgets, reduced underspend and more service delivery. CheckUP plans to invest in the development of additional dashboards to improve service monitoring and service coordination by visualising service delivery data submitted by providers in their post-visit outcome reports. By improving the visibility of this data, CheckUP's regional workforce will be able to work more closely with providers and key stakeholders to problem solve and optimise service utilisation at a local level.



### Consumer voices inform health service planning

To understand both First Nations and non-Indigenous rural, remote, and regional consumers' healthcare experiences, CheckUP enlisted the expertise of Health Consumers Queensland (HCQ). Peer-led consultations were facilitated by HCQ using an evidence-based consumer engagement methodology. Kitchen table discussions (or yarning circles for First Nations hosts and participants) were held to hear rural, remote, and regional consumers' voices. The methodology was led by consumer hosts within their own communities and enabled health consumers to have their say in a safe, informal, and supportive environment.

- 62 consumers took part in discussions.
- Discussions were held in seven regional and remote locations across Queensland.

For CheckUP, this was powerful and authentic consumer engagement. The findings from these consultations are informing the delivery of our health and wellbeing services across Queensland.

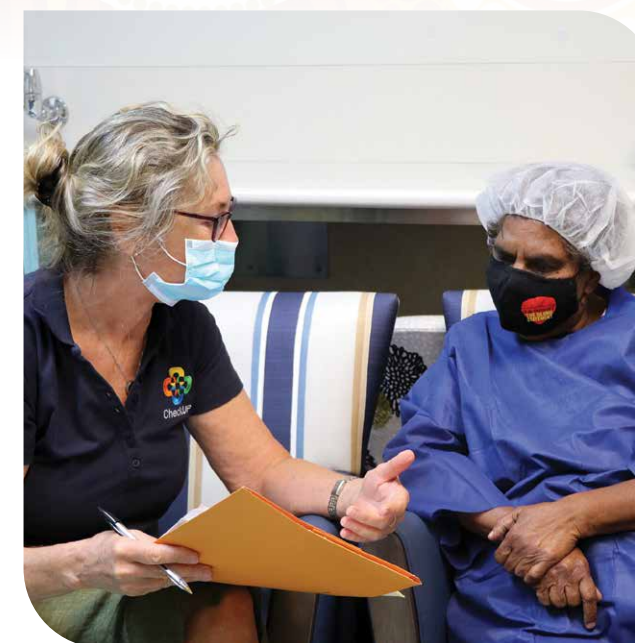
### The impact of Outreach services

#### New eye equipment for Yarrabah community

CheckUP provided Gurriny Yealamucka Health Service Aboriginal Corporation (Gurriny) with new eye equipment in 2022-23 to support the vision health of the Yarrabah community. The Yarrabah Aboriginal Community is situated on Cape Grafton, 10km due east of Cairns in Far North Queensland. Through the Australian Government Department of Health's Visiting Optometrist Scheme (VOS), CheckUP were able to equip Gurriny with full refractive (eye testing) equipment, including a chair stand and phoropter; autorefractor; tonometer; slit lamp and fundus photography for their complete vision testing room.

#### Bringing women's health services to Palm Island

CheckUP has provided Outreach funding to support specialised women's health services in the Palm Island Community. Thanks to CheckUP's new Outreach provider, Women's Health Circle, patients from Palm Island now have local access to specialised health services without the need for additional travel to Townsville. Their comprehensive range of services includes cervical screening, general gynaecology, early pregnancy support, pregnancy-related ultrasounds, contraception options, and management of complex gynaecological issues.





# Outreach Health Service Delivery 2022-23

## EESS

Eyes and Ears Surgical Support

62 EAR SURGERIES



151 EYE SURGERIES



54 FEHHS' EAR SURGERIES



FEHHS: Follow Up Ear Hearing Health Services

### OUTREACH

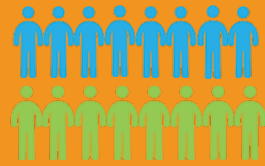
All Outreach health services

SERVICE DELIVERY 2022-23

CheckUP is the jurisdictional fundholder for the Australian Government Department of Health's Outreach programs in Queensland. With the support of up to 150 contracted health providers, we lead a strong, effective consortium that is committed to improving access to a wide range of healthcare services in urban, rural, and remote locations and high-need populations throughout Queensland, including Aboriginal and Torres Strait Islander communities.

**177,883** OCCASIONS OF SERVICE

occasions of service, or appointments were delivered through all Outreach health services in 2022-23



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



**111,050**

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

**21,403** VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS **174**



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

### MOICDP

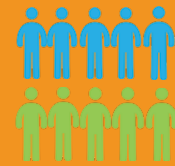
Medical Outreach Indigenous Chronic Disease Program

SERVICE DELIVERY 2022-23

The aim of the Medical Outreach Indigenous Chronic Disease Program (MOICDP) is to increase access to a range of health services, including expanded primary health for Aboriginal and Torres Strait Islander people for the prevention, diagnosis, treatment, and management of chronic disease.

**85,841** OCCASIONS OF SERVICE

occasions of service, or appointments were delivered through all MOICDP services in 2022-23



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



**68,180**

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

**11,878** VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS **86**



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

### RHOF

Rural Health Outreach Fund

SERVICE DELIVERY 2022-23

The aim of the Rural Health Outreach Fund (RHOF) is to ensure all Australians have the same opportunity to access medical services, regardless of the location in which they live. The RHOF supports Outreach health activities to address health issues identified in regional, rural, and remote locations.

**55,743** OCCASIONS OF SERVICE

occasions of service, or appointments were delivered through all RHOF services in 2022-23



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



**16,277**

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

**5,316** VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS **118**



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

### HEALTHY EARS

Healthy Ears: Better Hearing, Better Listening

SERVICE DELIVERY 2022-23

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

**16,571** OCCASIONS OF SERVICE

occasions of service, or appointments were delivered through all Healthy Ears services in 2022-23



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



**14,316**

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

**2,656** VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS **46**



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

### VOS

Visiting Optometrists Scheme

SERVICE DELIVERY 2022-23

The aim of the Visiting Optometrist Scheme (VOS) is to increase optometry services for people living in regional, rural, and remote locations (MM2 – MM7 locations are eligible).

**19,728** OCCASIONS OF SERVICE

occasions of service, or appointments were delivered through all VOS services in 2022-23



ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS



**12,277**

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

**1,553** VISITS

visits were undertaken by our team of Outreach health providers



LOCATIONS **110**



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

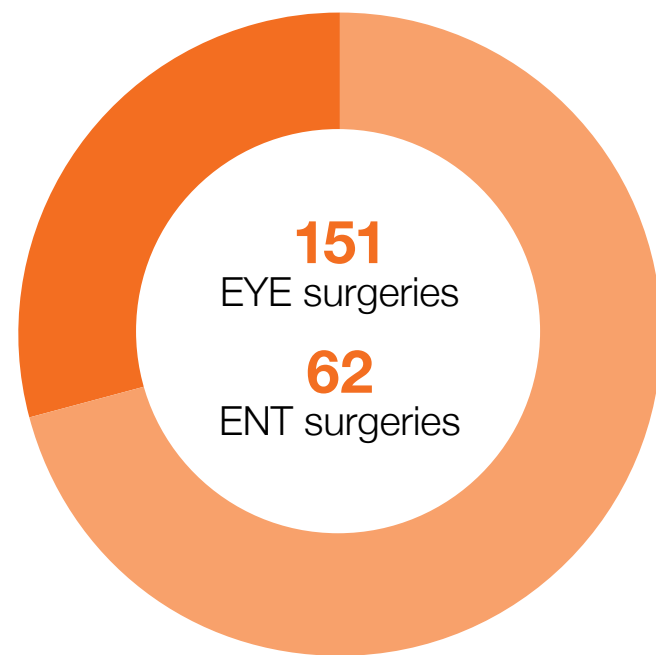


## Eye and Ear Surgical Support program

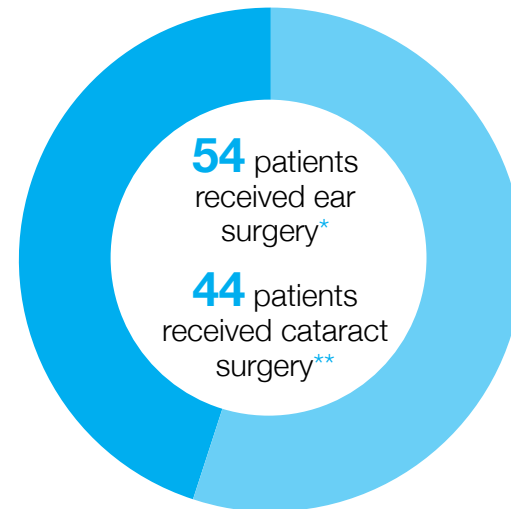
The Eye and Ear Surgical Support (EESS) program, funded by the Australian Department of Health under the Indigenous Australians' Health Program, successfully funded the surgical treatment of **213** Aboriginal and/or Torres Strait Islander people during the 2022-23 financial year.

CheckUP's EESS program works towards addressing identified barriers to accessing surgery and supporting First Nations patients, in priority locations, to receive timely and affordable eye and ear surgery close to home where possible, working towards a culturally appropriate delivery model to help ensure a safe and successful surgical journey.

During the reporting period, EESS funded:



In addition to the EESS funded surgeries:



\*Funded through the Follow-up Ear and Hearing Health Services (FEHHS) program, for eligible patients seen through Hearing Australia's HAPEE program.

\*\*Supported through the Fred Hollows Foundation.



### Continued collaboration

Demand for ENT and ophthalmology services in Queensland continues to be high. CheckUP have continued to closely engage with Aboriginal Community Controlled Health Organisations, Hospital and Health Services, Queensland Health's Healthcare Improvement Unit, Clinical Excellence Division (Surgical and Outpatient Reform Team), and Outreach contracted providers during 2022-23. Our Surgical Support Manager, Aboriginal and Torres Strait Islander Health Lead, Indigenous Eye Health Coordinator, and Regional Coordinators, have collaborated closely with stakeholders to identify priority locations, referral lists, and understand local surgical pathway options, barriers and solutions.

### Patient stories

One of our young CheckUP patients, supported through the EESS funded pathway in Toowoomba, who attended an audiology clinic at their Aboriginal and Torres Strait Islander health Service, was referred to our EESS ENT specialist for review due to; ongoing bilateral middle ear pathology, mild-moderate hearing loss in both ears, speech and language delays, and not consistently responding to instructions. The three year old boy successfully received timely bilateral grommets and adenoidectomy, with significant improvement noted in his hearing, his speech and language, and his quality of sleep, as confirmed by his ENT specialist. The patient received his ENT consultation appointment and surgery within 2.5 months from referral date.

Another significant highlight during this year, was the CheckUP, Torres and Cape Hospital and Health Service (T&CHHS), and the Fred Hollows Foundation collaboration in November, to help address an urgent cataract surgical gap for Cape communities. Fourteen patients from several Cape communities travelled to Cairns with T&CHHS's Indigenous Eye Coordinator who provided support to patients attending their appointments.

Long term Outreach provider, ophthalmologist Dr Brian Todd reviewed the patients in his private clinic, Cairns Eye Surgery and operated in the following days at Ramsay Health's Cairns Surgical Centre.

A Traditional Owner from Wujal Wujal had her cataract surgery and is grateful for her successful surgery as she can now continue teaching others about Bush Medicine during her much-loved night tours.

Aunty Kathleen said:

*"In the theatre room, it was like "Bama" (Aboriginal people) and "Waybla" (white people) together - working and helping."*

One of the theatre nurses spoke of the experience: *"Today we are doing some pretty amazing work. Dr Todd is helping First Nations people who live rurally and remotely, who don't usually have access to surgery. Eye sight is very important, so I think it is pretty special..."*





## Patient Reported Measures (PRM) project

Using Patient Reported Experience Measures (PREM) and Patient Reported Outcome Measures (PROM) evaluation results to increase access to culturally safe eye and ear surgery for rural and remote Aboriginal and Torres Strait Islander communities.

### Project objectives

CheckUP developed a suite of Patient Reported Measures (PRMs) to evaluate Eye and Ear Surgical Support (EESS) services from the patient's perspective, with an aim to:

- embed Aboriginal and Torres Strait Islander patient voices in service provider quality improvement efforts
- provide motivational feedback to visiting clinicians and staff
- share patient feedback within communities increasing patient's confidence and boosting engagement rates.

Consultation with patients and guidance from an Advisory Group including Aboriginal Health Service Providers, survey design specialists and statistical experts, led to the development of the now validated CheckUP Cultural Safety Patient Reported Experience Measure (PREM). The PREM collects quantitative feedback on domains measuring elements of cultural safety, plus qualitative feedback with recommendations for improvement.

Two validated Patient Reported Outcomes Measures (PROMs) were identified for trial with Aboriginal and Torres Strait Islander patients.

### Data collection

CheckUP evaluators yarned with patients before and after surgery and then conducted a follow-up over the phone at 6-8 weeks post-surgery, using the PREMs and PROMs questions and scales to guide conversations.

### Results

Overall, PREM results demonstrated high levels of cultural safety under the EESS service model delivered by CheckUP funded eye and ear surgical providers.

**93%** felt completely comfortable telling staff their health information

**96%** felt completely respected by hospital staff

**87%** felt their emotional needs were completely looked after

**96%** felt the arranged transport made the surgery visit easy

### Patient feedback

*"I like this hospital. Everyone treats you well. Some other hospitals tell you that you're not welcome."*

*"Staff don't know enough about our situations. They are only thinking of my eye problem. I would feel more welcome if they looked at all my needs (holistic approach)."*

### Key patient recommendations

- Increase access to Aboriginal and Torres Strait Islander Health Workers and Practitioners in surgical pathways.
- Improve transport arrangements.
- Expand accommodation options.
- Decrease waiting times.
- Ensure appropriately gendered staff and private spaces are available.
- Provide clear post-surgery instructions.
- Improve communication between stakeholders.

### Adding value and improving health service planning and delivery\*

**94%** of service providers reported finding their individualised feedback reports useful

**71%** of service providers reported making changes to the way they delivered services as a result of their PREM feedback

### Improvements for future surgeries

*"All future clinics will have an Indigenous Health Worker".*

*"Managed the way that we gave patients expectations and made the travel process more streamlined."*

*"Ensured community came to assist on subsequent Cape York eye surgery cohort trip to Cairns."*

\*Quotes from stakeholder feedback survey June 2023

## Skin Cancer Early Detection service

New outreach service to increase early detection of skin cancer in rural and remote communities

In partnership with Queensland Health, CheckUP is delivering a newly funded skin cancer early detection outreach program in priority rural and remote communities across the state. The three year pilot program will be delivered in five Hospital and Health Service (HHS) regions including the North West, Mackay, Townsville, Central Queensland and South West Queensland.

The aim of the program is to create more equitable access to professional assessment and treatment of skin cancer for people who have a skin cancer risk, with clinics hoping to attract anyone with a concern about their skin.

The service will be delivered by general practitioners with evidence of training and/or experience in skin cancer early detection. Patients will be able to access skin cancer risk assessments, undergo a clinical skin assessment (dermoscopy), treatment of skin cancers and receive education on individual skin cancer risk and prevention.

Scoping of potential clinic locations is focused upon communities where skin cancer services are limited or non-existent. Where possible, opportunities for upskilling of local health professionals will also be offered.

CheckUP are working closely with each priority HHS and other local stakeholders including Primary Health Networks and local GP practices to develop referral pathways to local and regional services, where they exist.

Engagement with both current and new outreach providers is already underway with new skin cancer early detection services to commence in July 2023.

The skin cancer early detection service is one component of the Queensland Government Skin Cancer Prevention and Early Detection initiative. Other components include a multi-year state-wide social marketing campaign promoting sun-safe behaviours and local health promotion activities, to be delivered by Queensland Health.



Skin cancer risk assessments



Clinical skin assessments (i.e. dermoscopy)



Treatment of skin cancers (i.e. cryotherapy, biopsy and excision)



Patient education on individual skin cancer risk and prevention

### Project objectives

- provide outreach health services focused on the early prevention, detection and treatment of skin cancers.
- facilitate linkages and referral pathways for patients with skin cancer.
- provide upskilling for the local workforce engaged through this program, to build ongoing capacity and expert knowledge of skin cancer in local health practitioners.

## Outcome summary

\*\* these figures were reported from four initial clinics delivered in 2022-23 in the Central Queensland, Mackay and North West HHS region.

Total number of patients

**76**



Number of patients who received treatment of suspected skin cancers

**43**



Number of people who had cancers detected

**30**



# Our Outreach health service providers...

Acacia Country Practice  
 Alexzandra Star  
 Altitude Eyewear  
 Andrew Laming  
 Anna Houghton  
 Apunipima Cape York Health Council  
 Aurify.com.au  
 Awal Medical Party  
 Barry Sheehan Psychology  
 Better Movement Clinic  
 Bodyfix Physiotherapy  
 Brian Todd  
 Burnett Speech Pathology  
 Cairns and Hinterland Hospital and Health Service  
 Cairns Doctors on Barr St  
 Cairns Eye and Laser Centre Trust  
 CAM Barrett  
 Carbal Aboriginal and Torres Strait Islander Health Services  
 Central Queensland Hospital and Health Service  
 Central West Hospital and Health Service  
 Cherbourg Regional Aboriginal and Islander Community  
 Controlled Health Services  
 Children's Health Queensland Hospital and Health Service  
 Compleat Nutrition  
 Complete Health Cairns  
 Cooper Smith Optometrists  
 Cooper Smith Unit Trust  
 Costello-Singh Family Trust  
 DA Peters & LE Peters  
 Darben Medical  
 Darling Downs Hospital and Health Service  
 Deborah Lewry  
 Diabetes & Health Solutions  
 Diabetes On Track  
 Diabetes Queensland  
 DPB O'Brien Medical  
 Dr Bernie Whitfield\*  
 Dr Brian Todd\*  
 Dr Chris Hornsby\*  
 Dr Damien O'Brien\*  
 Dr David Hogan\*  
 Dr Kristy Fraser-Kirk\*  
 Dr Louise Robinson\*  
 Dr Luke Reid\*

Dr Matthew Broadhurst\*  
 Dr McCardle\*  
 Dr Morrissey\*  
 Dr Shane Anderson\*  
 Dr Stephen O'Hagan\*  
 Dr Steven Johnston\*  
 Dr Suki Ahluwalia\*  
 Dr Timperley\*  
 Dr Todd Goodwin\*  
 Entirely Health  
 Fairfield Central Medical Practice Unit Trust  
 Far North Queensland Pain and Diabetes Management  
 Finn Podiatry  
 FNQ Physio  
 Francisca Hutton  
 Gidgee Healing  
 GN & DM Fitzpatrick  
 Goolburri Aboriginal Health Advancement Company  
 Graeme Conway  
 Green Jelly Bean Diabetes  
 Health Management (Cairns)  
 Hear and Say  
 Heart of Australia  
 Hodgson Optical  
 Indigenous Wellbeing Centre  
 Institute for Urban Indigenous Health  
 Isis Psychology Services  
 Jaana Harris  
 Jaime Parnell  
 Jamie Ross  
 Jaymee-Leigh Swift  
 Jennifer Doherty  
 Julian Boulnois Medical  
 Kilkivan Community Health Hub  
 Kingaroy Chiropractic  
 Kunwarjit Singh Sangla  
 Laura Abdalla  
 Leading Change Psychology  
 Leo Ryan  
 Lifestyle Therapies & Training Solutions  
 Lisa Grice  
 Lisa Penrose-Herbert  
 LiveBetter Services  
 Louise Robinson

Macintyre Health Australasia  
 Mamu Health Service  
 Manjula Palee Kannangara  
 Mark Norrie  
 Metro North Hospital and Health Service (ICOP)  
 Metro North Hospital and Health Service (IROC)  
 Metro South Hospital and Health Service  
 Michael 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  
 NQ Eye Specialists  
 Nutrihealth Dietitians  
 O'Brien Healthcare  
 Optimise Health and Wellness  
 Outback Diabetes Education  
 Outback Futures  
 Outside Optical  
 Paediatric Outreach Services Trust  
 Palm Island Community Company  
 Podiatry2Home  
 Porter Eye Care Trust  
 Queensland Centre for Otolaryngology  
 Queensland University of Technology  
 Rachel Stone Podiatry  
 Rebecca Deroon  
 RM Miller Medical  
 Robyn Norris  
 Rockhampton Eye Clinic  
 Royal Flying Doctor Service of Australia (Queensland  
 Section)  
 Rural Health Management Services  
 Rural Rehab  
 Russell Cooper Optometrist  
 Ruth Connors  
 S Kumar (Medical)  
 Skin Patrol

Smith Eye & Ear Family Trust  
 Sonia Singh  
 Stabilise Trust  
 Stalewski Medical  
 Steven Oreo  
 Steven Rodwell  
 Sugarmates  
 TalkHQ Speech Pathology  
 The Elsar Trust  
 The FJ Felfer Family Trust  
 The Gareth & Christine Edwards Family Trust  
 The North Coast Aboriginal Corporation for Community  
 Health  
 The Rowan Family Trust  
 The Whole Child  
 Theodore Medical  
 Thomas Anthony Dover  
 Thriving Lives Co.  
 Torres and Cape Hospital and Health Service  
 Towers Podiatry  
 Townsville Aboriginal & Islander Health Service (TAIHS)  
 Townsville Hospital and Health Service  
 Townsville Hospital and Health Service (NQPPMS)  
 Tracey BC Psychology  
 True Relationships & Reproductive Health  
 Vanil Varghese  
 Victoria Sheehan  
 Vital Health Qld  
 Vital Health South Burnett  
 Wakai Waian Healing  
 Warriar Health Solutions  
 Wayne Thomas Kelly  
 Wide Bay Hospital and Health Service  
 Women's Health Circle  
 Wowan Dululu Community Volunteer Group  
 Wuchopperen Health Service  
 Ying Freda Chung  
 Yorklace

\*EESS Specialist Providers

CheckUP is grateful to our Outreach providers for their support in delivering much-needed health services across Queensland in 2022-23.

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



## Health workforce

- The Health Care and Social Assistance industry remains the largest employer in Queensland with **456,600** people employed as of February 2023, which represents over **16%** of Queensland's total workforce.
- Health Care and Social Assistance is the largest employing industry for First Nations people in Queensland, with the **12,387** persons employed in the industry representing **16.1%** of employment across all industries.
- In June 2022 there were **34,791** businesses recorded in Health Care and Social Assistance in Queensland, which was a growth of **19.2%** in the two years since June 2020.
- The Health Care and Social Assistance industry added **\$35.6** billion to the Queensland economy in the twelve months to June 2022.

## Industry Workforce Advisor program

CheckUP has continued its commitment to strengthening the health workforce in Queensland through the Industry Workforce Advisor (IWA) program. Funded by the Department of Youth Justice, Employment, Small Business and Training (DYJESBT) the IWA program is a key initiative under the Queensland Government's *Good Jobs, Good People Queensland Workforce Strategy*.

CheckUP is funded to deliver two IWA programs being:

- the Health Industry Workforce Advisor; and
- the First Nations Industry Workforce Advisor (Health and Social Assistance).

Commencing in November 2022, the IWAs have been engaging with businesses across Queensland providing workforce planning assistance to small to medium employers enabling them to address workforce challenges, diversify their workforces, and support workforce growth.

CheckUP's Industry Workforce Advisors have been working with employers across the state directly to:

- create an individual workforce plan which identifies and addresses workforce challenges
- access funded HR support/solutions for their business
- diversify and support workforce growth
- assist in developing recruitment strategies
- access accredited and non-accredited industry training
- develop plans to assist with workforce attraction and retention
- connect with relevant programs and funding, industry-based initiatives and grant funding, and Australian Government wage subsidies and employer incentives.



## Industry Skills Advisor program



While the health industry in Queensland continues to experience jobs growth there continues to be workforce and skills shortages across the industry and the state. CheckUP is engaged by the Department of Youth Justice, Small Business, Employment and Training (DYJESBT) as the Industry Skills Advisor for Health.

Through the Health Industry Skills Advisor (ISA) program CheckUP engages with peak bodies, small business, employers, and industry stakeholders to provide high-quality, evidence-based industry advice and intelligence about current and emerging skill needs, training solutions, and employment opportunities.

During 2022-23 the Health ISA's continuous engagement efforts and workforce initiatives showcase a commitment to fostering a skilled health workforce in Queensland. A collaborative approach and strategic data utilisation have contributed to stakeholder engagement and industry support in addressing health sector workforce challenges.

This strong collaboration and engagement has included:

- *Stakeholder Engagement:* The Health ISA has maintained strong engagement with the Health ISA Industry Reference Group (IRG) and stakeholders across all regions in Queensland. In-person regional engagements covered key DYJESBT regions, including Darling Downs South West, Far North Queensland, North Queensland, North Coast, Metropolitan, and South East Queensland.
- *Collaboration:* In close collaboration with DYJESBT Regional Offices and industry stakeholders the Health ISA has strengthened engagement processes for small to medium businesses in the health sector.
- *Queensland Priority Skills List and User Choice List:* The Health ISA has maintained robust engagement with the health industry, particularly employers, to ensure the Queensland Government's Priority Skills List and User Choice List remains current and reflective of industry needs.



# Health Gateway to Industry Schools project

The Health Gateway to Industry Schools project plays an important role in forming connections between schools and the health industry, with the ultimate aim of growing the future health workforce. This Gateway to Industry Schools project is delivered by CheckUP and proudly supported and funded by the Queensland Government. The Health Gateway project serves as a valuable platform that equips students with early exposure, practical knowledge, and hands-on experience in the healthcare sector; all while they are still undertaking their school studies. The Health Gateway project's core mission is to inspire and encourage students to pursue further education and training in healthcare disciplines, thereby addressing current and future workforce shortages in the healthcare sector.

As of 30 June 2023, the project boasts a total of 63 Health Gateway Schools with 25 new schools formally joining the project during the 2022-23 financial year, the most significant growth recorded since the project's inception in 2020. Additionally, interest continues to be strong from schools in the North, Far North, and Central Queensland regions, anticipating a continued growth of Health Gateway Schools in regional areas in years to come.

The Health Gateway to Industry Schools project has been focused on fostering student and industry engagement in the past year. The project has successfully forged key partnerships with numerous organisations in the healthcare industry. These partnerships are progressing a range of collaborative initiatives that

will provide secondary school students with experiential opportunities including industry site visits, health career information sessions, work experience, and school-based traineeships.

Of particular note over the past 12 months are industry tours hosted by St Vincent Private Hospital, the Australian Dental Association of Queensland, Buderim Private Hospital and Cairns Private Hospital; providing students with a practical, experiential learning opportunity that generates an interest in healthcare careers and provides valuable insights into the healthcare sector.

CheckUP have also collaborated with Metro North Health to provide health career information sessions for Health Gateway Schools which provides information about the world of healthcare and offers a glimpse into the various opportunities available in this rewarding industry.

In addition, CheckUP have partnered with Gold Coast Health, Mamu Health, Cooktown Allied Health, Infin8 Care in Cairns, Mt Isa Base Hospital and Mulungu Aboriginal Corporation to offer school-based traineeship opportunities to students from Health Gateway Schools across nursing, allied health assistance, administration, hospital operations, and Aboriginal and Torres Strait Islander health worker roles. These partnerships have opened a world of opportunities for students seeking industry exposure, work experience, and school-based traineeships and has paved the way for students to explore the diverse range of healthcare roles, enabling them to make informed career choices.

*This Gateway to Industry Schools project is proudly supported and funded by the Queensland Government.*



## Key highlights

July 2022 to June 2023

- As of 30 June 2023, there were a total of **63** Health Gateway Schools. The 2022-23 financial year has seen the most significant growth in the Health Gateway project with 25 new schools formally joining; eight of these schools are located in regional and remote areas of Queensland.
- The Health Gateway Team has participated in/delivered **57** career expos, health workshops, student talks, industry talks and other career events.
- Twenty-one (**21**) new industry connections were established creating opportunities for students seeking industry exposure, work experience, and school-based traineeships to explore the diverse range of healthcare roles, enabling students to make informed career choices.
- CheckUP continues to showcase the incredible work occurring across the Health Gateway Schools Network with the launch of an annual Health Gateway Yearbook in late 2022. CheckUP looks forward to celebrating successes and achievements of our Gateway Schools in future editions of the Health Gateway Yearbook.
- The second annual Health Gateway Schools Forum was held on 14 October 2022 with **105** delegates attending from secondary schools, registered training organisations, group training organisations and the health industry across Queensland. These events are designed to bring together key stakeholders to obtain an update on the health industry, learn about successful models, develop new partnerships, and network with colleagues. Feedback from the Gateway Forum was overwhelmingly positive with many delegates valuing the opportunity to network, and learn from others.





# YIPEE program

The Youth Industry Partnerships for Education and Employment (YIPEE) program commenced in July 2022 with an initial focus on providing school to work transition experiences for **50** First Nations students from five schools in the Cairns/Far North Queensland region.

Since its inception, the program has undergone significant developments with an expansion to the Townsville and Mount Isa regions, and a large increase in the number of schools participating, with **11** schools now part of the YIPEE program. This expansion reaffirms CheckUP's unwavering commitment to enhancing student participation, health industry engagement and community involvement.

Our goal moving forward is to continue to foster student's personal and professional growth by creating and supporting sustainable pathways to transition into the next phase of their educational and work journey in the health industry.

The success of the YIPEE Program is demonstrated by the positive outcomes achieved by the students. By integrating education, training, and a supportive transition to employment, the students are given the opportunity to emerge as confident individuals that are work ready. Our aim is to ensure that students are able to navigate the complexities of transitioning from school to work with resilience and enthusiasm in an environment that is culturally appropriate and culturally safe.

Key activities that have taken place through the YIPEE program include:

- Queensland Ambulance - career pathways workshops
- Ramsay Private Hospital - hospital tours
- Gurriny Yealamucka Health Service - work placements
- Mamu - work placements
- Infinite Aged Care - work placements



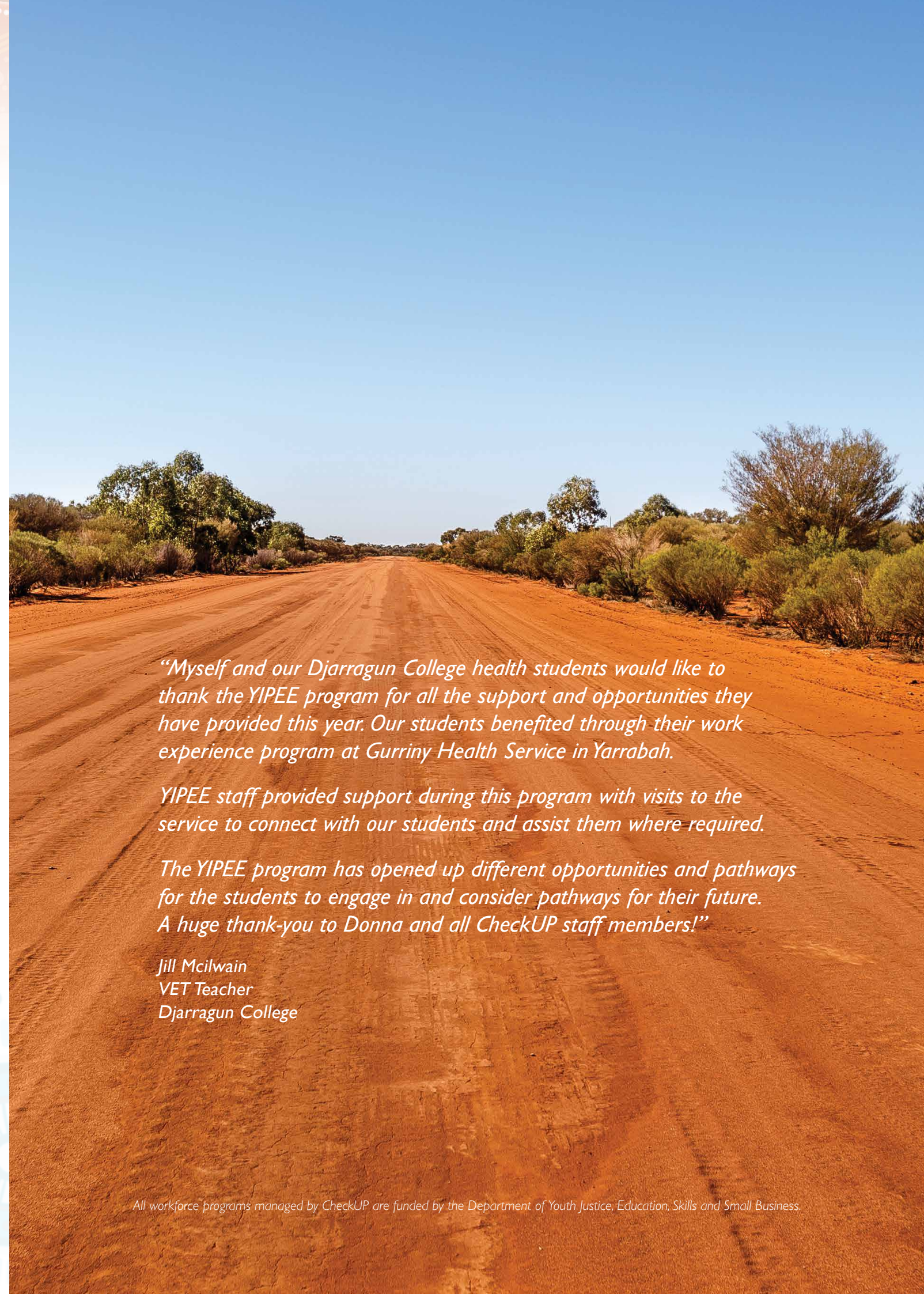
- **73** students have participated in the YIPEE program
- **52** identified as First Nations students
- **21** were from rural and remote communities.



## YIPEE program schools

- Djarragun College
- Bentley Park College
- Cairns State High School
- Mossman State High School
- Mareeba State High School
- Innisfail State College
- Ingham State High School
- Ryan Catholic College
- Kirwan State High School
- Tec-NQ
- Spinifex State High School

This YIPEE program is proudly supported and funded by the Queensland Government.



*“Myself and our Djarragun College health students would like to thank the YIPEE program for all the support and opportunities they have provided this year. Our students benefited through their work experience program at Gurriny Health Service in Yarrabah.*

*YIPEE staff provided support during this program with visits to the service to connect with our students and assist them where required.*

*The YIPEE program has opened up different opportunities and pathways for the students to engage in and consider pathways for their future. A huge thank-you to Donna and all CheckUP staff members!”*

*Jill Mcilwain  
VET Teacher  
Djarragun College*

*All workforce programs managed by CheckUP are funded by the Department of Youth Justice, Education, Skills and Small Business.*



# Queensland Mental Health Week

Queensland Mental Health Week (QMHW) is an annual awareness initiative that promotes individual and community mental health and wellbeing, boosts awareness of mental illness, and celebrates the contribution of the mental health and community sectors. In 2022, QMHW was held from 8–16 October (encompassing World Mental Health Day on October 10).

QMHW is funded by the Queensland Government through the Queensland Mental Health Commission and delivered through strong cross-sector collaboration. CheckUP seeks sector feedback and engagement to help guide the campaign, including lived experience consumer representation. CheckUP has coordinated QMHW since 2018 and has also administered the QMHW Community Events Grant Program since 2021.

After positive feedback about the grant application process developed in 2021, a similar approach was taken in 2022. CheckUP once again used the online grants system, SmartyGrants, to manage the grant program. The grant program provided **\$130,000** to a record-breaking **117** community events throughout the state from Cairns to the Gold Coast and west to Mount Isa.

For Queensland Mental Health Week 2022, CheckUP developed a campaign to engage broadly and inform Queenslanders on what can be done to support positive mental health and wellbeing. A new theme, "Awareness, Belonging, Connection", was chosen following a stakeholder feedback and engagement process. The theme and its associated messaging was adopted by diverse groups and used by most event hosts (**94.8%** of survey respondents said the theme was used in their event).

The visual identity was developed using a commissioned piece of artwork by proud Mayi woman Leah Cummins called "Stronger connection creates strong health". It is an interpretation of the 'Awareness Belonging Connection' theme and received very positive feedback from stakeholders and consumers in the feedback survey.

The QMHW campaign included promotion via EDMs, social media, traditional media, and direct outreach. This resulted in a record number of events registered on the QMHW website.

There were **450** registered events across Queensland, a **21%** year-on-year increase from 2021. CheckUP also worked with Councils and other organisations to light up landmarks across Queensland purple and green for mental health. Over 34 light ups were organised to show support and raise awareness.

To support QMHW events and increase engagement with the week a number of resources were created featuring the visual identity. These included: posters, a brochure, social tiles, event kit, media kit, communication kit, affirmation cards, and lots more. School-specific resources were developed thanks to support from Twinkl. We also provided translated resources and healthy catering resources. There were **15,259** downloads from the QMHW website and **8,841** QMHW resource downloads from the Twinkl website.

The QMHW campaign received positive feedback with **90.4%** of survey respondents agreeing (**36.8%**) or strongly agreeing (**53.6%**) that QMHW raised awareness of the importance of good mental health and wellbeing for all Queenslanders and **80.8%** of respondents agreeing or strongly agreeing that QMHW contributed to acceptance and inclusion of those living with a mental illness.



*Stronger connection creates strong health' by proud Mayi woman Leah Cummins.*

*"This piece is inspired by our need to connect – a stronger connection creates a better life. Your awareness of self comes when you connect with country, belonging to a community gives you strength and support, and finding connection with yourself, ancestors, and the land leads to a healthier spirit." – Leah Cummins*



Awareness



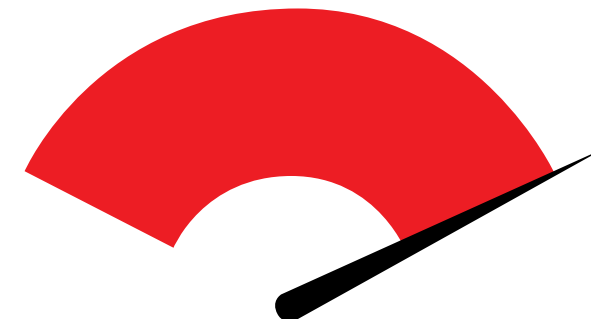
Belonging



Connection

*"I LOVED the theme this year - I feel the topic of belonging and connection are really central to a lot of mental health issues - certainly in my own case – so this really made me think about that and what I could do for myself to improve in those areas." – Feedback survey respondent*

## 450 events



*"It was very useful to me as a school librarian to be able to find and print these resources to start the conversation, then to have access to other linked resources to make care packs for staff and students. Absolutely awesome!" – Feedback survey respondent*



*"My husband and I participated in many of the events and found them so helpful and informative. My school used the many resources you have online and was amazed at the resources in language availability." – Feedback survey respondent*



*"The social media was very good the last two years. I noticed that not only my workplace, but a lot of others used the resources available and shared social media events and information." – Feedback survey respondent*





# Access for All: Disability awareness for mainstream health providers

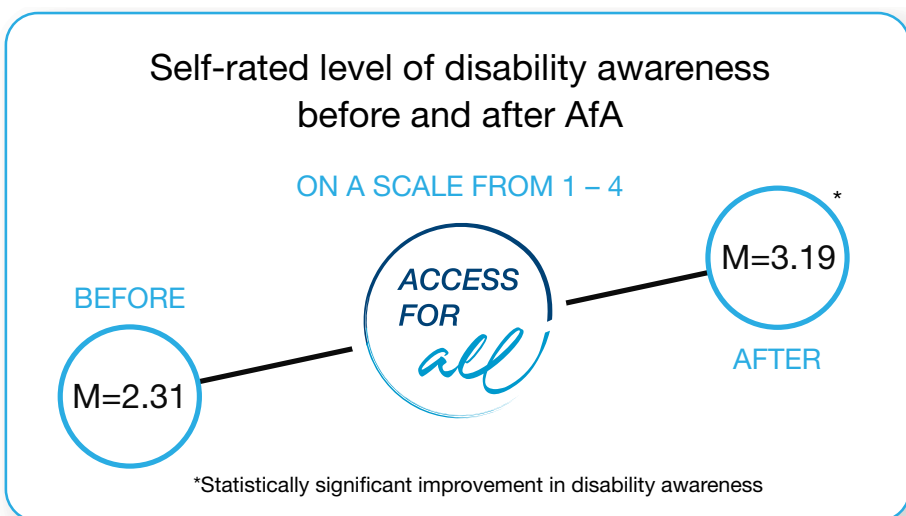


Access for All: Disability awareness for mainstream health providers (AfA) is a free online course that aims to increase awareness of the barriers people with disability experience when accessing healthcare. AfA also provides useful strategies and resources to assist in improving the accessibility of health service provision. Funded by the NDIA, AfA was developed in partnership with people with disability (including First Nations people), health providers (with and without disability), medical educators and disability advocacy organisations.

The recent evaluation of AfA, conducted by the University of Melbourne, revealed a statistically

significant improvement in disability awareness among health providers. The 405 responses from varying health disciplines demonstrated learnings about unconscious bias and assumptions, communication improvements, broadened understanding of disability and accessibility, and how providing an 'accessible' service can lead to improved health outcomes for people with disability.

CheckUP believes the education and disability awareness provided in AfA will contribute to true inclusion. In turn, this will mean greater health equity and enhanced lives for people with disability.



AfA is suitable for all health professionals, practice managers, health administrators, health reception staff and health students.



**JULY 2021**  
AfA goes live

**DECEMBER 2021**  
AfA official launch

**FEBRUARY 2022**  
AfA app added

**JUNE 2022**  
656 health providers registered to complete AfA

**MAY 2023**  
AfA evaluation completed  
97% of respondents intend to improve accessibility

**JUNE 2023**  
1,174 health providers registered to complete AfA



## Feedback

*“I could highly recommend this program as we could all improve on our disability awareness, particularly when we can get caught up in our busy clinics and perhaps not be as accommodating as we could be.”*  
– Podiatrist

*“Great course! Awesome way to provide disability awareness. I enjoyed the information provided and it gave me a lot to consider regarding my own practice. I have been more aware of certain things that may not be as accessible as I thought, and it has given me ideas of how to address it.”*  
– Medical aide

*“The course was well put together and straightforward to complete.”*  
– Chiropractor

*“Excellent course that encourages reflection on any biases or poor understanding that we have.”*  
– Child health nurse

*“I found the course very helpful and wish I had done it many years ago.”*  
– General practitioner



## Our organisational members

### Connecting people and organisations

At CheckUP, we have a deep understanding of the issues, opportunities, and challenges inherent in the successful delivery of healthcare initiatives. Armed with this knowledge, we bring together a network of organisations with a proven track record of healthcare innovation, all united by a common goal - to create healthier communities. In the 2022-23 period, our network included 36 member organisations.

### Member events

CheckUP organisational members are able to attend our QPHCN event series for free. Additionally, in 2022-23, CheckUP hosted two exclusive member events designed to bring our network together. In December 2022, we held our annual end-of-year function, providing a platform to come together and celebrate another productive year. In February 2023, we hosted a networking event aligned with CheckUP's first board meeting of the calendar year, where our Board of Directors provided an update on CheckUP's strategic direction.

### Supporting cultural awareness

In May 2023, we introduced an additional member benefit; providing access to a cultural responsiveness training program developed by Indigenous Allied Health Australia. Staff from member organisations can access the training sessions through CheckUP's Learning Management System.

The training offers practical knowledge and skills on how to build cultural safety, transform and influence culturally responsive care, and lead culturally safe and accessible services.

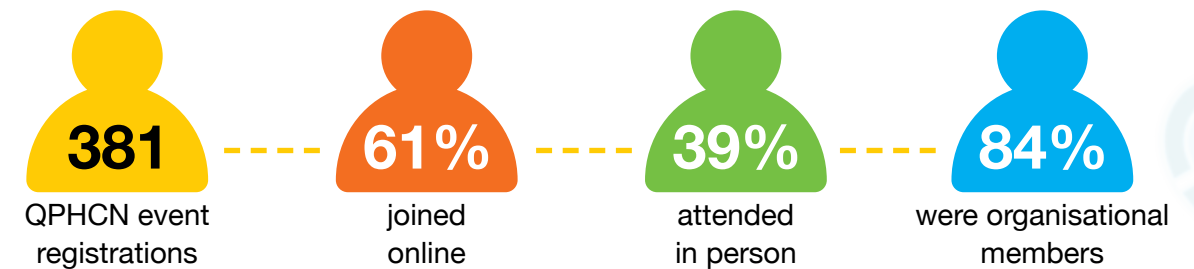


### Thank you to our members

We extend our gratitude to all the organisations that were part of the CheckUP community in 2022-23. A special thank you goes out to our foundation members and to those who renewed their membership for the 2022-23 financial year:

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

## Queensland Primary Health Care Network event series



CheckUP hosted four Queensland Primary Health Care Network (QPHCN) events in the 2022-23 financial year. The QPHCN events are an opportunity for our diverse stakeholders to come together, share knowledge and discuss how we can continue towards creating healthier communities together. The event series is available for attendees to join either in person or online.

We'd like to once again thank all our guest speakers who joined us and shared their valuable insights and expertise. We also extend our appreciation to HESTA for their continuous support as event sponsors.

The dates and topics for the events held in 2022-23 are listed below with more information available on the CheckUP website.

- Wednesday 31 August 2022 – Creating mentally healthy communities
- Wednesday 30 November 2022 – Disability Action Week: Workforce diversity – Open up to opportunity
- Thursday 9 March 2023 – Health workforce
- Thursday 1 June 2023 – National Reconciliation Week – Be a voice for Generations



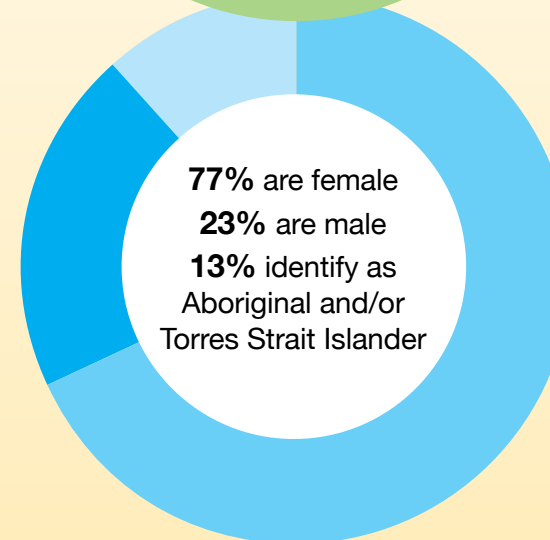
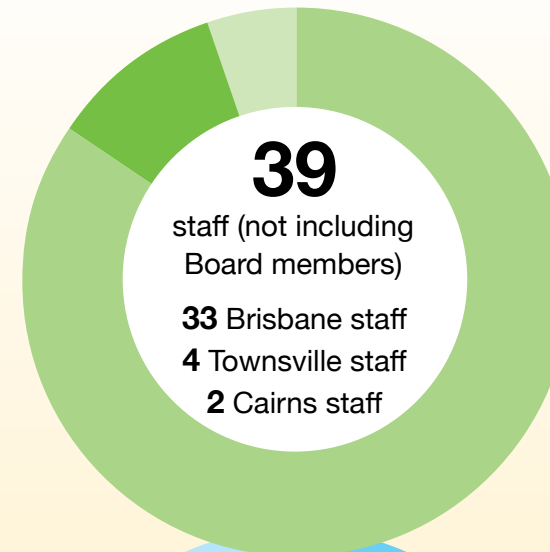


*“I believe CheckUP to be an ethical and principled organisation. Their website says they are “dedicated to better health for people and communities that need it most” and I believe it. I have worked in different roles in Queensland Health since 2007 and I have come into contact with CheckUP at various times and found them to be consistently straightforward and focused on serving the community.”*

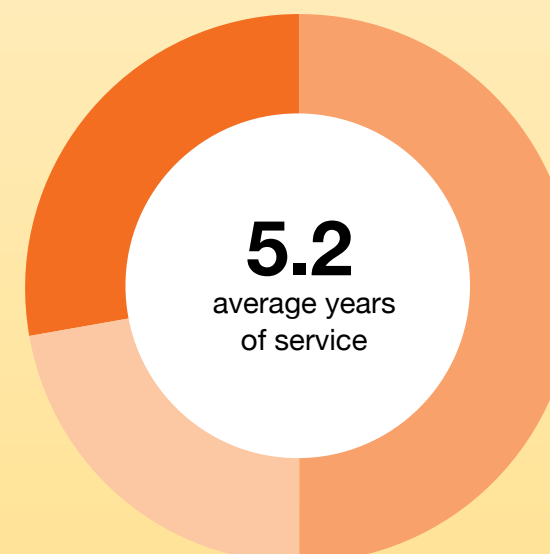
Cathie Gillan  
Queensland Health

## CheckUP staff overview

### Our team



### Our service profile



- 18% staff with over 10 years' service
- 8% staff with 7 to 10 years' service
- 10% staff with 5 to 7 years' service



## Meet our Board



**Mr Colin Duff, MBA, B Comm**  
Chair

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



**Ms Jennifer Pouwer**  
Deputy Chair

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



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

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



**Ms Jane Williams**  
Director

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



**Mr Kieran Chilcott**  
Director

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



**Ms Merrilyn Strohfeldt**  
Director

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



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

Adjunct Associate Professor Tina Janamian is the Group Chief Executive Officer at the Australian General Practice Accreditation Ltd (AGPAL) Group of companies. Tina has a diverse background and extensive experience across academia, healthcare transformation, workforce development and health services research. In the past twenty years, she has led and successfully delivered on large complex primary care innovation programs and educational initiatives across different sectors and multi-disciplinary teams. Tina is a member of the International Society for Quality in Health Care (ISQua) Accreditation Council and ISQua's Academy of Quality and Safety in Health Care – contributing to health services quality improvement and patient safety on a national and international level. Tina is a graduate of the Australian Institute of Company Directors and a Director on two not-for-profit Boards, a Member of two International Editorial Boards, a reviewer for several reputable journals, and has considerable experience in business development and commercialisation across a range of industries.



**Ms Amanda Boland**  
Company Secretary

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

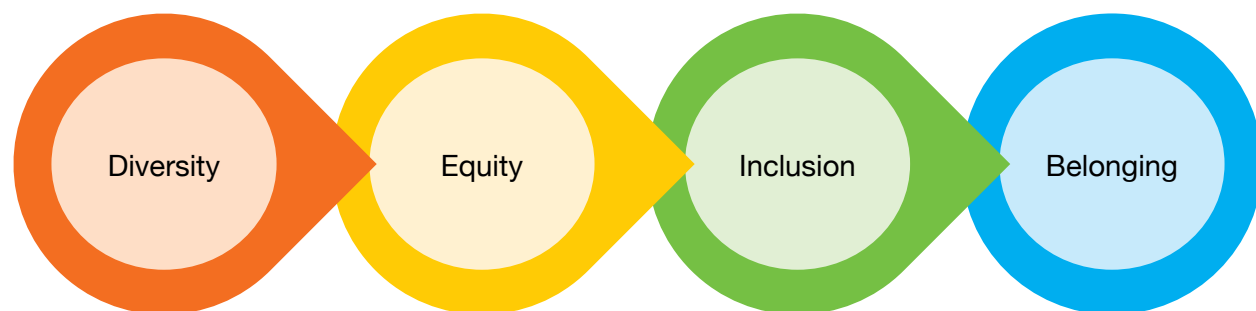


## Belonging Group

CheckUP is committed to building and maintaining a diverse, equitable and inclusive environment for all staff, communities, contractors and consumers. Workplace diversity, equity and inclusion involves recognising and appreciating the value of individual differences and embracing them in the workplace. These essential components of an inclusive workplace include differences in gender, age, ethnicity, cultural background, sexual orientation, language, and beliefs. To CheckUP, diversity also encompasses the ways people differ in terms of education, life experience, job function, work experience, personality, location, marital status, carer responsibilities and ability level. This understanding and appreciation of diversity assists CheckUP in creating

an equitable and inclusive environment in which everyone feels as though they belong. To ensure this philosophy permeates everything CheckUP does, the Belonging Group was formed.

The group held their inaugural meeting in January 2023. Since then, the work group have developed a Diversity, Equity, Inclusion and Belonging policy and an Action Plan. Staff training has also been identified. In addition, CheckUP staff are soon to commence the Inclusive Employer Index survey developed by the Diversity Council of Australia. The results of this survey will inform future actions of the Belonging Group, which will assist in creating the sense of belonging CheckUP strives to achieve.



## Reconciliation

CheckUP's Reconciliation Action Plan (RAP) journey began in 2012 and the goals and aspirations of our RAP are now embedded across our organisation. We remain committed to working collaboratively and respectfully with Aboriginal and Torres Strait Islander peoples and communities and acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and sea.

CheckUP continued to implement elements of our Stretch Reconciliation Action Plan during 2022-23:

- In line with our dedication to cultural responsiveness, CheckUP staff, as well as individuals and organisations contracted to deliver CheckUP Outreach services, and CheckUP member organisations, were provided with free access to the Cultural Responsiveness training program offered by Indigenous Allied Health Australia (IAHA). The two online courses aim to equip our team and partner organisations with the knowledge and skills necessary to provide culturally sensitive and inclusive healthcare services.
- CheckUP facilitated a reconciliation session at our Queensland Primary Health Care Network event held in June 2023. The session was chaired by CheckUP Board Director, Kieran Chilcott and commenced with a didgeridoo performance from the Nunukul Yuggera dance troupe, followed by a conversation with Rona Scherer and Rhonda Shibasaki, members of CheckUP's Aboriginal and Torres Strait Islander Advisory Group. There was also a presentation from Ed Mosby, founder of Wakai Waian Healing, and staff from member organisations who shared their reconciliation journeys.
- The implementation of our Youth Industry Partnerships for Education and Employment program (YIPEE) in Far North Queensland which is assisting 50 Aboriginal and Torres Strait Islander students with the transition from school to a career in healthcare through experiential learning activities and school-based traineeships.
- Continued meetings of our Aboriginal and Torres Strait Islander Advisory Group which provides advice to our Board.

## Commitment to child safety and wellbeing

CheckUP is committed to the continued safety and wellbeing of children and young people across the organisation and in our operations. CheckUP's Child Safety Workgroup meets regularly to discuss key policy areas related to child safety and have continued with the implementation of CheckUP's Child Safety Wellbeing Action Plan.

Key achievements of the group in the 2022-23 financial year:

- CheckUP has published its Child Safety and Wellbeing Policy as part of our commitment to ensuring that children, young people, families, and communities feel confident that CheckUP provides a safe environment where children's rights, needs and interests are met.
- The group drafted and approved a "Statement of Commitment to Child Safety and Wellbeing".
- The group embraces the National Principles for Child Safe Organisations and continues to actively work towards ensuring all staff undertake continuing training, such as those provided through the Australian Human Rights Commission's e-learning modules.

- In May 2023, with the help of BBSafe, all staff and Board members accessed information sessions covering topics such as:
  - Beyond Compliance: Embedding Safety Culture.
  - Governing for Safety: What Boards and Management Committees should be asking about institutional safety.



## Shine Wellness Program

### Fostering health and team spirit at CheckUP

In the pursuit of a healthier and more connected workplace, CheckUP's Shine Wellness Workgroup organised a range of activities aimed at promoting employee health and wellbeing and team cohesion.

One of their initiatives has been the creation of the quarterly Shine eNewsletter. Each edition delivers health-related content to staff members, including tips on physical and mental well-being, book and podcast recommendations, and healthy recipes. Additionally, it serves as a friendly reminder of upcoming staff events, keeping everyone in the loop.

The workgroup's commitment to promoting camaraderie was evident during staff development days. They coordinated engaging team-building exercises, such as the "May the Work(force) Be With You!" activity held at the beginning of the Staff Development Day

on May the fourth. This activity brought together colleagues from various teams, encouraging them to collaborate and showcase their collective strengths. Another activity facilitated by the workgroup called, "Fill my cup", allowed staff to share positive feedback about one another, nurturing a culture of appreciation and support.

The Shine Group Staff Fun Day at Victoria Park was a highlight of the year. The "Hustle Scavenger Hunt" was a fun way to challenge teams to complete tasks together, reinforcing teamwork.

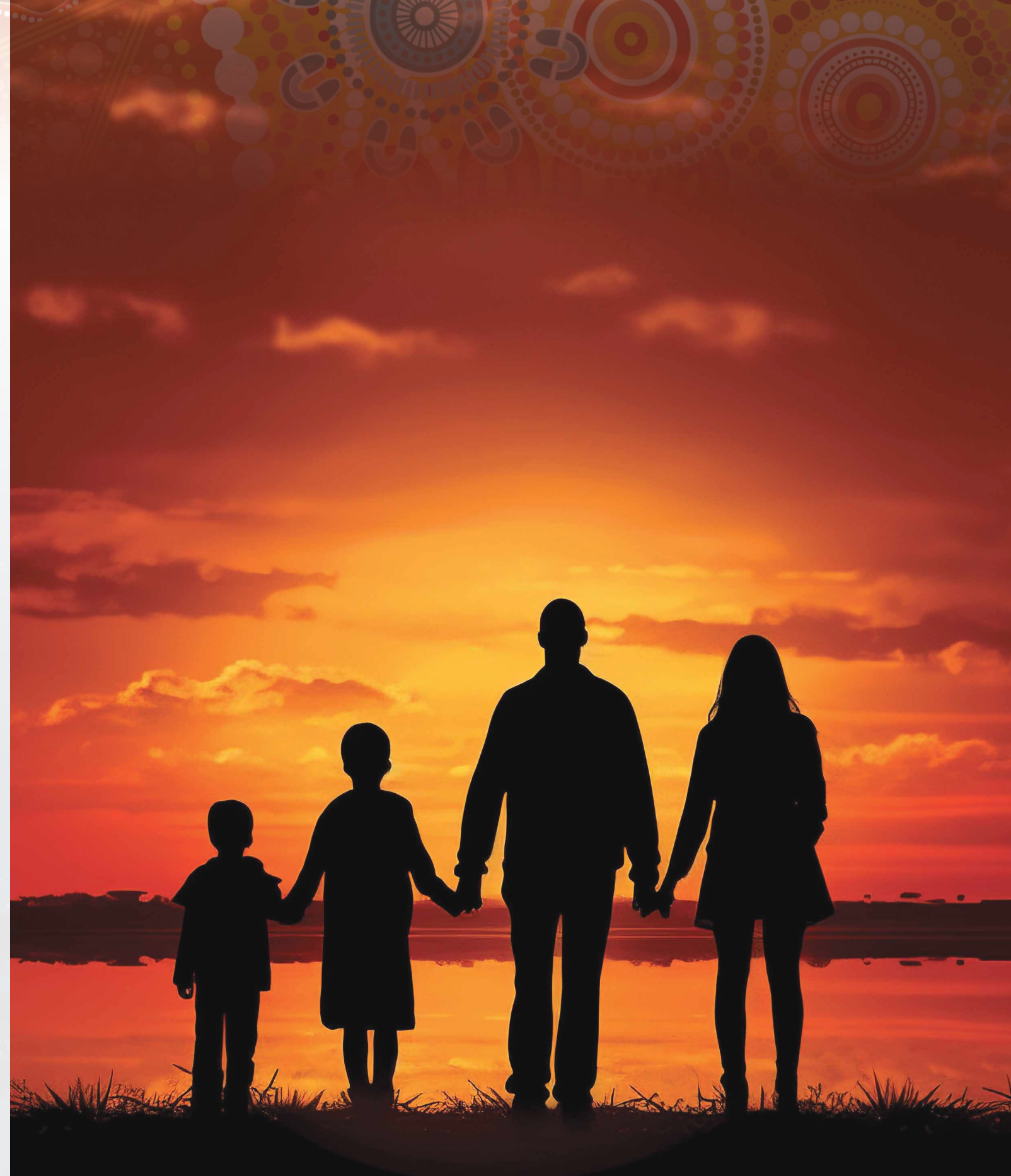
The Shine Wellness Workgroup's efforts have not only contributed to a healthier work environment but have also strengthened the bonds among CheckUP's dedicated staff members. Their commitment to employee wellbeing continues to shine brightly at CheckUP.



# 2023 marks CheckUP's 25th anniversary


For 25 years, CheckUP has been dedicated to creating healthier communities and reducing health inequities. Throughout this time, our values of collaboration, innovation, excellence, integrity, and compassion have been central to everything we do. We express our gratitude to our partners, members, and Outreach health service providers, without whom our achievements would not have been possible.

## Our history



*of Creating Healthier  
Communities Together*





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