

2024-25 Annual Report



CHECKUP

Contents

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.



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

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Image: A windmill and rural infrastructure is shown in Boulia, Western Queensland.

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A message from the CEO and Board Chair

As we reflect on the past year, we are proud to share the progress CheckUP has made in advancing health equity across Queensland. Now in our 26th year, our organisation continues to evolve, guided by a clear purpose: to ensure that every person, regardless of where they live, has access to quality healthcare and the opportunity to live well.

Queensland's health system continues to face significant challenges, particularly in rural and remote communities. Workforce shortages, rising demand, and geographic barriers all contribute to inequities in access and outcomes. In response, CheckUP has strengthened its role as a connector by bringing together service providers, community leaders, and health partners to co-design practical, people-centred solutions.

In 2024–25, CheckUP supported the delivery of over 180,000 occasions of services through 17,726 outreach health service visits across more than 170 communities, including remote Aboriginal and Torres Strait Islander communities. These services spanned general practice, allied health, specialist care, and nursing, helping thousands of Queenslanders access care closer to home.

A sustainable and skilled health workforce remains vital to Queensland's health system and community wellbeing. This year, CheckUP's Queensland Government-funded workforce initiatives have strengthened career pathways, sector capability, and small business resilience across the health, community services, and disability sectors. The Health Gateway to Industry Schools Program continues to inspire the next generation, linking over 100 schools with real-world learning and career experiences. Events such as the #GoHealth Expos in Cairns and Brisbane connected more than 2,500 students with industry professionals and showcased diverse careers.

CheckUP also leads the Health, Community Services, and First Nations Industry Workforce Advisor programs, the Health Industry Skills and Jobs Advisor, and the NDIS Business Connect program, which together support small to medium businesses to address workforce challenges, diversify their workforces, and build capacity in thin market areas, First Nations and CALD businesses, and those operating in rural and remote locations. Our micro-credentialing programs, such as Going All OUT for Outreach and Disability Friendly Business Basics, are equipping professionals and business owners with practical skills to deliver inclusive, accessible, and responsive services.

The support of our members and partners strengthens our work. CheckUP's organisational members represent a broad cross-section of the health and community services sector, contributing valuable insights and expertise to our shared mission. We continue to work closely with Primary Health Networks, Hospital and Health Services, and Aboriginal Community Controlled Health Organisations. These partnerships are central to our impact and reflect our commitment to collaboration and shared learning.

As the lead agency for Queensland Mental Health Week, we supported more than 550 local events in 2024 that promoted wellbeing, reduced stigma, and highlighted the importance of connection, compassion, and community-led action.

We also remain deeply committed to reconciliation and the delivery of culturally safe care. Guided by our Aboriginal and Torres Strait Islander Advisory Group, we have strengthened relationships with First Nations communities and embedded cultural responsiveness across our programs and partnerships.

As we look ahead, our focus remains on strengthening partnerships, supporting workforce sustainability, expanding access to care, and embedding cultural safety and inclusion in all aspects of our work. We extend our sincere thanks to our Board, staff, outreach providers, members, partners, and community leaders for their ongoing commitment and support.

Together, we are working towards a healthier, more equitable Queensland.



Ann Maree Liddy
Chief Executive Officer
CheckUP



Merrilyn Strohfeldt
Board Chair
CheckUP

Strategic priorities

- 1 Improve equitable access to health and care services closer to home.
- 2 Engage with members, consumers, partners, stakeholders and funders to increase our relevance, profile, delivery and value.
- 3 Build an appropriately skilled and accessible health and community services workforce for a strong Queensland economy.
- 4 Foster a thriving, inclusive, sustainable organisation.



Our Vision, Purpose and Values

Vision

Healthy, sustainable, inclusive communities.

Purpose

Create collaborative healthcare and workforce solutions that improve community health and wellbeing, and equitable access to care.

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.

Meet our Board



Ms Merrilyn Strohfeldt
Chair (from 1 December 2024)

Merrilyn Strohfeldt, who retired as the CEO of Darling Downs West Moreton PHN in early 2022, works in health consulting and as a member of the Darling Downs Health Board. She is an expert leader in primary health across Australian and State Government jurisdictions, the not-for-profit sector, and private industry.



Mr Colin Duff
Chair (until 30 November 2024)
Director (until 4 April 2025)

Colin Duff is a strategic business leader and professional board member on various boards with 35+ years of experience, excelling in consultancy, mergers, acquisitions, and governance. He drives growth, transformation, and operational optimisation across diverse industries.



Ms Jennifer Pouwer
Deputy Chair (until 30 November 2024)
Director (thereafter)

Jennifer Pouwer is 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).



Dr David Rowlands OAM
Chair, Finance and Risk Management Committee

Dr David Rowlands OAM has been a GP on the Gold Coast for over 30 years. David is a Fellow of the Australian Institute of Company Directors, with over 20 years' experience as a Company Director. David served as Chair of the Gold Coast PHN Board, the Gold Coast Medicare Local, and the Gold Coast Division of General Practice. In 2021, David was awarded the Medal of the Order of Australia for services to Medicine in General Practice. David was appointed to the Sunshine Coast Hospital and Health Board (SCHHB) in 2022, and in 2024 David was appointed Chair of the SCHHB.



Ms Jane Williams
Director

Jane Williams is an experienced Board Chair and Director across several sectors including Health, and NFP organisations. With 30 years experience in health and an extensive background in rural and remote emergency nursing, Jane has developed a wealth of transferable skills, networks, and experiences. These include enduring partnerships, leadership, governance, financial management, stakeholder engagement and strategic planning.



Mr Kieran Chilcott
Director

Kieran Chilcott is the CEO of Kalwun Development Corporation Ltd, a large Aboriginal Community-Controlled Organisation on the Gold Coast that delivers comprehensive health and human services for Aboriginal and Torres Strait Islander people. He holds a Bachelor of Education (Behaviour Management major) and tertiary qualifications in leadership, governance, training, project management, and mental health.



Dr Tina Janamian
Director

Adjunct Associate Professor Tina Janamian is the Group Chief Executive Officer of the Australian General Practice Accreditation Ltd (AGPAL) Group of Companies. Tina is a recognised executive leader with over 25 years of experience in academia, primary healthcare, workforce development, and health services, driving primary care reform and quality improvement. Tina also contributes her governance expertise to several non-profit Boards and serves in international roles with the International Society of Quality in Healthcare (ISQua) and the International Academy of Quality and Safety (IAQS), advancing global initiatives in healthcare quality.



Ms Amanda Boland
Company Secretary

Amanda Boland is the Managing Director of Business Governance Solutions, and has extensive C-suite and governance experience, providing corporate governance and strategic business advisory services to charities and for-profit organisations.

Reconciliation

CheckUP is deeply committed to reconciliation and to working respectfully and effectively with Aboriginal and Torres Strait Islander peoples and communities. Through our Stretch Reconciliation Action Plan (RAP) and ongoing initiatives, CheckUP strives to build strong relationships, embed cultural respect, and create opportunities that contribute to a more equitable and inclusive health system. The following summary outlines key reconciliation activities undertaken during the 2024-2025 financial year.

Aboriginal and Torres Strait Islander Advisory Committee

CheckUP's Aboriginal and Torres Strait Islander Advisory Committee continued to provide strategic level advice and insights to CheckUP's Board and senior management team in relation to CheckUP's broad range of Aboriginal and Torres Strait Islander initiatives. Members of this Committee during 2024-2025 were Kieran Chilcott (Chair), Shaun Tatipata, Renee Blackman, Rhonda Shibasaki, and Jane Williams.

Cultural Walk at Jellurgal

A highlight of the year was the Cultural Walk at Jellurgal Aboriginal Cultural Centre at Burleigh Heads on the Gold Coast, which offered CheckUP staff a powerful opportunity to connect with Country and deepen cultural understanding.

The experience included:

- Dreamtime stories that spoke of the fascinating myths and legends that are deeply tied to Jellurgal, passed down through generations.
- Cultural connections to nature where we learned how the Yugambah people lived in harmony with the land, respecting nature and its resources for thousands of years.
- Traditional knowledge of flora and fauna as we discovered the plants and animals that played a crucial role in the everyday life and rituals of the Yugambah people.

National Reconciliation Week (NRW) 2025

Held from 27 May to 3 June, NRW 2025 focused on the theme 'Bridging Now to Next'. CheckUP marked the week by sharing reconciliation resources, promoting cultural awareness, and encouraging engagement with a new Culturally Significant Dates Calendar.

A key event was the QPHCN forum held on 29 May. The event featured presentations from distinguished speakers including Erin Lang, CEO, Reconciliation Queensland Inc; Donisha Duff OAM, CEO, Queensland Indigenous Business Network; and the late Leah Cummins, Owner and Artist, Bunya Designs.

These speakers shared powerful insights into reconciliation, cultural identity, and community leadership, making the event a memorable and inspiring occasion.

Stretch RAP Implementation

CheckUP continued delivering on its Stretch Reconciliation Action Plan (2022–2025), focusing on the four key pillars: Respect, Relationships, Opportunities and Governance. This included embedding cultural safety across programs, strengthening partnerships with First Nations communities, and supporting Aboriginal and Torres Strait Islander employment and leadership.

We are currently in the process of developing our second Stretch RAP, due for launch and implementation in 2026.

Cultural Responsiveness in Outreach

Outreach providers were supported to strengthen their cultural capability by completing levels 1 and 2 of Indigenous Allied Health Australia's (IAHA) Cultural Responsiveness Training and by considering culturally significant dates when planning services. Through CheckUP's Going all OUT for Outreach micro-credentialing program, health professionals, particularly those in rural and remote areas, accessed training in culturally safe and inclusive service delivery. These initiatives reinforced respectful and effective engagement with Aboriginal and Torres Strait Islander communities.



CheckUP staff on the Cultural Walk at Jellurgal Aboriginal Cultural Centre at Burleigh Heads.

Outreach health services

Expanding healthcare access

CheckUP's mission is to create an equitable healthcare system that supports healthier, thriving communities across Queensland. By collaborating with local communities, including Aboriginal and Torres Strait Islander peoples, we create tailored solutions to meet unique needs and support healthcare equity.

CheckUP works closely with approximately 172 outreach service providers to deliver outreach health services across Queensland. Our strong and dedicated service provider network enables CheckUP to successfully coordinate outreach health services across Queensland. These providers include:

- Aboriginal Community Controlled Health Organisations
- Hospital and Health Services
- Not-for-Profit Organisations
- Private Providers.

Commonwealth-funded Outreach health services, State Government funded projects, and collaboration with partner organisations enable CheckUP to deliver services to rural and remote areas.



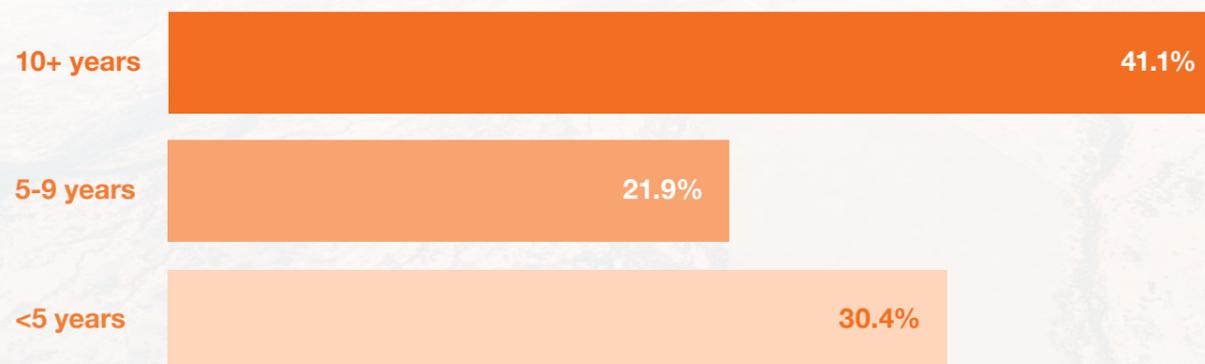
CheckUP CEO Ann Maree Liddy, CheckUP staff and Rhonda Shibasaki are pictured during their visit to Friday Island.

Providing continuity of care for communities

CheckUP's continuity of services helps rural and remote health providers to improve patient outcomes, build trust and engagement, support workforce retention, and strengthen local capacity. The graph below highlights that over 41% of health providers have delivered local healthcare services for over 10 years.

Continuity of care snapshot

Provider profile - years of service delivery



What did the patients say?

Outreach patient feedback collected between 1 July 2024 and 30 June 2025 (N=647) indicated that:

- 70%** of respondents travelled less than 20 kms for health services
- 27%** of respondents would not be able to access this type of service without Outreach (N=215)
- 97%** of respondents received their desired help
- 95%** of respondents increased awareness of health condition
- 95%** of respondents increased knowledge of health improvement behaviours
- 95%** of respondents increased intention to improve health-related behaviours
- 98%** of respondents felt listened to and their culture/community/identity was respected

 **647** responses across **51** locations

 **34%** (N=437) respondents identified as Aboriginal and/or Torres Strait Islander people

Patient feedback:

"It's great having doctor visit in town, not having to travel. I believe it makes these services a lot more accessible to rural communities. The closest place I could receive these services is 3 hours away and all their books are closed so I couldn't even book an appointment if I could travel the distance."

"(Provider's name) helped to talk through things that were blocking me getting started with making new habits to improve my health, helped set small, achievable goals to make those changes."

"I have more coping mechanisms in my toolbox to utilise when I need to."

"I needed to improve bone density and this exercise is assisting greatly with that and needs to be ongoing."

What did the providers say?

Providers gave strong feedback through CheckUP's 2024 - 2025 Provider Survey (N=111) that CheckUP's support systems and governance structures provide effective support.

Key highlights include the availability of individualised regional coordination, ease of contracting process and confidence with CheckUP.

- 91%** of respondents were satisfied with their association with CheckUP
- 84%** of respondents indicated that their Regional Coordinator/Program Manager is sufficiently available
- 82%** of respondents said support provided by the central Outreach team (e.g. contract support, clinical governance) is excellent
- 85%** of respondents highlighted it's easy to complete the online registration form
- 83%** of respondents feel confident using the Outreach Reporting System to complete reporting requirements

Provider feedback:

"All Check Up staff are very responsive to any queries and follow up we have. It is a very collaborative relationship."

"Support from contract staff has been great."

"Keep up the great work you are doing within our community. Giving rural patients access to healthcare is so important to everyone."



RIGHT: Outreach provider Dr Cecilia O'Brien from Women's Health Circle.

Outreach health service delivery 2024-25

EESS Eye and Ear Surgical Support **32** EAR SURGERIES **86** EYE SURGERIES 

OUTREACH

ALL Outreach health services
SERVICE DELIVERY 2024-25

CheckUP is the jurisdictional fundholder of the Australian Government Department of Health, Disability and Ageing Outreach Programs in Queensland. With the support of over 172 contracted health service providers, we lead strong, effective partnerships and are committed to improving access to a wide range of healthcare services in urban, regional, rural and remote communities including Aboriginal and Torres Strait Islander communities throughout Queensland.

180,021 OCCASIONS OF SERVICE 
occasions of service (appointments) were provided across all Outreach health services in 2024-25

109,801 ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS 
Aboriginal and Torres Strait Islander occasions of service (appointments) were provided across all Outreach health services in 2024-25

17,726 VISITS 
visits were delivered by our team of Outreach providers

172 LOCATIONS 
communities were provided with Outreach health services

MOICDP

Medical Outreach Indigenous Chronic Disease Program
SERVICE DELIVERY 2024-25

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

82,835 OCCASIONS OF SERVICE 
occasions of service (appointments) were provided across all MOICDP Outreach health services in 2024-25

64,754 ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS 
Aboriginal and Torres Strait Islander occasions of service (appointments) were provided across all MOICDP Outreach health services in 2024-25

9,246 VISITS 
visits were delivered by our team of Outreach providers

88 LOCATIONS 
communities were provided with MOICDP services

RHOF

Rural Health Outreach Fund
SERVICE DELIVERY 2024-25

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 locations in which they live. The RHOF supports Outreach health activities to address health issues identified in regional, rural and remote locations in Modified Monash Model (MMM) 2019 locations 3-7.

59,371 OCCASIONS OF SERVICE 
occasions of service (appointments) were provided across all RHOF Outreach health services in 2024-25

16,975 ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS 
Aboriginal and Torres Strait Islander occasions of service (appointments) were provided across all RHOF Outreach health services in 2024-25

5,145 VISITS 
visits were delivered by our team of Outreach providers

115 LOCATIONS 
communities were provided with RHOF services

HEALTHY EARS

Healthy Ears: Better Hearing, Better Listening
SERVICE DELIVERY 2024-25

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

18,077 OCCASIONS OF SERVICE 
occasions of service (appointments) were provided across all Healthy Ears Outreach health services in 2024-25

15,695 ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS 
Aboriginal and Torres Strait Islander occasions of service (appointments) were provided across all Healthy Ears Outreach health services in 2024-25

2,187 VISITS 
visits were delivered by our team of Outreach providers

42 LOCATIONS 
communities were provided with Healthy Ears services

VOS

Visiting Optometrists Scheme
SERVICE DELIVERY 2024-25

The aim of the Visiting optometrist scheme (VOS) is to increase optometry services for people living in regional, rural and remote locations who have poorer access to health services than their metropolitan counterparts.

19,738 OCCASIONS OF SERVICE 
occasions of service (appointments) were provided across all VOS Outreach health services in 2024-25

12,377 ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS 
Aboriginal and Torres Strait Islander occasions of service (appointments) were provided across all MOICDP Outreach health services in 2024-25

1,148 VISITS 
visits were delivered by our team of Outreach providers

112 LOCATIONS 
communities were provided with VOS services

Eye and Ear Surgical Support program

The Eye and Ear Surgical Support (EESS) program, funded by the Department of Health, Disability and Ageing, aims to reduce instances of avoidable blindness and deafness in First Nations populations, prioritising patients living in rural and remote locations, through facilitating access to eye and/or ear surgery.

The intended outcomes of the EESS program are:

- reduced surgery wait times for First Nations people needing eye surgery (largely cataract) and/or ear surgery for conditions resulting from otitis media
- more effective support across the surgical pathway, by providing access to culturally appropriate, affordable eye and ear hospital procedures at the nearest available location to the patient's home
- improved eye and ear health for patients who receive surgery.

During the 2024-25 financial year, CheckUP provided expedited access to surgical intervention, under the EESS program, to **118 First Nations** people, who received life changing surgery under a culturally responsive model of delivery.

This year, CheckUP's EESS program focused on:

- breaking down barriers to surgery access and identifying service gaps
- ensuring First Nations patients living in key priority locations received timely and affordable access to eye and/or ear surgery
- broadening the patient identification scope to beyond ACCHOs to ensure priority patients weren't missed, and offered surgical access through EESS.

EESS remains committed to delivering care in a culturally respectful way to improve eye and ear health outcomes by supporting patients through a safe and successful surgical journey.

 **86 Eye Surgeries (predominantly cataract)**

 **32 Ear Surgeries**

Patients across the following Queensland locations were supported:

- Yarrabah
- Cairns, Innisfail, Tully, Atherton, Mount Garnett, Mareeba, Forsyth
- Townsville, Abergowrie (& surrounds)
- Mackay (& surrounds)
- Inala
- Cherbourg and Kingaroy
- Sunshine Coast, Gympie
- Cape York and Torres Strait Islands (Poruma Island, Injinoo)
- Toowoomba, Dalby, St George (& surrounds).



A Health Provider is pictured undertaking surgical work above.

Key highlights

- 100%** of eye and ear surgery patients and/or carers who provided feedback to CheckUP from July 1 2024 to June 30 2025 indicated they were likely to recommend the surgery to family/friends if they needed it
- 95%** felt completely welcome, safe and respected at the hospital
- 97%** felt the treatment was properly explained to them so they knew exactly what was happening
- 65%** reported having access to an Aboriginal or Torres Strait Islander Health Worker/Practitioner

Testimonials/Quotes

One of the patients shared her experience as "the best thing I have ever done" and "expressed her appreciation to all involved in arranging for the surgery and care throughout."

A Senior Health Worker in the Aboriginal and Torres Strait Islander Health team at Sunshine Coast Health said, "Days like these truly make me proud of the work we do in partnership with various services to create a better future for our Mob. Thank you for your support!"

CEO of Mookai Rosie said, "I cannot thank CheckUP and the team enough for assisting her in progressing to this stage."

Coordination of Indigenous Eye Health

CheckUP's Coordination of Indigenous Eye Health services ensures patients receive seamless, full-spectrum care, from screening to surgery. By linking services and engaging with Optometrists, Ophthalmologists, Aboriginal Community Controlled Health Organisations (ACCHO), and Hospital and Health Services (HHS), Aboriginal and Torres Strait Islander communities can receive timely and culturally responsive and appropriate eye care.

Funded by the Australian Government Department of Health and Aged Care, the Coordination of Indigenous Eye Health and Visiting Optometrist Scheme (VOS) programs are implemented in partnership with eye health professionals and health facilities across Queensland.

Eye health service delivery data for 2024-25

- 216** services delivered (221 in 2023-24)
- 1,506** visits delivered (1,444 in 2023-24)
- 118** locations receiving eye health services (116 in 2023-24)
- 34,639** total occasions of service (31,641 in 2023-24)
- 17,587** Aboriginal and Torres Strait Islander occasions of service (14,601 in 2023-24)

Highlights

- Emerald surgery lists recommenced this year due to coordination across CheckUP, Central Queensland HHS, Emerald Hospital, and Dr Rowan Porter, who facilitated the recruitment of a provider through his network. Patients are now seen in Emerald for consults and surgery.
- New services were commenced in Dalby, Woorabinda, Blackwater, and Toowoomba, where the St John's eye van visited with support from the MOICDP-funded ophthalmology team. An existing VOS optometrist added Miles to her circuit after the local optometrist retired. The program supported the purchase of equipment for the optometry service to continue for that community.

Events

- Team members attended the First Nations Eye Health Conference in Boorloo (Perth) with the conference highlighting the voices and experiences of Elders and the emerging First Nations leaders in eye health; their hopes, ambitions and learnings. CheckUP facilitated the presentation: Regional Eye Health Coordinator Experiences with Garney Naylor and Jeriah Coutts.



CheckUP's Mandy Sheppard and Michelle Hodges are shown with Regional Eye Health Coordinator Garney Naylor from Gidgee Healing.



Partnership with the Fred Hollows Foundation

Members of the Outreach team met with the Fred Hollows Foundation (FHF) in September 2024 and February 2025, where a commitment was made to continue supporting the roles of the Regional Eye Health Coordinators (REHC) at Gidgee Healing, servicing the Lower Gulf area and Palm Island Community Company throughout the 2025 calendar year.

A project to map referral pathways for First Nations people in Far North Queensland was also funded and commenced in March 2025. Recruitment and project planning with the Northern Aboriginal and Torres Strait Islander Health Alliance took place from March to June, laying strong foundations for extensive consultations with Aboriginal Community Controlled Health Organisations to map culturally responsive services and pathways in each of their catchments.

Skin Cancer Early Detection service

Funded by the Queensland Government, the Skin Cancer Early Detection (SCED) outreach service aims to create fairer access to skin cancer early detection services – and where possible, provide upskilling opportunities for the local workforce.

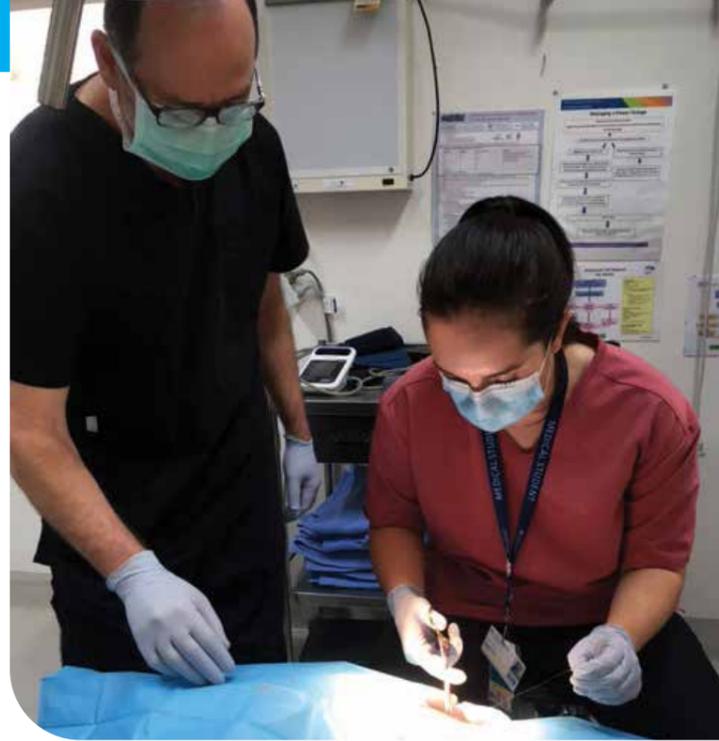
In this second year of the SCED program, demand for skin cancer early detection services continued to be high, with a total of 64 clinics delivered in 18 communities by our SCED providers – all GPs with qualifications and/or extensive experience in skin cancer medicine. These clinics were attended by 1,317 patients, with 375 patients (28%) receiving treatment pre-cancer and 233 patients (62% of those who received treatment) having histologically proven cancers detected.

This year, in partnership with the Skin Cancer College Australasia (SCCA), CheckUP co-sponsored scholarships for 14 GPs to undertake a Certificate of Dermoscopy. This opportunity attracted interest from more than 70 GPs practicing in regional, rural and remote communities across Queensland.

The SCED service is part of a three year Queensland Government Skin Cancer Prevention and Early Detection pilot initiative which commenced in 2023.

Key service delivery data

- 64** SCED clinics delivered
- 1,317** patients
- 375** patients received pre-cancer treatment
- 233** patients had histologically proven cancers detected
- 13** melanomas detected
- 3** providers (RFDS, Fairfield Central Medical Practice, and Skin Patrol)



Dr Alan Poggio (Fairfield Medical Centre) supervising a medical student suturing a patient at one of our Cloncurry SCED clinics.

Patient Survey feedback

- 93%** increased their knowledge of how to do skin self-checks and the 5 sun protection habits
- 100%** were likely to commit to regular self-skin checks and increased sun-safe behaviours
- 95%** likely to recommend skin checks to family/friends
- 100%** satisfied with the skin cancer early detection program

Data collected from 60 patients in 2024-25.

Patient feedback

"This service is extremely important to people who live in isolated communities. Thanks to all the wonderful professionals who make the time to ensure our health. This is our lifeline."

"This service is very important to small communities like ours where most residents are elderly. We are dependent on them. Extremely wonderful professionals."

"We have a 6 hour turn around drive to Townsville so this service is a godsend to us at our age."

Scholarship recipient feedback

"I'm deeply committed to applying this training to improve early skin cancer detection and care in our community."



Dr Alan Jones and nurse Sue (Skin Patrol) with staff from Baralaba Private Clinic and CheckUP at a Baralaba SCED clinic.

Evaluation Capacity Building

This past year has seen a **48%** increase in the level of patient feedback collected by our Outreach providers. Thirty four percent (**34%**) of respondents were Aboriginal and/or Torres Strait Islanders (N=437). Following this year's addition of three new outcome measures to the standard CheckUP patient feedback survey, we have been able to share 30 individualised reports with providers demonstrating evidence of the impact of their health services on their patients. Overall, our Outreach Providers achieved an extremely high Net Promoter Score (NPS) of **88%**, highlighting patients' likelihood of recommending the Outreach services to friends/family.

95% of the 649 patient respondents reported:

- Increased awareness of health condition
- Increased knowledge of health improvement behaviours
- Increased intention to improve health-related behaviours

CheckUP's validated Eye and Ear Surgery Patient Reported Experience Measure (PREM) has continued to be used by surgical teams committed to ensuring their surgical pathways are culturally safe for Aboriginal and Torres Strait Islander rural and remote patients in Northern Queensland and the Torres Strait, with an expansion into Mackay during the financial year. CheckUP looks forward to partnering with Vanguard Health IRIS team to expand the use of this measure into the Northern Territory over the next year.

CheckUP provided a poster presentation in May 2025 to the Australian Healthcare and Hospitals Association (AHHA) Value-Based Health Care Congress highlighting the exciting impacts of our Skin Cancer Early Detection (SCED) program on rural and remote Queensland communities.



Australian Healthcare and Hospitals Association CEO, Kylie Woolcock, CheckUP CEO, Ann Maree Liddy and Management team are shown at the 2025 Value-Based Health Care Congress event.

The past year has also seen CheckUP trial a new digital survey platform with two large Outreach providers, delivering real-time patient feedback to practices via individualised dashboards. We will continue to explore best practice methods of adding value to our providers' practices through delivering succinct and timely quality feedback and improvement data sourced from patient voices.

Outreach Providers achieved an extremely high Net Promoter Score (NPS) of 88%, highlighting patients' likelihood of recommending the Outreach services to friends/family.

Outreach service provider list

(includes all programs)

Acacia Country Practice
 Altitude Eyewear
 Andrew Beck
 Andrew Khoury Podiatry
 Andrew Laming
 Anna Houghton
 Apunipima Cape York Health Council
 Aurify.com.au
 Awal Medical Party
 Barry Sheehan Psychology
 Better Movement Clinic
 Bidjerdii Aboriginal and Torres Strait Islanders Corporation
 Community Health Service Central Queensland Region
 Bodyfix Physiotherapy
 Brian Todd
 Cairns Anaesthesia Services
 Cairns and Hinterland Hospital and Health Service
 Cairns Eye and Laser Centre Trust
 CAM Barrett
 Cameron Stevenson Podiatry
 Carbal Aboriginal and Torres Strait Islander Health Services
 Central Lakes Eye Clinic
 Central Queensland Hospital and Health Service
 Central West Hospital and Health Service
 Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health
 Cherbourg Regional Aboriginal and Islander Community Controlled Health Services
 Children's Health Queensland Hospital and Health Service
 Chit-Chat Speech Pathology Services
 Complete Health Cairns
 Coral Sea ENT
 Country Kids Speech Pathology
 CW Hornsby Medical
 DA Peters & LE Peters
 Daniel Tsui
 Darben Medical
 Darling Downs Audiology
 Darling Downs Hospital and Health Service
 David Hogan
 Deborah Lewry
 Diabetes & Health Solutions
 Diabetes Australia

DPB O'Brien Medical
 Emerald Medical Group
 Entirely Health
 Fairfield Central Medical Practice Unit Trust
 Far North Day Hospital
 Far North Queensland Pain and Diabetes Management
 Finn Podiatry
 FNQ Physio
 George Street Unit Trust
 Gidgee Healing
 Gladstone Central Physio and Acupuncture
 GN & DM Fitzpatrick
 Goolburri Aboriginal Health Advancement Company
 Happier, Healthier - Nutrition & Dietetics
 Health Management (Cairns)
 Hear and Say
 Heart of Australia
 Highlands Nutrition
 Hinterland Physio Group
 Hodgson Optical
 Illuminate Vision
 Indigenous Wellbeing Centre
 Institute for Urban Indigenous Health
 Jaana Harris
 Jaime Parnell
 James Mann
 Jaymee-Leigh Swift
 Jennifer Doherty
 Jennifer McWha
 Joanne Stower
 Jolyon Jay Bond
 Julien Boulnois Medical
 Keil Auer
 Kilkivan Community Health Hub
 Kingaroy Chiropractic
 Kunwarjit Sangla
 Lady Bjelke-Petersen Community Hospital
 Laura Abdalla
 Leading Change Psychology
 Leo Ryan
 Lifestyle Therapies & Training Solutions
 Lisa Grice
 Lisa Penrose-Herbert
 Louise Russell

CheckUP appreciates our Outreach health providers' support in delivering much-needed health services in Queensland's regional, rural, and remote communities in 2024-25. We acknowledge the commitment and dedication our Outreach health providers have shown in continuing to establish themselves as part of the communities they serve.

Luke Reid
 Macintyre Health Australasia
 Mai Family Trust
 Mamu Health Service
 Manjula Palee Kannangara
 Manngoor Dja Health Service
 Mark Norrie
 Mater Misericordiae
 Matthew Broadhurst
 Metro North Hospital and Health Service
 Metro South Hospital and Health Service
 Michael H & Lynette G Young
 Moore Eyes
 More Than Able
 Morrissey ENT
 Mulungu Aboriginal Corporation Primary Health Care Service
 Nadia Hassan
 NOROPT
 North and West Remote Health
 North West Hospital and Health Service
 NQ Eye Specialists
 Nutrihealth Dietitians
 Optimise Health and Wellness
 Outback Diabetes Education
 Outback Futures
 Outside Optical
 Paediatric Outreach Services Trust
 Palm Island Community Company
 Penelope Strickland
 Physio & Fitness Gladstone
 Podiatry2Home
 Porter Eye Care Trust
 Poulter Medical
 Queensland University of Technology
 Rachel Stone Podiatry
 Ramsay Clinic Caloundra
 Ramsay Surgical Centre Cairns
 Rebecca Haak
 RM Miller Medical
 Robyn Norris
 Royal Flying Doctor Service of Australia (Queensland Section)
 Rural Health Management Services
 Ruth Connors

S Kumar (Medical)
 Savvy Audiology
 Seven Springs Health and Lifestyle
 Skin Patrol
 Smith Eye & Ear Family Trust
 South West Hospital and Health Service
 St Vincent's Private Hospital Toowoomba
 Stabilise Trust
 Stalewski Medical
 Steven Rodwell
 Sugarmates
 Sunshine Coast University Private Hospital
 Synergy Health Centre
 TalkHQ Speech Pathology
 Thazin Myo Aung
 The FJ Felfer Family Trust
 The Gareth & Christine Edwards Family Trust
 The Whole Child
 Thomas Anthony Dover
 Thomas Campbell
 Thriving Lives Co.
 Torres and Cape Hospital and Health Service
 Towers Podiatry
 Townsville Aboriginal & Islander Health Service
 Townsville Hospital and Health Service
 Townsville Sports Injury & Physiotherapy Clinic
 Tracey BC Psychology
 True Relationships & Reproductive Health
 Vanil Varghese
 Victoria Sheehan
 Vida Percy Audiologists - Australia
 Vital Health Qld
 Vital Health South Burnett
 Wakai Waian Healing
 Warriar Health Solutions
 Wide Bay Hospital and Health Service
 Women's Health Circle
 Wowan Dululu Community Volunteer Group
 Wuchopperen Health Service
 Yevgen Demidenok
 Ying Freda Chung
 Yorklace
 You Move Health & Rehab
 Your Best Life Health and Disability Services

Workforce programs

CheckUP's Workforce and Industry Solutions team works across policy and practice, providing strategic advice to the Government on effective workforce strategies while partnering with businesses and schools to deliver tailored workforce solutions that meet real-world needs in rural and remote areas.

By working with key partners, from Primary Health Networks and Regional Jobs Committees to community alliances and sector-specific networks, CheckUP has ensured strong opportunities for connection and shared learning.

CheckUP has also proudly partnered with Queensland Aboriginal and Islander Health Council (QAIHC), QCOSS Workforce Development Town Halls and global Strategic Workforce planning peak bodies to increase impact.

NDIS Business Connect

The NDIS Business Connect project, funded by the Queensland Government, supports sole traders and small businesses in regional and remote areas to grow their capacity in the disability services sector. By building local capability and advocating for small providers, the project helps increase access to disability services for Queenslanders within their own communities.

Key highlights

- ✓ Project kicked off | Project advisory group established
- ✓ Launched the project website www.checkupconnect.org.au
- ✓ Participated in the first Outback Disability Expo hosted by Outback Independent Living (OIL) in Longreach (November 2024)
- ✓ Participated in expos to support small businesses in Longreach, Rockhampton and Sunshine Coast areas.

Key events

- ✓ First meeting of online network for NDIS sole traders and small businesses – Biz Connect
- ✓ Biz Connect session around NDIS registration in partnership with Herbertson Hill Quality Auditing.
- ✓ Commenced a series of three SCHADS online sessions in partnership with Effective HR, starting with SCHADS basics
- ✓ A series of morning tea events in collaboration with Community Services IWA (and local partners) to promote both programs in Mackay, Mt Isa, Gympie and Gladstone.

"I found the SCHADS session very professional, made the most of the time, and with expert knowledge presented in a user-friendly fashion."
– SCHADS webinar participant

Industry Jobs and Skills Advisor (ISJA)

Industry Skills and Jobs Advisors play a key role in aligning training priorities with industry needs. Funded by the Department of Trade, Employment and Training (DTET), ISJA supports VET reform, contributes to program design, and connects employers and small businesses with Queensland Government initiatives, helping build a skilled, future-ready workforce across the state.

Key highlights

- ✓ **HumanAbility**
ISJA continues to work closely with HumanAbility, the Jobs and Skills Council for the care and support economy, by actively contributing to national reviews of vocational education and training (VET) packages across the health and social assistance sectors.
- ✓ **ISJA Health Industry Reference Group**
The 29-strong ISJA Health Industry Reference Group represents the scope of sectors and levels of care responsible for health service delivery and health workforce across Queensland.
Encompassing the perspectives of private, public and not-for profit organisations, the Industry Reference Group includes strong Aboriginal and Torres Strait Islander health and regional representation.
These industry leaders bring their workforce planning and development expertise to steward the priorities and actions of the ISJA team.
- ✓ **TAFE Centre of Excellence (TCE)**
ISJA and First Nations IWA Health and Social Assistance provided industry knowledge through subcommittee activities to assist TCE to connect and engage with the health sector to drive TCE impact.
- ✓ **2025 TAFE Queensland Health and Nursing Product Industry Conference**
The Industry Skills and Jobs Advisor for Health and the Workforce General Manager provided critical insight into the skills and workforce that is required to meet the current and predicted health and community service trends in Queensland.
During the panel and presentation, they shared opportunities, current policy and projects that they encouraged the audience of professionals, educators and employers to engage to ensure the sector has rigorous discussion and viewpoints for continued holistic service provision.



Assistant Commissioner – Domestic, Family Sexual Violence Commission, Jenna Roberts is pictured with women's shelter and community leaders at the Remote Indigenous Women's Shelter Network Forum to listen, and discuss unique challenges and proposed solutions emerging from across Far North Queensland, Cape York, the Gulf of Carpentaria, and the Torres Strait.

Industry Workforce Advisor (IWA) Building stronger pathways together

Over the past year, CheckUP's three Industry Workforce Advisors across Health, First Nations Health and Social Assistance, and Community Services sectors, also funded by DTET, have collaborated and harnessed each other's strengths, expertise, relationships, and networks to amplify the reach and impact of the program.

This integrated approach allows the Industry Workforce Advisors to meet businesses and employers where they are, respecting their unique priorities and challenges. Together, they are delivering real-time solutions, building workforce capability, and preparing for their community's future needs.

As the industries landscape continues to evolve, this collaboration ensures that workforce development remains responsive, strategic, and inclusive. It's not only about filling roles or employing more people, it's about creating and highlighting sustainable pathways, nurturing culturally responsive workplaces, and supporting long-term growth across Queensland's diverse and priority communities.

The work done this year sets a strong foundation for the future, with partners unified in their vision of building a skilled, resilient, and future-ready workforce that meets the dynamic needs of the Health and Community Services sectors.

LEFT: CheckUP General Manager - Workforce, Vicky Meyer and CheckUP Project Manager – Health Industry Skills and Jobs Advisor, Michelle Phillips are shown at a TAFE event, connecting with peers.
RIGHT: The CheckUP IWA team are shown in Cherbourg at the First Nations Stronger Business Connections event held in March 2025.

Disability Friendly Business Basics

The Disability Friendly Business Basics (DFBB) project, funded by DTET launched in 2025 to help small businesses and sole traders deliver more inclusive services. Guided by an advisory group of people with disability, industry experts, and workforce advisors, the project introduced three practical micro-credentials focused on:

1. Appropriate services for people with disability
2. Biases and assumptions
3. Communicating and understanding behaviour.

Participants earn certificates for each module and a digital badge for completing the full suite. The launch was supported by strong media promotion and stakeholder engagement.

Key highlights

- The micro-credentials launched with close to 3,000 visitors - www.checkup.org.au/what-we-do/online-training/disability-friendly-business-basics
- The micro-credentials is showcased on the Business Queensland website: www.business.qld.gov.au/micro-credentials
- The DFBB promotional video was created and published on YouTube.

Key events

- ✓ CheckUP showcased the program at regional workshops in Townsville, Hervey Bay, and Toowoomba, rural expos in Longreach and Mt Isa, and First Nations Business Expos
- ✓ Morning tea events with Community Services IWA to promote both programs
- ✓ NDIS Business Connect collaborations to promote both programs.



Health Gateway to Industry Schools Project

Highlights

-  **109** schools engaged
-  **20** new schools
-  **10,124** students reached
-  **462** teachers/staff reached
-  **123** career pathway events
-  **24** industry facility tours

The past year has been one of growth and achievement for the Health Gateway to Industry Schools Project, with new collaborations, inspiring initiatives, and transformative experiences that continue to shape the future healthcare workforce in Queensland.

At its core, the Health Gateway Project connects high schools with the health industry to inspire and motivate students to pursue education, training, and careers in healthcare. By doing so, the program addresses both current and future workforce shortages across the sector while providing students with the skills and experiences they need to succeed.

This year, the program welcomed **20** new schools across South-East Queensland, the Gold Coast, North Queensland, and the North Coast regions, expanding the network of Health Gateway Schools and creating more opportunities for students to engage with the healthcare sector.



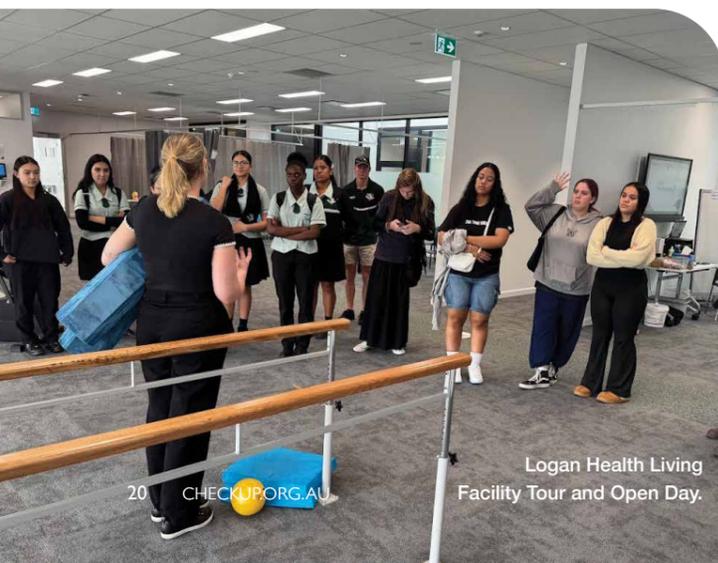
Townsville Hospital Exploration Day.

CheckUP CEO, Ann Maree Liddy and Hon Amanda Stoker, Assistant Minister for Finance, Trade, Employment and Training are shown attending the #GoHealth Expo in Brisbane.



Industry Engagement

The Health Gateway team participated in an astounding **123** school, industry and community-based career pathway events. Of these, **24** industry exposure events were coordinated by CheckUP, offering students direct exposure to healthcare facilities and inspiring students to explore their own aspirations in healthcare. These included tours of St Vincent's Private Hospital, Brisbane Private Hospital, Gold Coast University Hospital, Buderim Private Hospital, Wide Bay Hospital, Townsville Hospital, Cairns Base Hospital, Bundaleer Lodge Nursing Home, Vacenti Aged Care, Logan Healthy Living, and the Australian Dental Association of Queensland.



Logan Health Living Facility Tour and Open Day.



Gateway team at Expo.

#GoHealth Careers Expos inspire thousands of Queensland students

The 2025 #GoHealth Careers Expos in Brisbane and Cairns were both a resounding success, attracting more than **1,700** students in Brisbane and over **800** in Cairns. These events gave students an immersive, hands-on introduction to careers in health and community services.

Through simulated activities, live demonstrations, and direct conversations with industry professionals, students gained valuable insights into the diverse opportunities the sector offers. The expos aligned with Queensland Health's Growing Our Own strategy, which focuses on building a strong, future-ready health workforce by engaging young people early.

The first-ever Cairns #GoHealth Careers Expo, delivered in partnership with the Cairns Regional Jobs Committee and the Queensland Government, brought new career exploration opportunities to Far North Queensland.

With more than **50** exhibitors in Brisbane and **30** in Cairns, the expos showcased an exciting mix of interactive stalls, simulation zones, and inspiring conversations. Students left energised, informed, and motivated about their future in healthcare.



LEFT: Australian Dental Academy Queensland Facility Tour. TOP: Mater stand at #GoHealth Careers Expo. BELOW: Bundaleer Lodge Nursing Home Industry Tour.



Collaboration and engagement



Board Director Kieran Chilcott talking with a stakeholder at the Brisbane Networking event.

Collaboration is fundamental to how CheckUP operates. We work in partnership with our members, health providers, community organisations, and government agencies to improve access to health services and achieve better health outcomes for Queensland communities. Our collaborative approach ensures that programs are responsive to local needs and that resources are directed where they can have the greatest impact. By connecting stakeholders across sectors and regions, CheckUP helps to strengthen service integration, build relationships, and support the delivery of coordinated, high-quality care.

CheckUP's representation on external working and advisory groups allows us to contribute our experience and insights to broader system discussions. With a long history of delivering outreach and place-based health initiatives across Queensland, CheckUP brings a practical, community-informed perspective to policy and planning forums. This representation ensures that the voices and experiences of our partners and service providers—particularly those working in rural and remote settings—are reflected in statewide health strategies and service design.

Our networking events held across regional Queensland further strengthens these connections. These gatherings bring together local health professionals, service providers, educators, and community leaders to share knowledge, celebrate successes, and explore opportunities for collaboration. By facilitating open dialogue and connection at the local level, CheckUP helps to foster strong, resilient networks that support the continued delivery of outreach health services and contribute to healthier communities across the state.

CheckUP representation during 2024-2025 included, but was not limited to, the following groups and committees:

- Ageing Australia Advisory Group
- Alliance for Healthy Ageing Steering Committee (Western Qld)
- Better Health North Queensland
- Centre for Excellence and Healthy Ageing
- Healthy Outback Communities
- Health Workforce Queensland – Health Workforce Stakeholder Group
- HumanAbility Technical Advisory Committees
- Mareeba Health Workforce Alliance
- Mates of the Alliance (Western Queensland)
- Mornington Island Health Partnership
- National TAFE Centre of Excellence Health Care and Support Steering Committee
- NQ Health Workforce Alliance
- NQPHN Community Advisory Committee
- Palm Island Ears and Hearing Stakeholder Meeting
- Queensland Care Consortium
- Queensland Rural General Practice Support Collaborative
- Queensland Mental Health Week Reference Group
- Regional Health Partners (North Queensland)
- Rural and Remote Advisory for Community Strategy and Operation (Qld Health)
- Skin Cancer Early Detection Advisory Committee
- South West Primary Care Alliance
- Thriving Queensland Kids Partnership
- Western Downs Futures Working Group

Stakeholders are shown connecting at the Brisbane Networking Event.



Tribute to Leah Cummins

In memory of Leah Cummins, a proud Mayi-Kulan and Kalkadoon woman from North Western Queensland, whose passing leaves a void in the artistic community. We honour and thank Leah Cummins who created the artwork for our 25-year anniversary *A connected community* featured in this document.

This artwork commemorates CheckUP's 25th anniversary and acknowledges the collaborative connections that exist between CheckUP, our partners, and Queensland's diverse communities. Leah shared, "*A connected community is a representation of the diverse and interconnected communities within the state of Queensland.*"

She added, "*This artwork serves as a reminder that despite our differences and geographical separations, we are all part of a larger whole and can come together in unity.*"

CheckUP acknowledges and pays tribute to Leah Cummins who is well-known and respected in the health and community services sectors for her love of art, her passion to inspire and uplift her people, and her contribution to the sharing of culture and stories through her art.

Leah contributed to CheckUP through the development of artwork featured in Queensland Mental Health Week campaigns, CheckUP's uniforms and various campaigns. Leah was a speaker at CheckUP's QPHCN forum held on 29 May 2025. Leah's work reflects her great talent and passion. We are very grateful to have had the pleasure of working with her.

We extend our deepest sympathies to Leah's family and loved ones.

Scan the QR code to visit Leah's website:
www.bunyadesigns.com.au



Queensland Mental Health Week (QMHW)



Connect for mental health



CheckUP was proud to coordinate Queensland Mental Health Week (QMHW) for a seventh year in 2024. The week was held from 5–13 October with the theme “Connect for mental health”. The initiative continued to grow steadily, reflecting the strength of our partnerships and shared commitment to its success.

The annual awareness initiative saw increased involvement from the public and mental health sector demonstrated by record numbers of grant applications and registered events. There were 553 events registered (361 outside metropolitan areas) and 283 grant applications received. The community events program provided financial support for 152 events.

QMHW promotes individual and community mental health and wellbeing, boosts awareness of mental illness and celebrates the contribution of the mental health and community sectors. It is funded by the Queensland Government through the Queensland Mental Health Commission. CheckUP collaborates with sector partners and lived-experience consumer representatives to guide the campaign and maximise its impact.



Grants

283 applications received

152 grants awarded

Website metrics:

121k page views

23k downloads

Engagement

9.7k newsletter subscribers

39% newsletter open rate

9.3% average click-through rate

9.1k Facebook followers

218.5k Facebook reach

3.1k Instagram followers

569.5k Instagram reach

QMHW Snapshot

The post-initiative survey received 231 responses, recording the follow results:

95% of respondents thought QMHW raised awareness of the importance of good mental health and wellbeing for all Queenslanders

83% of respondents indicated QMHW contributed to acceptance and inclusion of those living with a mental illness

89% of respondents thought QMHW helped communities better support good mental health and wellbeing

Feedback survey responses

Promotions and resources

“Media campaign was good, the T-shirt designs were beautiful, and the mental health awareness message was clear and strong.”

“The key messages about connecting were spot on and support materials were superb. The background art was inspired as well. Best yet!”

“What a thorough range of resources for use at local events. Your artwork is colourful, engaging and the theme is great.”

Events

“There were fantastic events that showcased a lot of education, training, stigma breakdown, openness to talk, willingness to listen, and bring light to a normally very quiet topic.”

“We like that our annual event gets the support of QMHW and provides a platform for us to promote it.”

“It is great to see the reach of QMHW continuing to grow with every iteration. It has been a delight to work with the team at QMHW again.”

“I loved the broadness of the theme. It gave event organisers depth to create something that reflected the theme in a positive and educational manner.”

Grants

“Appreciated the easy grant application and support from QMHW. Grateful for the comprehensive range of resources and supports already available.”

“This is the first time I have taken part in hosting an event and I absolutely loved it! The process was simple and the communication throughout was thorough.”

Funded by

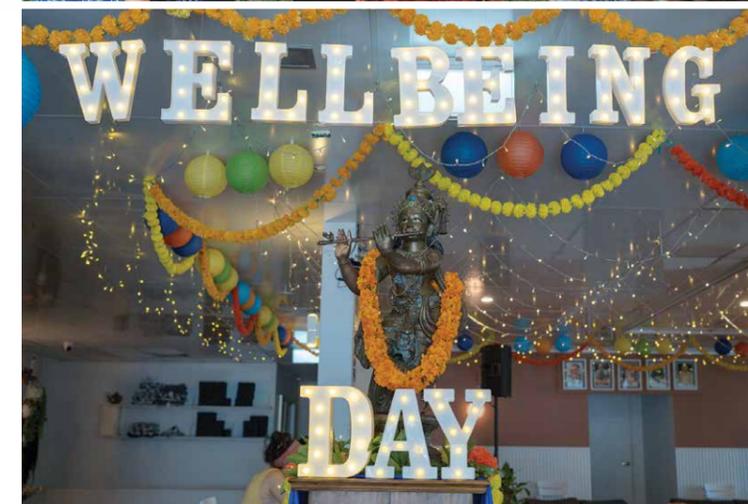


Queensland
Mental Health
Commission

Coordinated by



CHECKUP



Access for All: Disability awareness for health providers

Access for All: Disability awareness for health providers (AfA) is a free, online disability awareness course specifically designed for people who work in the health industry.



1,088

Health providers have completed AfA

The disability awareness course provides strategies and resources to assist health providers to reduce barriers experienced by people with disability when accessing healthcare, and to increase the accessibility of their services.

Collaboration with multiple disciplines from many health organisations has been pivotal to the success of AfA.

Access the course on the CheckUP website: www.checkup.org.au/what-we-do/online-training/access-for-all/



Course testimonials

"Excellent program. It should be given to all workers in health care services."

– Doctor

"Thank you, it was a great course and something that needs to be widely rolled out in all areas within society."

– Counsellor

"If this can be applied to things in life, things will be working well for people with disability."

– Nurse

"This is an excellent learning tool. I have learnt so much completing this course. As a manager, I feel more confident and educated on issues faced by people with disability in terms of access to healthcare."

– Nursing Education Manager

To showcase the depth and breadth of AfA's collaboration with people with disability and health providers CheckUP published a booklet called 'Cases for Inclusion'.

This booklet is a compilation of case studies from people with disability and health providers (sometimes both together). The people featured in the booklet were either on the advisory group of AfA, and involved in the development of the course or were health providers who have benefited from completing AfA. There are stories that share experiences of disability, challenge conscious and unconscious bias, and focus on ability and inclusion and what this means in a practical sense and everyday life.



Scan the QR code to view Cases for Inclusion or visit the CheckUP website:

<https://checkup.org.au/what-we-do/online-training/access-for-all/>



LEFT: CheckUP General Manager – Engagement & Business Development, David Millichap, and Access for All Program Manager, Amanda Frier, engaged with disability expo attendees to raise awareness of the program.

Finally, CheckUP is proud to announce the Australian Government Department of Social Services has refunded AfA for the year 2025-2026 so we look forward to sharing more of AfA's exciting progress next year.

Our Organisational Members

Snapshot

- 35 member organisations
- 4 QPHCN events were held with 2 in regional areas

CheckUP networking event

- 86 in-person registrations
- Brisbane Networking event (held 27 February 2025)

CheckUP Board Chair, Merrilyn Strohfeldt, with stakeholders at the Brisbane Networking event.



Thank you to our members

We extend our gratitude to all the organisations that were part of the CheckUP community in 2024-25. A special thank you goes out to our foundational members* and to those who renewed their membership for the 2024-25 financial year. Thanks to your support, we can collaborate more widely and deliver meaningful impact where it's needed most.

- Aboriginal & Torres Strait Islander Community Health Service - Mackay Ltd
- Accoras*
- Australian General Practice Accreditation Ltd (AGPAL)*
- BallyCara Limited
- Brisbane South PHN
- Cancer Council Queensland
- Centre for Palliative Care Research and Education
- Community Information Support Services
- Darling Downs and West Moreton PHN
- Diabetes Queensland
- Goondir Health Services
- Health Consumers Queensland
- Health Workforce Queensland
- Hear and Say
- Institute for Healthy Communities Australia*
- Institute for Urban Indigenous Health Ltd
- Metro North Hospital and Health Service - Indigenous Respiratory Outreach Care (IROC), The Prince Charles Hospital

- Micah Projects
- North and West Remote Health Limited
- North Queensland Primary Healthcare Network Ltd
- Queensland Aboriginal and Islander Health Council (QAIHC)*
- Queensland Alliance for Mental Health Inc*
- Queensland Department of Health
- Queensland Rural Medical Service
- Richmond Fellowship Queensland
- Royal Flying Doctor Service Qld Section*
- Rural Health Management Services
- Selectability Limited
- Sunshine Coast Health Network Ltd t/a Country to Coast Qld
- Tonic Media Network
- Toowoomba and Surat Basin Enterprise (TSBE)
- True Relationships & Reproductive Health*
- Vision Australia - Queensland
- Western Queensland Primary Health Network
- Wuchopperen Health Service Limited

Queensland Primary Health Care Network (QPHCN) event series

Four events were held throughout 2024-25

Topic	Total registrations
Supporting your Outreach workforce Cairns (30 August 2024)	60
Disability Action Week Brisbane (28 November 2024)	54
Healthcare: Small Business Matters Sunshine Coast (3 April 2025)	30
National Reconciliation Week Brisbane (29 May 2025)	43

Thank you, MediProtect, for sponsoring the Disability Action Week event. Your support helps CheckUP to increase the impact of our services.



187
QPHCN event registrations



ABOVE: QPHCN speakers, QPHCN sponsor, CheckUP leaders, and attendees gathered to share insights and connect at quarterly QPHCN events.

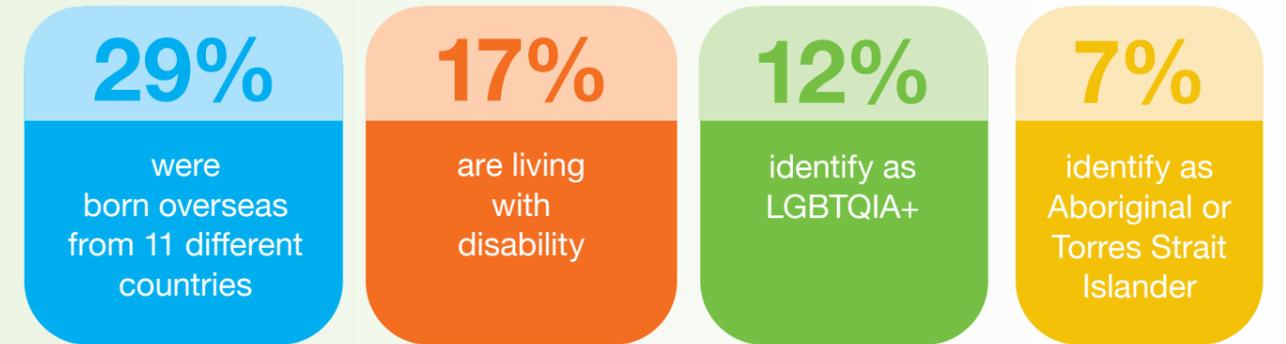


CheckUP staff overview

CheckUP is proud to be recognised as an Inclusive Employer by the Diversity Council of Australia (DCA), reflecting our strong commitment to celebrating diversity and inclusion across backgrounds, nationalities, age groups, education levels, and gender identities. Through DCA's Inclusive Employer Index, a national survey measuring workplace inclusion against Australian workforce and DCA member benchmarks, CheckUP has demonstrated its inclusive culture, exceeding the National Index Benchmark in five of the six key areas that support diversity and inclusion, including awareness, engagement, leadership, and organisational climate.

CheckUP's 2025 Workplace Survey, conducted by Xref, achieved a 100% response rate from all 45 employees, providing a robust measure of organisational health. Results were highly positive, with Engagement at 82%, Wellbeing at 79%, and Progress at 88%, all exceeding sector benchmarks. Progress was particularly strong, scoring 17% above similar-sized organisations, while Wellbeing was 10% higher than industry norms, reflecting a supportive and resilient workforce. Staff demonstrated complete alignment with CheckUP's purpose and values (100% favourable) and expressed confidence in leadership and appreciation for flexible work arrangements, recognition, and work-life balance. These results affirm CheckUP's commitment to fostering a high-performing, values-driven culture that supports both organisational success and employee wellbeing.

Meet our team



How we feel

95% believe CheckUP has an inclusive culture where diversity is valued and respected

We are inclusive

12 are multilingual
17 different cultural backgrounds

Fast facts - CheckUP staff tenure



ABOVE: Highlights from various events with CheckUP Executive Leaders and staff.

Diversity Council of Australia. 2024 – 2025 Inclusive Employer Index CheckUP.

Working groups

CheckUP is proud to have several working groups implementing clear plans and actions to support providers, patients, and staff with guidance on reconciliation, quality, consumer engagement, child safety and well-being, health, team spirit, and inclusion.

The working group members are from a cross-section of CheckUP departments and in some cases, external stakeholders. They meet regularly to strive towards the groups' objectives, with collaboration, trust, accountability, and diverse skills and experience underpinning action.

Consumer Engagement Working Group

CheckUP is dedicated to ensuring that consumers' voices are at the heart of everything we do. To strengthen this commitment, we established the Consumer Engagement Working Group (CEWG) in March 2024. The CEWG brings together community members, health consumers, and service providers to share lived experience, identify priorities, and help shape how services are planned and delivered.

A key focus of the CEWG is ensuring cultural respect and inclusivity. This includes developing cultural protocols for discrete First Nations communities, promoting cultural awareness training, and supporting providers to participate in community orientation and events. The group also contributes to communications and awareness strategies, helping raise the profile of CheckUP services across Queensland and ensuring people know how to access the support they need.

Key highlights

- Creation of the working group actioning the findings of the 2024 Health Consumers QLD report
- Creation of cultural protocols for discrete First Nation Communities – Mornington Island, Palm Island, Woorabinda and Cherbourg
- Raised awareness of CheckUP funded services into rural and remote communities.

Engagement activity

- Staff attendance at NAIDOC events across Queensland
- Staff attendance at local ACCHO events (Mookai Rosie, Wuchopperen)
- Child goodie bags delivery in remote communities in Queensland.

Belonging Group

CheckUP is proud to have maintained our Diversity Council of Australia (DCA) Inclusive Employer Status. Our involvement in the DCA Inclusive Employer Index Survey showed staff Diversity and Inclusion is at the top of CheckUP's mind!



Diversity at CheckUP

What have we done to ensure Diversity and Inclusion are maintained at CheckUP?

- Developed a Diversity and Inclusion Policy
- Developed Inclusive Recruitment Policy and Procedures
- Included staff training in Diversity and Inclusion
- Begun completing the 2025 DCA Inclusive Employer Index Survey.



How inclusive are CheckUP teams?



Diversity Council of Australia. Inclusive Employer Index CheckUP.

TOP: Staff took time to connect across teams at Staff Development Days.
Below: The Jellurgal Walkabout Tour was an opportunity for staff to learn from traditional landowners. Staff are pictured on tour at Burleigh Heads, Gold Coast.

Child Safety

In response to the new *Child Safe Organisations Act 2025*, the working group, in partnership with BBSafe, conducted a Child Safety Audit. BBSafe provided a comprehensive report and guidance across a range of policies and procedures, strengthening CheckUP's capacity to keep children and young people safe as they engage with our services.

A key outcome was the implementation of a comprehensive Child Safety Risk Assessment Tool across all CheckUP business areas. This tool identified areas of strength and development for child safeguarding across our organisation.

The Child Safety Working Group continues to progress the actions within the Child Safety Action Plan 2024-2026 and drive meaningful change. CheckUP is committed to child-safe practices at every level of the organisation.

Quality

The Quality Working Group supports CheckUP's quality processes and Quality Management System, LogiqcQMS. The group includes members from all business areas at CheckUP, each championing the Quality Management System within their team.

The group aimed to increase LogiqcQMS system uptake by supporting staff to develop the skills to effectively navigate and utilise the platform. Internal awareness and knowledge of the Quality Management System remains a priority, especially as more processes transition into Logiqc. Group members shared knowledge via organisation-wide efforts and one-on-one assistance within their teams.

A staff survey conducted in March 2025 revealed positive outcomes from these efforts:

- **85%** of staff rated their ability to use LogiqcQMS as 'average' or better (up from 73% in 2024)
- **93%** of staff reported an improvement in their ability to use LogiqcQMS over the past 12 months.

These results demonstrate the growing confidence and capability across the organisation, supporting quality assurance practices and continuous improvement.

The Quality Working Group also provided support for CheckUP's surveillance audit against ISO 9001:2015 standards in March 2025. The group's preparation efforts contributed to a smooth and successful audit with zero nonconformities noted.



Shine Wellness Working Group

CheckUP's Shine Wellness Working Group continues to play a vital role in fostering a healthier, happier, and more connected workplace. Throughout the year, the group has implemented initiatives that support employee well-being, encourage positive lifestyle choices, and strengthen team bonds.

Key achievements

- Sharing regular health and wellness resources with staff, including practical tips on physical and mental wellbeing, as well as book, podcast, and nutritious recipe recommendations
- Promoting key wellbeing initiatives including R U Ok? Day, National Skin Cancer Action Week, and Stress Down Day, fostering awareness, healthy habits, and meaningful conversations across the workplace
- Coordinating team-building activities designed to boost creativity, problem-solving, trust, listening skills, and collaboration
- Enhancing cultural awareness and diversity across CheckUP staff through a Cultural Exchange Activity implemented at a CheckUP Staff Development Day.

Through these efforts, Shine has helped create an environment where staff feel supported, engaged, and inspired—contributing to both individual wellbeing and the overall success of CheckUP.

A message from Ann Maree

After 23 years as CEO, I have decided the timing is right for me to step down from my role. This decision has not been an easy one - it has been an enormous privilege to lead this organisation in its various forms - QDGP, GPQ and CheckUP - through over two decades of growth, transformation and impact.

Thanks to the guidance, inspiration and support of Board Directors and staff, past and present, we have navigated significant challenges, celebrated numerous key milestones, and built a legacy that I am incredibly proud of.

Thank you also to the many colleagues, partner organisations and community members that have been such an integral part of my journey. It has been such a privilege to work alongside all of you and to share your passion for creating healthier and more equitable communities.

I am working with the Board on a smooth transition, with plans to finish in my CEO role in late January 2026.

While it will be sad to step away, I do so with full confidence in the strength of our team and the continued success of CheckUP.

This isn't a retirement announcement - far from it! I'm not disappearing; just stepping into a new chapter. I'm keen to stay involved through opportunities such as board roles and other interests where I can keep making a difference.

Whilst 2026 will bring change and new opportunities, it's business as usual until then. I am still here, still committed, and still passionate about CheckUP and what we are doing! I look forward to staying connected with you all.



Ann Maree Liddy
Chief Executive Officer
CheckUP

Congratulations Ann Maree! You have contributed enormously to Queensland's health, community and social sectors over a long period of time. Queensland should be incredibly proud of that! I personally enjoyed working with you closely for a good many of those years. Your intelligent and considered approach will be missed. - Kathy Brown, ex-Queensland Health Executive

It has been wonderful working with you all these years in my different roles. You always had the needs and rights of the clients first and foremost and because of this, you leave a legacy of people in rural and remote parts of the State having access to health services they would otherwise not have been able to access. - Jean McRuvie, Chairperson, COTA Qld

Ann Maree, on behalf of the CheckUP Board, we salute you and give deep thanks for the wonderful leadership and stewardship you have provided to CheckUP during your tenure. We are lucky to have an organisation who rolls up its sleeves for rural health, works with communities, and operates in an environment of the highest integrity. You leave with our very best wishes for your new chapter, as we look forward to CheckUP's next chapter. - Marilyn Strohfeldt, CheckUP Board Chair



Thank you, Colin

We extend our sincere thanks to Colin Duff for his exceptional leadership and dedicated service as Chair of the CheckUP Australia Board from November 2015 to April 2025, after commencing as a Board Director in March 2013.

Colin played a pivotal role in guiding the organisation through a period of growth and change, always with a clear focus on improving health outcomes and advancing equity across Queensland. His strategic insight, steady leadership, and collaborative approach have strengthened our governance and deepened our impact—particularly in rural and remote communities.

Colin's commitment to community-led solutions and his unwavering support for the CheckUP team have left a lasting legacy. We are deeply grateful for his contributions and proud to have had his leadership at the helm.

Thank you, Colin, for your service, your vision, and your enduring belief in the work we do.



Colin Duff
Former Chair
CheckUP Board



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Image: A road in Queensland's North West Region.