

# NWRH

## Annual Report 2022 - 2023





*Phil Barwick- Chairman, NWRH*

The NWRH Board and Executive continue to follow our strategic directions in ensuring the company's brand of health care is reaching more strongly into the remote and rural communities as well as an increasing presence in regional towns and cities where we can respond with sustainable services. Our operations are a full range of quality assured allied health, mental health, NDIS, community care and wellbeing services and continue with an impressive leadership team - our Chief Executive Officer John Cain and Executive Managers Rahni Cotterill and Phil Ihme that implement the board strategies with very high levels of quality.

## MESSAGE FROM OUR CHAIR

The North and West Remote Health Ltd (NWRH) year gone has seen the organisation shift to higher gear in response to the health demands of the North Queensland and Western Queensland areas and the figures in this report attest to the high levels of health attention given to residents living in these regions.

NWRH is subject to many external audits each year and the team reaches our goals to keep our Primary Health Care services at the cutting edge of regional, rural and remote delivery across Queensland.

The organisation continues to support our important stakeholders which include general practices and their networks, the North Queensland and Western Queensland Primary Health Networks, with their respective objectives across the regions through increasing levels of allied health services. I would sincerely like to thank these very valuable health organisations for their continued support in assisting us to ensure our services reach the people who most need them.

I would also like to thank the Federal Department of Health and Aged Care, the National Disability Insurance Agency and the National Indigenous Australians Agency as well as the many other allied health, indigenous health and mental health organisations we work so closely with for their ongoing support. I extend this thanks

to the National Rural Health Alliance as well for their collaborative efforts in developing services for rural and remote communities and their ongoing advocacy work at the national level.

I would like to thank each of the Board Directors for sharing their knowledge, expertise and experience, during this year and each year they contribute to our agenda. The Directors are an inspirational group of people who collectively contribute extensively to the health agenda in our regions and I personally continue to learn much from each of them in the governance and health arenas.

I take great pleasure in publishing our 2022-2023 annual report that gives a detailed picture of the year's health service achievements and highlights just how many of the residents of northern and western communities have been reached to help with health treatments and illness prevention strategies and a range of other personal supports.

# MESSAGE FROM OUR CEO

It is with great pleasure that we present to you this 2022-2023 Annual Report, highlighting our key achievements and our successes in the field of allied health, mental health, community care and wellbeing services across regional, rural and remote Queensland. This year has been one of growth, innovation and immense impact and we owe our success to the dedicated efforts of our exceptional staff, the continued support of our funders and the collaboration with our valuable stakeholders.

In 2022-2023, our primary strategic focus was to expand our service delivery footprint to reach more individuals in need, regardless of their geographical location. We are thrilled to announce that we have successfully achieved this goal, thanks to the tireless work and commitment of our remarkable staff. Through their dedication, passion and expertise, we have been able to extend our services to communities throughout Queensland and ensuring equitable access to high-quality healthcare.

In the realm of allied health services, we have witnessed significant progress throughout the year. Our team of allied health professionals have delivered exceptional care and support, empowering individuals, improving mobility and enhancing their overall wellbeing. Through innovative approaches and with evidence-based practices, we have successfully expanded our range of services, catering to the diverse needs and ensuring comprehensive care for all.

Furthermore, our mental health initiatives have made substantial strides in addressing the growing demand for mental health support in

regional, rural and remote areas. Our dedicated team of mental health professionals have worked tirelessly to provide counselling, therapy and mental wellness programs, enabling individuals to navigate through challenges, build resilience and lead fulfilling lives. Our commitment to community and wellbeing services remains unwavering, as we firmly believe in the power of collective wellbeing.

In 2022-2023 we have continued to foster strong relationships with local communities and as partner for positive change. Our community engagement initiatives, health services and promotion campaigns, along with educational programs have empowered individuals with the knowledge and tools to make informed decisions about their health, leading to healthier lifestyles and improved overall wellbeing.

None of these achievements would have been possible without the continued support of our funders and the collaborative efforts of our stakeholders. We extend our gratitude to all our funders for their support that have enabled us to expand our services and make a profound



*John Cain- Chief Executive Officer, NWRH*

impact on the lives of the individuals and the communities we work within. We also express our sincere appreciation to our stakeholders for their continued partnership, guidance and advocacy, which have been instrumental in our success.

As we reflect on a successful year, we are grateful for the collective efforts that have driven positive change in regional, rural and remote Queensland. We remain committed to improving the health and wellbeing of all individuals, regardless of their location and we look forward to continuing this journey with the same dedication, creativity and openness that have defined us.

On behalf of the Board of Directors and staff of NWRH we hope you enjoy this 2022-2023 Annual Report and look forward to working with you over the next 12 months and beyond as we continue to transform lives and build healthier, thriving communities.

# GOVERNANCE

NWRH is overseen by a Board of seven highly qualified Non – Executive Directors who have experience in all aspects of corporate governance and health. Meeting monthly, the Board and Board Committees together ensure strong governance and oversight of all elements of operations.

**NWRH Directors and their respective committee representations are as follows:**



**PHIL BARWICK**

GAICD. GDipMan, GCertIE.  
NWRH Chair.



**ANNIE CLARKE**

MAICD. NWRH Vice Chair,  
Member of Audit and  
Risk Committee and Member  
of Cultural Competency and  
Stakeholder Engagement Committee.



**EDWARD FEWINGS**

MAICD. ADip Community  
Welfare, Cert Gov Not-for-  
profits. NWRH Director  
and Co-Chair Cultural  
Competency and Stakeholder  
Engagement Committee.



**HON. MIKE REYNOLDS** CBE, AM

MAICD. BSW. NWRH Director and  
Co-Chair Cultural Competency and  
Stakeholder Engagement  
Committee and Member of the Audit  
and Risk Committee.



**EMERITUS PROFESSOR  
ROBERT STABLE** AM

FAICD.MBBS (Qld),  
D Univ (QUT), MHP (NSW),  
FRACGP. NWRH Director  
and Member of the Clinical  
Governance Committee.



**SANDRA GLAISTER**

GAICD. FGIA, MBA - Master Dispute  
Resolution, BEd (Nursing), Grad Cert  
Research Methods, Grad Cert Rural  
Leadership, Cert Clinical Teaching, TAE,  
JP (Qual), RN. NWRH Director and Chair  
of the Clinical Governance Committee.



**KYLIE DOYLE**

GAICD. FCPA. NWRH Director  
and Chair of the Audit and  
Risk Committee and Member  
Cultural Competency and  
Stakeholder Engagement  
Committee.

# NWRH PRINCIPLES

People  
own their  
own  
health

1.

Communities  
control their own  
health services  
where possible

2.

Staff are  
employed locally  
(where possible)  
and assisted to  
build their skills  
and capabilities

3.

Flexibility and  
responsiveness  
are possible  
because staff live  
where they work

4.



## NWRH PURPOSE

Healthier people in remote,  
rural and regional communities.

## ABOUT US

A provider of community based and outreach health care services since 1993; NWRH is a vibrant not-for-profit organisation servicing over 50 communities throughout rural, regional and remote Queensland.

With a large team of multidisciplinary health professionals, NWRH boasts strong community connections and a passion for supporting 'healthier people'.

At NWRH, we provide allied health, home and community supports, mental health and wellbeing and headspace services, with a goal to assist in improving the physical, social and emotional wellbeing of the clients we work with.



# OUR COMMITMENT TO QUALITY

NWRH strives to deliver an excellent standard of service and recognises that this is only possible through continuous review, improvement and innovation.

NWRH has a multi-faceted approach to quality improvement, risk and compliance. This is supported by:

- Accreditation against the requirements of / AS/NZS ISO 9001:2015 Quality Management System.
- Accreditation against the requirements of the NDIS Practice Standards.
- Accreditation against the requirements of Community Home Support and Home Care Packages.
- Recognition of Alternative Accreditation for Human Services Quality Framework.

During the 2022-2023 financial year, NWRH focused on the following:

- Practices and processes to align with the Home Care Packages Program Assurance Reviews.
- Completing a surveillance audit against ISO 9001:2015 Quality Management System Standards – NWRH are now in our third cycle of accreditation against these standards.
- Completing a mid-term audit against the NDIS Practice Standards as a NDIS Registered Provider.
- Progressing with compliance against the headspace Model Integrity Framework for our headspace centres.





This undoubtedly, is our NWRH service delivery footprint which is home to many First Nations People who we pay our respect to their ancestors, elders, past and present and to their future generations who will forever continue their stories, experiences and knowledge and bloodlines of their beloved descendants.

## CULTURAL COMPETENCY AND COMMUNITY RELATIONS

As the seasons change from summer to cold winter nights beneath the stars and moon, as the waves splash onto the white sands of the magical remote islands and sun scorches in the arid wilderness of the 'Big Red' in the central west of the red dust regions, the storm clouds build with lightning strikes to put fear into many who venture into the unknown.

### NWRH Reconciliation Achievements:

As an organisation NWRH has completed its Innovate Reconciliation Action Plan (RAP) and the focus now becomes about the future with the Stretch RAP.

The main strategy for NWRH Innovate RAP was to achieve the strategies and outcomes identified. The Manager Cultural and Community Relations and the Cultural Competency Stakeholder and Engagement Committee, Board, Chief Executive Officer and staff excelled again to achieve positive results by planning key events on dates aligning with the Aboriginal and Torres Strait Islander Significant Calendar of Events. This allowed our organisation to plan many activities nationally, regional and locally.

Collaboratively NWRH has proven once again to meet its obligations within the Innovate RAP timeframe.

The activity which created so many accolades was the focus of a celebrated national Aboriginal and Torres significant event held in Townsville; National Aboriginal and Torres Strait Islander Children's Day. NWRH was able to work with one of the local First Nations organisations Garbutt Magpies to record the events and stories to produce a children's book which has already captured the hearts and minds of children and community of Palm Island and beyond. The efforts of this project saw NWRH being honoured and recognised in second place of the Health and Wellbeing category at the 2023 Queensland Reconciliation Awards.



NWRH's vision of Healthier people in remote, rural and regional communities remains the core foundation of building integrity and respect with our communities and peoples throughout Central, Western, Gulf of Carpentaria and North Queensland.

There has been many accomplishments and achievements of the NWRH Innovate RAP with the five dimensions: Race Relations, Equality and Equity, Unity, Institutional Integrity and Historical Acceptance incorporated in the activities to ensure we align with many organisations and communities to measure reconciliation across Australia.

- Acknowledgement and respect of First Nations People and their lands and seas.
- Connecting staff to Aboriginal and Torres Strait Islander significant calendar dates and events and guest speakers.
- Aboriginal artists sharing their stories.

- Australian South Sea Islanders presentation.
- Key collaborations with Aboriginal and Torres Strait Islander peoples, organisations and communities within our service footprint regions that strive for Reconciliation and Closing the Gap campaigns.
- Retention of local Aboriginal and Torres Strait Islander workforce in remote and rural communities.
- Cross Cultural induction training for all staff to understand history through the principals of colonising and Aboriginal and Torres Strait Islander ancient covenant systems through Tjukurrpa.
- Governance, supporting community participation, problem and solutions that are community orientated, supporting self-determination.
- Partnership along with other national companies of local Aboriginal and Torres Strait Islander events.
- Guest Speaker on Mabo and what it means for Torres Strait Islanders and Aboriginal peoples.
- Help to understand the Voice. New cultural signs developed for our buildings with the new premises.

Achieving many of the key milestones has only happened with the great support of the Cultural Competency Stakeholder Engagement Committee, the Board and staff of NWRH.



As we enter a new year, we look forward of the development of the new Stretch RAP with new milestones and the establishment of a new Reconciliation Action Plan Working Group to journey and enjoy the next adventure of the Reconciliation path.

**Youni Yinda Thulgurrie**  
– (Thank You Everybody)

## CENTRAL INTAKE

Central Intake is a fundamental part of NWRH and continues to be the first point of contact for clients referred to NWRH for allied health, mental health and community aged and disability services. Central Intakes main purpose is referral and waitlist management for all geographical areas in which NWRH operates. As well as scheduling of initial appointments for all new clients and assisting our clinical team to ensure increased client time.

Since establishing Central intake in 2018 our referrals have increased by a staggering 245% with this year our highest to date with 9,252 referrals processed by the Central Intake Team. Out of the 9,252 referrals 47% were from the North West, 31% from the East Coast, 16% from the Central West and 6% from the Lower Gulf. Our Central Intake Team have converted 64% of the referrals processed into occasions of service.



**Some of the key discipline growth areas for the 2022-2023 financial year have been the following:**

- Dietetic referrals have increased by 53%, primarily owing to the commencement of the Northern Queensland Primary Health Network Allied Health contract in September 2022.
- With having a fully recruited exercise physiologist team across all locations, exercise physiology referrals have increased by 37% across the organisation.
- Increase of staffing in occupational therapy throughout the organisation and driving the Early Childhood Early Intervention program our occupational therapy referral has increased by 42%.

With numerous new contracts, an increase in referrals and our clinical team growing our aim in 2023-2024 is to continue the exceptional customer service and continuity of care for all our clients across the vast NWRH service catchment. As well as improving and implementing new processes for our waitlist management.



# ALLIED HEALTH SERVICES

The 2022-2023 financial year proved to be a productive year for the Allied Health Team. Our clinicians drove over 250,000kms, caught 286 flights and 20 ferry rides to deliver 23,500 occasions of service to people in the most rural and remote areas of Queensland. Across the North West, Central West and East Coast our teams experienced growth with additional positions for occupational therapy, exercise physiology, dietetics, diabetes education and podiatry. This has enabled our teams to deliver and provide more access to services into the 50 plus communities we visit.



Following the exceptional work and expansion of services offered from our Townsville and Mount Isa teams, a focus of the 2022-2023 financial year was ensuring quality clinical care to our clients. This was achieved through the implementation of a structured new graduate program. The focus of this program is to ensure new allied health staff receive the support required to master their profession across a varied caseload. Further to this, seniors from all disciplines were appointed across the three sites as an additional layer of clinical governance and support.

A unique and exciting opportunity arose whereby a joint funded model through CheckUP and Gidgee Healing allowed us to deploy current NWRH Allied Health Team based in Mount Isa and Townsville to service the Lower Gulf for a six-month period. This partnership demonstrated improved health outcomes, increased client satisfaction and reduced health disparities within the discrete Aboriginal communities serviced. This initiative highlights the importance of partnerships, community involvement and self-determination in culturally competent healthcare delivery.

## Services delivered by our Allied Health Team:

- Allied Health Assistant
- Continence Advice
- Dementia Advice
- Diabetes Education
- Dietetics
- Exercise Physiology
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology

The NWRH Allied Health Team continue to explore growth areas across Queensland to deliver wrap around services to those who need it most. The team have established a consistent presence and service under the Northern Queensland Primary Health Network funding, within the communities of Proserpine, Airlie Beach, Cannonvale, Hughenden, Richmond, Moranbah, Clermont and Dysart. This extends the NWRH's East Coast geographical service boundary by 400kms to the south (Bowen to Dysart) and 363km to the west (Charters Towers to Richmond).

Whilst there has been significant growth in geographical expansion, NWRH also increased allied health involvement to the Aged Care sector with growth seen in Commonwealth Home Support Programme, Transition Care Program and Home Care Package service delivery.



## CLIENT FEEDBACK:

*"They helped me gain my independence back, were understanding, empathetic and accommodative of my small home environment and physical constraints".*

*"They helped me with my new mobility scooter which allows me to still access community and social events. I wouldn't still be here without it".*

*"I have been a client since 2019 and cannot put into words how impressed I am, every clinician I have dealt with has been absolutely amazing."*

*"I am very grateful for the time they spent with me. I now have a so much better understanding of Diabetes and its consequences. Our community has benefitted in a big way by having them here. So a HUGE thank you to all your wonderful team".*



## MENTAL HEALTH AND WELLBEING

The 2022-2023 financial year was a great year for the Mental Health and Wellbeing Team with many successes and achievements. We successfully delivered on our contracts providing high quality mental health and wellbeing services to vulnerable people and communities in need. The Mental Health and Wellbeing Team delivered 16,044 occasions of service to 1,797 individuals across the Lower Gulf, North West and East Coast representing a more than 10% increase in service volume compared to the previous year.

The 2022-2023 financial year saw significant growth in our portfolio with the expansion of our partnership with Wellways Carer Gateway Services including a Pilot Project. The project's primary aims were to increase understanding of carer needs in remote areas, assess the Carer Gateway program's suitability and identify innovative solutions for meeting carers needs. The objectives included evaluating the barriers to accessing support services, increasing awareness of Carer Gateway services and developing partnerships with stakeholders. The selected communities – Hughenden, Richmond, Croydon, Georgetown, Blackall and Tambo – represent diverse regions with varying population sizes and demographics, providing insights into the unique challenges faced by carers in different contexts.

The Pilot Project culminated in a report to Wellways and the Department of Social

Services with recommendations on how to increase awareness, improve accessibility and deliver more services to more carers. The extension of existing Carer Gateway Services (carer supports include individual counselling, group peer support and carer coaching) will see an increase in our team providing service to more people and communities.

We have a vast and diverse mental health and wellbeing portfolio across a huge geographical footprint. The team provided vital mental health and wellbeing supports to all age groups and diverse communities through counselling and psychological therapies, alcohol and other drugs interventions, social and emotional wellbeing programs, intervention and prevention for children and their families, as well as practical support with housing, finance, education and activities of daily living.

Delivery of

# 16,044

Occasions of Service to



Often our clinical programs take the spotlight when recognising our achievements. We would like to take the opportunity to highlight and recognise the huge importance and great work of our wellbeing programs. The work our Wellbeing Team does is nothing short of amazing – supporting our communities on the ground, in often complex and challenging environments and making a real and tangible difference to people's lives. This often includes small things, that many of us may take for granted, such as supporting our people with transport, helping with groceries or other daily tasks, or just being a person to sit with and yarn. Much of the progress we see in people accessing our services is a direct result of the wellbeing team improving the quality of life of individuals, families and communities. Thank you very much for your dedication, passion and commitment to our people and communities.

## headspace SERVICES

Close to 12 months ago headspace Services in Mackay, Sarina and Whitsundays transitioned to NWRH as the new lead agency. It has been a great year getting to know the headspace Team and integrating headspace services and staff into our business. Our focus was to provide stability and continuity for staff and young people alike following a period of significant changes for the headspace Team before, during and after the transition.

In 2022-2023, the headspace Team provided support to over 684 young people across Mackay, Sarina and Whitsundays. The team had many achievements over the last 12 months, including successfully reinvigorating the headspace Consortium and re-establishing the Mackay Youth Reference Group, which play a significant role in our headspace services. Further, the Early Career Program commenced, which supports graduates to develop and broaden their knowledge and skills early on in their career and contributes to workforce capacity building within our sector.

The Individual Placement Support Program (IPS) provides mental health vocational and educational support to young people. Program fidelity is a major component of IPS and the headspace Team underwent a fidelity review with exceptional results:



*"It is evident that the team at headspace Mackay is highly dedicated to the IPS program and works collaboratively to achieve positive outcomes for the young people who participate. Their ongoing commitment to providing evidence-based employment support services to young people is commendable and the reviewer would like to acknowledge and commend headspace Mackay for their efforts in this regard. The feedback provided by the young people interviewed clearly demonstrates the positive impact of the individualised support provided by the vocational specialists in their lives. All young people expressed a unanimous willingness to recommend the IPS program to other young people, some expressing that they already had."*

*The young people engaged in the IPS program highlighted that the vocational specialists provided individualised support by listening and helping them based on their passions, interests and specific needs. The young people felt very comfortable and supported throughout their time in the program due to the tailored support they received from the specialists. This feedback reinforces the importance of providing personalised support to young people in order to help them achieve their vocational goals. Overall, the positive impact of the IPS program on the lives of those who participated is evident from the feedback received from the young people."*

# COMMUNITY PROGRAMS

During 2022-2023 our Community Services Team continued to provide a high level of support across the North West and Central West regions. This included provision of services and supports across Mount Isa, Camooweal, Cloncurry, Hughenden, Prairie, Dajarra, Boulia, Birdsville, Normanton, Karumba, Doomadgee, Burketown and Mornington Island. Our team of locally employed staff including care managers, community care drivers, care support workers and group coordinators work to enable our clients living with a disability or chronic illness and aged care clients to continue to meet their goals.

This year Community Services provided over 63,600 occasions of service to these clients. This includes an increase from 2021-2022 to more than 30,700 meals delivered across the Lower Gulf, Central West and Mount Isa regions. There has been notable growth in our community transport delivery with 11,500 individual trips to support clients to have better access and engagement to their communities. With an increasing complexity, Community Services have experienced higher demands from aged clients for essential services such as personal care and individual social support. This has included 2,080 hours of personal care (46% increase) and 6,215 hours of individual social support (40% increase) throughout the year.

Community Services continues to support clients with a disability, chronic illness, or those needing support due to their remote location through programs including NDIS, Queensland Community Support

Scheme (QCSS) and Community Transport. Community Services provided over 1,950 hours of in-home and community connection supports through QCSS and 1,180 hours of NDIS Core Supports.

A key success in 2023 has been in the expansion of services in Cloncurry resulting in the employment of two additional locally based staff in Cloncurry. The expansion has enabled an increase in service provision to community members such as domestic assistance, personal care, social support and transport, with a vehicle also now based in Cloncurry. This growth has delivered a wider choice and access to community services to support clients in the region to continue to live independently in their own homes whilst remaining connected to their family, friends and community.

The Community Services Team has had success in the growth of Home Care

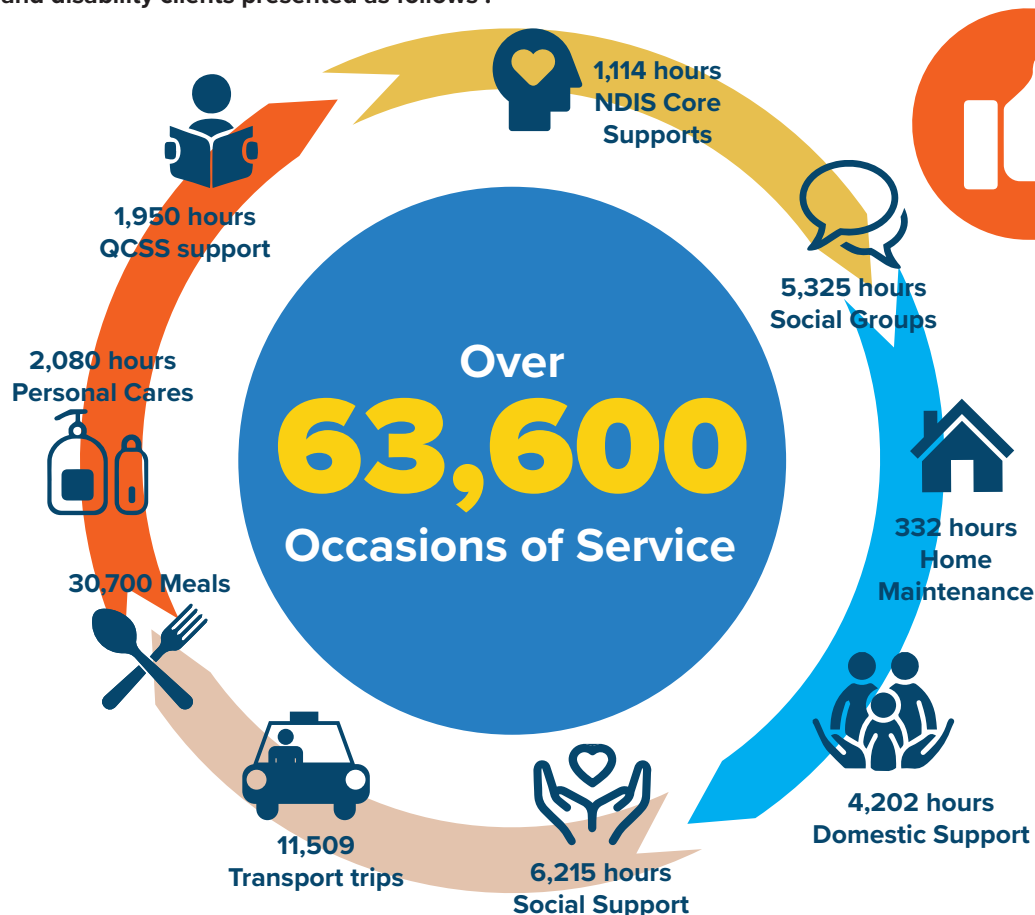
Packages across the North West region as NWRH continues to provide a consistent and quality service. The Community Services Team have worked tirelessly to continuously improve and refine aspects related to care planning and assessment, budget information, billing processes and service and support delivery options for Home Care Package recipients. This has resulted in an increasing the number of packages held by NWRH and an increased output of services across the region to recipients.

A key focus for Community Services has been on provider governance relating to Aged Care Reform. Community Services have continued to show commitment to meeting legislative changes through education, training and development of our sector to provide the best possible services that are accountable and responsive to our community.

NWRH plays a pivotal role in providing community support in our remote and very remote locations. We ensure our clients have the opportunity to age and live in the place they call home, retaining connections

to culture and country, their families and the other communities. We encourage clients to pursue their goals, aspirations and work to develop their capacity and independence to engage in their communities.

**During 2022-2023 NWRH provided 63,600 occasions of service to community, aged and disability clients presented as follows :**



## CLIENT FEEDBACK:

*"My family and I live interstate, it gives us great comfort to know that the NWRH team are providing quality care to our parents. We are sincerely grateful for the hard work and quality of care you provide"*

*"Your Care Support Worker did a great job and was very personable, nothing was too much and she stayed to have a chat after her Domestic Assistance. It was really appreciated the care she gave."*

*"Your Care Support Worker is great. She always comes with a great attitude, does her work and always makes time for a quick chat. I feel valued as a client and always looks forward to the NWRH visits"*

*"Would like to thank NWRH for taking the time to put together such a wonderful presentation on basic phone technology for groups today. It was a wonderful useful group today and I now know how to add contacts into my phone. It was the best group that has been to so far, well done"*

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Throughout 2022-2023, the implementation of Environmental, Social and Governance (ESG) practices have played an important role in the success of NWRH. We recognise the significance of ESG responsibilities in building a sustainable and thriving healthcare system in regional, rural and remote areas of Queensland.

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NWRH has worked towards a paper free and eco-friendly practice following our Townsville Office move to our new premises in Aitkenvale one year ago. We no longer maintain paper records having moved to automated workflow practices and document storage online rather than in print. We have invested in technologies and are actively promoting environmental practices, fostering a culture of sustainability.

NWRH has continued our drive in addressing the healthcare needs of our communities. We have developed innovative programs to improve access to primary healthcare services for individuals residing in regional, rural and remote areas. We partner with local communities working to identify specific health concerns and tailoring our

services to ensure populations receive the care they need.

NWRH continues to ensure robust governance frameworks exist, ensuring transparency, accountability and ethical decision-making. By adhering to best practices and engaging in regular audits, NWRH has maintained a high standard of corporate governance and is committed to governance excellence that not only safeguards the organisation's reputation but has also increased stakeholder trust and confidence in the services NWRH provides.

Overall, NWRH's embedded ESG practices have supported our success as a not-for-profit primary healthcare provider. We balance our social and governance responsibilities effectively while also being mindful of the environment. We have made significant strides in improving healthcare outcomes in regional, rural and remote areas of Queensland. Through our determination and dedication, we continue to positively impact the health and wellbeing of individuals in the communities we work with.



## NWRH would like to acknowledge the following funders and stakeholders for their support and partnership:

- Aboriginal Community Controlled Health Services (ACCHS)
- Australian Government Department of Health and Aged Care
- Australian Government Department of Social Services
- Carpentaria Shire Council
- Central West Hospital and Health Service
- Diabetes Queensland
- General Practice Queensland Ltd Trading as CHECKUP
- Gidgee Healing
- headspace National
- Health Workforce Queensland
- Mackay Regional Council
- Doomadgee Aboriginal Shire Council
- Mornington Island Health Council
- Mornington Shire Council
- Mount Isa Medical Centre
- Murtupuni Centre for Rural and Remote Health (MCRRH)
- National Disability Insurance Agency (NDIA)
- National Indigenous Australians Agency (NIAA)
- National Rural Health Alliance
- Neami National
- North West Hospital and Health Service
- Northern Queensland Primary Health Network
- Queensland Government Department of Communities, Child Safety and Disability Services
- Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Queensland Police Service
- RHealth Limited
- Townsville Hospital and Health Service
- Wellways
- Western Queensland Primary Health Network



### **North West (Mount Isa)**

53 Enid Street  
Mount Isa QLD 4825  
Tel: 07 4744 7600

### **Central West (Longreach)**

19 Duck Street  
Longreach QLD 4730  
Tel: 07 4652 7100

### **Lower Gulf (Normanton)**

38 Dutton Street  
Normanton QLD 4890  
Tel: 07 4747 8800

### **Corporate Office (Townsville)**

261-263 Ross River Road,  
Aitkenvale QLD 4814  
Tel: 07 4781 9300

### **headspace Mackay**

2/123 Victoria Street  
Mackay QLD 4740  
Tel: 07 4898 2200

### **headspace Sarina**

1/71 Broad Street  
Sarina QLD 4737  
Tel: 07 4842 6750

### **headspace Whitsundays**

41 Main Street  
Proserpine QLD 4800  
Tel: 07 4842 6760

### **Cloncurry Health Precinct**

19-21 Scarr Street  
Cloncurry QLD 4824  
Tel: 07 4744 7600

### **Doomadgee Wellbeing Centre**

Lot 6, Gunnalunja Drive  
Doomadgee QLD 4830  
Tel: 07 4742 9400

### **Mornington Island Wellbeing Centre**

Tel: 07 4747 9700

### **North Queensland Work Well Conference**

24 March 2023  
The Ville, Townsville

Sponsored by  
**LexiMed**  
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WorkSa



# **NWRH**

**[www.nwrh.com.au](http://www.nwrh.com.au)**

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