

# Annual Report

**2024-2025**



# Welcome to our Annual Report



Phil Barwick Chair

## MESSAGE FROM OUR CHAIR

The North and West Remote Health (NWRH) Strategic Direction in the 2025 year continues to deliver ever improving service delivery and increasingly efficient services. The Executive team have been commendable for their high performance in reaching the high-quality achievements and data sets evident throughout this annual report.

Under our well-seasoned Chief Executive Officer, John Cain, the Executive team including Rahni Cotterill, Phil Ihme, Trina Matthews and Matthew Trende have been engaged in a big way in bringing a number of complex projects to fruition including such things as a new headspace facility in Mackay, an uptake of services in Cairns, and a new broad reaching IT and data platform now in use across the organisation.

NWRH continues to expand our allied health delivery, mental health initiatives, and services, and we recognise the ongoing support to our brand from general practices and their networks, the North Queensland Primary Health Network and Western Queensland Primary Health Network. We have enjoyed working with fabulous support from the Hospital and Health Services in the Northwest, North Queensland, and Central West as the most important links for improving the health of our communities. On behalf of the Board, I sincerely thank all these very valuable health organisations for their continued support in assisting us to ensure our services reach an extensive number of communities and residents who most need them.

You will read in our annual report how extensively we continue to work with communities and residents to provide access to the health system and gain full benefit of our regional and remote primary health care framework. We are working in quality partnership with primary health care organisations in the North, Northwest and Western Queensland regions to strengthen the access for residents to the immediate health services they need.

Our broad professional group of staff from our Allied Health and Mental Health teams to our in-home care teams and our hard-working administrative staff and Central Intake team deserve great recognition for the high levels of outcomes we are witnessing.

Our management, quality staff, and HR staff are instrumental in ensuring NWRH is a great place to work. In testimony to this NWRH have been recognised again as a leading employer of choice as finalists of a nationally recognised award. On behalf of the Board, I pass on our compliments to all those staff members involved in these achievements.

We acknowledge again this year the Primary Health Networks, Federal Department of Health, the National Disability Insurance Agency and the National Indigenous Australians Agency as well as the many other mental health, allied health, Indigenous health organisations we work so closely with for their ongoing support. Across the spectrum of our service delivery NWRH has many other primary health organisations and funding bodies to thank that assist our operations and provide much motivation to work on the health needs of the communities we service.

Our Board of Directors with their broad expertise have steered the organisation professionally again throughout this year and have displayed the diligence and thoroughness to ensure NWRH remain a solid and strategically focussed primary health care organisation that benefits a very high numbers of Queensland residents in the rural remote, and regional areas. Importantly, I want to make mention here of our highly skilled chairs of our Board Committees; Director Kylie Doyle (Audit and Risk), Director Mike Reynolds and Director Eddie Fewings (Cultural Competency and Stakeholder Engagement), and Sandra Glaister (Clinical Governance) for shaping NWRH with great precision and continuing to ensure that we remain a very safe organisation for our residents, our communities, our staff, and our funding bodies. We would also like to welcome two new Directors to NWRH who commenced with us in July 2025. Dr Ross Hetherington and Mr George Fox; both Directors bring a wealth of primary health care and industry experience to the NWRH Board. Welcome Directors and we look forward to working with you over the next reporting period.

With great pleasure I present the 2024-2025 annual report, and I once again make mention that we are in our 30th year of operation, servicing the health needs of residents and communities across the North, North West and Western Queensland regions.



John Cain CEO

## MESSAGE FROM OUR CEO

I would like to thank our staff, funders and stakeholders for a fantastic year and another milestone for NWRH as we continue to increase our service offerings and service access in regional, rural and remote Queensland. Throughout 2024-2025 some of the key highlights and successes include:

- Finalising the relocation of Mackay headspace to its new location in the Canelands Shopping Centre and seeing the overwhelming community engagement and participation in support of the relocation's completion. We had the honour of an official opening with the Northern Queensland Primary Health Network, CEO of headspace National and a wonderful presentation by the headspace youth reference group who facilitated the official opening activities.
- We worked towards and completed the establishment of two new service locations; Cairns and Mackay; under the NQPHN MyndKind program, working closely with the respective communities to build our service delivery platform throughout the year. The two new service locations will enhance the coordination of our respective teams' activities and community engagement. This was an amazing feat and a very proud moment for NWRH.
- Our Allied Health and Community Services teams continue to lead and strengthen their operations whilst working closely with all the communities where we deliver services. There has been a tremendous amount of work in navigating not only the challenges of resourcing in remote locations but also severe weather events and Government Policy changes in Aged Care and moving towards the Support at Home Program commencement on 1 November 2025. Our Allied Health and Community Services teams have continued to grow their activities in the north regions of Queensland and have done an amazing job in navigating these challenges throughout the year.
- Our Allied Health team has been working closely with our partners and stakeholders to strengthen community services in the future. The Value Based Health Care and Healthy Outback Communities (HOC) framework has been facilitated and progressed in our Central West communities throughout the year.

- The last of our 30-year celebrations was completed; held this time in Townsville rounding out our third milestone in the delivery of primary health care in regional, rural and remote Queensland. We were extremely grateful for the support of our communities, our staff, funders and stakeholders and thank them sincerely for their support.
- Our third reconciliation action plan; Stretch RAP was endorsed by Reconciliation Australia in June 2025. The endorsement of the Stretch RAP sets our next three years of reconciliation activities whilst also recognising the successful completion of our previous two RAPs; Reflect and Innovate. We congratulate the NWRH team in working with Reconciliation Australia, the development for the Stretch RAP and continuing our Reconciliation journey.

These examples are credited to our staff achievements throughout the year and the continued investment by our funders and investors in the quality and consistency of our NWRH work. As highlighted in last year's annual report and reaffirmed this year, without NWRH and our staff's dedication along with the support of our funders and investors, it would be fair to say that access to health services and health outcomes for our communities would be lessened in the regions we serve, if our services were no longer provided. Being present and accountable in community continues and will continue to underpin our work.

Finally, and acknowledging our Chairs report, all the work we do would not be possible without the dedication and support of our staff, our senior team and our directors. Our NWRH team continue to strive towards excellence in service and service delivery whilst growing in experience in a challenging resource sector and excel through progressive yet sustainable growth. The NWRH team are recognised for their work at a national level as finalists in 2024, in the category of employer of the year and are acknowledged for their continued focus on quality and commitment to Reconciliation. A big thank you to all our staff across our regions for once again another great year. I once again share with you this annual report and hope you enjoy reading and reflecting on yet another incredible year for NWRH.



# Meet Our Directors

NWRH is overseen by a Board of seven highly qualified non - executive directors who have experience in all aspects of corporate governance and health. 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**  
GDipMan, GCertIE, GAICD.  
NWRH Chair.



**Hon. Mike Reynolds**  
CBE, AM, BSW, MAICD.  
NWRH Director.  
Co-Chair Cultural Competency and Stakeholder Engagement Committee.  
Member of the Audit and Risk Committee.



**Sandra Glaister**  
RN, MBA - Master Dispute Resolution, BEd (Nursing), GCert Research Methods, GCert Rural Leadership, Cert Clinical Teaching, Cert IV Training and Assessment, JP (Qual), GAICD.  
NWRH Director.  
Chair of the Clinical Governance Committee.



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



**Annie Clarke** MAICD.  
NWRH Deputy Chair.  
Member of Audit and Risk Committee.  
Member of Cultural Competency and Stakeholder Engagement Committee.



**Kylie Doyle**  
BCom, FCPA, GAICD.  
NWRH Director.  
Chair of the Audit and Risk Committee.  
Member Cultural Competency and Stakeholder Engagement Committee.



**Emeritus Professor Robert Stable**  
AM, MBBS (Qld), D Univ (QUT), MHP (NSW), FRACGP, FAICD, FACHSM.  
NWRH Director.  
Member of the Clinical Governance Committee.



# NWRH PRINCIPLES

1

People own their own health.

2

Communities control their own health services.

3

Staff are employed locally and assisted to build their skills and capabilities.

4

Flexibility and responsiveness are possible because staff live where they work.

5

We have firm connections with communities based on ongoing relationships and genuine understanding of needs and cultural sensitivities.

## NWRH ROLE



We deliver comprehensive, high quality and cost-effective packages of primary health care and support that enables healthy living in remote, rural and regional areas of Australia.



## NWRH VALUES

R



### RESPECT

We respect people, cultures, communities, and the contributions each person makes.

E



### EMPATHY

We listen deeply, respond compassionately, and walk alongside our clients and colleagues.

A



### ACCOUNTABILITY

We own our actions, deliver on our commitments, and foster trust.

C



### CONNECTION

We build authentic relationships that support teamwork, cultural safety, and local partnerships.

H



### HEALTH

We promote wellbeing-physical, mental, and cultural - for clients and each other

## NWRH PURPOSE



Healthier people in remote, rural and regional communities.



# About Us

Operational since 1993, NWRH delivers community based and outreach mental health, wellbeing, allied health, aged care, carer support and disability services. Our diverse team of health care professionals provide services to over 50 communities across 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'.



Operational since  
**1993**





# Our Commitment to Quality, Safety and Risk

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

**At NWRH we have 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 2024-2025 financial year, NWRH focused on the following:**

- Practices and processes to align with recommendations from the Aged Care Reform.
- Completing a recertification audit against ISO 9001:2015 (Quality Management System) Standards – NWRH are in our fourth cycle of accreditation against these standards.
- Monitoring ongoing compliance against the NDIS Practice Standards as a NDIS Registered Provider – preparing for our next audit in 2026.
- Progressing with compliance against the headspace Model Integrity Framework for our headspace Centres.





# Human Resources: Investing in Our People

At NWRH, our people are our purpose.



## Strategic Direction for Workforce Retention

In 2024, NWRH formalised our approach through the development of a comprehensive Workforce Retention Strategy. Prior to this, while many initiatives, activities, and processes supported staff retention, there was no single document to align these efforts. The Strategy now includes a clear framework for visibility, alignment, and accountability across all teams and services.

## A Whole-of-Organisation Approach

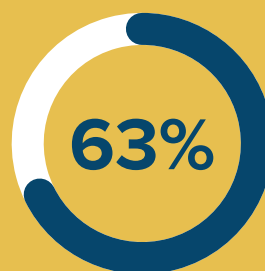
Our success in retention has been built on strong cross-functional collaboration. The Human Resources team works closely with Executive Managers, Team Leaders and frontline staff to implement sustainable supports tailored to the needs of rural and remote workforces.

Key initiatives included:

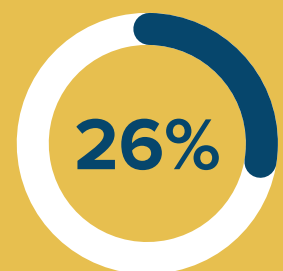
- Refining recruitment practices to prioritise person-environment-team fit.
- Reimagining onboarding to emphasise values, expectations, and team culture, in addition to compliance and operational readiness.
- Embedding monthly one-on-one check-ins to support ongoing feedback and connection.
- Conducting regular engagement surveys, with results translated into meaningful action at both local and organisational levels.

“

*Over the past five years, NWRH has transformed its approach to workforce retention. In December 2020, turnover sat at 63%, as of June 2025, it stands at 26%. This progress reflects the organisation's strategic and sustained investment in people, culture, and leadership driven through collaborative, organisation-wide commitment.*



2020



2025

Workforce retention  
turnover

***“At NWRH, leadership starts with belonging. Where people feel safe, valued, and supported to grow together”***

### Leadership Development

In 2024-2025, NWRH launched an internal leadership development program based on the NWRH Leadership Competency Framework. Recognising the value of contextually relevant learning, the program is delivered by members of the Senior Management team, with each leader presenting on a key competency area.

These sessions continue throughout the year and have been highly valued by participants, who report the content is engaging, practical, and aligned with their everyday leadership challenges. The program is also strengthening internal networks and reinforcing a shared understanding of what effective leadership looks like at NWRH.

### Building a Culture of Belonging

Central to all workforce initiatives has been the creation of a culture where people feel safe, connected, and valued. This includes:

- Promoting open communication through regular check-ins, all-staff meetings, anonymous feedback channels, and cultural events.
- Embedding psychological safety, diversity, and respect into day-to-day team practices.
- Reinforcing values-driven behaviours through policy and leadership actions.



“

*Staff consistently report feeling heard, supported, and proud to be part of something meaningful. This sense of belonging is one of NWRH's greatest strengths - and a key reason our people choose to stay.*



# Cultural Competency and Community Relations

Respect. Understanding. Partnership



*When seasons change, timing also changes and with time, new purpose is created. NWRH maintains the ability to adapt to change which now sees the creation of a new journey for reconciliation. Within this reporting period NWRH has taken steps to incorporate the new Stretch Reconciliation Action Plan (RAP)*



## Supporting the Garbutt Magpies

This year NWRH supported Townsville based Garbutt Magpies Sporting and Cultural Association, who in addition to their many community-based activities held their tenth annual Garbutt Magpies Cup celebrating the National Aboriginal and Torres Strait Islander Children's Day. **'Strong in Culture, Stronger Together'**.

This event targets both public and catholic school children from year five to six from across North Queensland. As part of the event Aboriginal and Torres Strait Islander Elders additionally visit registered schools to deliver key messages to children regarding respect, resilience, reconciliation and working in collaboration to set personal goals.



## NAIDOC Week Activities

During the year NWRH worked towards supporting, highlighting and participating in NAIDOC events across our service footprint, this year's theme **'Keep the Fire Burning! Blak, Loud and Proud'**. NWRH Manager Cultural and Community Relations attended Bowen and Ayr NAIDOC events as a special guest. Team members around the region proudly participated in and supported a host of local NAIDOC activities and marches.



## NWRH Reconciliation Journey

2024-2025 marked a significant step in our cultural competency journey having completed milestones and actions mapped out in the Innovate RAP. The NWRH Stretch RAP was endorsed and launched in June 2025 and highlights the dedication and commitment by the NWRH Board, Cultural and Community Stakeholder Engagement Committee and staff to work in collaboration and develop partnerships with Aboriginal and Torres Strait Islander peoples, communities and organisations to progress towards a place of mutually respect and celebration of our longest living cultures.

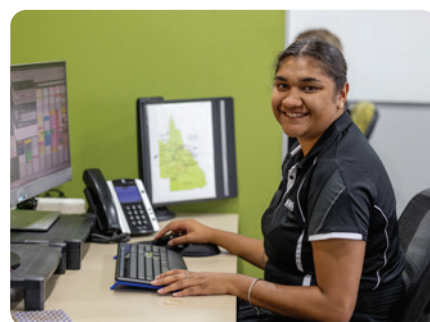
The NWRH Stretch RAP presents new objectives, goals and actions and enhances foundations that have been established from the former Reflect and Innovate RAP's. The next three years will separate NWRH as a progressive organisation on the reconciliation pathway whilst also supporting other organisations who are at the early stages of their respective journey.



*Strong communities are built on understanding, respect, and genuine relationships  
- values at the heart of everything we do at NWRH*

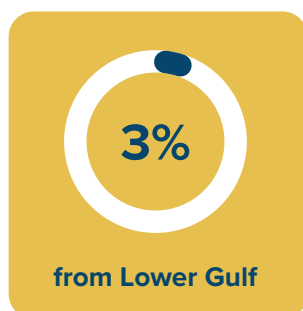
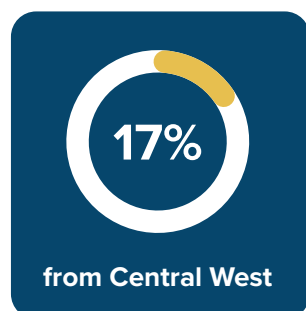
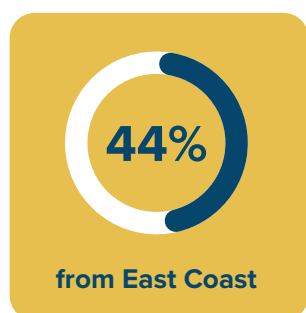
# Central Intake

The Central Intake department plays a critical role in ensuring timely and coordinated access to services across our organisation. Responsible for managing referrals and waitlists, the department continues to serve as the central hub for streamlining access to care, improving patient flow, and enhancing communication between referring providers and service delivery teams.



This year was a transformative one, marked most notably by the rollout of our new Electronic Medical Record (EMR) system. This milestone has enhanced our ability to manage referrals and waitlists with greater efficiency, accuracy, and transparency.

Over the 2024-2025 financial year, the **Central Intake team processed a total of 8,320 referrals**, with regional distribution as follows Infograph:



A significant area of growth during this period was in the Mental Health and Wellbeing portfolios. With the launch of the Mynd Kind program in July 2024, service delivery was expanded from Cairns to Mackay region and west out to Richmond. As a result, clinical care coordination referral increased by 221% and Psychological Therapy referrals increased by 25%. In the Lower Gulf and North West regions, Wellbeing referrals increased by 165%, reflecting the growing demand in mental health services.

Additional growth observed saw Allied Health Assistant (AHA) referrals increased by 90%, attributed to the onboarding of two new AHA's. Referrals to Diabetes Education also increased by 77%, supporting improved access to chronic disease management services across the region.

The Central Intake team navigated several challenges this year, including the temporary slowdown in workflow during the adjustment period following EMR implementation and the ongoing need to manage increasing referral volumes with limited staffing resources. Despite these challenges the Central Intake team identified key opportunities for improvement, that included continuing to optimise workflow to reduce bottlenecks and improve client access, and exploring automated communication features to provide efficient referral status updates.

As we head into 2025-2026, the Central Intake team will continue to focus on improving access, efficiency, and collaboration. Building on the successful implementation of the EMR system, the team will further streamline workflows, enhance communication, and support timely referrals across the regions.



# Mental Health, Wellbeing and Carer Gateway Services

## MENTAL HEALTH

Throughout 2024-2025 the Mental Health portfolio made the significant decision to re-structure to allow for projected growth and expansion of the team. This decision supported a successful tender application to deliver a suite of mental health services across Cairns, Townsville and Mackay funded through the Northern Queensland Primary Health Network (NQPHN) MyndKind program. This expansion required two new office locations, which were opened in Cairns in August 2024 and Mackay in early 2025. It also saw the recruitment of over 25 new mental health professionals to the newly created roles and by June 2025, all vacancies were filled. NWRH has built a strong team of dedicated mental health professionals who are committed to our philosophy of care and strive to provide compassionate care with real and meaningful outcomes.

The NWRH Mental Health portfolio now works alongside the Wellbeing and Carer Gateway portfolios and this new structure has supported the creation of new positions and career pathways for staff within NWRH. The opportunities for growth and career development have supported higher retention rates within the organisation.

Throughout the year the team provided 9,779 vital mental health services to 1,389 people of all age groups. These services were provided through counselling and psychological therapies, mental health nursing, alcohol and other drugs interventions. Staff worked within a diverse range of communities delivering services via clinics, in home and community as well as within residential aged care homes.

“

*A highlight for the year was a Professional Development and Team Training Day where over 30 mental health staff met in Townsville to learn, collaborate, and plan for the coming year ahead.*

### Throughout The Year



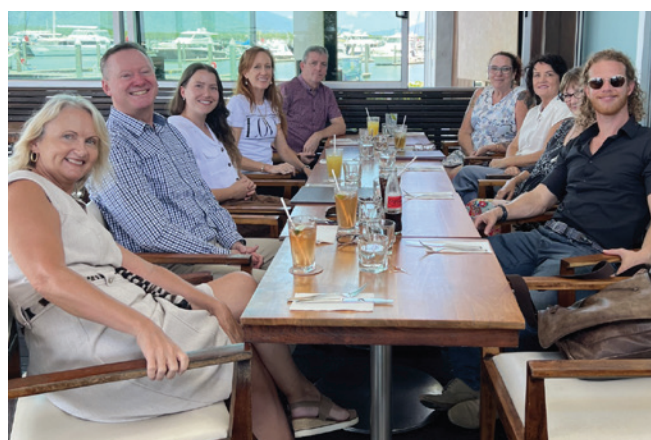
**9,779**

vital mental  
health services



**1,389**

vital mental  
health services

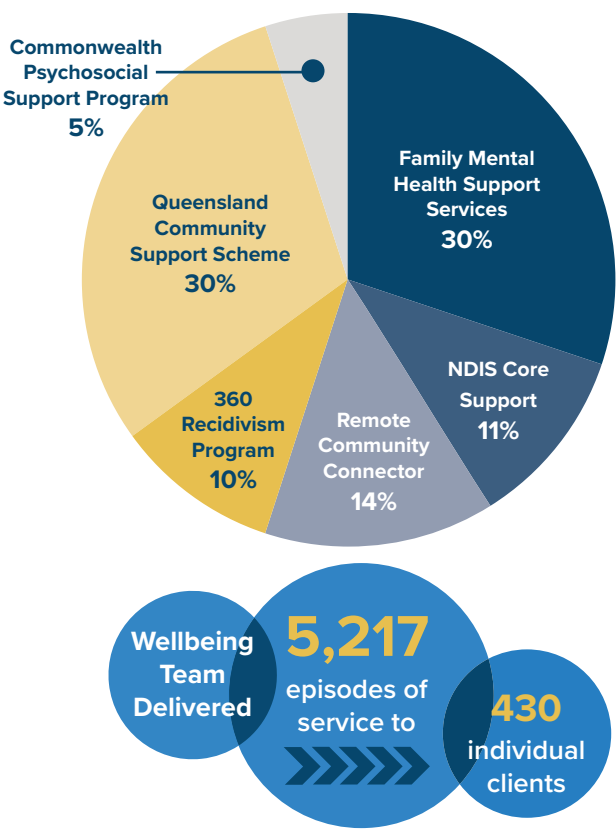




# Mental Health, Wellbeing and Carer Gateway Services (CONTINUED)

## WELLBEING

### 2024-2025 Wellbeing Program Service Delivery Snapshot



Over the past year, the Wellbeing team delivered 5,217 episodes of service to 430 individual clients. While these numbers reflect our reach, the true impact of our work extends far beyond statistics, including outreach, group programs, cultural initiatives, community engagement, and advocacy that strengthen wellbeing across the region.

The Wellbeing team comprises of dedicated, skilled community-based staff and outreach clinicians who work with integrity, cultural humility, and compassion. Their flexibility and responsiveness enable them to adapt programs to local needs, ensuring culturally respectful and effective support.

Our local and outreach service models ensure consistent access across Mount Isa, Camooweal, Dajarra, Cloncurry, Doomadgee, Normanton, Karumba, Mornington Island, and surrounding communities.

The Wellbeing team strengthened community connections through culturally safe events such as Reconciliation Day, school Colour Runs, and family outings. These activities gave families, including those facing disability, experiencing isolation, or limited access to services, opportunities to play, belong, and feel supported. By fostering identity, cultural pride, and positive relationships, the team built trust with families and laid strong foundations for long-term wellbeing.

## Key Achievements

- Regular visits to correctional facilities across the service footprint have improved communication with correctional staff and enabled a stronger flow of information between the Cultural Wellbeing teams, resulting in more effective support and positive outcomes for clients. Recent face-to-face visits have been instrumental in building trust, strengthening relationships, and ensuring collaboration is both timely and culturally responsive.
- The team have actively showcased the 360 Project at various national, state, and local levels, highlighting the impact of holistic wellbeing programs and strengthening community awareness.
- Strong relationships with funders and persistent advocacy position the team to secure extended funding, enabling continued service delivery and expanded reach.

## CARER GATEWAY SERVICES

**For the past five years, NWRH has been a key consortia partner with Wellways, working to expand Carer Gateway Services into some of Queensland's most rural and remote communities. Together, we have ensured that carers who are often the hardest to reach are not left behind.**

This year, we built on that foundation by extending our reach even further across North-West and Central-West Queensland, bringing support to more carers than ever before. A key initiative this year was the pilot in the Torres Strait and Cape York, undertaken as a research project to better understand the realities and challenges faced by carers in these very remote communities. This work has provided invaluable insights into carer needs, unique circumstances, cultural considerations, and the barriers to accessing services, laying the groundwork for future tailored service delivery.

Service innovation continued to shape our delivery. Innovative service approaches increased flexibility and accessibility, allowing carers to engage with support in ways that better fit their personal, family, and community contexts.

A standout achievement throughout 2024-2025 has been the increased uptake of counselling services, with more carers engaging in this support than ever before. This reflects growing trust in Carer Gateway, reduced stigma around seeking help, and stronger local engagement. Alongside counselling, peer support groups and coaching sessions created safe and welcoming spaces for carers to share, learn, and build resilience together.

NWRH continues to expand Carer Gateway Services' impact, delivering flexible, culturally respectful, and community-based supports. Our focus remains on recognising, valuing and empowering carers in rural, remote and very remote Queensland.



*A standout achievement throughout 2024-2025 has been the increased uptake of counselling services, with more carers engaging in this support than ever before.*





# headspace SERVICES



This year, the Mackay headspace service relocated to Caneland Central. This transition has substantially increased community visibility and accessibility, resulting in a notable rise in referrals and greater awareness of the support available to young people. In response to the increasing demand for services, headspace is currently in the recruitment process for additional clinicians to support both the Mackay and Sarina teams.

The Whitsundays team commenced outreach programs to Collinsville and Bowen, which have been met with strong community engagement. These initiatives have enabled young people in smaller communities to access headspace counselling support locally, while also fostering valuable new relationships with schools and community networks in these regions. Throughout the year, the team maintained strong connections with Whitsunday communities and schools, ensuring ongoing collaboration and support for young people across the region.

In Sarina, headspace has continued to maintain a close relationship with the local high school and broader community. The school regularly supports young people by accompanying them to appointments, highlighting the strong partnership and shared commitment to improving youth mental health in the region. Building on this foundation, Sarina will also commence an outreach program in the new year, further expanding access to services for young people in surrounding communities.

Referrals have significantly increased this year, with headspace collectively receiving around 900 referrals across the service during this period, highlighting the strong and growing demand for mental health support. In Mackay, the high level of demand has resulted in a waitlist following initial intake appointments, as clinicians manage large caseloads. While the Whitsundays and Sarina services do not currently have waitlists, clinicians in these locations are also operating at full capacity.



“

*Referrals have significantly increased this year, with headspace collectively receiving around 900 referrals across the service during this period, highlighting the strong and growing demand for mental health support.*



The Youth and Community Engagement team has had a particularly active year, participating in numerous community events and establishing strong collaborations with a wide range of stakeholders, schools, and First Nation community organisations across Mackay, Sarina, and the Whitsundays. These efforts have strengthened community connections and enhanced our ability to deliver meaningful support to young people.

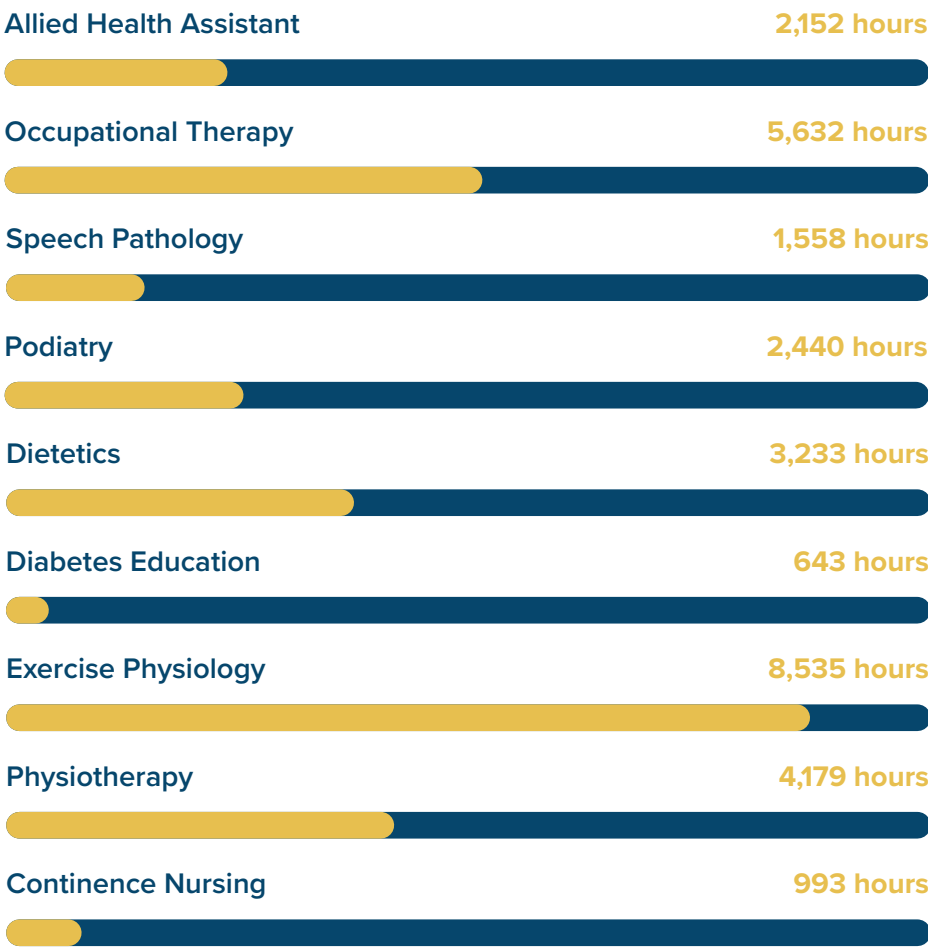
The IPS team has also experienced some changes this year, with one Vocational Specialist relocating back to Western Australia. Recruitment is currently underway to appoint a new team member who will work alongside the Senior Vocational Specialist. Despite this transition, the IPS team has delivered several positive outcomes, including multiple job starts and several clients successfully graduating from the program. The team also held a successful Work and Study Expo, inviting local businesses and training organisations to showcase their services and courses, providing valuable opportunities and pathways for young people. Additionally, team members attended the headspace National IPS Learning Forum in Melbourne, gaining practical tips and strategies to enhance their work with young people on the program. In addition, the recent Fidelity Review was a strong success, with the team receiving an exemplary rating in recognition of their commitment to delivering best practice vocational support.

The headspace team is excited for the year ahead and the opportunities it will bring. Over the next 12 months, the focus will remain on growth, strengthening community connections, and continuing to provide high-quality support to the young people of Mackay, Sarina and the Whitsundays.



# Allied Health

The 2024-2025 financial year proved to be a productive year for the Allied Health team. Our clinicians drove over 240,000kms, caught 65 flights and 8 ferry rides to deliver more than 30,000 occasions of service to 3,993 people in the most rural and remote areas of Queensland.



## SECTOR PERFORMANCE OCCASIONS OF SERVICE



Aged Care



Chronic Disease



NDIS



### Strengthening our Allied Health workforce during 2024-2025:

- Rural Immersion Placement Program-Allied Health (RIPPAH)-NWRH are a collaborative partner in RIPPAH which aims to immerse students into the community. During the financial year we hosted four student placements across dietetics and speech pathology.
- North West Allied Health Workforce Collaborative- NWRH continue to work with other key stakeholders to create sustainable allied health workforce solutions in North West Queensland.
- Outback Allied Health Forum: NWRH assisted in organising and hosting the Outback Allied Health Forum in Mount Isa in partnership with Murtupuni Centre for Rural and Remote Health (MCRRH) - James Cook University, North West Hospital and Health Service, and Gidgee Healing.
- NWRH Adventurous Start Graduate Transition Guide- Continued to host and embed through monthly interdisciplinary early career sessions.
- NWRH Allied Health Assistant Delegation Framework- Developed and implemented across our sites to embed our Allied Health Assistant workforce.
- 'Grow Your Own' strategy: NWRH continued to support locally-based Mount Isa high school graduates through an 'Allied Health Assistant' gap year prior to their commencement at University. This 'Grow Your Own' strategy is in its second year of implementation and is extending to Longreach.

### Growth areas for Allied Health in 2024-2025:

- Transition Care Program contract delivered inaugural services in Mount Isa supporting case management, allied health and domiciliary services.
- The Allied Health team delivered 462 CheckUP funded trips during the 2024-2025 financial year supporting access to clinical services in rural, remote, and very remote locations in Queensland.
- Continued growth in our private contract activities to provide quality Allied Health services to a range of Home Care Package and National Injury Insurance Scheme clients.
- Established a new contract for Hughenden and Richmond communities through a codesign process in the region in partnership with NQPHN.
- The Allied Health teams have worked to establish new models of care and service delivery across several communities including: establishing a podiatry assistant-led clinic to support access to foot care in Home Hill, pregnancy pilates classes in Longreach, telehealth-led group classes for Jundah, and hydrotherapy classes in Bedourie.
- NWRH have established a 'Wellness Wednesday' segment on ABC North West Queensland where our Allied Health team present each week on radio to support health promotion and literacy to the local community listeners.



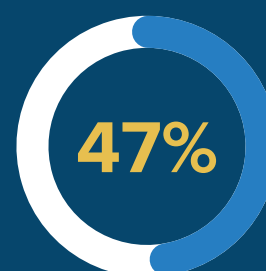
## OCCASIONS OF SERVICE PER LOCATION



Central West



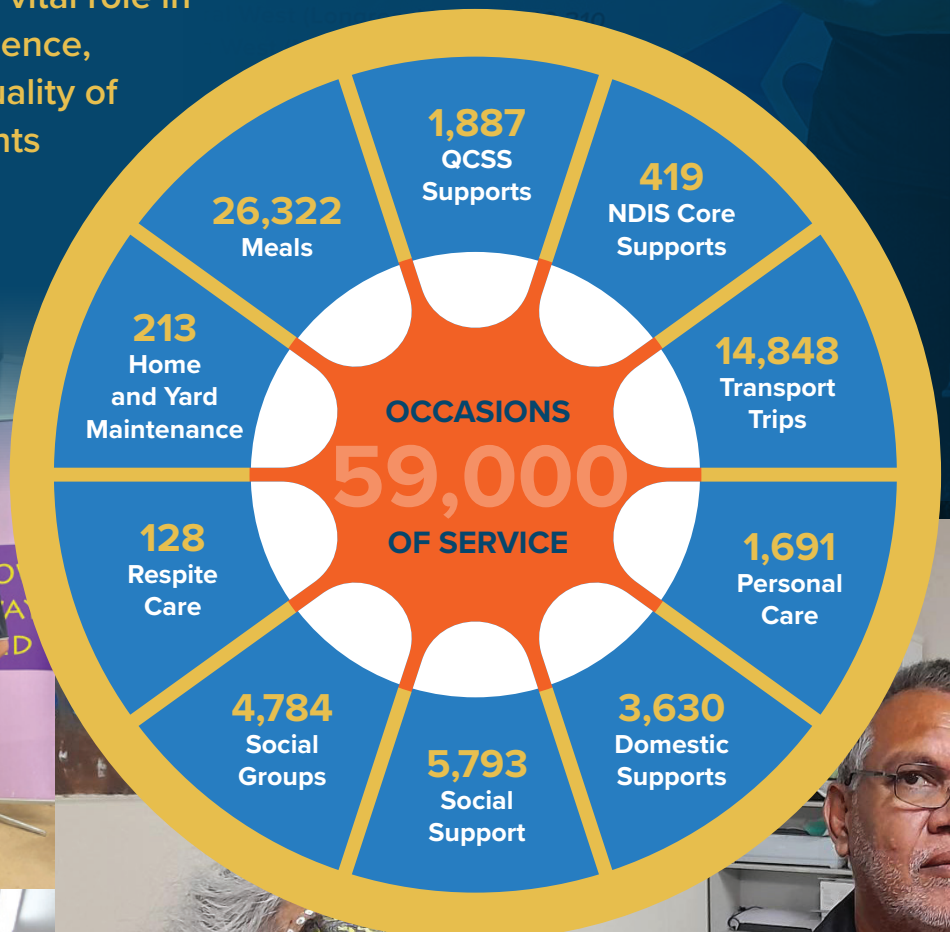
North West



East Coast

# Community Services

Throughout the 2024–2025 financial year, Community Services has continued to deliver a high level of support across the North West and Central West regions. Our dedicated staff provided more than **59,000 occasions of service**, ensuring clients received timely, person-centred care tailored to their individual needs. This has played a vital role in supporting the independence, wellbeing, and overall quality of life of our aged care clients and those living with a disability.





# 419

## Hours of NDIS Supports

During 2024–2025, the Community Services team delivered care and support to clients across a range of funding models.

# 44,599

## Occasions of Services

through the Commonwealth Home Support Program (CHSP)

# 11,664

## Occasions of Services

under Home Care Packages

# 1,603

## Community Transport Trips

# 45

## Transition Care Program

fee-for-service occasions

Over the past year, Community Services has continued to benefit from a stable and skilled workforce. The team is made up of two community drivers, three support staff, two care partners, nine care support workers, one groups coordinator, and three management staff, all working together to deliver quality, person-centred support across the region. Staff development has remained a strong focus, with team members encouraged and supported to complete diploma and certificate qualifications. Ongoing training has also been provided to ensure practice remains up to date and responsive to client needs. This investment in our people helps to strengthen service delivery, and ensure clients maintain independence.

The most significant area of growth throughout the year has been the continued focus on meeting the requirements of the upcoming Aged Care Reform. Key priorities have included preparing for the introduction of the new Aged Care Act, embedding the Strengthened Quality Standards into everyday practice,

# 1,887

## QLD Community Support Scheme

supports for direct care and community connections

and supporting the transition into the new Support at Home program. These reforms represent a major shift for the sector, and our commitment has been to not only meet compliance requirements but to embrace the opportunities for improvement they present.





“

#### CLIENT FEEDBACK:

*“I recently lost my husband of 60 years. I am so thankful for the Care Support Workers who visit weekly to take me shopping. It gets me through my hardest days”*

*“I attended NWRH office yesterday quite upset, and the support staff were absolutely lovely. They found me the right person to help me and connected me to them. I am so grateful for the kindness, care and attention shown by them yesterday.”*

*“I would commend all staff that come to my house to complete services. Everyone is so lovely, kind and do a wonderful job”*

”



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

---

- ABC North West Queensland
- Aboriginal Community Controlled Health Services
- Australian Government Department of Health, Disability and Ageing
- 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 Shire Council
- Mount Isa Medical Centre
- Murtupuni Centre for Rural and Remote Health
- National Disability Insurance Agency
- National Indigenous Australians Agency
- National Injury Insurance Scheme Queensland
- National Rural Health Alliance
- Neami National
- Ngarnal Aboriginal Community Controlled Health Service
- 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 Health (Rural Immersion Placement Program - Allied Health)
- Queensland Police Service
- RHealth Limited
- selectability Limited
- Townsville Hospital and Health Service
- Wellways
- Western Queensland Primary Health Network

## Contact Us



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

**Free call:** 1800 799 244

NDIS Provider: 4050002324

### **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**

2514-2516 Canelands Central  
Mangrove Road  
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**

17 Mission Road  
Mornington Island QLD 4871  
Tel: 07 4747 9700

### **Cairns Mental Health and Wellbeing Centre**

1/214 Musgrave Road  
Westcourt QLD 4870  
Tel: 07 4781 9300

### **Mackay Mental Health and Wellbeing Centre**

110 Sydney Street  
Mackay QLD 4740  
Tel: 07 4781 9300