

From the Chair and Chief Executive

From the Board Chair

We've been reminded again this year of the crucial role public health services play in caring for the most vulnerable members of our community, especially in the shadow of a pandemic.

The first significant local outbreak, known as the Omicron surge, occurred over the Christmas period. The reach of Gold Coast Health extended well beyond our regular health services to incorporate management of a range of new facilities, such as testing centres, mass vaccination sites, pop-up clinics, Emergency Department COVID-19 tents, quarantine hotels and more.

Our staff remained flexible and agile, both on the frontline and behind the scenes, working in a rapidly changing environment to keep our community informed and safe.

As my fellow Board members and I travel around Gold Coast Health's facilities, we are continually reminded of the many stresses our staff face daily. We want to express our genuine appreciation for all our staff who truly make a difference.

It is interesting to note that on average, more than 1000 people join the health service every year, and in the past 12 months, that number has climbed to 1800. While it is a challenge to maintain a strong culture at any time, the continuous growth we have experienced over five or six years is quite unusual. There is a sense of vibrancy and optimism about the service, in part because so many of our new staff are young, energetic and so passionate about their work.

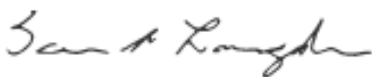
Another aspect that makes Gold Coast Health a truly great place to work is the many opportunities for professional development and training. It is inspiring to reflect upon the expanded leadership programs and career advancement opportunities available to all professional streams this year. More than 450 staff obtained permanent higher roles and a further 129 obtained temporary higher duty roles.

Health equity remains at the forefront, and throughout this year, I've been struck by the progress made across the health service. From our voluntary employee networks created to encourage inclusion among diverse groups to our inaugural First Nations Health Equity strategy; these activities create a strong foundation on which to build in coming years.

Finally, in a nod to innovation and the inevitable impact of COVID-19, the increased telehealth services this year has been a positive outcome from the pandemic. It has provided those who may not otherwise have received care the opportunity to be reviewed and treated using video technology and other tools. The example of remote cardiac monitoring featured in this report is further testament to the health advances being made available through digital advancement.

Thank you to my fellow Board members, in particular my Deputy Chair Professor Judy Searle, and Chief Executive Ron Calvert and his Executive team for their dedication and leadership during these troubling times.

Ian Langdon



Board Chair, Gold Coast Health

From the Chief Executive

This year, we've rightly had a strong focus on supporting our staff as the COVID-19 pandemic has again dominated public health. We've consistently encouraged our workforce to look after themselves and their colleagues, and we honour our staff who have again gone above and beyond in the course of their work. Our Gold Coast Health philosophy of *Always Care* has never shone brighter.

Whether it was managing the changes brought about by new public health directives or the opening of another vaccination clinic, our staff seized the opportunity to turn a challenge into action. In amongst the clinical and operational demands exacerbated by COVID-19, Team Gold Coast Health successfully navigated a rigorous accreditation process, hosting surveyors both online and in person. Accreditation requires our organisation to be externally assessed to determine whether we've implemented all the requirements of the National Safety and Quality Health Service (NSQHS) Standards. The organisation also progressed a workforce reform program, designed to better position us for the future. Despite various lockdowns and the introduction of mandatory vaccines for staff, we worked hard to keep our communication channels open and provide opportunities for our staff to have their questions answered, increasingly relying on video technology to share information as soon as it became available.

It's important we continue to scan the horizon for external forces that can impact the service. In addition to a pandemic, this year we also had to contend with unprecedented flooding during our summer months. The natural disaster further exacerbated the challenges of delivering testing and vaccination services to our community in addition to providing our regular operational services.

This annual report outlines our performance against key performance indicators, and it is a testament to the professionalism and commitment of our leaders, clinicians and teams that we have managed to deliver so many procedures, diagnoses, and treatments to our community.

I wish to thank Dr Jeremy Wellwood and Ms Paula Duffy, who led our response to COVID-19 throughout this difficult year. Paula was recognised for her COVID-19 management and her ongoing commitment to nursing with a Public Service Medal this year.

I also wish to thank Gold Coast Board Chair Ian Langdon, Deputy Chair Judy Searle, and the rest of the Board for their ongoing leadership and support. While the challenges continue, our values have been lived out every day, and our staff have made us all proud to be a part of Gold Coast Health.

Ron Calvert



Chief Executive, Gold Coast Health