Interacting with an Indigenous community like this is something we can never learn from a text book.

We actually get to apply our skills and make a difference to people’s lives.
Like nothing I’ve ever done before.
At QUT Health Clinics we are providing students with a richer educational experience beyond the lecture theatre and the textbook.

From our busy state-of-the-art facility at the university’s Kelvin Grove campus to the outreach clinics we hold and the many preventive and early intervention healthcare events in which we participate, we are able to give our students the opportunities to genuinely engage with many widely different communities and to experience first-hand the real problems of real people.

Closely supervised by experienced senior clinicians, many of them leaders in their specialties, our students encounter the full range of clinical presentations they can expect to face in their future professional lives. They also learn how to work effectively in a multidisciplinary team. Combining academic strength with practical engagement in this way is a powerful start to any healthcare career.

Our unique clinical resources mean we are in the fortunate position of being able to deliver low-cost or free healthcare directly to those people who most need it. We regard it as a priority to continually explore new avenues to extend our services wherever we can be of benefit.

In parallel with our clinical work, we also undertake activities aimed at encouraging enrolments from those under-represented sections of the community, especially the Indigenous population, and play our part in the university’s campaign to reduce inequalities in student participation.

Based in the Kelvin Grove Urban Village we are an integral part of the diverse multicultural community adjoining the university campus.
Real life skills

Our clinics operate on a real-world basis. They follow best-practice models of care, are fully compliant with all current federal and state healthcare regulations and are equipped with the very latest technology that is rarely available to the typical hospital or clinic.

Clinical placements are carefully planned and controlled so that students are exposed to a comprehensive mix of situations and given responsibilities when and where appropriate.

Closely supervised, our students can sometimes find themselves working with patients with serious illness such as cancer and significant chronic illness, especially diabetes, heart disease and stroke. This depth of experience is impossible to match in an external placement with a healthcare provider.

The clinics have a reputation for excellence and collectively represent one of the largest multidisciplinary centres of its kind in Australia.

The importance of teamwork in healthcare is well-established. People who work well together are more effective and more innovative. Teamwork is an essential component of student learning. Students can be working alongside practicing health professionals from any number of disciplines including general practitioners, surgeons, nurses, social workers and occupational therapists to name just a few.

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

WHO definition of health
Clinics and services at a glance

Chronic Disease Support
- Nurse practitioner-led multidisciplinary services in collaboration with the Commonwealth Department of Health specialist services in diabetes management and other chronic disease

Optometry
- Comprehensive optometry services using state-of-the-art equipment
- Multidisciplinary clinics include low vision, contact lens and binocular vision
- School screenings
- Specialist Indigenous eye health services at Wooloongabba, Cherbourg, Stradbroke Island, Gympie and Caloundra Hospitals

Podiatry
- Full range of podiatry services including Diabetes Foot Clinic, High Risk Foot Clinic, sports & paediatric clinics, school screenings, including special schools
- Community outreach including Homeless Connect and Indigenous health clinics

Interdisciplinary Family-Based Therapy for Eating Disorders
- Multidisciplinary clinic with specialist services in anorexia and bulimia nervosa
- Team includes specialist GP and social worker, with students & staff from psychology, nursing and dietetics

Psychology and Counselling
- Clinical psychology, family therapy and counselling services, including specialist services for the deaf community
- Educational and developmental psychology in collaboration with Catholic Education and the Caroline Chisolm School Student Support Centre
- Community outreach and multidisciplinary weight management clinics

Nutrition and Dietetics
- Patient advisory and support services supervised by fully-qualified accredited practising dietitians
- Specialist sports clinics and weight management services in collaboration with psychology and counselling

Wound Healing Service
- Award-winning Nurse Practitioner-led service with specialist consulting vascular surgeon
- Includes Well Leg Club, Training for Health Care
- Well established links with research at the Institute of Health and Biomedical Innovation

Exercise Physiology
- Specialist clinically-based services where exercise is medicine
- Exercise consultations and supervised group classes
- Chronic disease programs including cardiac rehabilitation
Who we are

A dedicated and experienced ‘community’ of more than 100 people work together to ensure the Health Clinics run smoothly. They include clinicians, professional and sessional teaching staff, as well as technical and clinical support personnel.

Students are supervised by academic staff, many of them noted authorities in their fields. They also have the benefit of 85 clinical supervisors – professional practitioners who bring a wealth of experience from the ‘real world’ of healthcare. This team is supported by our clinic coordinators and clinical services supervisor.

Our reception staff are highly valued and consistently rank exceptionally highly (typically 98 per cent) in patient satisfaction surveys. They work closely with our patient services supervisor who ensures best-practice services.

Across the organisation, our staff continually show exceptional commitment and professionalism – something that is commented on regularly by our patients. It is important we remain a workplace of choice and continue to attract the very best employees. We do this by developing, motivating and mentoring every member of staff and through providing a positive environment where they feel valued and respected. We also provide real opportunities for growth by helping everyone develop their capabilities. There is also a strong emphasis on collaboration and of continually exploring new ways of working together.

Manager Allison Vautin, who joined QUT Health Clinics in 2009, not only established the present structure and the processes that ensure best-practice, but she has successfully led the organisation through a period of immense change and significant rapid expansion. Allison achieved a 2013 Vice-Chancellor’s Award for Excellence in Partnerships and Engagement, Innovation and Creative Practice and Leadership.
2013 – a year of achievements

Total occasions of service

The clinical software program allows the clinic to track patient numbers and appointments. The below data lists total occasions of service from 2011 to 2013. The clinic has increased its service by 21 per cent (occasions of service); a significant increase in patients, both new and existing over one year.

<table>
<thead>
<tr>
<th>Total occasions of service</th>
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<tbody>
<tr>
<td>25,000</td>
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<tr>
<td>20,000</td>
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<tr>
<td>15,000</td>
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<tr>
<td>10,000</td>
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<tr>
<td>5,000</td>
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There is a heavy focus on securing new patients on a regular basis for all clinics. These efforts ensure students from all courses are able to meet their placement criteria.
Student placement hours

Faculty of Health students from a variety of disciplines undertake their clinical placement at the Health Clinics. The hours completed there contribute towards their degree and allow them to qualify as a qualified health practitioner in their particular field.

In 2013 more than 52,000 clinical placement hours were undertaken at the QUT Health Clinics. Over the six disciplines approximately 365 students from QUT Faculty of Health were provided with quality clinical education and delivered quality patient care to the community.
The QUT Health Clinics provide a wide range of unique health initiatives and community events throughout the year. Many of our events are delivered annually and aim to deliver quality patient care to the community, as well as providing an enriching learning experience to our students undertaking clinical placement.

The clinics also deliver on-campus and in-school health based activities to students from low socioeconomic, regional and Indigenous communities. These activities and events strive to build both aspiration and motivation for tertiary study to those who have not traditionally considered university study. In 2013 more than 6000 students participated in the Health Widening Participation program.

### Widening participation and clinic outreach

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Outreach event/venue</th>
<th>Occasions of service</th>
<th>Students</th>
<th>Placement hours</th>
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<td></td>
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<td>Placement hours</td>
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<td></td>
<td>Gympie Well Persons Check</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>97</strong></td>
<td><strong>13</strong></td>
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<tr>
<td><strong>OUTREACH TOTAL</strong></td>
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<td><strong>361</strong></td>
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From 4000 to 25,000 patient sessions in just five years
How we’ve grown

Formed in 2008 with three disciplines, optometry, podiatry and psychology, the Health Clinics have grown to become one of the largest multidisciplinary student-led facilities in Australia.

Through our Kelvin Grove Village base and our outreach clinics, we provide healthcare to more than 20,000 patients across South East Queensland. Our participation in prevention and early intervention healthcare events connects us with thousands more people, many of them the most vulnerable in the community – children, elderly, the homeless, and Indigenous people.

The foundations that were laid down in the early years to ensure best-practice processes, clinical compliance and robust management and staff training systems, continue to pay dividends.

In the past three years, we have been able to considerably expand our activities. Significant efforts have been made to promote our services to the community. Working closely with Indigenous health organisations, nursing homes, aged care facilities and schools, we have initiated or contributed to numerous healthcare events and activities, developing the services we offer and reaching an ever-greater diversity of people. Our students are the beneficiaries.

We have enjoyed some significant successes and as a result receive a constant stream of invitations from community organisations to provide clinical services.

2013 was another successful and challenging year with a continuous focus on increasing and improving services. This has centred on maintaining relationships with key organisations while forging new partnerships across the community.

4000 new patients in 2013
Connecting with the community

Our clinical services expand every year, providing students with new and rewarding experiences. Our aim is to provide a diversity of working environments to not only improve students’ professional, communication and team working skills, but to help them develop personal resourcefulness.

Podiatry
Our podiatry students can sometimes find themselves helping disabled children with orthotic devices, taking part in screens for the elderly or conducting foot health checks for the homeless. We run regular paediatric podiatry checks at the Beenleigh Special School where many of the children have complex health issues and can be severely physically disabled and intellectually impaired. With limited mobility and few transport options, travelling to health services can be difficult for the children. We provide essential podiatry services in the safe and familiar environment of their school.

Our regular school screens are highly valued and we receive a constant flow of invitations from schools to attend with our pop-up podiatry clinic.

Psychology and Counselling
From assisting elderly people facing grief and loss to delivering mental health screening to Indigenous communities, our psychology and counselling students work with many different patients in many settings.

A grant from Queensland Health has enabled us to deliver comprehensive multidisciplinary clinical services to elderly people at two Brisbane residential care facilities, Sinnamon Park and Villa Maria. Psychology and counselling students worked closely with those residents with mental health needs. At the other end of the age spectrum, students helped high-achieving children at the Queensland Academies Creative Industries (QACI) campus to build emotional resilience and to develop ways of managing anxiety and stress.

Exercise Physiology
Exercise Physiology provides services to high-needs patients, many with complex, serious conditions and chronic disease. The focus is on therapy, rehabilitation and support in a safe clinical setting and students can sometimes be working with people recovering from cardiac events, stroke and cancer, the sight impaired and those with MS, Parkinson’s and other neuromuscular diseases.

Optometry
Optometry students travel many kilometres every week to help a diversity of people with low and impaired vision. We have a long-established relationship with the Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) and for many years have been operating a weekly vision clinic at its Woolloongabba centre.

We have outreach clinics for the Indigenous communities of Cherbourg and North Stradbroke Island and we run optometry services from Gympie and Caloundra hospitals. Here, our optometry students work as part of multidisciplinary Indigenous healthcare teams alongside GPs, practice nurses, social workers and OTs.

We take our pop-up optometry clinic to schools throughout South East Queensland attending a different school each week and through our partnership with Guide Dogs Queensland, our students provide support to the vision impaired of Brisbane.
Nutrition and Dietetics

Nutrition and dietetics students help patients find their way through the maze of often conflicting dietary information prevalent in the media and on the internet, keeping them informed of the latest scientific evidence on nutrition. They deliver practical ways for people of all ages and backgrounds – from school children to the elderly – to incorporate healthy eating habits into their lifestyles. The Nutrition and Dietetics Clinic participates in many community events, including healthy lunchbox workshops, annual back-to-school events and even healthy shopping tours.

The clinic also helps people with eating disorders. A multidisciplinary team has been established to provide both family-based and individualised treatments for adolescents and adults. The services, which include social work, dietetics, psychology and nursing, are provided by QUT students who have specialist training in the eating disorders. They are closely supervised by experienced clinicians, including a specialist medical doctor and a mental health social worker.
Our patients

Given that our services are provided for a small nominal fee or in some cases at no cost to the patient, we represent a valuable referral resource for GPs. We see many people who are in need of specialist healthcare but are unable to access private services because they lack the financial capacity.

Many of the services we offer such as podiatry, wound healing, psychology, eating disorder programs, diet and exercise programs, in most circumstances attract only limited Medicare coverage.

We are able to provide healthcare to those sections of the community who need most help. We reach the elderly through our regular visits to nursing homes and aged-care facilities, families, via our school health checks, regional communities, the disadvantaged (including the homeless) and many Indigenous people.

By taking our health services directly to the communities that need them we are able to intervene to prevent potential future serious illness for many people who might otherwise slip through the healthcare net. As a matter of course, our community health checks pick up a few people who are in urgent need of immediate care and many others who need attention in the short term.

In providing equitable access to health services we are firmly aligned with the university’s community engagement values as set out in Blueprint 3.
The health checks regularly pick up on issues for patients who we are able to diagnose and treat early, thus avoiding potentially serious problems. These are usually people who would not normally go to a GP.

General Practitioner, Brisbane
Prevention and intervention

There is never a shortage of willing student volunteers for the many events we’re involved in. They can expect to work long days in sometimes less than optimum conditions, but the rewards are abundant. Working together in situations that are often far removed from the everyday experience, helps forge a spirit of cooperation and mutual respect.

Caboolture Health Check Day for Kids

Our 2013 Health Check Day at Caboolture School proved a huge success with more than 100 children given free foot checks, vision screening assessments, dietary and lunchbox advice and education and development assessments by students from QUT Faculty of Health. In all, 389 appointments were handled across a range of health disciplines.

Parents found the health checks informative while kids found plenty of fun things to do. They were entertained with hands-on educational activities, give-aways and much more.

Homeless Connect

QUT Health Clinics have become a regular feature at the bi-annual Homeless Connect event that brings together business and community groups to deliver direct essential services and support to those who are either homeless or at risk.

In providing practical health services like this, our students come into close personal contact with Brisbane’s most vulnerable and marginalised population. The event also gives them the opportunity to work alongside fellow students in other specialties including pharmacy, nursing and social work.

Back to School

Now into its fifth year, our Back to School health screening each January has provided essential health checks for hundreds of Brisbane children and their families.

We offer foot checks, vision screenings and nutritional assessments. Parents have the opportunity of a one-on-one session with a dietitian to discuss healthy lunch box tips for the year ahead.
Our strategic approach to growth is built on the development of sustainable partnerships. As well as student placements, we work closely with industry partners and community organisations to undertake innovative events, education and research projects.

In 2013, we continued to strengthen relationships by the addition of new activities and services. We were also able to extend our partnerships within the health sector and with the broader community. This enabled us to meet both our academic aims and our community responsibilities.

We formed new partnerships and held major events throughout 2013 that contributed to both our community outreach work and our commitment to Widening Participation.

There was a wonderful spirit of camaraderie. We felt we were making a difference and we were proud to be part of the university health team.

Podiatry student at Homeless Connect, Brisbane
Murri School Deadly Health

Our relationship with the Murri School (Aboriginal and Islander Independent Community School) at Acacia Ridge began in 2012 when the Faculty of Health was invited to take part in the school’s Wellness Expo and Junior Careers day. The success of the event led to a joint exploration of potential future collaborations.

Now, thanks to a QUT Innovation Grant, we have been able to embark on an exciting new pilot project called ‘Deadly Health’. This has a dual purpose – to deliver multidisciplinary health promotion that engages with children in years five and six and to help build aspiration in the Indigenous community for future tertiary study.

Activities in the 14-week program include: regular cooking classes (helping children to create nutritious lunch options for the school tuckshop); an initial and final comprehensive health screening and treatment plan for each student; and interactive health promotion sessions from the various disciplines within the Faculty of Health. A highlight of the program is an excursion to the QUT Health Clinics and QUT campus. A key aim of the program is to find mechanisms for greater parental involvement.

Well Persons Health Check Day

An estimated 800 Indigenous people travelled from across the Sunshine Coast region to the Well Persons Health Check Day at Gympie in October 2013. This was the first year our students and staff had taken part and it was a memorable day for everyone. It required an early start and a long day’s work but no one was complaining. The event was hugely successful and proved to be a great forum for directly engaging with Indigenous people about their health.

Organised by the North Coast Aboriginal Corporation for Community Health (NCACCH), the event has been running since 2005. Its aims are to educate and increase awareness of health issues affecting the Indigenous community by encouraging people to have general and sexual health checks and to talk to health service providers.
Working with Indigenous communities

We have a sincere and genuine commitment to improving the health of Indigenous Australians and more broadly, to help tackle cultural inequalities.

We have made it a priority to form partnerships and engage with Indigenous communities wherever we can, at every level and in the most effective ways.

Through initiatives such as the Murri School Deadly Health program we are able to draw on our unique resources to develop innovative models for positive change in Indigenous health.

At our many outreach clinics we are able to engage in on-going relationships on an individual basis thus providing valuable experience for our students to effectively communicate with Indigenous Australians, learning to respect and value cultural differences and diversity.

Through the events we attend, we are also able to create aspiration-building opportunities among Indigenous children, demystifying tertiary education, stimulating demand for tertiary study and highlighting the wide scope of career paths that are available in the health industry.

Murriajabree Kids Challenge Day

Held in Deception Bay, this event in 2013 saw more than 100 Aboriginal and Torres Strait Islander students participate in hands-on exercise activities provided by our clinical exercise student volunteers. This was the first year we have been invited to participate, and due to the positive feedback from both the community and Murriajabree Aboriginal and Torres Strait Islander Association we will be there again in 2014.

Hands-on Health

Podiatry, nutrition and exercise student volunteers provided interactive workshops to a group of Indigenous high school students from the Sunshine Coast region by invitation from Queensland Health staff. Twenty students participated in the Hands-on Health day which also encompassed a careers presentation from Barry Ryan (QUT Careers Counsellor – Widening Participation) and Kevin Yow Yeh (Oodgeroo Unit – Student Ambassador). Follow up events for 2014 are planned and we look forward to strengthening this relationship with both Queensland Health and the Indigenous community.
Explore Uni Days

These age-appropriate events focus on interactive activities for students from year six to 10. They align with the relevant school curriculum wherever possible and allow students to engage and interact with state-of-the-art equipment and facilities across all QUT campuses.

Students learn about career options and increase their overall understanding of the multidisciplinary nature of the healthcare industry and the vast range of associated tertiary study and employment opportunities.

The number of students participating in Explore Uni days increased by 38.9 per cent from 2012 (1965 students) to 2013 (2730 students).

Equity Camps

In 2013 we participated in the first ‘Go Further!’ equity camp coordinated by the Oodgeroo Unit. Aimed at supporting emerging aspirations and fostering engagement, the camp provided a unique experience for 94 Aboriginal and Torres Strait Islander students from Caboolture, Deception Bay, Gladstone and Rockhampton.
Widening student participation

QUT has a long-standing commitment to improving access to tertiary education for low-income and Indigenous students.

In the Widening Participation program, the approach is to tackle awareness, aspiration, achievement, affordability and access in an integrated way, and to work in partnership with schools and communities while being led by their expertise.

Through our clinics and events, QUT Health Clinics has a vital role to play in reaching those sections of the community who otherwise might have low expectations of tertiary study.

2013 proved to be a successful and productive year for the Faculty’s Widening Participation team, with significant growth in both on-campus and in-school activities.

More than 6000 students from low socioeconomic, regional and Indigenous communities participated in a range of aspiration-building activities. These interactive workshops showcased the diversity of careers available in health and were aimed at increasing students’ confidence in considering tertiary study.

“Everyone was really nice. I’d like a job where I can help people.”

Young clinic visitor
Showing the world

Thanks to our exceptional facilities and the expertise of our staff, the QUT Health Clinics have been able to build an international reputation.

With its striking architectural design, advanced equipment and best-practice standards, the facility at Kelvin Grove is something of which we can be proud and is a showcase for the university.

Our colleagues in universities from across Australia and around the world are keen to observe our clinics in action and to learn about our models of student learning.

We regularly conduct tours and in 2013, a total of 43 tours were delivered to more than 500 guests.

As well as giving us a valuable opportunity to show off the successes of the Health Clinics, these tours demonstrate the university as a leader in global education.
In 2013 tours of the clinic were delivered to more than 500 guests.
Looking forward

At QUT Health Clinics our students can expect to receive the best education we can give them. We understand this is a critical time in their lives and the experiences they share with us today will stay with them for life.

Our patients entrust us with their health and they too deserve the very best we can deliver. We are privileged to be able to provide essential health services to some of the community’s most disadvantaged. We must ensure we live up to that responsibility.

This is why we will continue to look for ways to improve what we do and to reach more people. In 2014, we have many new activities, clinics and events locked into the calendar. There will be further community engagement, particularly in the areas of school health checks which will see upwards of 1500 children screened. Educational and developmental screenings will be at the forefront. We anticipate further growth of clinic services to about 30,000 episodes of care.

We are expanding our services to include family mediation and a clinic for women at risk of pre and post natal depression. With a vascular surgeon and a senior endocrinologist recently joining us, our goal is to have more high-calibre specialist medical practitioners as part of the team.

We will continue to work with Indigenous groups and to provide services to those members of the community in need. We will never stop looking for opportunities to promote education to those sections of the community with little expectation of tertiary study and to do what we can to demystify university life, opening our clinic doors to show the exciting breadth and range of careers in healthcare.
Providing outstanding clinical education to the next generation of healthcare professionals and quality patient care to the community.