

Key contact directory

Implementation tools: In-reach rehabilitation toolkit

Purpose

This document provides a central list of key contacts across Queensland Health who currently lead or support in-reach rehabilitation services. These contacts can assist Hospital and Health Services (HHSs) seeking shadowing opportunities, benchmarking, model design advice, or general implementation support. The directory supports networking, knowledge sharing, and the spread of best practice across Queensland.

How to use this directory

- Arrange site visits or virtual shadowing with established services
- Request examples of workflows, documentation, or local tools
- Ask service leads about staffing models, triage processes, governance, or data reporting
- Benchmark developing service models against mature or similar-sized services
- Connect rural/remote teams with flexible in-reach models
- Facilitate peer support, mentoring, and shared problem solving.

Statewide contacts

Area	Position	Contact	Notes
Queensland Rehabilitation Clinical Network	Network Coordinator	Hannah McGhee QldRehabilitationNetwork@health.qld.gov.au 07 3542 6491	Statewide advisory; can direct enquiries to experienced sites.
In-reach Toolkit Project Team	Project Lead	Sally Nicklin Sally.nicklin@health.qld.gov.au	Point of contact for toolkit questions and linking services.

Hospital and Health Service (HHS) contacts

HHS / site	Role	Contact person	Email / phone
Metro South - Princess Alexandra Hospital	In-reach Team Lead	Kate Delaney	Katherine.delaney@health.qld.gov.au 07 3176 2642
Sunshine Coast – SCUH	RIISE Lead	Elishia de Koning	Elishia.dekoning@health.qld.gov.au 07 5205 7595
Gold Coast – GCUH & Robina	RRT Lead	Jenna Scott	Jenna.scott@health.qld.gov.au 07 5687 3361

External stakeholders

External service	Contact person	Email/phone
Australasian Rehabilitation Outcomes Centre (AROC)	Andrew Grady* *Contribution to the AROC Pathway 2 In-reach Dataset will also include invitation to a national In-reach Rehabilitation Community of Practice. For further information, contact AROC via the details above.	agrady@uow.edu.au
Agency for Clinical Innovation, NSW Health	ACI Rehabilitation Manager	aci-rehab@health.nsw.gov.au

Recommendations for using contact information

Before reaching out

- Review the toolkit and determine specific learning needs
- Prepare 3–5 targeted questions
- Identify whether you need shadowing, benchmarking, or resource sharing

When contacting a service

- Introduce your team, context, and goals
- Provide dates/times for possible meetings
- Ask what level of time commitment the site can offer
- Clarify confidentiality expectations

After connecting

- Document site learnings and insights
- Share learnings within your local team
- Notify own In-reach team of shared learnings

Updating and maintaining this directory

Ongoing maintenance of this directory is beyond the scope of the project. As contact details may change over time, users are encouraged to notify any updates by contacting the Queensland Rehabilitation Clinical Network via QldRehabilitationNetwork@health.qld.gov.au