

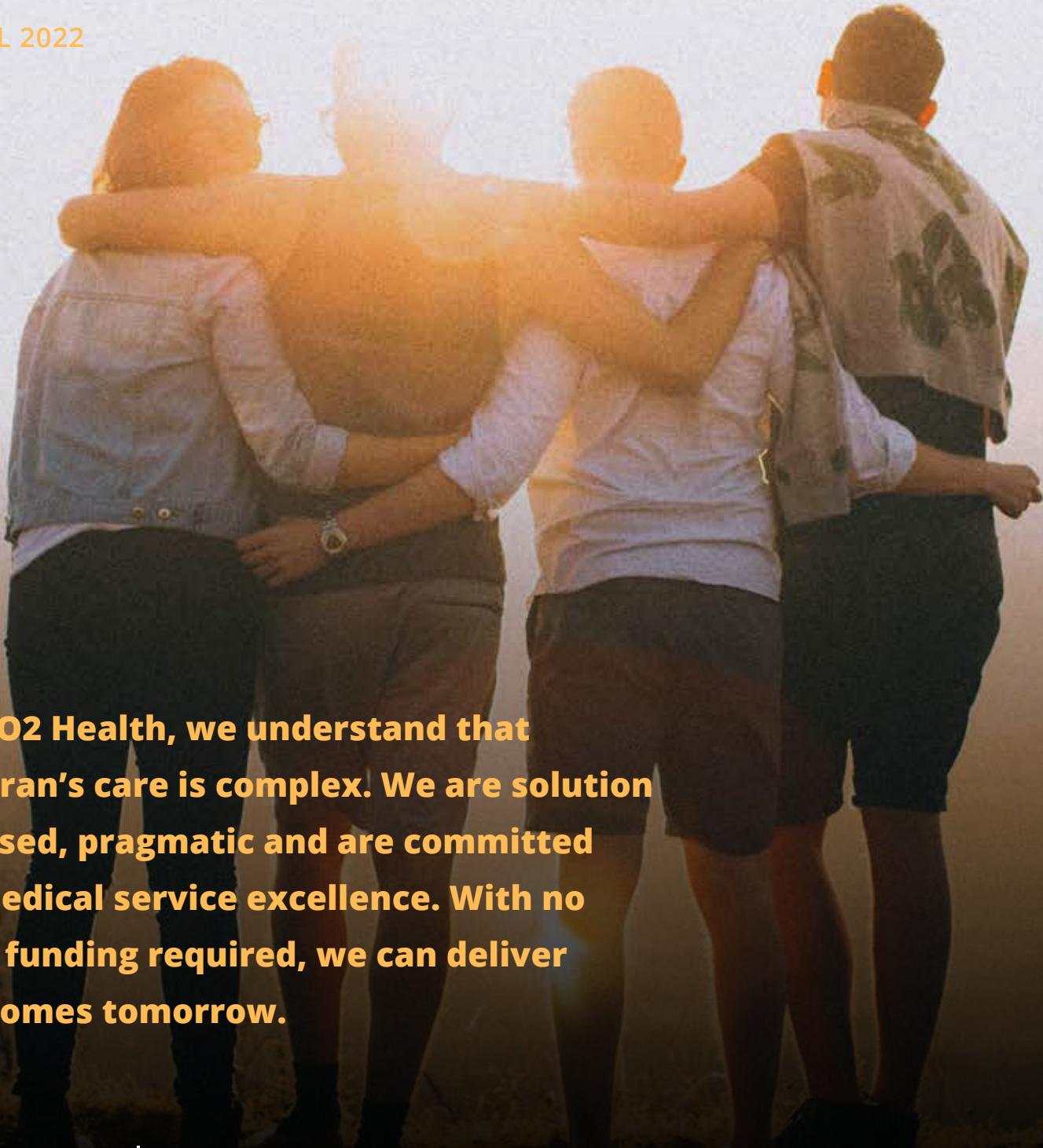
forging ahead

A SOLUTIONS FOCUSED SUBMISSION

PROUDLY SUBMITTED BY

GO2 Health Pty Ltd

APRIL 2022



At GO2 Health, we understand that veteran's care is complex. We are solution focused, pragmatic and are committed to medical service excellence. With no new funding required, we can deliver outcomes tomorrow.



REFORGE

veteran care proudly brought to you by GO2 Health



Thank you

Thank you to the Royal Commission for the opportunity to submit a response about the work of GO2 Health and the solutions we have worked towards for the last 12 years.

We appreciated the opportunity to speak at the hearing in Brisbane in December 2021 and would like to reiterate and build upon our recommendations put forward as we believe GO2 Health represents one of the pathways forward for the issues in Veteran suicide.

We would like to provide our observations, anecdotal as well empirical evidence gathered over the last 12 years of practice in treating transitioning defence members, veterans, and their families.

It is our intention to provide a balanced view and solutions focussed submission to support the Royal Commission in their assessment in recommending practical, sustainable, and impactful measures to reduce the impact and incidents of veteran suicide.

Which is ultimately what we all want.

In good health -

Sincerely,

Dr Kieran McCarthy
Co-owner + Medical Director
General Practitioner + Ex-Military

Roderick Martin
Co-owner + Managing Director
Acupuncturist + 6th Dan Karate Master



BUILDING COMMUNITY
Queensland State Winner 2022



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Executive summary



GO2 Health has a solution to reduce risk for veterans and their families, now and in the future, without the need for additional funding.

Our solution is proven, scalable and working. We acknowledge the complex challenges faced by the Federal Government and ESOs. Working collaboratively our focus is forward facing to solve the problem.

Through a pragmatic 'Triple P' arrangement (public-private partnership (PPP)) our recommendation is the Federal Government re-allocate \$2,500 per veteran to the development and ongoing support of six (6) specialised veterans centres run by GO2 Health, one in every major capital city of Australia.

Addressing the physical and mental health issues of veterans through an 18-month planned medical intervention and case management program, we mitigate the risks posed and identified by the Royal Commission.

With the recent withdrawal from high intensity conflict, the impact on transitioning ADF personnel and veterans is heightened by a significant loss in a sense of purpose for our returned service people.

Choosing a career of service to Australia, they put their lives on the line as work. Returning to Australia, they often leave the defence force without a clear sense of purpose, are damaged by their experiences, both mentally and physically. They struggle to adjust with a loss of career, status, and purpose.

Many suffer from moral injury, are disenfranchised, and disengaged from their families. Current transitional arrangements can be poor and mismanaged.

Prioritising medical management **first** means veterans are better placed to access ESO support services to their full capacity, as they were intended, creating better outcomes for all.

With the geopolitical circumstances and uncertainty in the Indo-Pacific, Australia's need for a robust and resilient defence force to defend our national interests as well as provide support and aid to our allies has never been more prevalent.

Providing an effective and centralised model of care and support to veterans and their families beyond their defence careers, is critical in attracting and retaining an effective defence force.

GO2 Health is a private enterprise and Australia's largest veteran care clinic. With a 12-year history and treating over 4,000 contemporary veterans and their families in our care, we have a demonstrated track record of what early intervention and community minded medicine can achieve.

Through our Forging Ahead solution, we can and will create specialised medical care facilities in each capital city. Our proven approach will directly provide measurable outcomes at a lower cost to the taxpayer over the long-term. GO2 Health will address the physical and mental health issues with process that will drive evidence-based outcomes using already existing frameworks of care. The PPP solution creates real time tangible outcomes through interventional care.

With six (6) location-based centres in each capital city, we can service a pool of up to ~24,000 veterans, transitioning members and their families nationally with individualised medical and allied health care, and integration of additional ESO and NGO services managed through a centralised medical case manager.

GO2 Health is uniquely positioned to successfully deliver meaningful outcomes to the veteran community, ADF, the government and the communities we live and work in.

A PPP solution where private and public enterprise work together, can unlock enormous potential. By using a strengths-based approach, collectively we can integrate services, eliminate siloes, reduce waste and duplication of efforts, and most importantly, create meaningful and sustainable solutions for all stakeholders.

The Forging Ahead solution is a proactive initiative with inclusivity at its foundation. Through prioritising medical management first means the veteran is better placed to access available ESO support services to their full capacity, as they were intended, creating better outcomes for all.

Through the Royal Commission, we respectfully invite the Government, ADF and DVA to further discussions with GO2 Health.

In partnership, we would develop a business case which explores how the Forging Ahead initiative would solve this crisis effectively, sustainably, and promptly.

integrated medical care for

24,000+

contemporary veterans
and their families

18 month

transition journey for ADF members
6 months pre-transition + 12 months post

\$2,500

cost per veteran + their families



“Our solution provides a proven and positive way forward for veterans and their families.”

- Dr Kieran McCarthy
CMO GO2 Health

Our solution

GO2 Health has a solution to reduce the risk our veterans face now and in the future, without the need for additional funding. Our solution is proven, scalable and working.

We acknowledge the complex challenges faced by the Federal Government and ESOs. Working collaboratively our focus is forward facing to solve the problem.

Australia could have a national footprint of specialised medical environments with demonstrated outcomes like the GO2 Health model, to effectively treat and support the contemporary veteran and their families nationally, backed by a public-private partnership.

Effectively, linking the huge number of funding and support offerings available through ESOs in a transparent and financially accountable approach.

Through a pragmatic ‘Triple P’ arrangement (public-private partnership (PPP)) our recommendation is the Federal Government re-allocate \$2,500 per veteran to the development and ongoing support of six (6) specialised veterans centres run by GO2 Health, one in every major capital city of Australia.

GO2 Health, is a private enterprise and Australia’s largest veteran care clinic. We can and will create specialised medical care facilities in each capital city. Our proven approach will directly provide measurable outcomes at a lower cost to the taxpayer over the long-term. GO2 Health will address the physical and mental health issues with process that will drive evidence-based outcomes using already existing frameworks of care. The PPP solution creates real time tangible outcomes through interventional care.

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GO2 Health is uniquely positioned to successfully deliver meaningful outcomes to the veteran community, ADF, the government and the communities we live and work in.



By forging ahead with inclusive veteran support that prioritises medical management first, we can REFORGE direction for the entire ADF and veteran community.

GO2 Health's solution creates valuable outcomes for all stakeholders. The key benefits include:



Lowering long-term cost on government, economy and society through early intervention practices. By front-loading treatment at time of transition, we can reduce spend and drain over-time;



Provide demonstrated health & lifestyle outcomes for veterans and their families;



Centralised and managed care to effectively create outcomes and monitor the experience of the veteran;



Cohesive integration of ESO and NGO organisations ensuring existing funding is accessed appropriately and correctly by veterans when they need it;



Creates jobs and meaningful opportunities for employment and community nationally;



Provides an end-to-end solution for ADF by creating appealing proposition in attracting and retaining talent of ADF members, knowing they have an effective model of care and support available to them beyond their Defence careers.



six

specialised medical centres
across Australia

- Brisbane,** Queensland
- Sydney,** New South Wales
- Melbourne,** Victoria
- Adelaide,** South Australia
- Perth,** Western Australia
- Hobart,** Tasmania

integrated medical care for
24,000+
contemporary veterans
and their families

18 month
transition journey for ADF members
6 months pre-transition + 12 months post



The six key needs for veteran community & stakeholders

our GO2 Health recommendation addresses

- 1. Reducing** veteran suicide & risk
- 2. Effective** medical model
- 3. Trust** and family support
- 4. Centralised care** ESO & NGO integration
- 5. Benefits** to Defence ecosystem & ADF lifecycle
- 6. Viable** triple p solution

Further commentary on this can be found in our Appendix - Six key needs for veterans

\$2,500

cost per veteran + their families

OR

\$3,750

cost per transition

The way forward

An investment into the care of veterans and their families is a direct investment into the Australian Defence Force, our economy, and our country.

The pathway to improve veteran care does not require additional funding, but that existing funding is redirected for better measurable outcomes and return for all stakeholders, in particular veterans and the ADF.

With the geopolitical circumstances and uncertainty in the Indo-Pacific, Australia's need for a robust and resilient defence force to defend our national interests as well as provide support and aid to our allies has never been more prevalent. Further commentary on this can be found in our Appendix - Terms of Reference.

Providing an effective and centralised model of care and support to veterans and their families beyond their defence careers is critical in attracting and retaining an effective defence force. Addressing the physical and mental health issues of veterans through an 18-month planned medical intervention and case management program is the way to mitigate the risks posed identified by the Royal Commission.

GO2 Health can and will do this through the existing 10 human needs framework and Coordinated Veteran Care (CVC) programs. Our experienced nurses act as the central case manager and conduit to essential services and other support mechanisms available to the veteran and their families. Having medical expertise at the centre of the veteran journey creates opportunity for planned prevention and early intervention ensuring a holistic and integrated care approach to veteran support.

Our track record can show what early intervention, planned medicine and community minded care can achieve. For 12 years GO2 Health has been on the veteran front line, helping to solve complex issues and create sustainable and measurable health outcomes for veterans and their families, and the government.

A PPP solution where private and public enterprise work together, can unlock enormous potential. By using a strengths-based approach, collectively we can integrate services, eliminate siloes, reduce waste and duplication of efforts, and most importantly, create meaningful and sustainable solutions for all stakeholders.

What we will do

As an established and trusted private business in the veteran community, we can offer veterans, their families and the ADF and DVA ecosystem:

- ✓ ADDRESS SUICIDE RISK**
Addressing the very real veteran suicide risk across the contemporary veteran cohort.
- ✓ MEASURE HEALTH OUTCOMES**
An effective medical model and individual care with measurable outcomes.
- ✓ BUILD TRUST**
Established trust, rapport, and understanding of veteran and family needs.
- ✓ INTEGRATE ESO & NGOS**
A cohesive integration of ESO and NGO support services available ensuring existing funding and support has accountability and accessed appropriately.
- ✓ BUILD SUSTAINABLE BUSINESS**
A sustainable and commercial business model not reliant on charitable contributions.
- ✓ CREATE DEFENCE BENEFITS**
A framework and model creating benefits to and for the entire defence ecosystem.

Further commentary on this can be found in our Appendix - Six key needs for veterans

How we will deliver

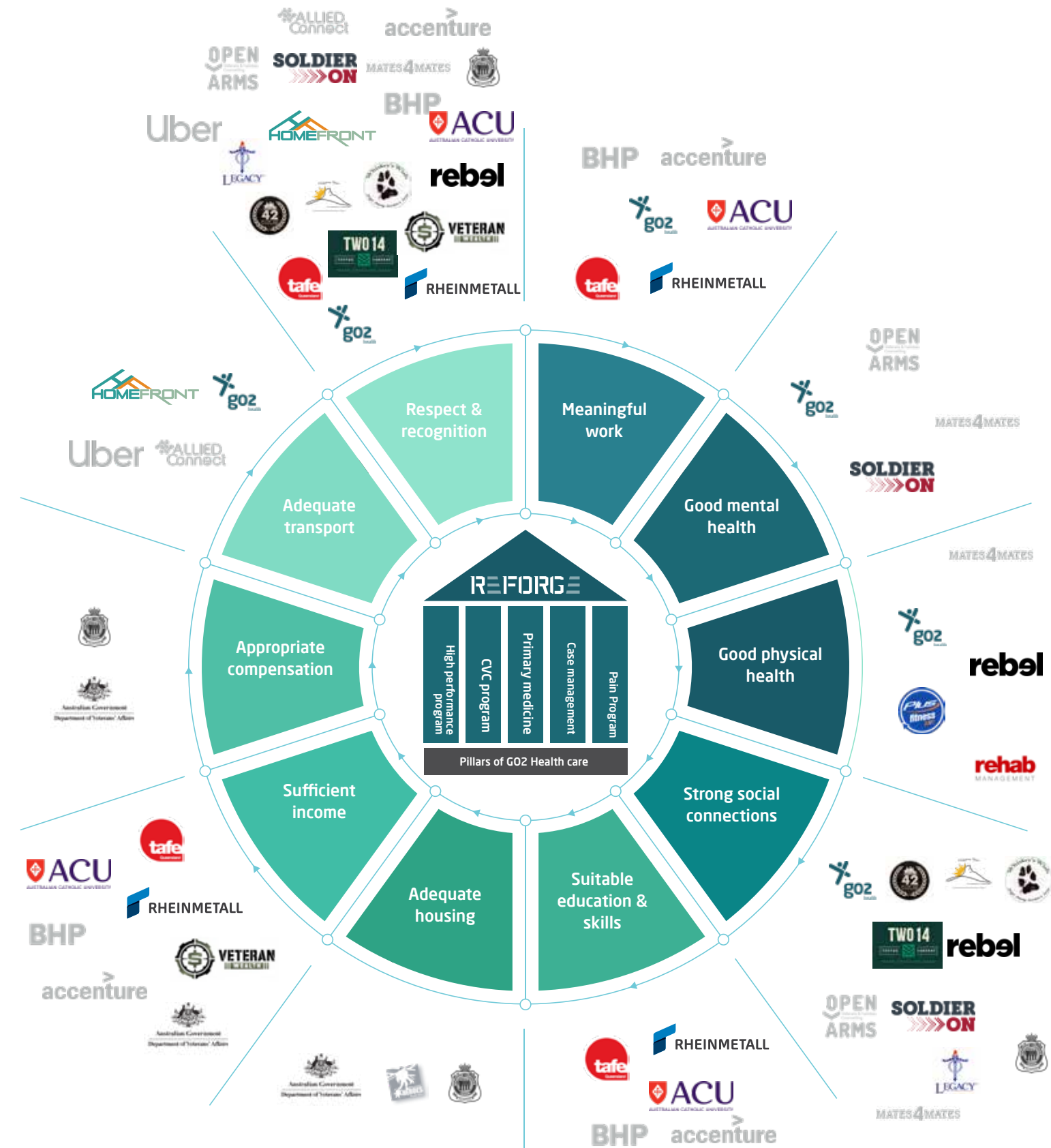
It is our intention that transitioning members attend GO2 Health for an 18-month pathway program: for a period of 6 months prior to their exit and continue on with services for 12 months afterwards. At the completion of this program most would be referred to their local General Practice centres as intensive early intervention should no longer be required.

During this time get their paperwork complete, their physical and mental health assessments pre-discharge, they will receive ongoing mental health support, physical rehabilitation, and are connected with relevant ESO programs that may suit their needs through a centralised medical case manager.

The key is to build trust and a relationship with the discharging member and their family that connects them with community. This approach gives them the skills and empowerment to become a contributing and proud civilian.


The GO2 Health integrative model of care

At the core of our integrative model are our five pillars of GO2 Health care. Through these pillars, and using the 10 human needs framework, we use our inclusive, collaborative ESO-agnostic approach to build community and bring the right partners to the the veteran and their families so they can access the right support structures as they need them.



Logo key:

Partner logos that appear in full colour are either actively engaged with GO2 Health or have provided written support and endorsement and/or verbal expression of interest in exploring partnership opportunities. Partner logos that appear in grayscale are those we have reached out in the hope of building our reach and support further. This is not an exhaustive list of aligned partners but indicative only.



“Our track record at GO2 Health shows what early intervention and community minded medicine can do.”

- Rod Martin
CEO GO2 Health

Summary

The Forging Ahead solution is a proactive initiative with inclusivity at its foundation.

Through prioritising medical management *first* means the veteran is better placed to access available ESO support services to their full capacity, as they were intended, creating better outcomes for all.

Through the Royal Commission, we respectfully invite the Government, ADF and DVA to further discussions with GO2 Health.

In partnership we would develop a business case which explores how the Forging Ahead initiative would solve this crisis effectively, sustainably, and promptly.

The Forging Ahead solution is a proactive initiative with inclusivity at its foundation. GO2 Health's specialised centres provide medical management and seamlessly integrate with all ESOs and NGOs and partners in an inclusive process, systemising and creating measured outcomes.

By taking a strengths-based approach, private and public enterprise can come together collaboratively to assist veterans and their families without the requirement of additional funding.

The solution is about the reallocation of funds for targeted and specialised medical care and integrating services on an individual needs basis to reduce waste, minimise duplication of effort, and maximise outcomes.

Our model prioritises the medical management which then supports the integration with ESOs, NGOs and organisations that have programs for ongoing wellbeing and support of the veteran and their families.

Through prioritising medical management first means the veteran is better placed to access these ESO support services available to their full capacity, as they were intended, creating better outcomes for all.



About GO2 Health

GO2 Health is a private-billing medical and allied health practice in Everton Park, Queensland.

With over 50 practitioners and 12 different medical and allied health modalities, GO2 Health integrates your healthcare journey under one roof. It's your health, your way.

We are proudly one of the largest veteran care medical providers in the country and were just awarded a Telstra Business Award for Building Community in Queensland.

Our holistic approach to medical care relies on our expanding integrated modalities and community partners.



General practice



Nursing services



Medical specialists



Psychology



Physiotherapy



Acupuncture + Chinese medicine



Clinical reformer pilates



Hydrotherapy



Dietetics + nutrition



Exercise physiology



Remedial massage



Skin cancer clinic

a little bit
about
GO2 Health

50+
health practitioners

established in
2009



General practice



Medical specialists



Allied health

14,000+
patients treated

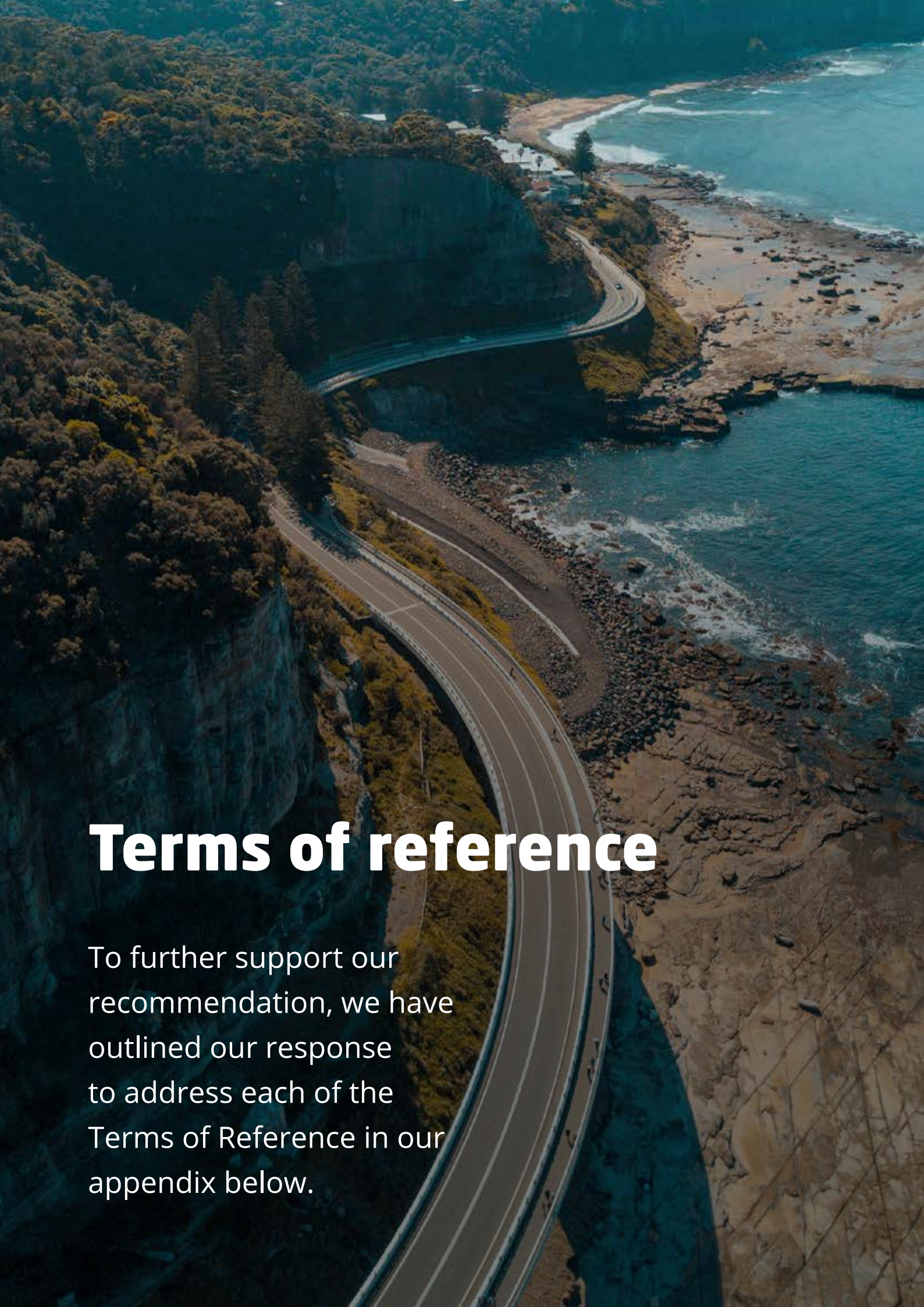
over 12 modalities
available in clinic

one of Australia's largest
veteran care medical practices

4,000+
contemporary veteran patients



In comparison to the average Australian GP who treats 2 - 8 veterans. Source: Department of Veterans Affairs (DVA).



Terms of reference

To further support our recommendation, we have outlined our response to address each of the Terms of Reference in our appendix below.

The contemporary veteran cohort were once high-performing, highly motivated and engaged assets to our country, and they can be once again, with the right support.

The needs of the contemporary veteran, particularly those who were medically discharged, are complex and require a broad range of medical and allied health support in their recovery and reintegration into a fulfilled, civilian life.

GO2 Health provides the health pathway from the ADF to civilian life acts as the conduit to the necessary support services, providing the holistic and integrated support to not just survive the transition, but actually thrive afterwards.

To further support our recommendation, we have outlined our response to address each of the Terms of Reference in our submission below. We have then mapped these responses back to the 10 human needs framework the GO2 Health integrative model of care uses.

The 10 human needs framework addressed with **the GO2 Health integrative model of care:**





Appendices

- Terms of reference + the GO2 Health solution
- The six key needs of veteran stakeholders
- The GO2 Health patient journey
- REFORGE veteran's programs

“We have always understood the power of building a community and to have that recognised by the Telstra Business Awards is a tribute to the veteran community we serve.”

- Rod Martin + Dr Kieran McCarthy
Co-owners of GO2 Health



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A. Common Themes

With the recent withdrawal from high intensity conflict, the impact on transitioning ADF personnel and veterans is heightened by a significant loss in a sense of purpose for our returned service people.

Choosing a career of service to Australia, they put their lives on the line as work. Returning to Australia, they often leave the defence force without a clear sense of purpose, are often damaged by their experiences, both mentally and physically. They struggle to adjust with a loss of career, status, and purpose.

Many suffer from moral injury, are disenfranchised, and disengaged from their families. Current transitional arrangements can be poor and mismanaged.

Vocational options can be very limited, especially with the often-extensive list of chronic physical and mental health issues they have. With the COVID crisis, many of our young people are no longer able to build the lives and community Australia deserves.

We are not unearthing any new information by highlighting any of this. We know that left untreated, this growing problem will create an enormous negative impact on Australia at all levels. Impacts are already being experienced from an individual level of intergenerational trauma in families, the loss of human potential in the workforce and communities, a drain on an already stretched public healthcare system, and a shrinking Australian Defence Force through a loss of talent attraction and retention to the ADF, as well as a loss of taxable income to the Australian economy.

Opioid abuse, chronic pain and illness can and will create massive funding issues and further crises outside of the veteran cohort if left untreated.

Good mental health is a critical piece in veteran wellbeing. According to the AIHW, ex-serving males are around 24% more likely to die by suicide than Australian males and ex-serving males who separate for involuntary medical reasons have higher rates of suicide than males who separate voluntarily. The impact of suicide and loss of human potential is tragic and has major, long-lasting impacts on many facets of life including causing relational and intergenerational trauma.

From an economic perspective, Kinchin and Doran estimated the average cost of suicide resulting in fatality to be \$1.69M per incident of fatality. These costs are made up primarily of lost income (and therefore taxes). Mental Health Australia estimates that assertive outreach models of suicide prevention can have an economic saving of \$347M per year resulting in a return on investment of 1.3:1 and reducing suicide rates by 20 per cent.

Case management and care coordination, advocacy and referral support, were unanimously viewed by participants as access facilitators. Flexible service delivery (e.g., telehealth) was viewed very favourably by families; (Gallipoli research)

Identified human needs addressed by GO2 Health:



B. Risk Factors

It is critical that pathways to adequate housing through government services and ESOs like RSL and Wounded Heroes, as well as relocation planning are made available as part of the solution for transitioning service members, veterans, and their families. Homelessness among ex-serving members has been highlighted as an important and growing issue (Commonwealth of Australia, 2016).

While there has been considerable research on homelessness among ex-serving members, information on homelessness in military families is lacking and constitutes a clear gap in knowledge about the wellbeing of military families. The current housing market in South East Queensland is only projected to continue to trend upward, putting pressure on many families, especially veteran families.

Identified human needs addressed by GO2 Health:





C. Culture

GO2 Health is working collaboratively in partnership with several organisations to create opportunity for veteran pathways including TAFE Queensland, ACU, Rheinmettal, BHP, and Defence Health.

An important early step, that ex-serving members struggle with, is determining what job the member wanted and how realistic their hopes were. Professional networks acquired through service also emerged as a crucial asset and contributor to job readiness. Providing access to services who can assist with career planning and skill recognition to find meaningful work even before transition can make a remarkable difference to the overall transition experience, and the ongoing health and wellbeing of the individual, as well as the families.

Research reports indicate the challenges of finding civilian work are a recurring theme in family narratives about post-transition lives and quality of life. Finding productive post-transition work was seen as something that was at least partially in the members control.

Identified human needs addressed by GO2 Health:



D. NGOs & ESOs

Ex-service organisations play a critical role in the re-integration, socialisation, and network building for veterans and families by providing a network of people with similar experiences who could provide understanding and support. Through the GO2 Health framework, we understand the importance of individualised care and solutions targeted to the individual veteran's needs.

Collaborative care and integration of ESOs and NGOs Partnerships in GO2's environment are a critical component to our success and as a strengths-based organisation, we believe in collaboration not competition.

We are a-political and agnostic in our approach to integrating with services outside of our practice. This collaborative approach creates beneficial value ultimately for the outcomes of our patients and their families in the veteran community.

There is a lot of support available for veterans and their families, with many well-meaning and well-placed ESOs and NGOs operating in this space. They are an essential support mechanism; however, research shows the awareness and therefore uptake of these services is limited, particularly for families of veterans and ADF members, who we know are critical to transition and overall wellbeing. GO2 Health has a long history of working effectively integrating with ESOs and NGOs as part of our model of care.

The GO2 Health CVC program acts as the central care mechanism for the veteran and is designed to connect

veterans with the necessary support services, relevant to their specific needs. Not all ESOs are made equal, and what may work well for one person, may not be the right mechanism for another.

Identified human needs addressed by GO2 Health:



E. Prevention & Rehabilitation

We believe the interconnection of mental, physical, and social health of veterans highlights the importance of an integrated approach to veterans' wellbeing is adopted. BMC psychiatry studies indicate veterans with physical impairment were reported to have higher rates of PTSD, anxiety, depression, and psychological distress. Mental health problems were also associated with homelessness, and substance abuse.

Veteran care, pain programs and research centres We have proudly developed and rolled out Australia's first Veteran Pain Program. This program is a 6-week immersive course, designed specifically around the unique mental, physical, emotional challenges typical of the Contemporary Veteran cohort. GO2 Health were uniquely positioned to develop this program from the years of empirical and anecdotal evidence and IP we have gathered through treating this cohort for over a decade.

The program will spearhead the growth of the centres around Australia. Still in its infancy, we are already seeing the positive impacts this program is having on chronic pain, the rehabilitation of physical function, the reduction and reliance of opioid use and the overall improvement of the health and wellbeing of the individual.

To further develop this program, GO2 Health has partnered with Australian Catholic University to form a Research Centre to study the effects and impacts of Chronic Pain in the contemporary veteran cohort and the benefits of the treatments GO2 Health's programs can offer.

Identified human needs addressed by GO2 Health:



F. Support Services

If you want the stack the odds for a successful transition you had better involve and support families as they are essentially, the first line of defence, no pun intended. Whatever the circumstances, families are a main source of support for transitioning and ex-serving members and could suffer when things did not go well. DVA research cites partners and families of transitioning ADF members commonly expressed a desire for more targeted information that could be provided directly to families. This desire reflected, in part, a widespread perception that families were often forgotten or excluded from the formal transition process.

Through our CVC program and other building community initiatives, GO2 Health connects veterans and their families to support services like those available through organisations like HomeFront Australia, providing much needed support and respite often not for veterans themselves, but their households.

Other forms of practical support cited as necessary for veterans and their families included providing transport to and from appointments. With the integration of services provided through the model of health care available at GO2 Health, means appointments can be booked in succession to reduce

the need for multiple visits where possible. The digital transformation caused by COVID means that many services can also be provided virtually / through telehealth.

Identified human needs addressed by GO2 Health:



G. DVA & Government

A veterans' study claims the process of making DVA claims regularly cited as a challenge due to paperwork and the drawn-out process of receiving DVA recognition. As a result, some participants indicated that families and/or the ex-serving member believed that the claims process could exacerbate existing mental illness and were better avoided. This is heartbreaking and corrected through advocacy and empowerment, to ultimately create agency in the veteran.

GO2 Health works to connect veterans with Advocates who can help them navigate the DVA system for successful claim management is critical. Equally, as is educating Advocates in how to navigate the system.

For services and supports to be helpful, ex-serving members and families have to access them. This required them to be willing to seek support, find what they needed and be able to pay for it. Although DVA could facilitate service access and payment, participants commonly suggested that if families want help then they were responsible directly, such claims

were sometimes intended as a criticism of Defence of DVA services but are intended to form advice around families need to be informed, proactive, and take responsibility for seeking help.

Although some ex-serving members had their service access (or applications for DVA support) facilitated by consultants of case managers, other had done their own research to find out what services or entitlements they were entitled to and did what was necessary to receive them. Those who had not done such research were not always aware of what services of supports were available.

DVA navigation

While there are some documented complexities surrounding DVA funding, our job at GO2 Health is to help the patient navigate their health journey, and this includes assisting them with navigating the complexity of the DVA system.

As Australia's largest contemporary veteran care clinic and a private enterprise, GO2 Health has been instrumental in helping to support veterans navigate their paperwork and work collaboratively with DVA to ensure the true, correct and entitled claims are identified and processed on behalf of the patient. Using our knowledge of the DVA system built over 12 years means the correct funding allocation for the veteran is utilised to support DVA, and the stress of paperwork claims is taken off the patient, so they can focus on their recovery and wellbeing.

Identified human needs addressed by GO2 Health:





H. Legislation & Policy Frameworks

We take our standing and the trust we have built in the veteran community incredibly seriously.

While we are A-political and ESO agnostic, we are honored to be graced with the opportunity to influence process and government policy to make an even bigger impact.

Critical works and opportunities that GO2 Health is actively engaging in and exploring partnerships with to assist government policy and frameworks are:

1. ROYAL COMMISSION INTO DEFENCE AND VETERAN SUICIDE

It is our intention to provide a balanced view and solutions focussed submission to support the Royal Commission in their assessment in recommending practical, sustainable, and impactful measures to reduce the impact and incidents of veteran suicide.

2. DEPARTMENT OF VETERANS AFFAIRS

We consistently and actively work with DVA to mitigate bottlenecks in the system (paperwork and bureaucracy), further building our own knowledge of the system and what is required to best support all stakeholders for optimal outcomes.

3 ROYAL AUSTRALIAN COLLEGE OF GENERAL PRACTITIONERS.

GO2 Health is actively working with the RACGP for the development of a RACGP training aid, (curriculum and training for GPs). It is critical to share our learnings with GPs all over the country to expand the reach and support network available even further to veterans and their families

4. TREATMENT ACCOUNTABILITY MEASURES

GO2 Health is actively working on accountability measures including intake and outtake variables – prior assessment designs the medical interventions.

5. RESEARCH PARTNERSHIPS

We are actively developing a research partnership with Australian Catholic University to further advance veteran health outcomes through clinical research and produce evidence-based practices.

All of these projects are underpinned by the mission to further support critical work of government and optimize available funding and support channels for veterans and their families.

Identified human needs addressed by GO2 Health:



I. Socio-economic factors

Studies show those who struggle to find civilian work, suggest that transition seminars tended to place too much emphasis on the value of Defence skills or training to civilian employers and subsequently do not address how difficult finding work could be. This is believed to contribute to overconfidence and/or unrealistic expectations among transitioning members that can hinder their search for work.

Through a partnership with TAFE QLD who have a programs specific for veterans, GO2 Health has started to provide suitable pathways to education and skills in veterans' search for meaningful and secure employment.

Ensuring Veterans can provide for themselves and their families after a military career is an important piece of the overall wellbeing framework. Support pathways to meet the need for adequate income (7) are supported through previous meeting previous needs of providing education and training skills (5) to help secure meaningful work (1). GO2 Health works to provide personal employment support, through aligned partnerships which include TAFE QLD, ACU, and employment partners like Rheinmettal, BHP, and Accenture.

The need to ensure adequate income will also be met by connecting veterans with education of financial literacy and financial planning services for wealth creation and protection supported through Veteran Wealth.

Identified human needs addressed by GO2 Health:





J. Miscellaneous

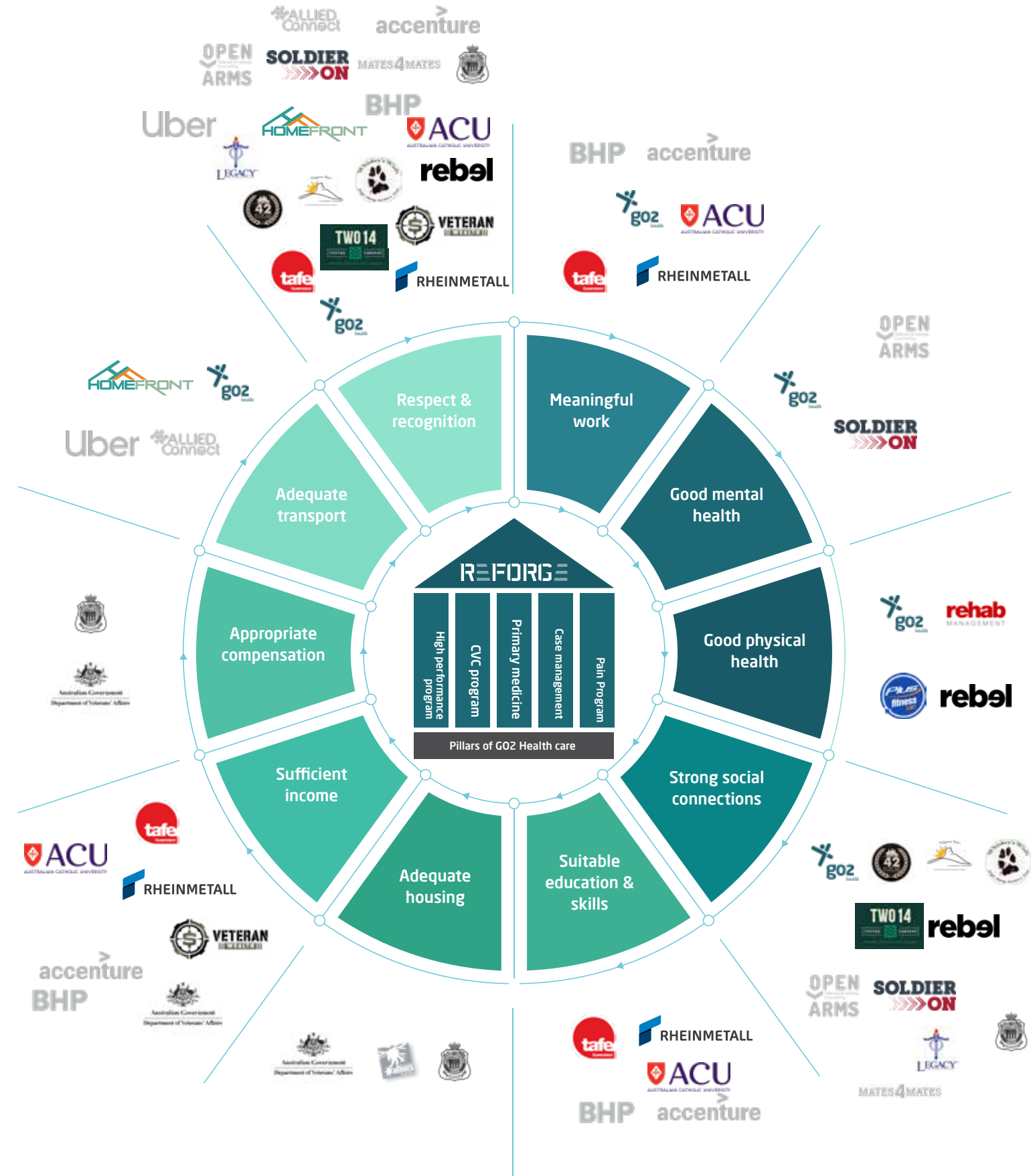
Respect and recognition are vital for any human need, this need is heightened in the veteran community. These people were once high-performing, highly motivated and engaged assets to our country, and they can be once again, with the right support. GO2 Health already provides the health pathway from the ADF to civilian life and the support to not just survive the transition, but actually thrive afterwards.

Through the interconnection and facilitation of all of the services working together under one roof through the GO2 Health model to assist veterans and their families, respect and recognition underpinned throughout each of these services and ultimately helps complete the puzzle of the 10 human needs framework.

Identified human needs addressed by GO2 Health:



The GO2 Health integrative model of care



Logo key:

Partner logos that appear in full colour are either actively engaged with GO2 Health or have provided written support and endorsement and/or verbal expression of interest in exploring partnership opportunities. **33** Partner logos that appear in grayscale are those we have reached out in the hope of building our reach and support further. This is not an exhaustive list of aligned partners but indicative only.

The six key needs

FOR VETERAN COMMUNITY AND STAKEHOLDERS

GO2 Health has a strong and proven track record improving the mental and physical outcomes for veterans and their families.

Australia's involvement in high intensity conflict has created an increased demand for support services when leaving the Australian Defence Force.

At GO2 Health we are unincumbered by the hangover of historical tradition, we are agile, pragmatic, and trusted. Our focus is health and wellbeing of all those consumers connected to veterans. Our proven capability has shown the needs of the contemporary veteran (and their families) particularly those who were medically discharged, can be very multifaceted and require a broad range of medical, allied health and other support mechanisms in their recovery and reintegration into a fulfilled, civilian life.

GO2 Health has demonstrated performance to meet the needs of all consumers connected to veterans. Our model of care, agnostic to ESOs and NGOs (we welcome anyone) combined with thoughtful family inclusion and integration of services sets us apart. We are purposely located near the Gallipoli Barracks in Brisbane to ensure strong links prior to discharge further supporting transition for veterans. GO2 Health has proven itself as a funnel for an effective ADF transition with family inclusion.

Our strategic outcomes influence positive impacts on:

- ✓ **PRIMARY RELATIONSHIPS**
Marriages impact
- ✓ **CHILDREN & FAMILY**
Inter-generational impact
- ✓ **COMMUNITY**
Functional + societal impact
- ✓ **WORKFORCE**
Transferable skills + employment impact
- ✓ **ECONOMIC**
Tax + financial impact
- ✓ **HEALTHCARE**
Resources + financial impact
- ✓ **DEFENCE**
Talent attraction and retention impact
- ✓ **GOVERNMENT**
Policy impact



Six key needs of veteran community + stakeholders

1. Reducing veteran suicide & risk

In 12 years of operation at GO2 Health, there have been two suicides, that we know of, with our nearly 4,000 contemporary veteran patients. Early intervention and care is integral to what community and planned health responses must achieve. GO2 Health is the medical pathway which identifies and supports, ongoing, the veteran as they navigate the future. Primary health and wellbeing support create the pathways and integrate all other opportunities.

2. Effective medical models

The contemporary veteran (and their families), particularly those who were medically discharged, require a broad range of medical, allied health and other support mechanisms. This care must be triaged for veterans to recover and reintegrate into civilian life. The care must be accountable and managed to increase outcomes and reduce cost. DVA reports cite: the most significant mitigating action undertaken by transitioning members and their families is early planning and family involvement in care.

3. Trust & integrated family support

Families are the first line of defence for successful transition. Families of transitioning ADF members commonly express a desire for more targeted information. This desire reflects, in part, a widespread perception that families are often forgotten, or excluded from the formal transition process. GO2 Health is the ideal environment for information and individualised, solution based treatment for the whole family. The trust and relationship built with the care team is the key to better outcomes.

4. Collaboration of ESO and NGO integration

With many ESOs and NGOs operating in this space, there are opportunities for many potential support mechanisms, however research shows the awareness and uptake of these services is limited. With competitive and complex service propositions, we work to educate the individual to choose, based on individual needs. This generates client centred outcomes. As an a-political organisation, GO2 Health already works effectively, integrating ESOs and NGOs services as part of our model of care.

5. Commercial business operation

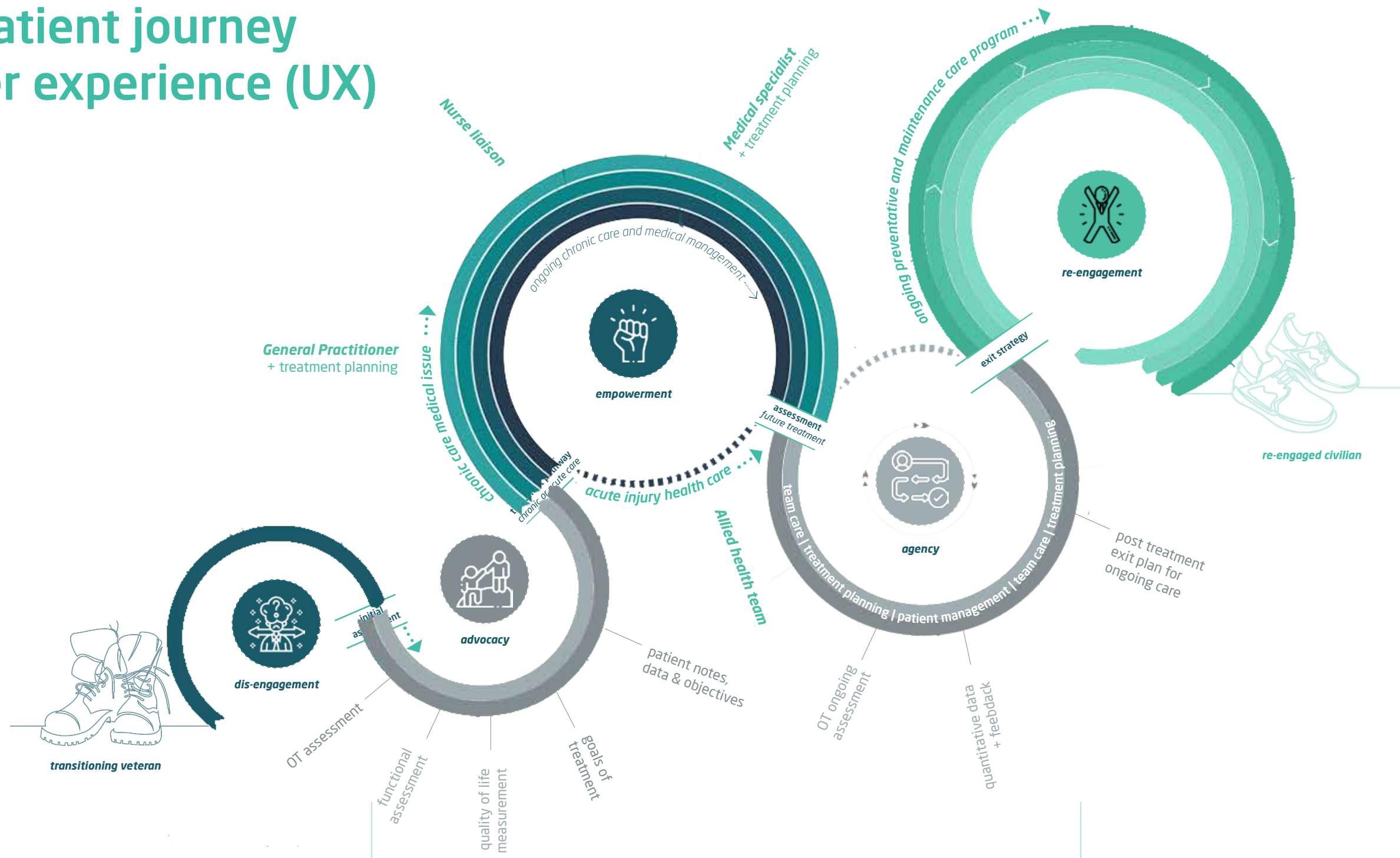
An A-political business with proven outcomes and trust in the veteran community, GO2 Health offers a sustainable business model not reliant on charitable contributions. We have leveraged our network and relationships to build support from other private organisations, without ongoing reliance on government intervention. With lean management and effective governance, GO2 Health is agile, outcome driven and focussed to build long term relationships with a wide community.

6. Defence ecosystem benefits

The lifecycle of ADF into ex-military is dependent on better long term outcomes and a sustainable result for those who serve our country. The defence force drives a career which meets the needs of a growing and scalable workforce and is central to the Force Structure Plan, 2020. The government is securing Australia's economic recovery, protecting our economic interests and growing a skilled and professional workforce. A Triple P solution using the GO2 Health model demonstrates veterans, and their families are well looked after beyond a successful military career, enhancing the entire defence ecosystem.



our patient journey & user experience (UX)



Patient care team
Chronic care vs acute injury

Engagement
Management control

referral pathways + marketing
on-going treatment if required

chronic patient team
GP | nurse liaison | specialists | allied health team

patient management team
control, reporting, accountability

patient management team
on-going treatment if required

	Dis-engagement	Advocacy	Empowerment	Agency	Re-engagement
Big questions	Where to from here? 'No-one cares anyway'	Is this going to work?	How can I trust myself to make the right choices?	Where do I want to go next?	How will I use my new skills to re-engage with my life?
Feelings	Lost, scared, angry,	Apprehension	Hope, optimism	Confidence and courage	I need to tell my mates about this place!
Needs	Help and support systems	Direction and momentum	A supportive network to build confidence	Post-treatment pathways Education to choose the right pathways	On-going care on my terms and needs
Gaps + barriers	DVA paperwork is complex System failures	DVA paperwork and system	Can get frustrated if not seeing results quickly and/or not taking an active role in their recovery	Post-treatment pathways outside of GO2	Adequate on-going care outside of GO2 model (RACGP training)
Risks	Disengaged from life, stuck in "the system", suicide	Not taking an active role in their recovery	Not taking an active role in their recovery	Relapse in recovery journey	Accessing adequate on-going care outside of GO2 model

INTRODUCING

REFORGE

veteran care proudly brought to you by GO2 Health

As Australia's largest veteran care provider, we wanted to use our platform and our trusted voice to be a vehicle of much needed change.

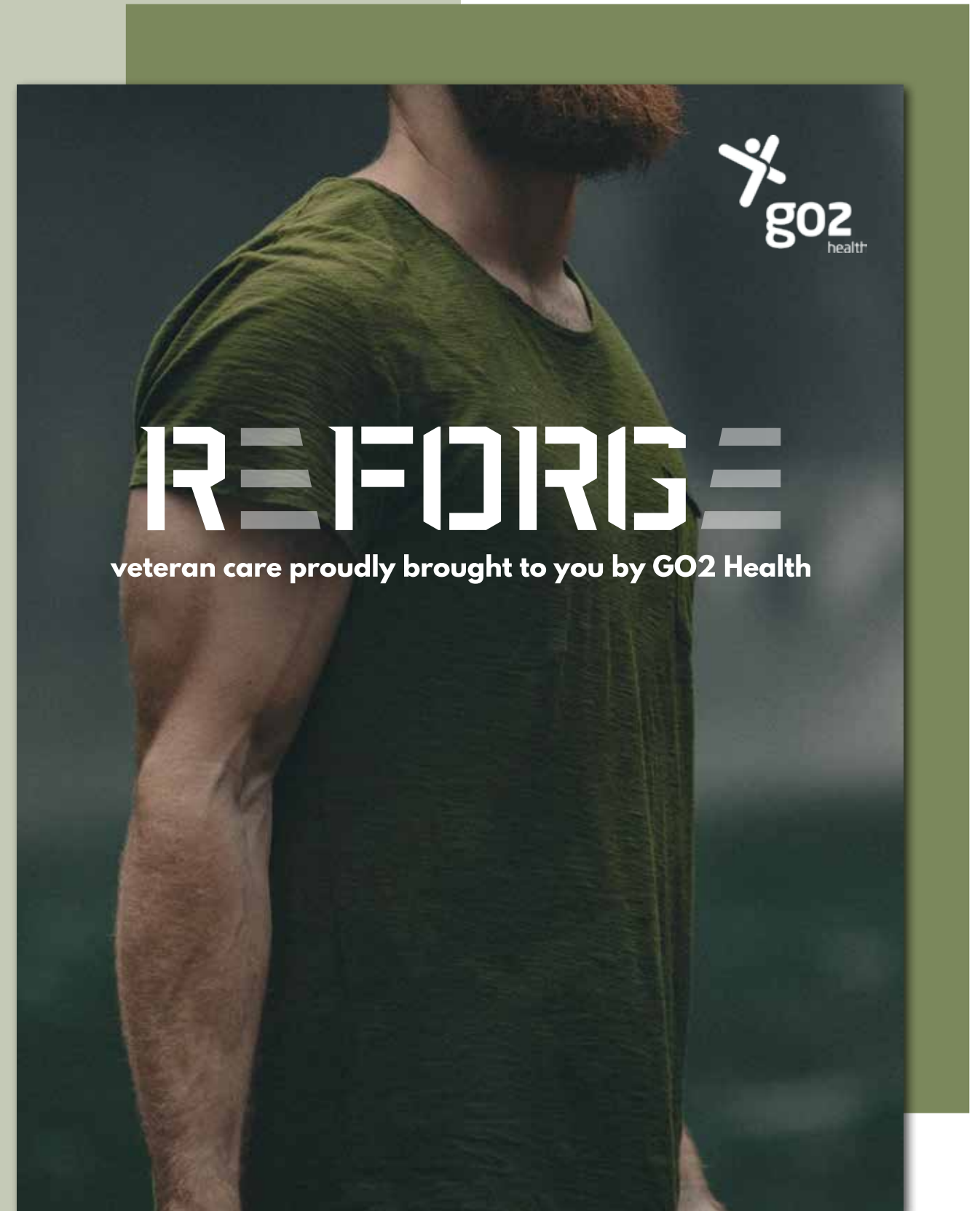
We wanted to break down the 'broken veteran' stigma and create a brand and identity that veterans can connect and identify with. To create a movement of REFORGING their identities, their place in community, to REFORGE their relationships, connections, resilience. In a way that helps them to re-connect with their identities when they were in service.

Something that helps them to feel strong, and capable, and re-engaged once again as they REFORGE their path post-service into a thriving member of community and an asset for our country once again.

REFORGE is specifically designed for all of the veteran support programs and initiatives available at GO2 Health - proudly Australia's largest veteran care clinic.

Our REFORGE pain program is a dedicated 6 week course 2 x days per week designed specifically for veterans to help better manage their ex-service injuries and pain.

You will be seeing a lot more about REFORGE as we forge ahead with our veteran care expansion.





REFORGE

veteran's pain program

Your program team

The REFORGE veteran's pain program is designed specifically for veterans in managing chronic pain. Our program uses an interdisciplinary, evidence-based, empathetic approach to pain management.

The program offers individual attention, delivered in a small group setting by a team of dedicated experts in their fields to give you access to the tools you need for optimal outcomes dealing with chronic pain.

Pain specialist

Your pain specialist will empower you to understand the different types of chronic and acute pain, pain circles and pain processing, the role of medication in pain and provide you with further pain management options including a multidisciplinary approach for acute and chronic pain.

Psychologist

Your psychologist will educate you on the link between stress and pain, including ADF training and pain, the transition to civilian life and stress, and common triggers. With a better understanding of these foundations, we can start to build building blocks of resilience including mindfulness practices and committed action.

Physiotherapist

Your physiotherapist will help you with pain adaptations by understanding the pain cycle, triggers, and how the ADF transition journey can shape and influence chronic pain. You will be empowered to better understand and therefore manage your chronic pain cycles, triggers and flare-up planning through self-management techniques.

General practitioner + nursing

Your general practitioners and nurses on the program care team will help you not only in understanding and accessing multidisciplinary care in your pain management journey including allied health support and home-based services, but also empower you with strategy and planning to reduce reliance on medications.

Acupuncture

Your acupuncturist will educate you on the benefits of acupuncture for pain, how it works and the effectiveness for PTSD, depression, anxiety and pain. You will discover energy flow in the body and its role in disease states as well be taught about different pressure-points in the body to help self-manage pain.

Exercise physiology + pilates

Your EP will empower you on why movement is so important to the effective management of chronic pain and provide you with self-movement and improvement techniques including reformer pilates.

Dietetics

The general practitioners and nurses on the program care team will help you not only in understanding and accessing multidisciplinary care in your pain management journey including allied health support and home-based services, but also empower you with strategy and planning to reduce reliance on medications.

Tai Chi + relaxation

Through daily intentional practices like Tai Chi, breathing techniques, and relaxation hacks, you will learn better mind-body control, increased mobility, strength, improve balance and reduce mal-adaptive postures, all designed to educate and empower you for daily pain management with a view to reduce pain flare-ups.

REFORGE your pain management

Now taking places for 2022

TALK TO AN ADVISOR

REFORGE

 Veteran's Pain Program

Australia's **ONLY** veteran specific pain program
PROUDLY BROUGHT TO YOU BY GO2 HEALTH

- 6 week duration | 2 days per week
- Fully DVA Funded

CALL US TO FIND OUT MORE

REFORGE

 Veteran's Pain Program

REFORGE Veteran's Pain Program is proudly brought to you by GO2 Health, Australia's largest veteran care clinic.

Our REFORGE pain program is a dedicated 6 week course, 2 x days per week designed specifically for veterans to help better manage their service injuries and pain.

Is it time to REFORGE your life?

REGISTER COURSE DATES



Full Name*

Phone*

Email*

Which course start dates are you interested in for 2022?

Mon 9 May	Mon 20 Jun	Thu 22 Jun
Mon 1 Aug	Mon 12 Sep	Thu 15 Sep
Mon 11 Oct	Thu 1 Nov	

REGISTER NOW

REFORGING your life starts here
 Drop your details here and we can get in touch to send you an information pack and secure your spot for 2022.

Call Us
 +61 7 2395 9840

Email Us
 ask@go2health.com.au

REFORGE

 Veteran's Pain Program



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 Veteran's Pain Program

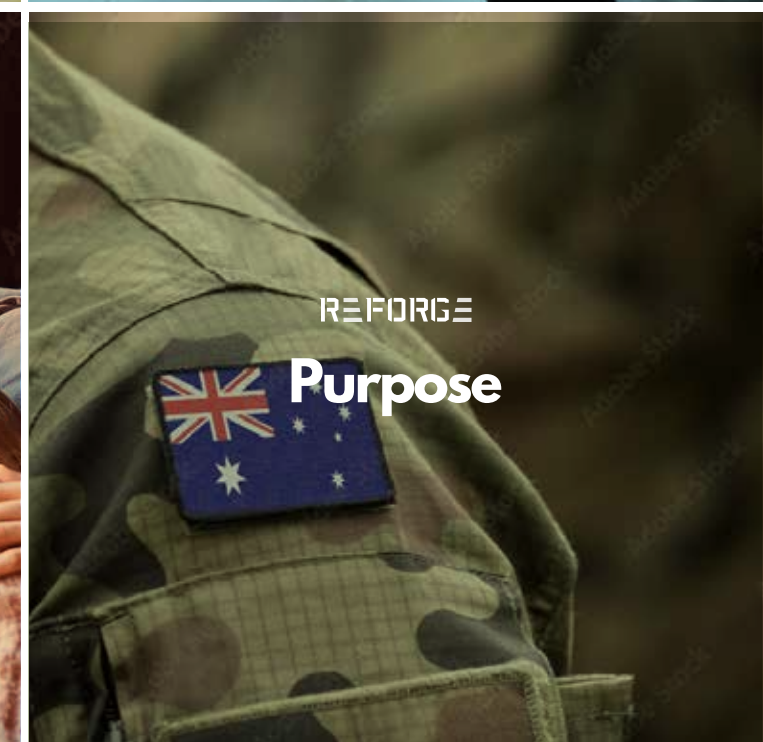
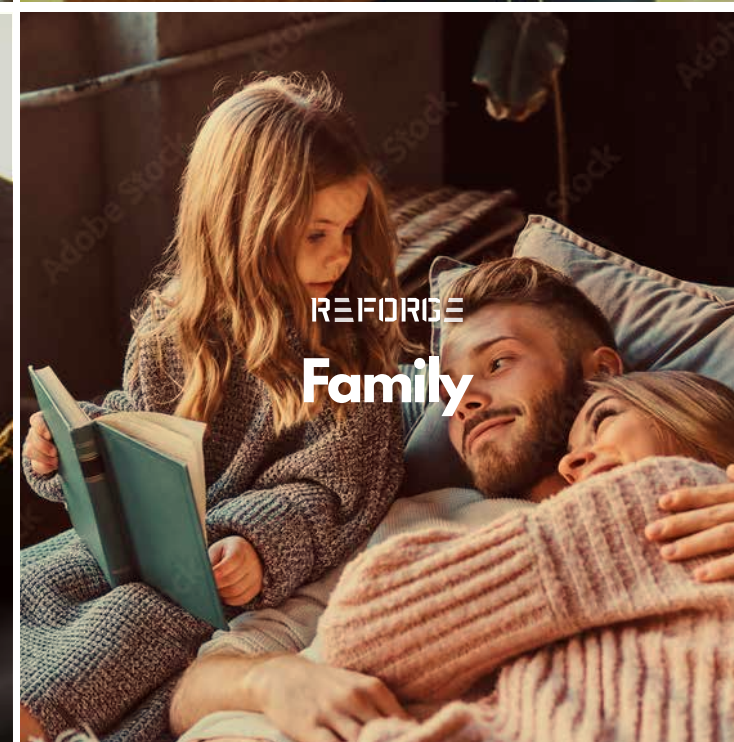
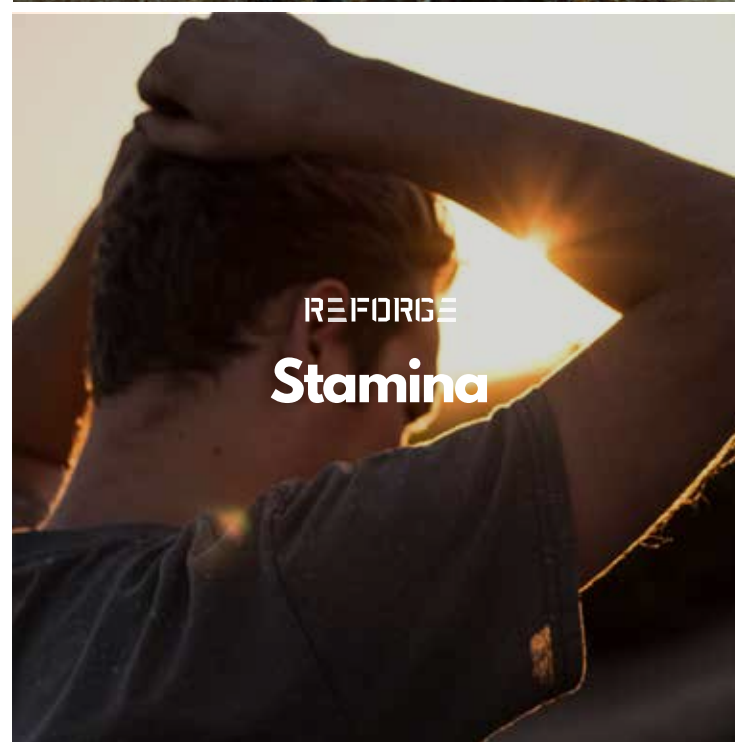
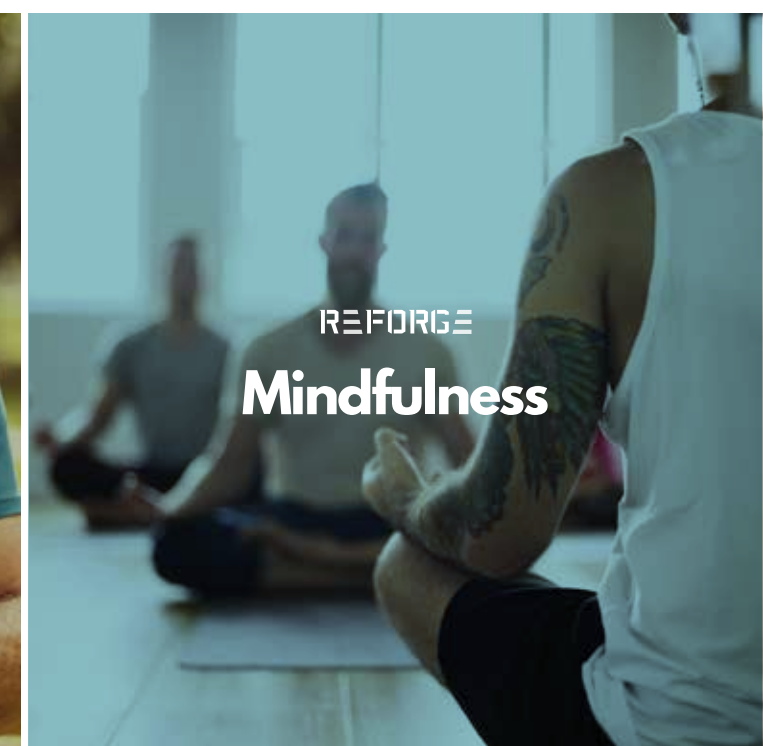
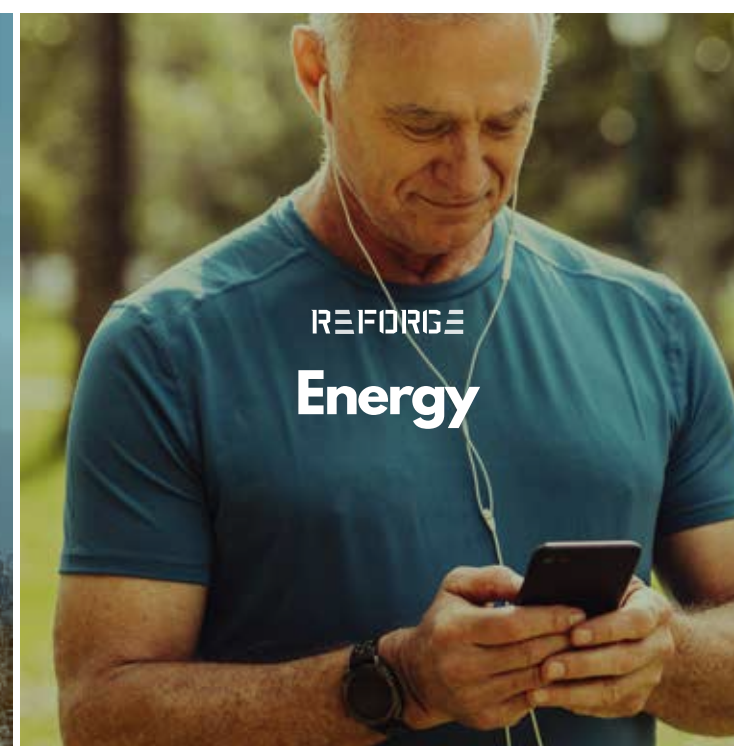
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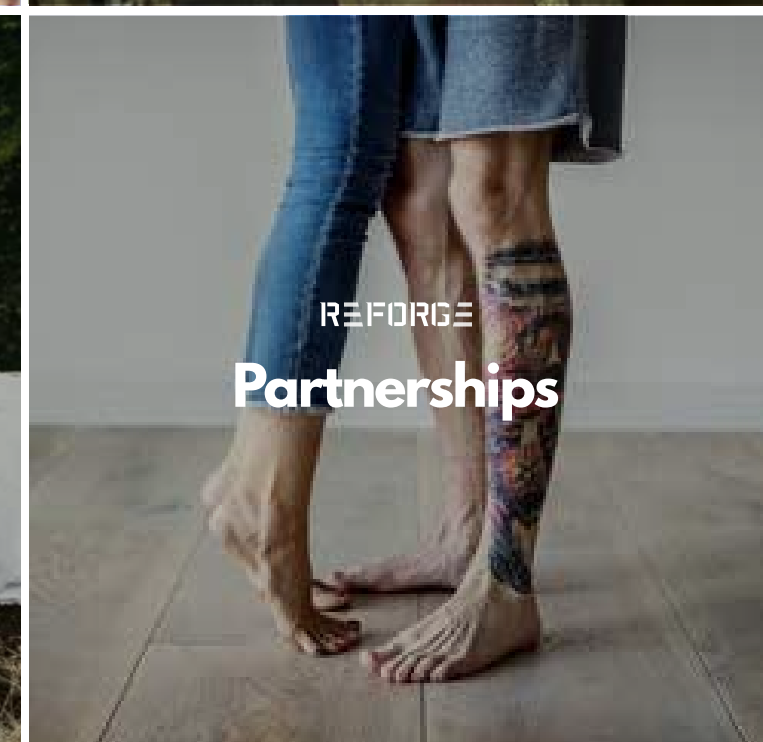
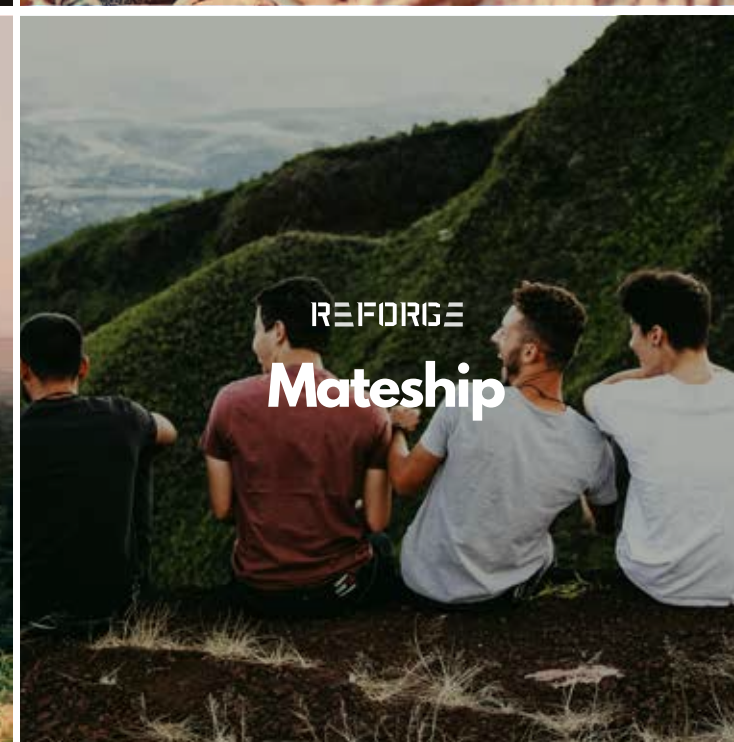
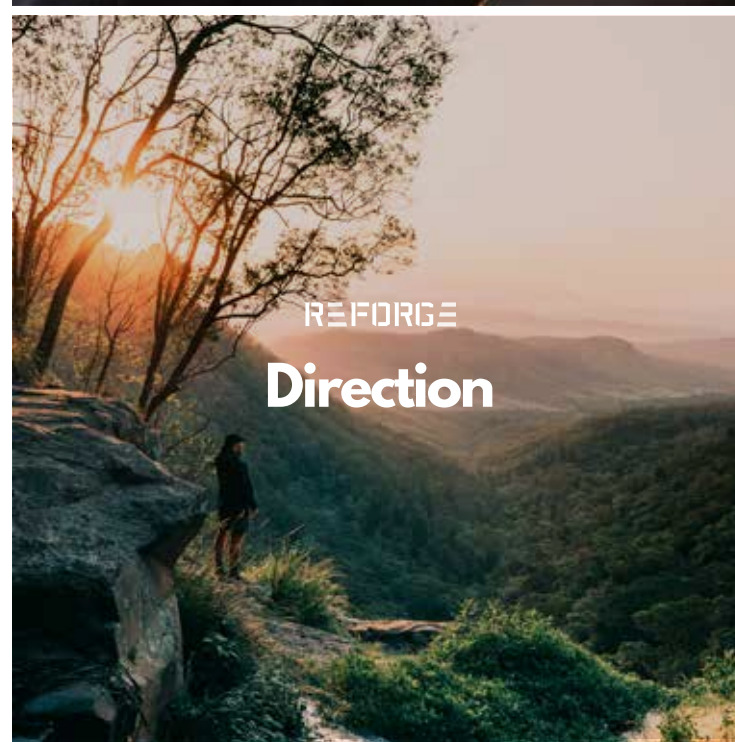
CALL US TO FIND OUT MORE



Imagery and branding for REFORGE is designed to invoke a sense of purpose, capability, and desire for veterans to re-engage and REFORGE body, mind, and spirit.



some people are lost in their fires, others are **forged** in them.



REFORGE

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