

# Strategic Plan 2024–2029

## STRATEGIC OBJECTIVES AND STRATEGIES

### 1 A capable and influential primary healthcare sector

- 1.1 Foster strong engagement with primary healthcare providers and actively develop clinical leaders to inform and shape healthcare priorities, policy and improvement.
- 1.2 Support primary healthcare providers to implement models of care that reflect best practice, support wellness, are culturally appropriate and enhance multidisciplinary team care.
- 1.3 Support and advocate for the development of a skilled and sustainable local primary healthcare workforce.
- 1.4 Undertake strategic planning to identify and address regional health priorities.

### 2 Outcomes and quality focused health services

- 2.1 Collaborate with primary healthcare providers to facilitate informed quality improvement.
- 2.2 Commission or deliver services that address health needs and demonstrate positive outcomes.
- 2.3 Monitor and evaluate activities to drive high quality outcomes in service delivery.
- 2.4 Participate in primary healthcare research in collaboration with others.

### 3 Integrated services within and across sectors

- 3.1 Facilitate primary, secondary and tertiary health sectors to work together to improve the healthcare journey and continuity of care for people in our community.
- 3.2 Design and deliver solutions to support better navigation of services and access to appropriate care.
- 3.3 Identify, build and strengthen partnerships with key stakeholders and influencers in the health and non-health sectors and advocate for the needs of our region and primary healthcare.



### 5 Organisational excellence and impact

- 5.1 Embed governance and business systems that enhance efficiency, security and organisational improvement.
- 5.2 Support the development of a diverse, skilled, and culturally safe workforce that is engaged, values-orientated and advances our commitment to Aboriginal and Torres Strait Islander peoples reconciliation.
- 5.3 Increase and diversify funding streams to further our vision and enable financial sustainability.
- 5.4 Attain and share learnings, promote our achievements.

### 4 Engaged and empowered consumers and communities

- 4.1 Embed consumer, carer and community engagement and influence in the work of our organisation to support the delivery of person-centred primary healthcare.
- 4.2 Apply health literacy principles to all our activities.
- 4.3 Champion the integration of those with lived experience, service users and peer workers into service design, delivery and quality improvement.
- 4.4 Build community capacity and connection to foster health, wellbeing and social resilience.

## GUIDING PRINCIPLES

A continuing effective relationship between an individual and their preferred primary healthcare provider.

A care model that ensures people receive the right care in the right place at the right time and that they are part of their own care outcomes.

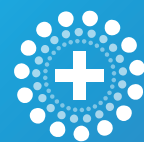
A 'one health system' mindset.

## MEASURING SUCCESS



Primary healthcare means: *healthcare provided by general practice, allied health and other professionals in a non-hospital setting.*

## PRIORITY AREAS



Aboriginal Health



Alcohol and Other Drugs



Digital Health



Disaster and Emergency Management



Healthy Ageing



Health Workforce



Mental Health and Suicide Prevention



Population Health



Vulnerable Communities

## VALUES



Respect



Ethical Practice



Continuous Improvement



Collaboration



Quality