

OUR VISION

**Healthier Western Queensland
 Communities**

OUR MISSION

Paving our way towards improved health outcomes for all Western Queenslanders through a comprehensive, integrated primary health care system in collaboration with our stakeholders, partners and communities.

TARGETS

Commission health and community services to address the prioritised needs of Western Queensland communities.

Support health care providers and partners through collective leadership and co-design to strengthen accessible, quality and whole-of-person centred care to Western Queenslanders.

Deliver integrated health services close to home so Western Queenslanders have access to planned and coordinated care that support individuals' health care goals.

Foster community care and wellbeing services to support Western Queenslanders to live healthier, happier lives.



**GUIDING ACTIONS
 THAT POWER US**

- TRANSPARENT
- PURPOSEFUL
- RESPONSIVE
- AUTHENTIC
- RESPECTFUL
- IMPACTFUL

DIRECTIONS FOR CHANGE - OUR STRATEGIC PRIORITIES

**EMPOWERED
 COMMUNITIES
 leading the way**

Bring communities together to actively inform and address local community health and wellbeing needs. Shift the focus from illness to wellness through community-led decision making.

**SUPPORTED
 WORKFORCE
 built for the bush**

Grow and support our health and wellbeing providers. Embrace new ways of working and embed local knowledge and skills in our communities. Improve engagement, satisfaction, inclusivity and the delivery of care.

**EQUITABLE ACCESS
 closer to home**

Increase equal access to quality health and wellbeing services and the best possible outcomes. Focus on education and awareness, proactive prevention and early detection, and social prescribing.

**AFFORDABLE
 SERVICES
 for everyone**

Improve efficiency, sustainability and affordability by aligning investment and resources to prioritised community needs. Create a coordinated, connected system through pooled funding and co-commissioning.

**QUALITY OUTCOMES
 for patients and families**

Bring health and wellbeing reform to whole communities. Deliver high quality outcomes, positive experiences and person-centred care informed by community-driven priorities and insights.

ENABLERS

- KNOWLEDGE AND DATA
- INNOVATION AND RESEARCH
- DIGITALISATION AND TECHNOLOGY

- CAPABILITY AND INFLUENCE
- CULTURAL RESPECT
- TRANSPARENCY AND ACCOUNTABILITY
- GOOD GOVERNANCE

Guiding actions

These actions guide our approach to engagement at WQPHN and underpin how we work with our stakeholders and each other. They set the standard to which we aspire.



PURPOSEFUL

We act and engage with clear intent of what we want to achieve and how this supports our strategic goals.

We will do this by:

- Starting every engagement with a clear understanding of its purpose
- Setting clear expectations
- Following through on actions and outcomes



AUTHENTIC

We build open, genuine relationships by working with our stakeholders and colleagues in an honest and trustworthy way.

We will do this by:

- Providing timely information to foster a culture of information sharing
- Sharing our engagement process with our stakeholders, communicating their role and how their participation will inform the project



IMPACTFUL

We work and engage with impact, working together towards our shared vision of better health.

We will do this by:

- Evaluating the impact and outcome of our activities
- Following up on actions; closing the feedback loop
- Celebrating project outcomes and collaborative achievements



RESPONSIVE

We communicate regularly with our stakeholders and colleagues. We are responsive to their needs and acknowledge their participation and contributions.

We will do this by:

- Engaging early and often, keeping our stakeholders and colleagues informed.
- Responding in a reasonable timeframe
- Proactively acknowledging and addressing people's needs and concerns
- Keeping our promises



RESPECTFUL

We treat all everyone with respect, acknowledging their expertise, unique experience and perspective, time and needs.

We will do this by:

- Valuing and supporting the diversity of consumers and communities
- Recognising and respecting cultural differences and perspectives
- Tailoring our approach to local community needs and preferences, recognising that one size does not fit all
- Creating a safe environment for engagement
- Extending our reach to population groups who may face barriers accessing healthcare and/or common engagement methods



TRANSPARENT

We build trust by openly sharing information, consulting with stakeholders and colleagues clearly and explaining the decisions we make.

We will do this by:

- Ensuring stakeholders have access to clear, relevant information
- Clearly explaining key actions and decisions that impact others.