## Western Queensland Primary Health Network STRATEGIC PLAN 2023-2026



#### **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 wholeof-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 SUPPORTED EQUITABLE ACCESS AFFORDABLE QUALITY OUTCOMES COMMUNITIES** WORKFORCE SERVICES closer to home for patients and families leading the way built for the bush for everyone Bring communities together to Grow and support our health and Increase equal access to quality Improve efficiency, sustainability Bring health and wellbeing reform actively inform and address local wellbeing providers. Embrace health and wellbeing services and and affordability by aligning to whole communities. Deliver community health and wellbeing new ways of working and embed the best possible outcomes. Focus investment and resources to high quality outcomes, positive needs. Shift the focus from illness local knowledge and skills in our prioritised community needs. Create experiences and person-centred to wellness through community-led communities. Improve engagement, proactive prevention and early a coordinated, connected system care informed by community-driven decision making. satisfaction, inclusivity and the detection, and social prescribing. through pooled funding and priorities and insights. delivery of care. co-commissioning. **ENABLERS** CAPABILITY AND INFLUENCE • KNOWLEDGE AND DATA CULTURAL RESPECT

- INNOVATION AND RESEARCH
- DIGITALISATION AND TECHNOLOGY

- TRANSPARENCY AND ACCOUNTABILITY
- GOOD GOVERNANCE

#### Our People, our Partnerships, our Patch

# **Guiding actions**

POW26 POW26 An Australian Government Initiative

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.



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

PURPOSEFUL

-- Following through on actions and outcomes

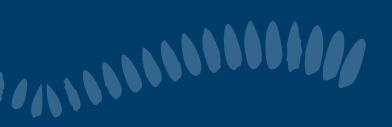


#### AUTHENTIC

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

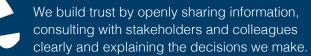


We treat all everyone with respect, acknowledging their expertise, unique experience and perspective, time and needs.

#### 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 will do this by:

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