

WESTERN QUEENSLAND  
PRIMARY HEALTH NETWORK

# Strategic Plan 2023-2026

Paving Our Way



**phn**  
WESTERN QUEENSLAND  
An Australian Government Initiative

# A strategy for healthier Western Queensland communities

Since 2015, the Western Queensland Primary Health Network (WQPHN) has been responding to changing community needs through exceptional performance in the commissioning of services.

Stretching across almost one million square kilometres of Queensland, our diverse region is like no other. It is home to some of the most remote, isolated communities in Australia, each with their own health and wellbeing needs, risks and challenges.

This strategy is for our region, our communities and our people. It outlines how we will address their needs head on, by taking bold action to ensure that every Western Queenslanders has access to the care and support they need, closer to home.

Guided by our five directions for change, Paving Our Way to 2026 (POW26) is a roadmap to improve health equity, access and outcomes in the bush – to ensure that health reforms reach everyone, everywhere.

This is a genuine commitment to shift our approach, to bring the focus back to the individual needs of remote residents and transform the way people experience good health and wellbeing.

The road ahead will not be easy, but we will be confident, ambitious and innovative as we face future challenges. We will do it by bringing together the knowledge and expertise of our partners and aligning to a shared vision.

We will work with our network of alliances at all levels, and forge productive relationships locally to advance wisdom, build capacity and self-determination.

A young boy and girl are smiling and looking upwards against a warm, golden background. The boy is in the foreground, wearing a white shirt, and the girl is behind him, also smiling. The background is a soft, out-of-focus landscape with a large, curved orange shape in the upper left corner.

OUR  
**MISSION**

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

OUR  
**VISION**

Healthier Western Queensland Communities.

**Paving Our Way to 2026**  
IS HOW WE CAN ACHIEVE THIS



OUR

# GUIDING ACTIONS

## PURPOSEFUL



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

## AUTHENTIC



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

## IMPACTFUL



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

## RESPONSIVE



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

## RESPECTFUL



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

## TRANSPARENT



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



# OUR 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 supports individuals' health care goals.

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

## OUR ENABLERS

Our enablers are the foundational elements needed to support this strategy and help us achieve our targets.

**Knowledge and data**

**Innovation and research**

**Digitalisation and technology**

**Capability and influence**

**Cultural respect**

**Transparency and accountability**

**Good governance**



DIRECTIONS

# FOR CHANGE

Aligned to the Quintuple Aim, our five strategic actions are interconnected and interdependent. Together, they guide our organisation and health system forward.



# 1 Empowered communities leading the way

## DIRECTION FOR CHANGE

**Support people and communities to inform and address their health and wellbeing needs, shifting the focus from illness to wellness.**

### **Why?**

Place matters. To make a lasting impact, we must align funding and resources to local needs and priorities – determined by and for Western Queenslanders.

### **How?**

We will bring this to life through good governance and co-designed programs and initiatives such as our innovative Healthy Outback Communities model of care. We will work with all levels of government and forge strong community partnerships to inform program design, delivery and evaluation.



## 2 Supported workforce built for the bush

### DIRECTION FOR CHANGE

**Grow, develop and support our valued health workers and providers.**

### **Why?**

Our rural and remote health workers play an irreplaceable role in ensuring and improving the health and wellbeing of Western Queenslanders.

### **How?**

We will undertake initiatives that build a strong, sustainable workforce for our region. We will deliver on our First Nations Workforce Strategy and invest in training and knowledge-transfer programs that support our providers, improve clinician wellbeing and embed local knowledge and skills in our community.





### 3 Equitable access closer to home

#### DIRECTION FOR CHANGE

**Increase equal access to quality health and wellbeing services for the best possible outcomes.**

#### **Why?**

Every Western Queenslanders has the right to access quality health and wellbeing services, close to home.

#### **How?**

We will reduce health inequities through collaborative programs that focus on education and awareness, proactive prevention and early detection, social prescribing and self-determination. We will reduce barriers for referral, enhance clinical care coordination and improve access to telehealth and virtual monitoring services.



## 4 Affordable services for everyone

DIRECTION FOR CHANGE

**Improve service efficiency, sustainability and affordability.**

### **Why?**

Western Queenslanders expect access to health services that are affordable and accessible.

### **How?**

We will improve efficiency by making sure our actions and decisions address prioritised community needs. We will do this by working in new ways with our communities and sector partners to co-design solutions that lead to better outcomes.





## 5 Quality outcomes for patients and families

### DIRECTION FOR CHANGE

**Bring health and wellbeing reform to whole communities for high quality outcomes.**

### **Why?**

A wellbeing system focused on local knowledge and data will move us all closer to healthier Western Queensland communities.

### **How?**

Through our performance and outcomes monitoring framework, we will build the evidence base for change. We will improve patient-reported outcomes and experience measures, establish communities of practice for quality improvement and continue to understand and address the wider determinants of health for better outcomes at the community level.

## OUR PEOPLE, OUR PARTNERSHIPS, OUR PATCH.

We know that the best outcomes are achieved when we work in partnership. Our success will be determined by our ability to attract and retain the best people, build strong strategic relationships and stay connected to country, culture and place. As we advance our five directions for change, every step we take together will move us closer to our vision for healthier Western Queensland communities.



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