



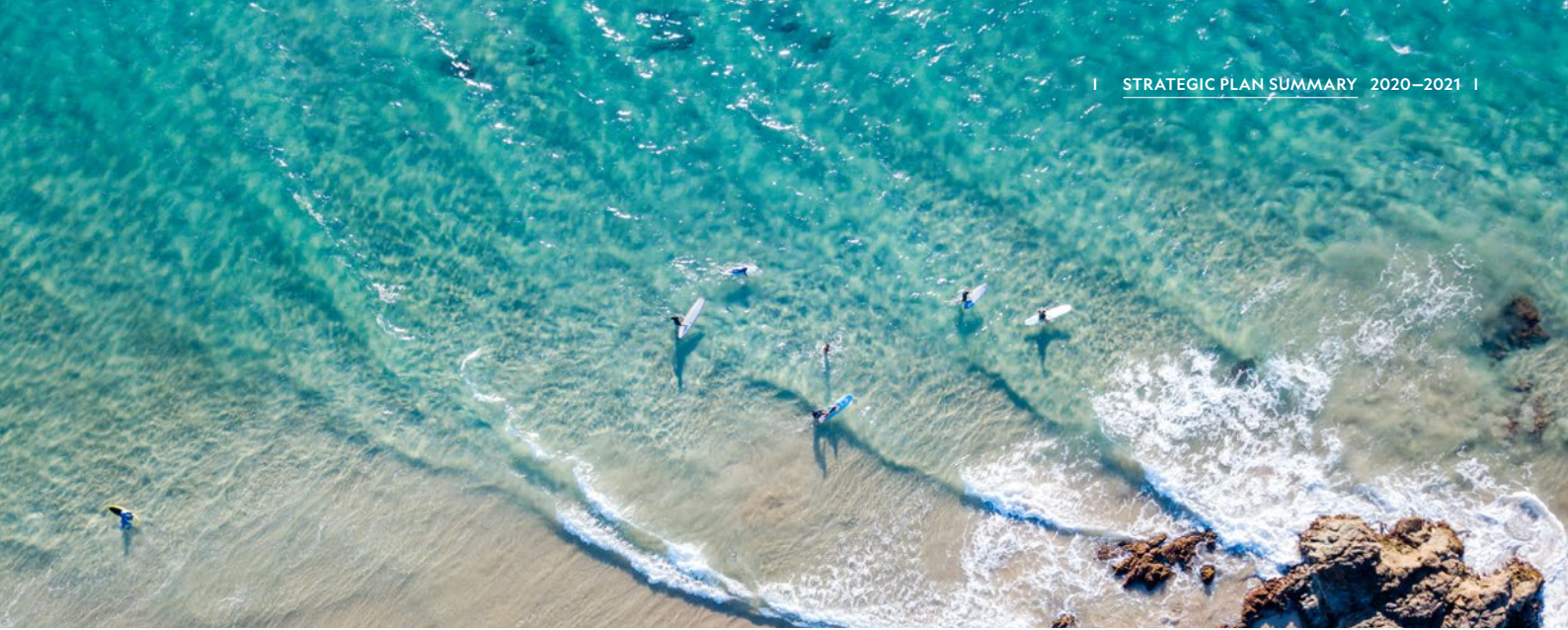
Healthy people in North Coast communities

Strategic Plan 2020–2021

Healthy North Coast acknowledges the traditional custodians of the lands across our region and pays respect to the Elders past, present and emerging. We recognise these lands were never ceded and acknowledge the continuation of culture and connection to land, sky and sea. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First Peoples and honour the rich diversity of the world's oldest living culture.

**HEALTHY
NORTH COAST**

phn
NORTH COAST
An Australian Government Initiative



Our vision

Healthy people in North Coast communities.

Our purpose

To build a person-centred health system in which each member of the North Coast community, especially those with the greatest need, receives care that is integrated, high quality and easy to access.

Our approach

We aim to implement best practice commissioning by building the capacity of our staff and raising the literacy and capability of our communities and partners in the role of commissioning.

We want our actions to be judged against a measure of delivering greater equity in health outcomes for less advantaged populations on the North Coast.

We are committed to co-design and working alongside our communities and partners to transform existing services and develop new services to fill identified gaps. Quality co-design requires meaningful engagement in pursuit of genuine solutions.

In our quest to lead development of a more integrated health care system, we are committed to purposeful collaboration with our national, regional and local stakeholders. This collaboration is open, respectful and conducted with integrity.



Our priorities

1. Grow high-performance teams focussed on quality

- 1.1 Evidence of increasing efficiency in Healthy North Coast services
- 1.2 Healthy North Coast team are recognised for the expertise and support they deliver to the system
- 1.3 Systems and business processes support quality program delivery
- 1.4 All Healthy North Coast staff demonstrate values and culture espoused by Healthy North Coast

2. Commissioning for health equity using evidence and innovation

- 2.1 Outcomes focussed commissioning will deliver increased value for money across the portfolio
- 2.2 Outcome priorities for commissioning are founded in codesign
- 2.3 Social determinants and cultural safety are paramount
- 2.4 Data and decision-support tools form the basis for strategic investment
- 2.5 Staff and teams have skills, technology and infrastructure to continuously improve performance

3. Better health outcomes through leadership and collaboration

- 3.1 Strong partnerships will leverage collective impact and increase financial accountability
- 3.2 Healthy North Coast is recognised for its commitment to innovation and authentic partnerships
- 3.3 Healthy North Coast branding is strong
- 3.4 Healthy North Coast governance structures and processes support best practice partnerships
- 3.5 'Collaborate first' is a mantra for service design in Healthy North Coast staff

4. Strengthen the primary care health workforce

- 4.1 Healthy North Coast provides health workforce programs that strive to be cost efficient, thereby extending reach
- 4.2 Health workforce / neighbourhood programs recognise needs of all stakeholder groups
- 4.3 Healthy North Coast processes reflect the incorporation of health workforce subject matter expertise
- 4.4 Healthy North Coast teams develop comprehensive understanding of regional workforce needs



Thank you.

Healthy North Coast is an independent, not-for-profit organisation proudly delivering the PHN program in North Coast NSW. We are committed to improving the health of our communities through quality primary health care.

The PHN program is an Australian Government Initiative.

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