

**STRATEGIC VISION**

# Healthy people in North Coast communities

**STRATEGIC 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 commitment to closing the gap and reducing health inequity for Aboriginal people and communities is paramount to each of our objectives and outcomes.

**STRATEGIC OBJECTIVES**

**Grow high-performing teams focused on quality**

**Commission for health equity using evidence and innovation**

**Deliver better health outcomes through leadership and collaboration**

**Strengthen the primary care health system**

1.1 – 4.4 > sub-objectives

**STAKEHOLDERS**

**1.1** Our teams are valued for the expertise and support they deliver to the system

**2.1** Commissioning for outcome priorities is co-designed  
**2.2** Social determinants and cultural safety are paramount

**3.1** We are committed to innovation and authentic partnerships  
**3.2** Our brand and organisational identity is strong

**4.1** Our programs recognise the needs of all stakeholders

- Consumer and service provider satisfaction and outcomes
- Strong reputation with relevant stakeholders

**FINANCIAL STEWARDSHIP**

**1.2** Evidence of increasing efficiency in our services

**2.3** Outcomes-focused commissioning delivers increased value for money across the portfolio

**3.3** Our partnerships leverage collective impact and increase financial accountability

**4.2** We establish high-performing primary care

- Financial sustainability
- Investment to grow and develop our services
- Increasing efficiency, and accountability for funding and investment

**INTERNAL PROCESS AND SYSTEMS**

**1.3** Systems, business processes and technologies support quality program delivery

**2.4** Data and decision-support tools form the basis for strategic investment and procurement

**3.4** Our governance structures and processes support best-practice partnerships

**4.3** Our processes incorporate health system subject matter expertise

- Effective and efficient systems and processes
- Achieve accreditation
- Board Governance
- Infrastructure and technology supports business delivery

**PEOPLE, KNOWLEDGE AND CULTURE**

**1.4** Our staff demonstrate our values, culture and commitment to life-long learning

**2.5** Our staff and teams have the skills and the environment to continuously improve performance

**3.5** 'Collaborate first' is a mantra for our service design  
**3.6** We strive for reconciliation between Aboriginal and non-Aboriginal people through commitments and actions

**4.4** Our teams develop comprehensive understanding of and support regional workforce and health system needs

- High staff engagement, satisfaction and culture
- Recruitment and retention

**STRATEGIC OUTCOMES**

**Our services and people deliver high-quality outcomes in an efficient way**

**We demonstrate improvement in regional health outcomes as a result of commissioned services**

**We are recognised as a leader in collaborative system reform that improves health outcomes**

**Our local health system is well prepared to meet the primary care demands of the future**