

STRATEGIC
FRAMEWORK
2025

A SHARED PATH TO BETTER HEALTH

Our strategic approach
guides our collective effort;
aligning action, investment
and impact to improve the
health and wellbeing of
every community we serve.





OUR **VISION**

Support our region to
live their healthiest lives.

OUR **MISSION**

Work with our community to
deliver leading primary health.





GUIDED BY THE QUINTUPLE AIMS

Our work is anchored in
five interconnected goals:

Improved quality of care and
population outcomes

Enhanced patient experience of care

Sustainable cost

Improved provider experience

Advancing health equity



STRATEGIC PRIORITIES

We focus our collective efforts
across **four priority areas** to drive
meaningful, measurable impact:

Regional leadership and collaboration

Invest for outcomes and impact

Building the capability of the
primary health system

Enhanced internal capabilities



STRATEGIC ENABLERS

We accelerate progress by
strengthening the enablers
that connect across our
strategic priorities:

Community-Centred Action

We embed lived experience
and local priorities at every stage
of system design and delivery.

Partnerships and Relationships

We build trusted, cross-sector
partnerships that act as catalysts
for positive and lasting change.

Technology and Innovation

We harness data, digital tools
and AI to deliver smarter, more
adaptive health solutions.

Financial Stewardship and Resilience

We attract diverse funding
streams that strengthen solvency,
support innovation, and drive
responsible investment.

BALANCED SCORECARD

		STRATEGIC PRIORITIES			
		Regional Leadership and Collaboration	Invest for Equitable Outcomes and Impact	Building the Capability of the Primary Health System	Enhanced Internal Capabilities
BSC PERFORMANCE AREAS	Stakeholders	1.1 We lead by example, forging strong regional partnerships across every area of program delivery	2.1 We determine commissioning outcome priorities through collaborative codesign	3.1 Our programs are shaped by local needs and designed to enable best practice in primary care	4.1 Stakeholders actively seek engagement with CCQ due to the value we provide through trusted expertise and impact
	Internal Process and Systems	1.2 Our governance structures and processes support best practice partnerships	2.2 Strategic investments are guided by data and strengthened by robust decision-support tools	3.2 We continuously enhance our ability to measure, benchmark and improve primary health performance	4.2 Our systems and business processes enable the consistent delivery of high-quality programs
	People, Knowledge and Culture	1.3 We take an evidence-based approach to collaboration, with staff demonstrating our commitment to partnership in every aspect of their work	2.3 Our people are equipped with the skills, technology and infrastructure needed for continuous improvement	3.3 We are recognised nationally for innovation and addressing system-level challenges	4.3 Our team is engaged, empowered and aligned with our values
	Financial Stewardship	1.4 Strong partnerships allow us to leverage collective resources and drive financial accountability	2.4 Outcomes-focused commissioning delivers greater value for money across our portfolio	3.4 We strengthen the sustainability and viability of the primary health system	4.4 We operate with efficiency and accountability in everything we do

Impact

Consumer and service provider satisfaction and outcomes

Lean, effective and efficient systems and processes

- High staff engagement, satisfaction and culture
- Recruitment & retention
- Infrastructure and technology supports business delivery

- Financial sustainability
- Investment to grow and develop service

Impact

CCQ is a recognised national leader in collaborative approaches that achieve better health outcomes

CCQ-commissioned services demonstrate measurable improvements in regional health outcomes

CCQ's primary health system in our region performs among the best in the nation

CCQ services consistently deliver high-quality outcomes with efficiency and impact

Support our region to live their healthiest lives.

While we continue to track progress across the four standard BSC performance areas, we also recognise our four strategic enablers that underpin long-term impact and shape how we deliver on our strategic priorities. These enablers will be more deeply embedded in future strategic frameworks.