



North Coast Aboriginal Corporation  
for Community Health

# Strategic Plan 2021-2026

*Culture | Connection | Community*  
*Your Pathway To Better Health*





# Acknowledgement

*North Coast Aboriginal Corporation for Community Health acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples.*

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, Aboriginal Community Controlled Health Organisation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its unique hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary healthcare service, NCACCH seeks to improve health and social outcomes to our community through:

- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives.
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families; and through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between healthcare service providers; and
- Provision of access to a **full regional network of healthcare professionals.**





## OUR VISION

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To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

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## OUR MISSION

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Striving to excel in the provision of accessible, equitable and necessary resources for our Aboriginal and Torres Strait Islander community and their families.

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## OUR VALUES

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Our values seek to ensure our core business is culturally inclusive, culturally safe, culturally sensitive and has community need at the **FOREFRONT** of all decisions

### VALUES

### BELIEF STATEMENT

#### RESPECT

WE BELIEVE AND ACCEPT EACH OTHER AS EQUALS AND HONOUR OUR CULTURAL DIFFERENCES.

#### INNOVATION

WE BELIEVE WE MUST CONSTANTLY SEEK NEW WAYS OF DELIVERING EXCELLENCE TO SERVE OUR COMMUNITY.

#### DIVERSITY

WE BELIEVE WE THRIVE AND PROGRESS BECAUSE OF OUR UNIQUENESS.

#### TRANSPARENCY

WE BELIEVE OPENNESS MAKES US FEEL MORE CONNECTED, TRUSTED AND ACCOUNTABLE.

#### SAFETY

WE HAVE A DUTY TO PROTECT OUR CLIENTS, STAFF AND ORGANISATION SO WE CAN CONTINUE TO SUPPORT OUR COMMUNITY.

#### INTEGRITY

WE BELIEVE WE MUST SHOW THE COURAGE DO THE RIGHT THING.

#### COLLABORATION

WE BELIEVE WORKING TOGETHER MAKES US ALL STRONGER AND MORE EFFECTIVE FOR OUR COMMUNITY.

*Culture*

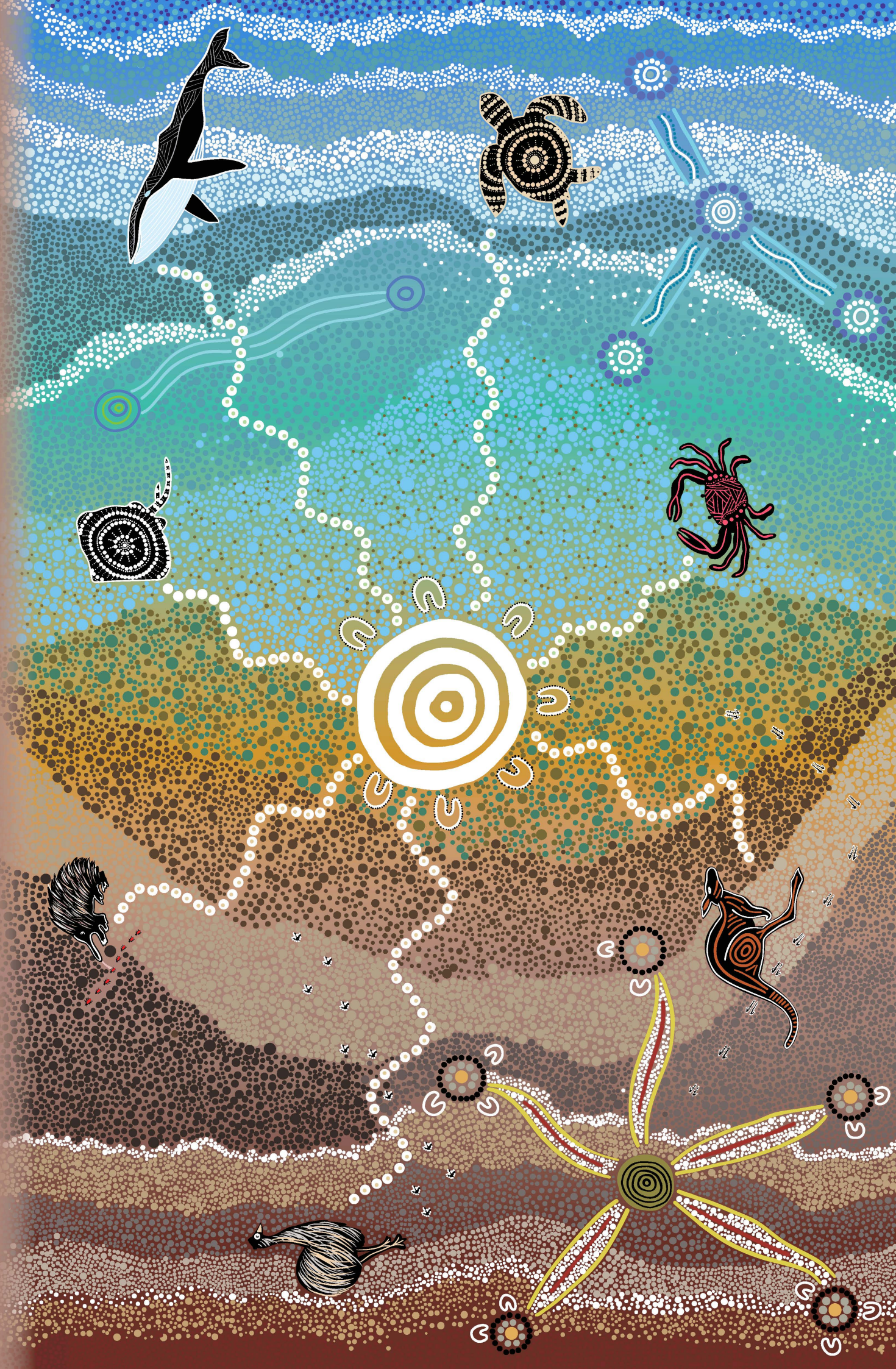
| *Connection*

| *Community*



**NCACCH VALUES ARTWORK STORY:** This painting represents the North Coast Aboriginal Corporation for Community Health (NCACCH) core values, which are Respect, Innovation, Transparency, Integrity, Collaboration, Safety and Diversity. The symbols in the middle of the painting represent our seven Board members at NCACCH. Each animal is representative of our core values, these animals have different significance for each culture and their interpretation of value alignments. The painting is expressive of the NCACCH footprint of Sunshine Coast to Gympie and surrounding areas.

*Painted by Brad Hare, Mandy Draper & Nicole McDermett*





# NCACCH Strategic Plan 2021-2026



NCACCH gratefully acknowledges the financial support from:

- \* Australian Government, Department of Health
- \* Central Queensland, Wide Bay, Sunshine Coast PHN
- \* Queensland Health

# 2021

# Key Priorities

1

## *Diversify*

service provision  
to reach financial  
sustainability

- 1.1 Create and lead new redefined commissioning model
- 1.2 Leverage expertise and resources of key stakeholders
- 1.3 Enhance political relationships at local, state and federal level
- 1.4 Expand on AMS to include Sunshine Coast

2

## *Influence*

change through  
health equity

- 2.1 Foster shared workforce strategy
- 2.2 Develop agreement with key partners
- 2.3 Proactive collaboration and integrated service delivery
- 2.4 Expand partnerships to include housing, education and social services

3

## *Develop*

structures to  
enhance  
health outcomes

- 3.1 Redefine child and maternal health framework
- 3.2 Identify and develop youth specific programs
- 3.3 Develop systems to improve data analytics capabilities
- 3.4 Create opportunity for complimentary health service delivery

4

## *Invest*

in our  
community

- 4.1 Build capacity for professional and personal development
- 4.2 Empower community to embrace self-determination and self-management
- 4.3 Enable community to make informed choices for better health outcomes
- 4.4 Develop mentorship programs
- 4.5 Address food insecurity
- 4.6 Identify and develop youth specific workforce
- 4.7 Support and encourage community initiatives, businesses and innovation
- 4.8 Create employment opportunities for local community

5

## *Transition*

to a holistic  
model of care

- 5.1 Provide a range of services for whole of family across lifespan
- 5.2 Identify and develop youth specific workforce
- 5.3 Research potential for Early Childhood opportunities
- 5.4 Explore opportunities to establish:
  - 5.4.1 Aged Care
  - 5.4.2 NDIS
  - 5.4.3 Health Hub
- 5.5 Conduct service gap analysis
- 5.6 Embed upstream approach across all NCACCH programs, education and awareness activities.

# 2026

WE DID IT





## North Coast Aboriginal Corporation for Community Health

*Your Pathway To Better Health*

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