

Department of Health Strategic Plan 2021–2025

NOVEMBER 2022 UPDATE



Our vision
A world class health system
for all Queenslanders



Our purpose
To provide highly effective
health system leadership



Our challenges:

- A sustainable health system
- Implementing system, service and practice improvements based on timely access to information and data
- Preparedness for system-wide threats
- Resource allocation to ensure the best and most equitable health outcomes for all Queenslanders
- Working as one health system to drive change and achieve health system priorities
- Capacity and capability of the Department to achieve its goals
- Eliminate institutional racism and discrimination across the public health system
- Building capacity to meet healthcare needs in the right setting across the health and social care sectors
- Effectively managing health system led emergency responses while continuing to deliver quality health services

Our opportunities:

- Harnessing the power of clinician and consumer engagement and co-design
- Driving health access and equity reform agenda
- Enhancing networking and integration across the system
- Enabling access and use of data and intelligence across the system
- Effectively engaging, empowering and developing our workforce
- Strengthening system foundations that enable better health system outcomes



Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

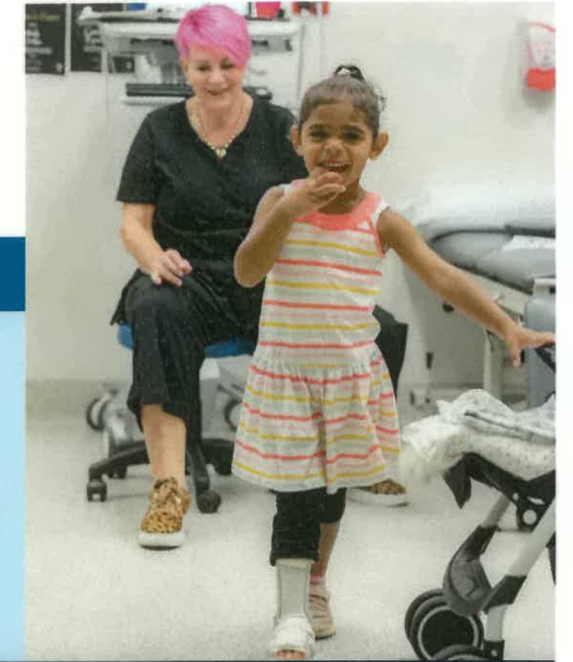
- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Who we are:

The Department of Health provides strategic leadership and direction to the Queensland public health system.

The Department delivers expert health system governance, statewide clinical health support services, information and communication technologies, health promotion and disease prevention strategy, urgent patient retrieval services, health infrastructure planning and corporate support services for the employment of over 100,000 Queensland Health staff.

As part of an integrated Queensland Health system that supports the delivery of world class health services, the Department is committed to partnerships with the 16 Hospital and Health Services across the state, with consumers, with clinicians and with external providers of health and social services.



We support Queensland Government's objectives for the community



Good jobs
Good, secure jobs in our traditional and emerging industries



Investing in skills
Ensure we have a skilled and capable workforce to deliver health system leadership, policy and strategy.



Better services
Deliver even better services right across Queensland



Keeping Queenslanders safe
Ensure all Queenslanders can access world-class healthcare no matter where they live.



Backing our frontline services
Supporting investment in world-class frontline health services.



Great lifestyle
Protect and enhance our Queensland lifestyle as we grow



Building Queensland
Drive investment in health infrastructure and hospitals that support our recovery and the wellbeing of our diverse communities.



Growing our regions
Help Queensland's regions grow by attracting clinical expertise and building capacity within our rural and remote health network.

Our Commitment with First Nations peoples

The Department of Health is committed to delivering a health system that acknowledges the Cultural and Traditional Custodians of the Lands on which we work and live and pays respect to First Nations Elders past present and emerging. We recognise the efforts of our past and current Aboriginal and Torres Strait Islander staff. The Department of Health is committed to achieving health parity, health equity and attaining life expectancy parity by 2031 by having more First Nations health workforces across the health system and listening to their voices for a better coordinated health system.

Our Commitment to Human Rights

We will respect, protect and promote human rights in our decision-making and actions.

The Department of Health at a glance:



The Health Contact Centre interacts with more than **1.4 million Queenslanders** a year



More than **23,000 babies, children and adults** are referred for aeromedical services a year



Oversees more than **\$270 million investment** towards achieving improved outcomes in Aboriginal and Torres Strait Islander peoples' health in Queensland



Delivering **60,000 results per day** across Queensland for 18.6 million Pathology tests a year



Delivers **49,000kgs of laundry** to seven hospital and health services across Queensland daily



eHealth Queensland is Queensland Health's enterprise ICT Provider. Each year we detect and block over **31 billion security events** and telehealth saves Queenslanders more than 10 million kilometres in travel



Queensland Government

Queensland Legislative Assembly
Number: 5723T172B
 **24 OCT 2023** Tabled
By Leave
MP: Hon Antina
Clerk's Signature: _____