

### Purpose

The Gold Coast Primary Health Network's (GCPHN) escalation procedure supports collaboration and ensures concerns about service delivery or contractual obligations are addressed early in a collaborative and constructive way. The goal is to maintain strong partnerships and deliver high-quality care for our community. This procedure encourages early intervention, helps prevent disputes, and promotes joint problem-solving to maintain service quality.

### Why it matters

- Avoid delays, penalties, and reputational damage by acting early.
- Strengthen partnerships through transparent communication.
- Protect clients and community outcomes by resolving issues promptly.



### When to escalate

- Situations where agreed KPIs or deliverables may not be fully met – whether identified by GCPHN or by you as the provider – so we can work together to address them early.
- Risks to client safety or compliance breaches.
- Contractual non-compliance or emerging operational challenges.

### How it works

1. *Early Identification and Action* – Review the contract, document the issue, and engage your GCPHN Relationship Manager.
2. *Collaborative Resolution* – Open discussion to agree on corrective actions and timelines; use Performance Improvement Plans (PIPs) for moderate/high-risk issues.
3. *Escalation Pathway* – If unresolved, escalate to senior management; formal dispute resolution is a last resort.

Level of Risk	GCPHN	Contractor
Low	Relationship Manager	Operations Manager
Moderate	Program Coordinator	Senior Operations Manager
High	Program Manager/Director	Executive Officers
Severe	Executive Director/CEO	Chief Executive

### Key principles

- **Timeliness:** Act promptly to prevent escalation.
- **Transparency:** Keep communication open and constructive.
- **Documentation:** Record all actions and outcomes for accountability.
- **Partnership:** Escalation is a tool for improvement.



### Need support?

- Contact your Relationship Manager for guidance.
- Training and education sessions (Relationship Manager).