

GCPHN BOARD, CLINICAL COUNCIL AND COMMUNITY ADVISORY COUNCIL EVENT

26 February 2026

OUTCOMES

DETAILS

The GCPHN Board, Clinical Council and Community Advisory Council came together to inform the development of the GCPHN Strategic Plan through a structured and collaborative discussion process. Participants explored four strategic topics: Thriving and healthy – Gold Coast 2050, Continuity of care, The empowered health consumer, and GCPHN's role in this future.

Insights from these discussions were analysed to identify common priorities, challenges and opportunities across the system. This process resulted in the consolidation of feedback into four overarching focus areas—Consumers, Digital Health, Community and Health Sector, and The Role of GCPHN. These focus areas reflect shared themes emerging across all discussions and provide a foundation to guide strategic direction, priorities and decision-making within the Strategic Plan.

KEY THEMES

CONSUMER

Person-centred, life-stage care

- Care is designed around people's needs, choices and circumstances across the life course, rather than system boundaries, with consumer choice, control and empowerment as core principles.

Empowered and health-literate consumers

- Consumers are active partners in care, supported by health literacy, capacity building, trusted information and efforts to address misinformation so they can confidently navigate and engage with the health system.

Equity, access and culturally safe care

- A strong focus on affordability, access and culturally safe care, ensuring priority populations and people at key life transitions are not left behind, including ageing well in the community.

Continuity and navigation of care

- Consumers experience a connected continuum of care, with seamless transitions, navigation support for complex needs and coordinated, multidisciplinary models anchored in primary care.

DIGITAL HEALTH

Digital health and AI as enablers (with safeguards)

- Digital health and AI support integration, continuity and access, but must reduce barriers and be implemented with safeguards to maintain trust, equity and usability.

Information that supports continuity

- Integrated information systems enable care to follow the person across settings, supporting seamless transitions and coordinated care.

Integrated digital systems that build continuity and trust

- Integrated data and shared records enable continuity of care through interoperable systems that allow information to follow the person across settings. Trust is strengthened through accurate, transparent data practices and consumer control over how information is accessed and used.

COMMUNITY AND HEALTH SECTOR

Primary care as the system anchor

- Primary care is the foundation of the health system, central to prevention, continuity, navigation, multidisciplinary care and improved outcomes across the care continuum.

Prevention, early intervention and health promotion

- Prevention and early intervention are core system and commissioning functions, with health promotion, education and literacy essential to long-term population health and system sustainability.

Workforce sustainability and new models of care

- A sustainable, adaptable workforce is critical, supported by multidisciplinary teams, new models of care and system approaches that promote workforce capacity, wellbeing, housing affordability and long-term viability.

Building an equitable and sustainable system

- A strong focus on equity-driven workforce development and community sustainability is essential to supporting communities over time. Initiatives such as targeted scholarships, rural workforce strategies, Indigenous-led pathways and long-term community-based centres contribute to a resilient system that can respond to local needs and reduce inequities.

Continuity, integration and multidisciplinary care

- The health system operates as a connected continuum, with coordinated, team-based models and integrated approaches that reduce fragmentation.

Cross-sector collaboration and action on social determinants

- Improving health outcomes requires strong collaboration beyond health, addressing social determinants such as housing, environment and social connection through place-based approaches and shared outcomes.

Communities and built environments that support health

- Healthy communities are shaped by supportive built environments, strong social connection, peer-based support and attention to mental health and wellbeing as integral to population health.

ROLE OF THE GCPHN

System steward, integrator and convener

- GCPHN is positioned as a system steward that convenes partners, enables collaboration, integrates services and drives system reform.

Strategic commissioning and system reform

- A shift from transactional funding to strategic, evidence based, outcomes-focused commissioning that supports prevention, integration, innovation and reduces fragmentation.

Communication

- Clear, consistent and transparent communication is essential to building trust and addressing misinformation within the health system. Trusted sources, clinician champions and strong GP–patient relationships, reinforce credibility, confidence and informed decision-making.

Strengthening evidence to inform funding and reform

- Improved collection and sharing of data with government is essential to inform funding decisions and system reform. Targeted projects to monitor and investigate poor health outcomes—such as preventable community deaths or avoidable disease—can identify where and why individuals fall through system gaps, generating actionable insights to strengthen prevention, continuity of care and equity.

Strategic partners to enhance effectiveness

- Collaboration with a range of potential partners including private entities and not for profits can strengthen the effectiveness and reach of projects. These partnerships should be purpose-driven, transparent and aligned with public value, ensuring mutual benefit while maintaining integrity, accountability and trust.

NEXT STEPS

Primary Care Partnership Council and the Clinical Council, Community Advisory Council and Board event consultations to be written up.

Provided to the Board prior to strategic planning to inform the Board and senior staff discussions and the development of the 2026 strategic plan.

“Keep doing your excellent bottom-up top-down feedback. So great to see that things do seem to actually make a difference.”

ANON. DINNER GUEST