



# Strategic Directions

2024 – 2027



**COORDINARE—  
South Eastern  
NSW PHN**





# Acknowledgement to Country

COORDINARE - South Eastern NSW PHN acknowledges the Traditional Owners and Custodians of the lands across which we live and work.

We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection - both physical and spiritual - to land, sea and sky.

## About the artwork

This artwork was painted by Walbunja woman Loretta Parsley, a Traditional Custodian of Yuin country with a strong connection to the south east coast of NSW.

The artwork is in the form of a cultural map and depicts the South Eastern NSW PHN region.

The areas in the artwork are defined by local government territories and include 12 places of significance: Wollongong, Shellharbour, Kiama, Shoalhaven, Jervis Bay, Eurobodalla, Bega Valley, Snowy/Monaro, Queanbeyan, Goulburn/Mulwaree, Yass Valley and Upper Lachlan Shire.

# Introduction

We are pleased to unveil COORDINARE – South Eastern NSW PHN's latest Strategic Directions for 2024 – 2027, marking a significant milestone in our growth and development since our establishment in 2015.

This strategic roadmap aims to capitalise on the specialised skills and unique characteristics that COORDINARE has cultivated, leveraging our unique position in the health system to stimulate innovation and unlock new funding partners to meet the individual needs of communities throughout South Eastern NSW.

At the core of COORDINARE, is the aspiration to foster better and more equitable health outcomes for all communities in South Eastern NSW. To help achieve this, we will leverage our networks to bring the right partners together to create real, sustainable change and improvement. Alongside this, we will use the knowledge and opportunities arising from our commissioning and partnership expertise to attract new funding partners to increase our reach and effectiveness.

This Strategic document represents a departure from merely listing prioritised health conditions. While our ongoing needs assessment guides that work, this document articulates our approach to collaborating with local partners and communities to address both national and local health priorities.

Anticipating the next three years, we eagerly look forward to collaborating with both current and new partners. Together, we aim to achieve enhanced health outcomes across the South Eastern NSW and continue our commitment to driving positive change and improvement in the region.

Thank you to all the consumers, community representatives, health care providers and stakeholders who have contributed to both the success of COORDINARE in the last three years and to this new Strategic Directions. We look forward to continuing to work together to improve the health and wellbeing of our local communities.



**Julie White**  
Independent Board Chair



**Prudence Buist**  
CEO



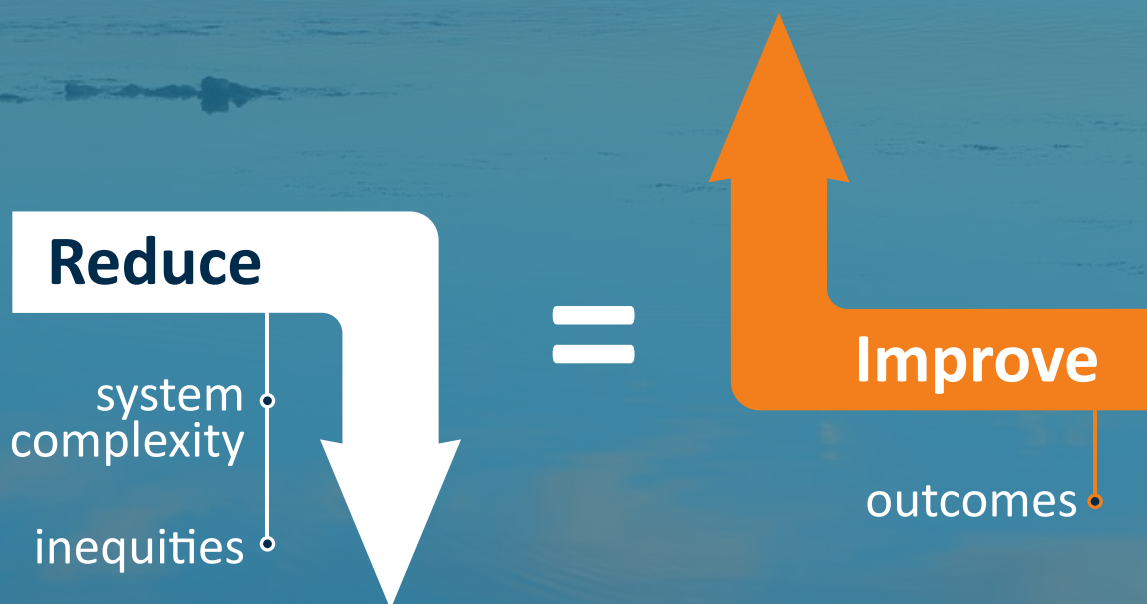
# Strategic Directions

## Six major concepts

Why we exist	The outcomes we want to see	Our focus of effort	Where we fit within our ecosystem	Our unique role	How we work
Our Purpose	Our Promise	Our Priorities	Our Positioning	Our Proposition	Our Processes

## About us

COORDINARE is dedicated to fostering healthier communities. We collaborate to co-design comprehensive system-level improvements that reduce barriers to deliver seamless access to community-centric care for everyone in our region, and especially those facing the greatest health inequities.



# Our Purpose

▶ To improve the health of our communities in South Eastern NSW.

## Population


**648,806**  
total population




**21.5%**  
aged over 65 years




**> 33,180 (5.2%)**  
people identify as Aboriginal and Torres Strait Islander



Our region is home to **3.4%** of Australia's Aboriginal population, and **9.8%** of the total Aboriginal population in NSW



**62,349 (9.7%)**  
culturally and linguistically diverse people




### Top 3 non-English speaking countries of birth



1. India
2. North Macedonia
3. Italy

**10.4%**  
non-English speaking at home



### Top 3 non-English languages spoken at home

1. Macedonian
2. Italian
3. Arabic

**12.3%** projected population growth between 2020-2030



Local government areas (LGAs and territories)		Population
1	Wollongong	216,431
2	Shellharbour	78,332
3	Kiama	22,964
4	Shoalhaven	109,611
5	Jervis Bay	311
6	Eurobodalla	40,755
7	Bega Valley	35,988
8	Snowy Monaro	21,823
9	Queanbeyan-Palerang	64,233
10	Goulburn Mulwaree	32,428
11	Yass Valley	17,379
12	Upper Lachlan Shire	8,551

## Health and related services

**769 GPs**  
**406 practice nurses**



**199** general practices




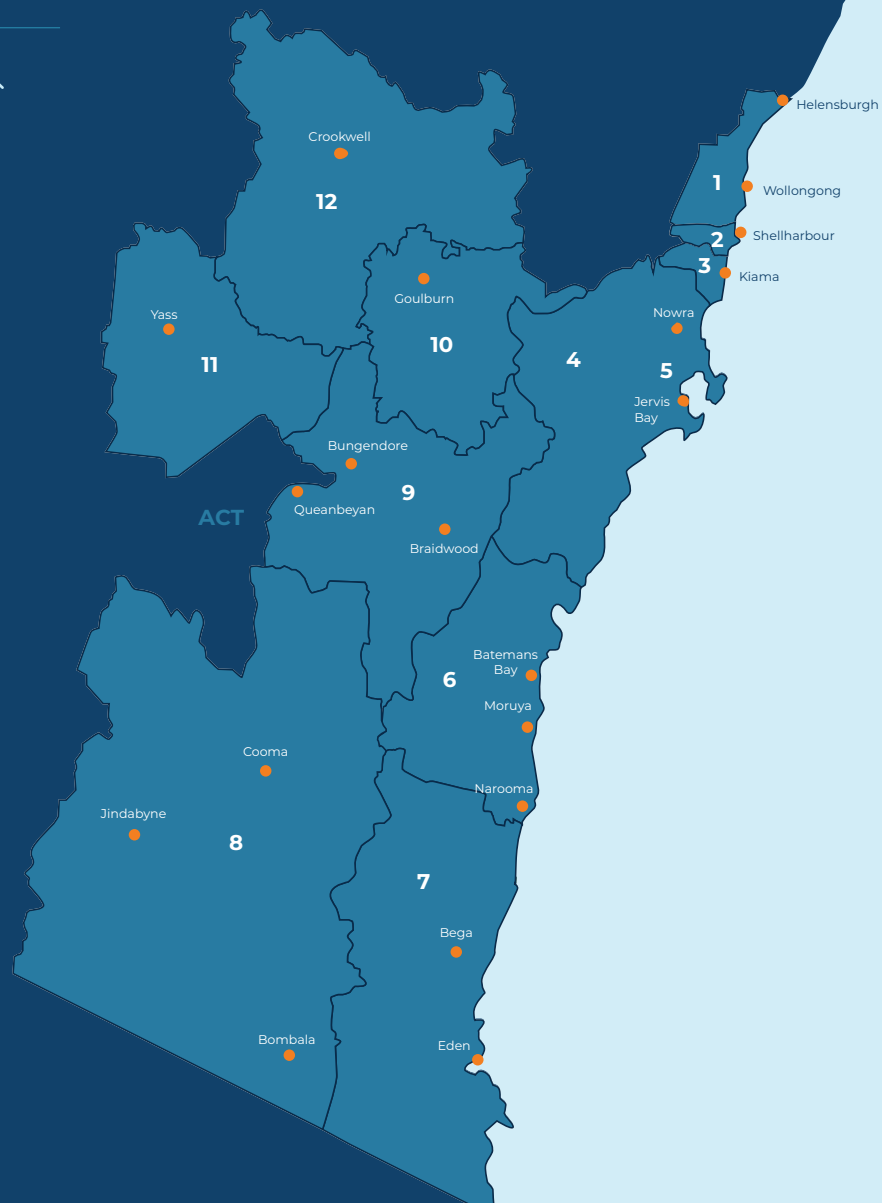
**2** Local Health Districts (LHDs)



**80** residential aged care facilities



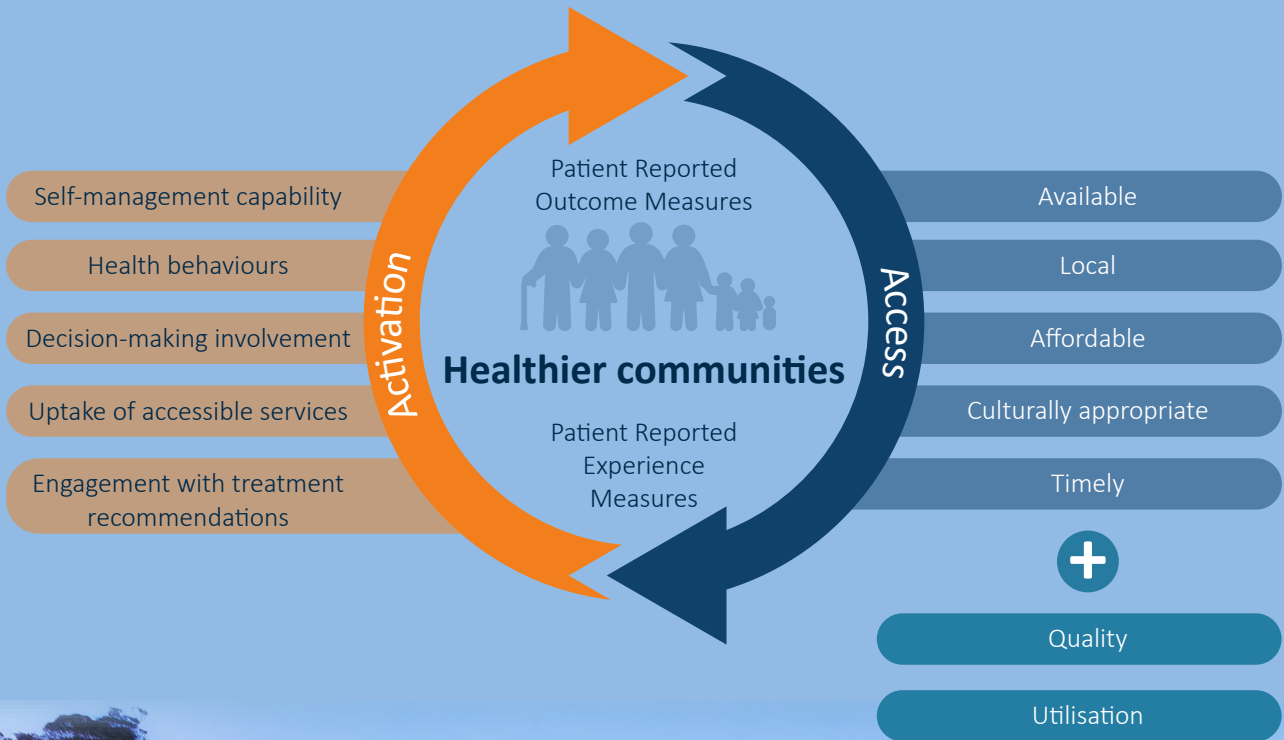
**22** public hospitals  
**16** emergency departments  
**30** community health centres

# Our Promise

## Evidence of improved health outcomes for our communities

Communities flourish when people can access health care and are activated to manage their own health, resulting in improved outcomes and a high-quality care experience.



# Our Priorities

Our three objectives are the catalyst for change that drive investment. Using these as criteria, we plan the highest impact activities annually.



**For example**

- Mental health
- Alcohol and other drugs
- Chronic conditions
- After hours and urgent care
- Aboriginal health

**For example**

- Health across the lifespan
- Prevention
- Community resilience
- Social connectedness

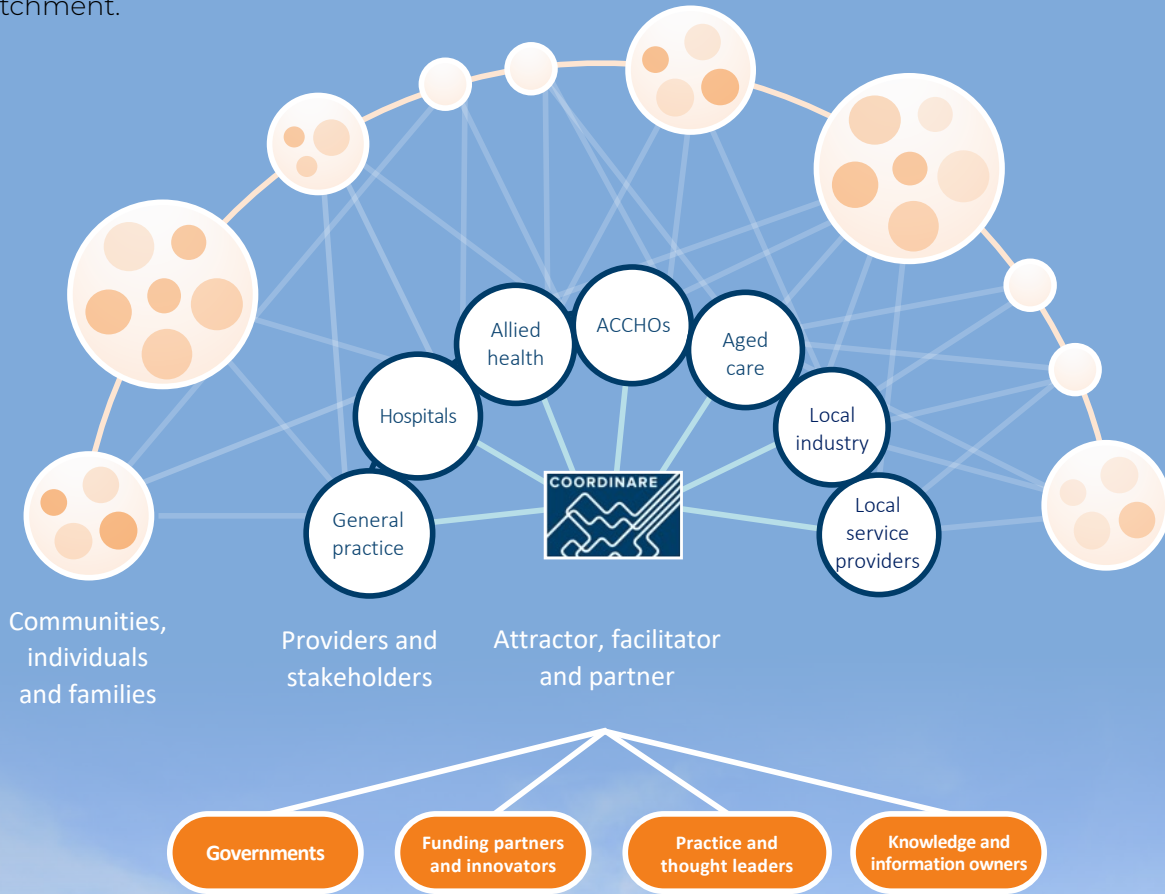
**For example**

- Primary care workforce
- Primary care quality and integration
- Data synthesis
- Care coordination
- Virtual care

# Our Positioning

## Networked solution broker

As a leading networked solution broker, we interact with providers and stakeholders in health and community service systems who, in turn, collectively impact individuals, families and communities in our catchment.

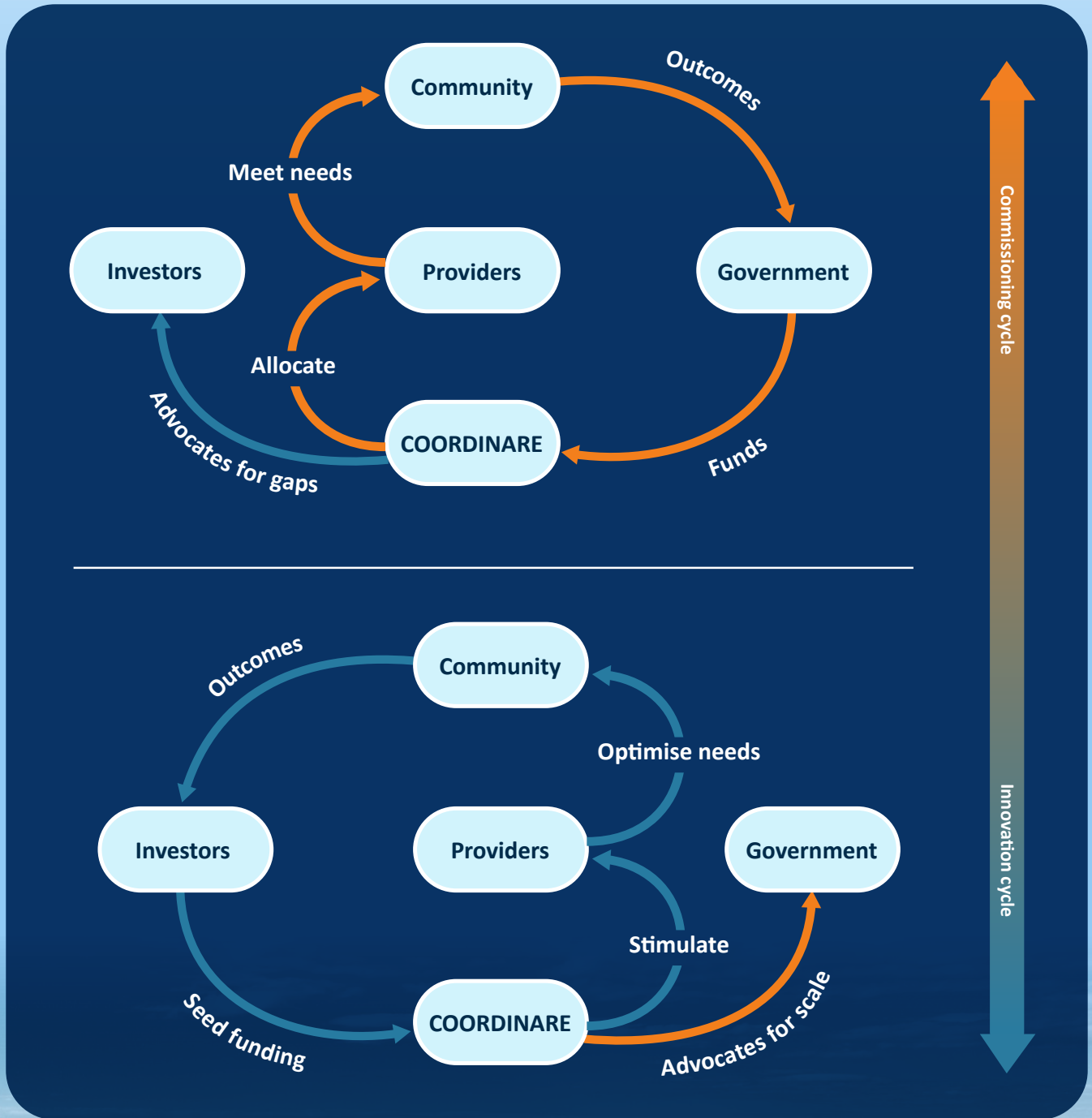




# Our Value Proposition

## A solution broker that leverages hybrid investments

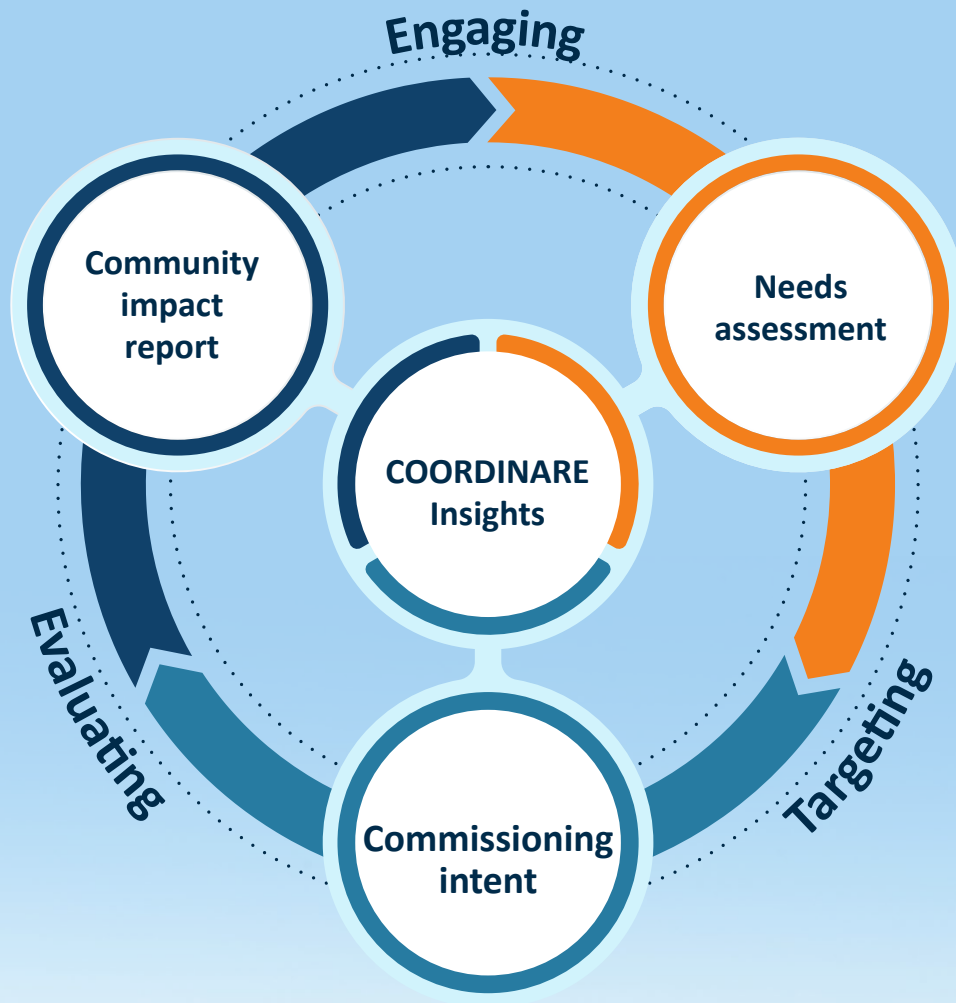
We will act as a solution broker by channelling funds to innovations and services that benefit our communities. We will work with both governments to fund core needs, and with investors to fund emerging needs and innovations.



# Our Processes

## How we work

Insights drive each of our three primary processes, starting with understanding our communities' needs, identifying commissioning opportunities, and then gauging impact on the community.





# Connect with COORDINARE



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