



# Northern Territory PHN Strategic Plan 2024-29

## Frequently Asked Questions

Since early 2023, Northern Territory Primary Health Network (NT PHN) has systematically reviewed and updated its Strategic Plan through extensive engagement with partners, members and stakeholders via workshops, interviews and feedback channels. The resulting Strategic Plan, spanning the next 5 years, delineates our commitment to aligning with the Department of Health and Aged Care National Reform agenda. Throughout the development process, deliberate efforts were made to ensure alignment with our draft 2024-26 Reconciliation Action Plan and draft 2024-34 Cultural Respect Framework, reinforcing our dedication to improving the health outcomes of Aboriginal and Torres Strait Islander communities while fostering cultural inclusivity and responsiveness.

### **What is the intention of the NT PHN suite of strategic documents?**


The suite of strategic documents comprising the Strategic Plan, Reconciliation Action Plan and Cultural Respect Framework provides clarity and direction to both internal and external stakeholders regarding NT PHN's identity and future priorities. Internally, these documents enable teams to effectively prioritise tasks according to our new focus areas, work towards organisational goals, and understand the significance of their contributions. By aligning our efforts with a common purpose, we aim to establish clear and intentional priorities that drive collective progress.

Our newly defined vision, mission and values are central to this. Our vision is to cultivate an inclusive, person-centred and integrated health care system in the NT, fostering the wellbeing of its residents. Our mission is grounded in supporting communities, enhancing primary and mental health care systems, and ensuring responsiveness to Territorians' needs through sustainable workforce development and service commissioning.

Formed through stakeholder feedback and close collaborations, our values encompass being trusted partners, being culturally responsive and inclusive, and upholding integrity, authenticity and courage. Moving forward, these values and our vision and mission will guide all our endeavours.

### **What is covered in the Strategic Plan?**

Our Strategic Plan outlines our mission to enhance health and wellbeing outcomes across the Northern Territory. It details our dual role of commissioning health services and serving as a Rural Health Workforce Agency. We are committed to driving health system reform, ensuring equitable access to care and creating culturally safe environments.



Specifically, our plan focuses on:

1. Cultural safety and inclusiveness across all health services commissioned by NT PHN must be culturally appropriate, safe and accessible. We strive for excellence through continuous quality improvement and our Cultural Respect Framework.
2. Amplifying perspectives as we integrate processes to capture community voices and lived experiences, ensuring that health outcomes matter to those we serve.
3. Collaboration with the community, including consumers, carers, kin and Traditional Owners, is prioritised throughout the commissioning process, from strategy to evaluation.
4. We work with our partners to develop innovative solutions, focusing on improving access to high-quality care and empowering communities.
5. Future-focused solutions means we use data-driven approaches and research partnerships to implement evidence-informed solutions and invest in developing a skilled health care workforce, particularly among Aboriginal and Torres Strait Islander communities.

This drives our efforts to improve health outcomes, foster inclusivity and build a resilient health care system for the future of the Northern Territory.

### **What was considered for the Strategic Plan, Reconciliation Action Plan and Cultural Respect Framework?**

Our organisation in the Northern Territory prioritises community-driven solutions for health care challenges. Governed by a skilled board, we focus on primary health with exceptional teams in community and clinical settings. We value our deep connection with local communities, integrating their insights and cultural perspectives into our initiatives. Traditional Owners play a crucial role, ensuring cultural safety and holistic wellbeing. Our strategy emphasises capacity-building in primary and mental health services, empowering providers through training and support. Collaboration with local stakeholders bridges service gaps for accessible, high-quality and culturally safe care. We're committed to workforce reform and addressing health disparities through cross-sector partnerships. Our Strategic Plan ensures accountability with transparent progress monitoring and stakeholder updates. Our Reconciliation Action Plan and Cultural Respect Framework involve extensive stakeholder engagement and support.



## **What was taken into consideration for the design work of the Plans and Framework?**

Our Strategic Plan's design incorporates locally commissioned artwork by a talented local Aboriginal artist, Cian McCue, alongside modern target designs. This artwork represents our commitment to our community and cultural inclusivity, linking to important documents like our Reconciliation Action Plan (RAP) and the Cultural Respect Framework (CRF). It reflects the unique character of our home, the Northern Territory.

## **How will we ensure we deliver on the Strategic Plan, Reconciliation Action Plan and Cultural Respect Framework?**

As an organisation, we will prioritise areas of action for how we can collectively achieve the Strategic Plan. We will celebrate our progress and track our achievements, which will be visible on the NT PHN website.

We will monitor our progress against this Plan with transparency, seeking feedback and providing regular updates to the community, health care providers and partners. We will celebrate our achievements and learn from our experiences to continually improve as a PHN.

## **How does NT PHN envision its cultural responsiveness initiatives' long-term impact and contribution to healing and reconciliation within the NT?**

NT PHN envisions its cultural responsiveness initiatives as central to our role in fostering healing and reconciliation within the Northern Territory. The organisation aims to demonstrate our accountability for measurable outcomes. Through embedding cultural safety, responsiveness and respect across all focus areas and priorities, NT PHN seeks to create positive and sustainable relationships for the betterment of all Aboriginal and Torres Strait Islander peoples and broader communities. This collective impact approach, coupled with partnerships with Aboriginal Community Controlled Health Organisations and commitment to Closing the Gap initiatives, positions NT PHN to significantly influence meaningful change and contribute to healing and reconciliation in the Northern Territory over the long term.