

About us

Sunshine Coast Health is the primary provider of public health services, health education, and research in the Sunshine Coast, Gympie and Noosa local government areas.

Established in 2012, Sunshine Coast Health is an independent statutory body governed by the Sunshine Coast Hospital and Health Board under the *Hospital and Health Boards Act 2011*.

We operate according to a service agreement with Queensland Health which identifies the services to be provided, funding arrangements, performance indicators, and targets to ensure the expected health outcomes for our communities are achieved.

Our strategic direction

Our *Sunshine Coast Hospital and Health Service Strategic Plan 2022–2026* outlines our vision, purpose, values, objectives, and future direction as well as how we work with our community to improve people's health and wellbeing.

When determining our strategic vision and objectives, we respect, protect, and promote human rights in our decision-making and actions.

Our priorities

- Our care – we provide high-quality, equitable, accessible, person-centred care.
- Our people – we value and support our people.
- Our sustainability – we manage our financial, physical, and environmental resources responsibly.
- Our future – we improve and prepare for the future through research, education and innovation.

Our vision, purpose, values

Our vision: Health and wellbeing through person-centred care.

Our purpose: High-quality, cost-effective, innovative healthcare in collaboration with our communities and partners.

Our values:

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Integrity: we are respectful, trustworthy, equitable and honest in everything we do.

Compassion: we respect others, act with kindness, encourage and take time to listen to others.

Accountability: we take responsibility for our performance and behaviours and celebrate our achievements.

Innovation: we embrace change and strive to know more, learn more, and do better.

These values underpin the culture of Sunshine Coast Health. We have adopted the Queensland Public Service values: Customers First, Unleash Potential, Ideas into Action, Empower People and Be Courageous.

Aboriginal and Torres Strait Islander Health

Aboriginal and Torres Strait Islander peoples, make up 2.8 per cent of our health service region's population with the largest proportion residing in Caloundra (20.2 per cent) and Gympie (20 per cent) regions.

Sunshine Coast Health is committed to achieving the outcomes of the Queensland Government's Strategy, Making Tracks, toward closing the gap in health outcomes for Indigenous Queenslanders by 2033.

Overseen and monitored by its Closing the Gap Committee, Sunshine Coast Health is on track to meet its targets.

- Embed Aboriginal and Torres Strait Islander representation in leadership, governance and workforce
- Improve local engagement and partnerships between Sunshine Coast Health and Aboriginal and Torres Strait Islander peoples, communities and organisations
- Improve transparency, reporting and accountability in our efforts to close the gap in health outcomes for Aboriginal and Torres Strait Islander peoples by maintaining and regularly reviewing an outcome-based report of services delivered.

Our hospital and health services

Sunshine Coast Health provides healthcare services through its hospitals, a residential aged care facility, and various other health facilities including:

Sunshine Coast University Hospital

The Sunshine Coast University Hospital (SCUH) is a tertiary level teaching hospital. SCUH is co-located with the Sunshine Coast Health Institute and the Sunshine Coast University Private Hospital.

Nambour General Hospital

The Nambour General Hospital has a strong history of providing services to the Sunshine Coast community since the 1920s. Nambour General Hospital is undergoing a redevelopment to better service the growing health needs of the local community.

Caloundra Health Service

Caloundra Health Service is Sunshine Coast Health's hub for palliative care and ophthalmology. It provides a range of outpatient, ambulatory, and community-based services, including a Minor Injury and Illness Clinic, renal, oral health, and community services for residents of Caloundra and surrounds.

Gympie Hospital

Gympie Hospital has served the community for over 150 years and provides acute regional services to residents in the Gympie, Cooloola and Kilkivan areas. A range of acute, ambulatory, community and mental health services are provided, including emergency, surgical and medical services, palliative care and rehabilitation, maternity services, and renal dialysis.

Maleny Soldiers Memorial Hospital

Maleny Soldiers Memorial Hospital is a rural facility providing services to the Maleny region. It delivers emergency services, medical care, a subacute rehabilitation unit, ambulatory clinics, essential diagnostic and clinical support services, oral health, and community-based services.

Glenbrook Residential Aged Care Facility

Glenbrook Residential Aged Care Facility is a 45-bed purpose-built high-care residential aged care facility in Nambour. Glenbrook provides high-quality resident-focused care in a home-like environment, including transition care, general aged care, older persons' mental healthcare, and a secure dementia wing.

Janelle Killick Community Care Unit

The Janelle Killick Community Care Unit provides a 24-hour, seven days per week, mental health residential rehabilitation service. The service aims to promote an individual's recovery by offering opportunities to maximise their strengths and potential, peer support and supervised rehabilitation. Clinical interventions and living skills development are provided to consumers who require medium to long-term mental healthcare and rehabilitation.

Kawana Oral Health

Kawana Oral Health provides child and adult dental services in the Sunshine Coast region to people who meet the eligibility criteria for accessing public dental services in Queensland.

Maroochydore Community Hub

The Maroochydore Community Hub is a purpose-built facility consolidating 19 community-based services into one facility, increasing and improving access for our patients and the community. The hub accommodates services from Mental Health and Specialised Services, Community and Preventive Health, and Women's and Children's services.

Aboriginal and Torres Strait Islander Health Waterfall Road

The Aboriginal and Torres Strait Islander Health unit provides community based, person-centred care to assist patients to better manage their health condition. The facility houses nurses, health workers, exercise physiologists, social work and a dietitian. Services include eye health, exercise physiology and diabetes as well as outreach services by Birawan midwifery group practice and the Persistent Pain Management Service.

Child Health Waterfall Road

The Child Health facility provides parenting support for families from birth to five years of age along with child health and developmental screening and assessments. In-house and home visiting services run from this facility and include speech pathology, Early Intervention Parenting clinician support, Child Health Access booking and administration hub, child health nurse clinics and groups, healthy lifestyle support for children, occupational therapy support for families with children experiencing enuresis and encopresis. The facility is also the base for the Jabba Jabba team.

Jabba Jabba delivers childhood vaccinations and cultural support, both in the family's home and also within a clinic environment, for children identified as Aboriginal or Torres Strait Islander. This team covers the Sunshine Coast Health region.

Noosa Hospital

Noosa Hospital is operated by Ramsay Health and provides some public health services to the residents of Noosa and surrounds. The hospital provides a comprehensive range of inpatient and day services across various specialties.

Concessional parking

Sunshine Coast Health provides free parking for patients and carers at most of its facilities, however concessional parking is available for eligible patients and carers at Sunshine Coast University Hospital and Nambour General Hospital. In 2022-2023, Sunshine Coast Health issued 14,613 concessional parking tickets for patients and carers to the value of \$145,360.

Targets and challenges

With an increase in demand and population, Sunshine Coast Health has expanded the range of services provided. The *Sunshine Coast Hospital and Health Service Strategic Plan 2022-2026* outlines five strategic challenges and key opportunities to deliver on its vision of health and wellbeing through person-centred care.

Targets and measures of success:

The Sunshine Coast Hospital and Health Service Strategic Plan 2022-2026 outlines four focus areas with an intent, strategies, and defined measures for success. The measures outlined in the Strategic Plan are stretch targets that align with the vision of Health and Wellbeing through person-centred care and align with the Queensland Government objectives for the community – Good jobs, better services, great lifestyle.

Our measures for success include:

- Hospital acquired complications rates below 25th percentile of peer hospitals
- Aboriginal and Torres Strait Islander Health Equity Strategy is implemented meeting at least 80 per cent of the implementation milestones on time
- At least 75 per cent of patients rate overall care at Sunshine Coast Health as very good on statewide inpatient PREMS (Patient Reported Experience and Outcome Measures)
- Sunshine Coast Health leadership program is implemented with 80 per cent of managers completing the program by June 2026
- BPA Analytics employee survey results demonstrate employee engagement improved by 5 per cent, by the next survey
- Between 2.2 per cent- 2.63 per cent of the workforce identify as Aboriginal or Torres Strait Islander by 2024
- Nambour redevelopment is complete and fully operational by planned date
- 50 per cent of non-admitted consultations are conducted virtually by June 2026
- A balanced operating position is achieved by June 2024
- Annual number of Sunshine Coast Health research projects and clinical trials increased by June 2026 by 20 per cent
- Increase number of publications that score within the highest-ranking journals (Q1 and Q2) by 20 per cent by 2026
- 75 per cent of clinical departments have an identified research team and active research projects by June 2024.

Challenges

The targets and priorities of our health service respond to the identified challenges of:

Cultural capability

To build sustainable cultural capability that provides equitable and inclusive health outcomes for Aboriginal and Torres Strait Islander peoples and other culturally diverse groups.

Workforce

To attract and retain a skilled workforce to meet service demand in an environment of industry-wide workforce shortages. Sunshine Coast Health is not unique in its challenges in workforce.

Demand

To attract and retain a skilled workforce to meet service demand in an environment of industry-wide workforce shortages.

Disaster and pandemic response

To meet the needs of our patients and the wider community in the advent of outbreak events and emerging threats.

Financial sustainability

To provide safe and cost-effective healthcare within available funding.

Opportunities

As a health service, we have several opportunities in future service development innovative models of care, and emerging technologies.

- Use our clinical resources and infrastructure to our fullest potential and integrate our network of services.
- Develop and embed new and innovative models of care to better meet the needs of our communities.
- Enhance our organisational and governance structures to clarify the responsibilities, reduce red tape and meet the requirements of the health service.
- Leverage current and emerging digital technologies to improve our processes and models of care.
- In partnership with our people, embed our consumer voice in the continuous improvement and innovation of our care and service delivery.