

Strategic Plan 2026-2030



Our vision

We are healthier here.

Our purpose

Our people deliver trusted, high value care, working closely with our communities and partners.

Our region

Our health service covers **10,000km²**
Population in 2026 ~**500,000**
Projected by 2032 to be ~**570,000**

Our values



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.

Our story

Health is about more than just buildings, services, or systems. It has always been about people, neighbours, families, and communities looking out for one another.

In busy emergency departments, quiet hospital rooms, community clinics, people's homes, and places of healing across our region, care happens through human connection. A team that shows up when it matters most.

We believe better health is built together. When care is human, connected, consistent, and accessible, people aren't just treated, they're supported.

We are deeply proud of our people. The clinicians, support teams, volunteers, and partners who bring skill, compassion, and commitment to their work. They are local people caring for local people. Our people understand our communities, its challenges and our strengths. And that connection matters; it's what makes care feel personal and safe.

Healthier means more than just outcomes and measures. It means people feeling supported to live well and care that respects culture, background, and lived experience. It means helping people stay healthy in their homes and communities and providing care when and where they need it most.

This is a health service shaped by people for people.

We are healthier here.

Our challenges

Rising demand and care complexity

Meeting growing healthcare needs while delivering safe, high-value and sustainable services.

Digital trust and information security

Protecting data, enabling safe digital innovation, and maintaining public trust in a connected health system.

Infrastructure fit for the future

Ensuring physical and digital infrastructure supports growth and enables contemporary care delivery models.

Workforce capacity and wellbeing

Ensuring a skilled, engaged workforce, whilst safeguarding health, safety, and experience.

Climate, environmental and system resilience

Strengthening capacity to respond to emerging threats, disasters, and global disruptions for a more adaptive and resilient health service.

Sunshine Coast Health respectfully acknowledges the Traditional Custodians, the Kabi Kabi (Gubbi Gubbi) and Jinibara (Yinie-Bara) peoples on whose land we provide our services. We also pay our respects to the Aboriginal and Torres Strait Islander Elders, past, present, and future.

We will respect, protect and promote human rights in our decision-making and actions.

Key facts and figures

17%	of the population aged 0-14 (Qld 19%)	23%	of the population aged 65+ (Qld 17%)
2.8%	of the population identify as Aboriginal and/or Torres Strait Islander (Qld 4%)	2.4%	population growth rate (Qld 1.8%)

Snapshot of care*

10,000+ in the Sunshine Coast Health team	37,000+ breast screens	3,700+ babies born
780,000+ outpatient appointments	215,000+ ED presentations	22,000+ surgeries

*data for 2025 calendar year

Our opportunities

Be a regional leader and deliver care closer to home

Build our network to deliver more complex services locally, leveraging digital health and contemporary models of care.

Optimise and future-proof resources

Maximise value from existing assets and ensure investment meets future demand, with a focus on equity and access.

Seamless care across the system

Partner with primary care, private providers and community organisations to improve access, continuity and outcomes.

Innovative operations and care delivery

Expand evidence-based approaches that maximise outcomes, optimise virtual care and support prevention and early intervention.

Empowered, resilient people and communities

Embed staff and consumer voices, streamline governance and foster collaboration, trust and respect.

Research that matters for health

Drive our research culture and partnerships, translating research into care and improved outcomes for our community.

Sunshine Coast Health



Queensland Government



Strategic Plan 2026-2030



	Our care 	Our people 	Our sustainability 	Our future 
Intent	we provide safe, accessible, equitable person-centred care	we empower and support our people to thrive at work	we are responsible managers of our financial, physical and environmental resources and maximise use of safe out of hospital care	we prioritise innovation and research to improve our care delivery and services
Strategies	✓ Drive safer, quality care and purposefully partner with our consumers and communities to inform the delivery and experience of care ✓ Prioritise multidisciplinary care models that improve care navigation for consumers and caregivers ✓ Improve access to our health services, progress tertiary provider status and increase care closer to home ✓ Maximise out of hospital care and optimise services through our network of facilities, virtual care and models of service delivery  Ensure a shared responsibility across all roles to improve health equity for Aboriginal and Torres Strait Islander people ✓ Ensure inclusive and equitable access to safe and appropriate care for people with disabilities and special needs, including their families and carers ✓ Promote the general practitioner role in comprehensive primary and preventative care, and strengthen partnerships with providers for improved integration of services ✓ Prevent disease and enhance health and wellbeing of the community	✓ Embed a values-based organisational culture, setting the standards, expectations and support for our people ✓ Embed proactive systems and processes to enhance the safety and wellbeing of our people ✓ Implement and promote a 'speaking up for safety' culture, where employees are empowered to raise concerns ✓ Support and develop our leaders ✓ Attract, retain and develop a capable, diverse and inclusive workforce ✓ Develop and implement workforce strategies that enable clinicians to practice at full and advanced scope, within an integrated multidisciplinary model ✓ Embed continuous education and capability development with partners, to meet workforce needs  Employ strategies to increase Aboriginal and Torres Strait Islander people's representation in the workforce	 Strengthen reporting and governance to improve accountability for Aboriginal and Torres Strait Islander health equity ✓ Ensure business continuity and disaster preparedness and strengthen our cyber security position ✓ Ongoing implementation of environmental sustainability improvements ✓ Leverage digital health to improve quality, productivity and efficiency of our health services ✓ Instil a culture of financial and resource stewardship to increase investment in patient care and services ✓ Optimise organisational structure, systems, processes and governance to maximise outcomes and manage risk ✓ Ensure our infrastructure is maintained, growing and fit for purpose to meet identified health and service needs of the community	✓ Drive innovation to solve the challenges and seek opportunities for today and tomorrow ✓ Strengthen change management and digital health capability to improve the quality and value of our services ✓ Improve research and education opportunities via partnerships (including Sunshine Coast Health Institute)  Progress Aboriginal and Torres Strait Islander research pathways ✓ Embed a translational research culture as core business in all clinical units, as well as lifelong learning and interprofessional ways of working ✓ Innovatively build our own workforce and establish ourselves as an employer of choice ✓ Improve organisational capability for commercialisation and partnership opportunities in research and development translation
Measures	• Accreditation achieved for assessment of national and clinical care standards • Progressive improvement on emergency, elective surgery and outpatient seen in time measures • Achievement of at least 80% of the Aboriginal and Torres Strait Islander Health Equity Implementation Plan measures • Achievement of at least 80% of Disability Service Plan milestones • At least 80% of consumers rate overall experience of care as positive on statewide Patient Reported Experience Measures (PREMs)	• 5% improvement in engagement of staff (as per staff survey) • Staff retention to remain steady or improve (less than 6% turnover) • Meet or exceed industry target for average 'return to work' days (30 days)	• Operating position aligned to activity delivered • Timely Investment Infrastructure Maintenance (TIIM) projects delivered on time and on budget • Achievement of at least 80% of the Environmental Sustainability Strategy measures	• 10% (or higher) annual increase in research activity, capability, and community involvement • 4% increase in proportion of care provided virtually by 2030

 Strategies that support Aboriginal and Torres Strait Islander health

Queensland Government objectives for the community:
Sunshine Coast Health contributes to the Government's objective for the community, 'Health services when you need them' by improving access to a growing range of services across an optimised network of facilities, for all consumers. We are committed to ensuring equity of access, to services that are culturally safe for Aboriginal and Torres Strait Islander peoples, and inclusive for people with disabilities and special needs and their carers. To further support timely and accessible care, we are committing to strengthening our digital capabilities and increasing virtual consultations.