



**Grand
Pacific
Health**



GPH Impact Framework

Introduction

At Grand Pacific Health (GPH), we believe that true success is measured not by outputs alone but by the real difference we make in the lives of our communities. We aim to create a lasting impact by strengthening resilience, promoting wellbeing, and addressing the social determinants of health. Guided by our vision of providing local, equitable healthcare to support thriving communities, we are reshaping how we measure success. We place people, their needs, and aspirations at the centre of all we do.

The GPH Impact Framework equips our organisation to design and deliver initiatives that are meaningful, measurable, and responsive across life stages, communities, and settings. It focuses on those most at risk of disadvantage, including Aboriginal and Torres Strait Islander peoples, people in rural or remote areas, those living with disability or chronic conditions, multicultural and LGBTQI+ communities, and people facing socioeconomic hardship or mental ill-health. Families, carers, and local support networks are also central to our approach.

Flexible by design, this framework supports planning, implementation, and evaluation across all programs. By aligning every initiative with our strategic purpose to deliver high-quality, integrated care that improves physical, emotional, and social wellbeing, we ensure a consistent, equity-driven approach.

"We measure not just what we do, but the difference we make."

Our Values



Authenticity

We create a safe space for everyone to be their authentic selves. We accept people for who they are and embrace vulnerability, diversity and difference. You can expect us to be genuine, transparent, respectful and trustworthy in how we connect with you.



Kindness

We believe kindness is central to creating a strong organisation that is part of a thriving and compassionate community. You can expect us to treat you with compassion, consideration and gratitude.



Integrity

We stand by our purpose and are deeply committed to the communities we support and in which we live. You can expect us to be honest, mindful, reliable, respectful and transparent in all our actions and interactions.



Respect

We embody empathy, are mindful of everyone's unique journey, and embrace diverse human experiences. You can expect us to treat you with kindness, empathy and understanding.



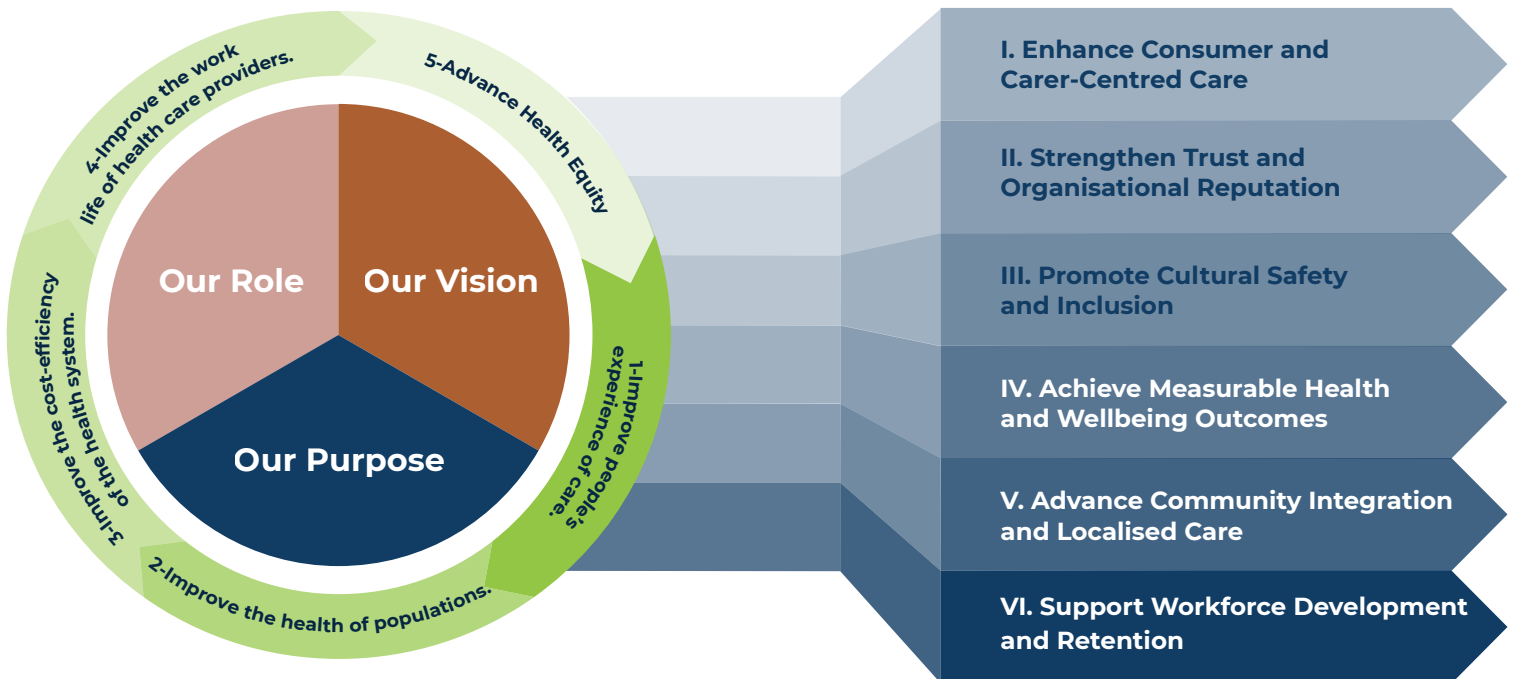
Collaboration

We work in partnership with consumers, service partners and our communities to enhance health and wellbeing and make a positive difference. You can expect us to listen, value all contributions, work together and honour lived experience.

This roadmap sets out GPH's core impact objectives. These are grounded in the Quintuple Aim and guided by our organisational values of Authenticity, Kindness, Integrity, Respect, and Collaboration.

Our impact framework

Impact at GPH means creating measurable, positive changes in the wellbeing of individuals and communities, particularly those facing the greatest barriers to health, by strengthening lives, communities, and systems through equitable, integrated, and values-driven care.



The roadmap sets the impact objectives that guide our services and partnerships, which align with our Vision, Purpose, and Role:

Our Role: To provide our local communities with equitable, inclusive, and integrated health care, with a particular focus on those experiencing or at greater risk of disadvantage.

Our Vision: Local equitable health care to support thriving communities.

Our Purpose: To deliver high-quality health services that improve the physical, emotional, and social wellbeing of consumers, carers, and our local communities.

How do we define impact?

The Roadmap

The roadmap is grounded in the Quintuple Aim, a comprehensive framework focused on improving people's experience of care, population health, cost-efficiency, provider wellbeing, and health equity. These five domains are the foundation for designing, measuring, and continuously improving our work. They shape our strategic priorities, guide resource allocation, and frame how we define and assess success.

1. Improve people's experience of care
2. Improve the health of populations
3. Improve the cost-efficiency of the health system
4. Improve the work life of healthcare providers
5. Advance health equity

Six Key Impact Objectives

GPH has six key impact objectives that address the focus areas of the *Quintuple Aim*:

- I. Enhance Consumer and Carer-Centred Care
- II. Strengthen Trust and Organisational Reputation
- III. Promote Cultural Safety and Inclusion
- IV. Achieve Measurable Health and Wellbeing Outcomes
- V. Advance Community Integration and Localised Care
- VI. Support Workforce Development and Retention

These objectives ensure that our priority actions lead to tangible, positive change by integrating evidence-based practices, consumer feedback, and strategic partnerships. Our impact is assessed through both quantitative measures (e.g., surveys, health outcome data, service usage metrics) and qualitative insights (e.g., consumer narratives, focus groups, and stakeholder feedback).

Focus Area 1

Improve people's experience of care

IMPACT OBJECTIVE: Enhance Consumer and Carer-Centred Care

Priority Action: Prioritise the needs, preferences, and experiences of consumers and their carers to ensure person-centred, collaborative, and compassionate care.

What Might Success Look Like? Consumers and carers experience safe, accessible, and inclusive services. They feel respected and actively involved in their care decisions. Practices are welcoming and responsive, guided by service values and consumer feedback. Clinical governance systems support the delivery of high-quality care through transparent processes that address concerns and complaints.

Measurement Tools May Include:

Quantitative: GPH Consumer and Carer Satisfaction Survey; Your Experience of Service (YES) Survey; RACGP Quality Improvement Measures (e.g. feedback response rates, waiting times), My Health Confidence (MHC) measure

Qualitative: Focus groups, consumer interviews, case studies; documented quality improvement initiatives from feedback

Application of GPH Values: We uphold authenticity by fostering transparency in decision-making. Kindness is demonstrated through compassionate service delivery. Collaboration ensures that the voices of consumers and carers shape care models.

Focus Area 1

Improve people's experience of care

IMPACT OBJECTIVE: Strengthen Trust and Organisational Reputation

Priority Action: Uphold high standards of transparency, integrity, and service excellence to build and maintain community and stakeholder trust.

What Might Success Look Like? GPH is recognised as a trusted health service that listens to and responds to community needs. Funders value our accountability. Partner organisations seek collaboration. Our organisation is recognised for its commitment to safety, cultural responsiveness, strong governance, and meaningful engagement. Trust is crucial for communities that have experienced exclusion or harm in healthcare settings. Strengthening trust helps bridge access gaps and ensures all groups feel safe and welcome.

Measurement Tools May Include:

Quantitative: Community awareness surveys, digital engagement metrics, percentage of the population accessing services, accreditation outcomes

Qualitative: Stakeholder feedback sessions; consumer, carer and peer advisory groups

Application of GPH Values: Integrity underpins our commitment to reliable, high-quality services. Respect ensures that all interactions build trust. Collaboration means we continually engage with stakeholders to enhance our reputation.

Focus Area 2

Improve the health of populations

IMPACT OBJECTIVE: Achieve Measurable Health and Wellbeing Outcomes

Priority Action: Implement evidence-based strategies to track, evaluate, and improve physical, emotional, and social wellbeing, particularly for communities experiencing disadvantage.

What Might Success Look Like? Wellbeing improves across communities through targeted action on social determinants, such as housing, employment, and social connection. Outcome data guides service improvements, with feedback loops embedded in care systems.

Measurement Tools May Include:

Quantitative: Kessler Psychological Distress Scale (5 & 10); Warwick-Edinburgh Mental Wellbeing Scale, RACGP chronic disease indicators, National Key Performance Indicators for Aboriginal and Torres Strait Islander primary health care (nKPI's); Living in the Community Questionnaire- Summary (LCQ-S), Loneliness Scale.

Qualitative: Longitudinal narratives, consumer stories

Application of GPH Values: Integrity drives evidence-based service delivery. Kindness is reflected in holistic care. Collaboration ensures shared outcome accountability.

Focus Area 3

Improve the cost-efficiency of the health system

IMPACT OBJECTIVE: This focus area is aligned with all six of GPH's impact objectives, highlighting its importance across care, equity outcomes and workforce priorities.

Priority Action: Enhance system sustainability by integrating prevention, coordination, and equity into all service delivery, aligned with the six key impact objectives.

What Might Success Look Like? Improved system sustainability and value reduce overall service demand by supporting earlier, more coordinated care closer to home. The cost per occasion of service and per episode of care decreases. Integrated models lead to smoother care pathways, improved adherence, and reduced duplication. Investments in equity, cultural safety, and consumer participation generate long-term value by increasing access and trust, particularly among communities that have historically experienced poorer health outcomes.

Measurement Tools May Include:

Quantitative: Service utilisation trends over time; reach and retention data by population group; service outputs

Qualitative: Consumer, staff and funder feedback

Application of GPH Values: Authenticity drives long-term accountability. Integrity supports wise resource use. Collaboration enables shared responsibility for sustainable, person-centred care.

Focus Area 4

Improve the work life of healthcare providers

IMPACT OBJECTIVE: Support Workforce Development and Retention

Priority Action: Invest in training, wellbeing, and leadership pathways to attract and retain a skilled, responsive, and culturally capable workforce.

What Might Success Look Like? We build a workplace where staff thrive through meaningful inclusion, responsive supervision, and opportunities to grow. Teams are supported by systems that enable safe workload distribution, ongoing development, and a workplace culture that promotes psychological safety and emotional wellbeing.

Measurement Tools May Include:

Quantitative: Staff retention rates, number of staff wellbeing activities, participation in supervision sessions, GPH annual employee survey

Qualitative: Performance reviews, wellbeing plans

Application of GPH Values: Respect affirms staff value. Kindness fosters psychological safety. Collaboration drives professional learning and team cohesion.

Focus Area 5

Advance health equity

IMPACT OBJECTIVE: Promote Cultural Safety and Inclusion

Priority Action: Foster an environment that respects and integrates diverse cultural identities, ensuring equitable access to care for all individuals.

What Might Success Look Like? A culturally diverse workforce delivers safe, inclusive care. People from all backgrounds feel respected and understood. Consumer feedback and cultural partnerships shape how care is designed and delivered. Accreditation confirms the quality of our cultural safety practices. Barriers to access, including language barriers, transportation issues, stigma, and digital exclusion, are identified and addressed.

Measurement Tools May Include:

Quantitative: Workforce diversity metrics, completion rates for cultural competency training, RACGP-aligned cultural safety indicators, disaggregated service access data by priority population, and disaggregated GPH consumer and carer survey results by priority population. Equity of Reach- percentage of target population accessing services relative to their population in the GPH service footprint

Qualitative: Feedback from diverse communities, cultural safety audits, lived experience evaluations, documentation of inclusive practice frameworks, stories of access and engagement from equity groups

Application of GPH Values: Respect is foundational to culturally safe environments. Authenticity is reflected in inclusive practices. Collaboration ensures that cultural voices shape care delivery.

Focus Area 5

Promote Cultural Safety and Inclusion

MAIN IMPACT OBJECTIVE: Advance Community Integration and Localised Care

Priority Action: Partner with local organisations and communities to provide holistic, coordinated, accessible care.

What Might Success Look Like? We deliver place-based, integrated services that respond to local needs and priorities. People with lived experience are active partners in the design and governance of services. Local health outcomes are tracked collaboratively with communities, and service uptake increases among historically underrepresented groups. Findings inform planning and strengthen continuity of care. Codesign processes embed lived experience and local priorities into service development, building trust and ensuring relevance.

Measurement Tools May Include:

Quantitative: Victorian Partnership Tool, codesign evaluations; RACGP measures for community responsiveness and continuity of care; Living in the Community Questionnaire (LCQ); reach and participation metrics by population group and region

Qualitative: Research projects, roundtables, consumer, carer and peer advisory groups; implementation of community codesigned models

Application of GPH Values: Authenticity ensures care reflects community needs. Respect values local expertise. Collaboration strengthens shared responsibility.

This roadmap consolidates GPH's vision, values, and evidence-based strategies to establish a clear agenda for impact. It prioritises equity, wellbeing, and measurable change.

By defining success across five key focus areas and committing to measuring what matters, we ensure that our efforts lead to meaningful outcomes for the people and communities who need them most.

The roadmap is not just a planning tool. It is a shared commitment backed by an internal implementation guide that equips GPH staff with detailed program logic models to inform the design, delivery, and evaluation of services across our primary healthcare system. While no single framework guarantees impact, this suite of documents, anchored by the Background Paper, provides a strong foundation to guide consistent, values-driven action.

Above all, the GPH Impact Framework reflects our belief that impact is more than activity. It is about making a real difference in people's lives and helping communities thrive.

We invite our staff, partners, and communities to bring this roadmap to life by working together to deliver care that is equitable, integrated, and grounded in what matters most.

Conclusion