

CARE COLLECTIVE FAR SOUTH WEST *care our way*

South West Hospital and Health Service

A scalable, transferable partnership approach to deliver more sustainable, co-ordinated and locally tailored health solutions closer to your communities

In collaboration with:

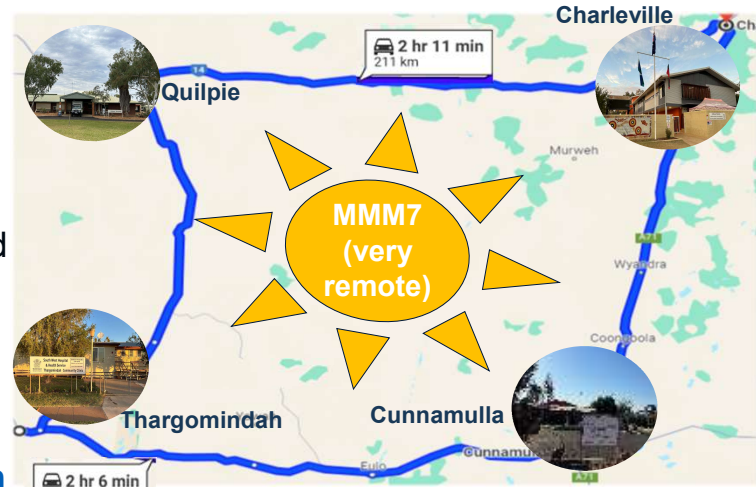


Proudly partnering with:



PROBLEM: what we heard

- People living in the Far South West find it hard to access primary health services - care is not always well coordinated
- Isolation also challenges equitable outcomes - due to large travel distances, limited capacity and service / workforce gaps
- Our communities wanted better access, with 'no wrong door'



CO-DESIGNED SOLUTIONS: our approach

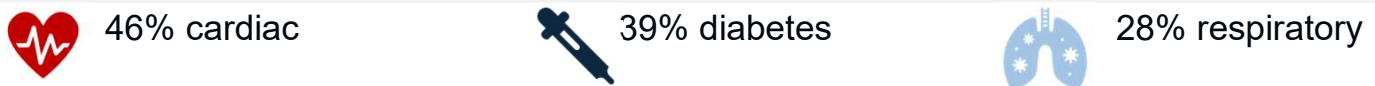
- Enhancing collaboration and service coordination between South West HHS, local Aboriginal Community Controlled Health Organisations and wider health and community providers
- Building on collective strengths to address identified gaps and expressed community needs
- Closer working through dedicated Clinical Care and Community Service Co-ordinators

24 MONTHS IN: what we've achieved so far

148 clients (Cunnamulla & Thargomindah only, as at March 2026):



13 conditions identified overall, approx. two-thirds with co-morbidities, including:



↑ Individual access to primary care services:



🎯 'Substitution effect' reduced acute demand → \$1 invested generated \$5 benefit:

Comparison of patient tracking, six-months prior to pilot, demonstrates decrease in acute presentations and more appropriate primary care referrals to outpatients / other external providers – and, in sustainability terms, for every \$1 invested in the pilot, a \$5 net benefit was realised

👏 Significant praise for Community Service Coordinators:

- strongest and most consistent client outcomes were achieved through CSC support and input
- enhanced contacts and linkage across health, aged care, disability, social and other services
- improved service engagement, access and navigation to identify and address service gaps
- developed local service directories - increasing awareness and access to current services
- evidenced increased trust and local engagement, particularly for First Nations clients
- loss would create noticeable gap, undo significant community buy-in and achievements to date

REFERENCES: Nous Group evaluation (June 2026), available on request

FOR FURTHER INFORMATION, PLEASE CONTACT:
SWHHS-HOPE@health.qld.gov.au

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