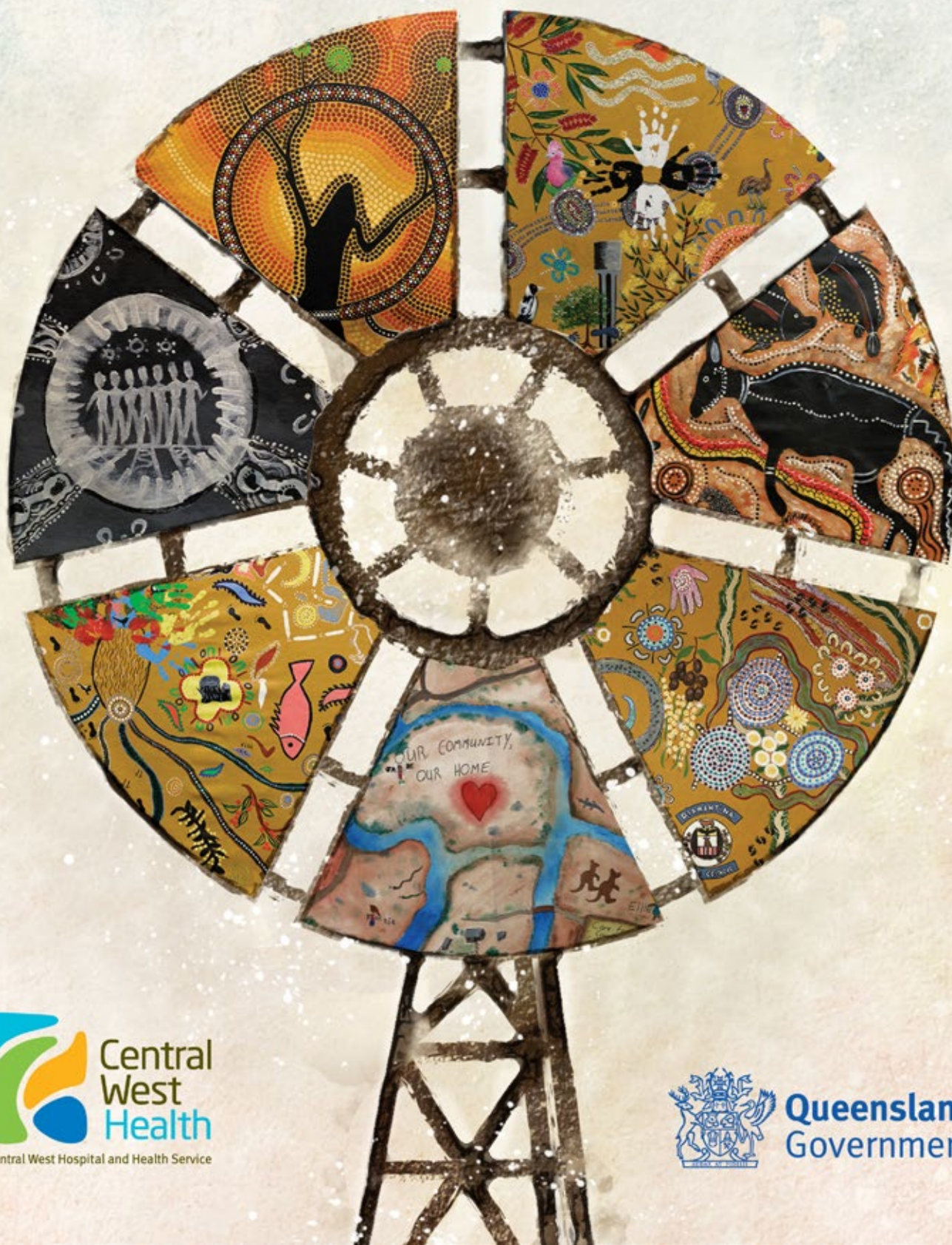


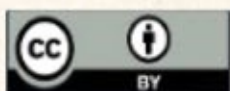
ABORIGINAL & TORRES STRAIT ISLANDER WORKFORCE AND COMMUNITY HEALTH PLAN 2025-2028



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Central West Hospital and Health Service Aboriginal and Torres Strait Islander Workforce and Community Health Plan 2025-2028

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INTERPRETER SERVICE

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Aboriginal and Torres Strait Islander people are advised that this document may contain the names and images of people who have passed.



Contents

2	Acknowledgement of Traditional Owners
3	Artwork design
4	Artwork and stories
6	Message stick
7	Our Community Voices
8	Data
9	Evaluation and monitoring
10	Our journey to developing the strategy
11	Executive sponsors
12	- Key priority area 1
14	- Key priority area 2
16	- Key priority area 3
18	Key partners
19	Key partner agencies
20	Supporting strategies

Acknowledgement of Traditional Owners



Central West Hospital and Health Service recognises we are visitors to the country we travel across and work in and that there are many Elders recognised within our communities.

On behalf of Central West Health, we acknowledge:

- those of the past in the form of unseen hands that guide the actions and decisions of the current generation
- those of the present who are working with their communities setting the example for the next generation
- those of the future, the Elders not yet born, who will inherit the legacy of all our efforts.

We extend that respect to Aboriginal and Torres Strait Islander peoples from Bidjara, Iningai, Wangan/Jagalingou, Guwa/Koa, Kuungkari, Mithaka, Pitta Pitta/Wangkamana, Wankamalda, and Wangkangurru/Yarluyandi.

Central West Health recognises and thanks all Aboriginal and Torres Strait Islander colleagues for their wisdom and guidance as we work towards improving health outcomes for Aboriginal and Torres Strait Islander peoples.

Language Group	Location
<i>Bidjara</i>	Blackall, Tambo
<i>Iningai/Kuungkari</i>	Aramac, Barcaldine, Isisford, Jericho, Jundah, Longreach, Muttaborra, Stonehenge, Yaraka
<i>Koa/Guwa</i>	Winton
<i>Mithaka</i>	Windorah
<i>Pitta Pitta/Wangkamana</i>	Boulia
<i>Wangan/Jagalingou</i>	Alpha
<i>Wangkangurru/Yarluyandi</i>	Birdsville
<i>Wankamalda</i>	Bedourie



Artwork design



The artwork within the Aboriginal and Torres Strait Islander Workforce and Community Health Plan carries the stories, voices, and spirit of the seven shires.

Created through community led paint day workshops, each brushstroke reflects connection to Country, kinship, and the lived experiences that shape community identity. Representatives from each of the seven shires contributed their own designs, painting the symbols, stories, and themes that they felt best represented their community.

Together, these artworks form a shared visual narrative - one that honours the past, speaks truth in the present, and looks forward to a future shaped through partnership.

By gifting their artwork, community members offer a powerful gesture of commitment to the plan and to walking alongside Central West Health through truth telling, co-design, and collective healing.

The artwork stands as a reminder that this journey is grounded in culture, guided by community, and strengthened by working together.



Artwork and stories



Title: Tree Of Life - "Together we grow stronger and live longer"
Location: Barcaldine



Title: Within the Diamantina Shire - "Diamantina Dreaming"
Location: Birdsville/Bedourie



Title: Life on the Barcoo
Location: Blackall/Tambo



Title: Our Community Our Home
Location: Windorah/Jundah/Stonehenge



Title: Traditional food on Boulia
Location: Boulia



Title: Walking Together
Location: Longreach



Title: Seven shires
Location: Winton



Message stick

From the Board Chair and Chief Executive

Health equity is more than a goal, it is a movement shaped by the voices and strength of Aboriginal and Torres Strait Islander peoples. It represents a new way of working together, where community leadership, truth-telling, and shared decision making guide how we design, deliver, and experience health care.

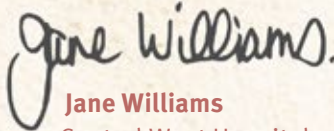
The Aboriginal and Torres Strait Islander Workforce and Community Health Plan 2025-2028 reflects what communities have told us matters most. Their voices form the heart of this plan and define the three key priority areas that will guide our actions over the next two years:

- **strengthen the Aboriginal and Torres Strait Islander workforce** by building a strong, skilled, and supported workforce that reflects community identity, culture, and leadership
- **eliminate racism and build culturally safe and responsive healthcare services** by ensuring every person receives care that honours who they are, where they come from, and what they value

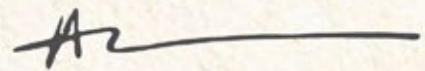
- **increase access to safe, quality, integrated and sustainable healthcare services** by creating services that are accessible, coordinated, and shaped by community priorities.

As a Board and Executive, we are committed to walking alongside Elders, community leaders, families, and future generations. We recognise the resilience, wisdom, and cultural authority that Aboriginal and Torres Strait Islander peoples bring to our health system. Their leadership lights the path forward.

This plan is our promise to listen deeply, act boldly, and build a health system where every Aboriginal and Torres Strait Islander person can thrive today, tomorrow, and long beyond this strategy.

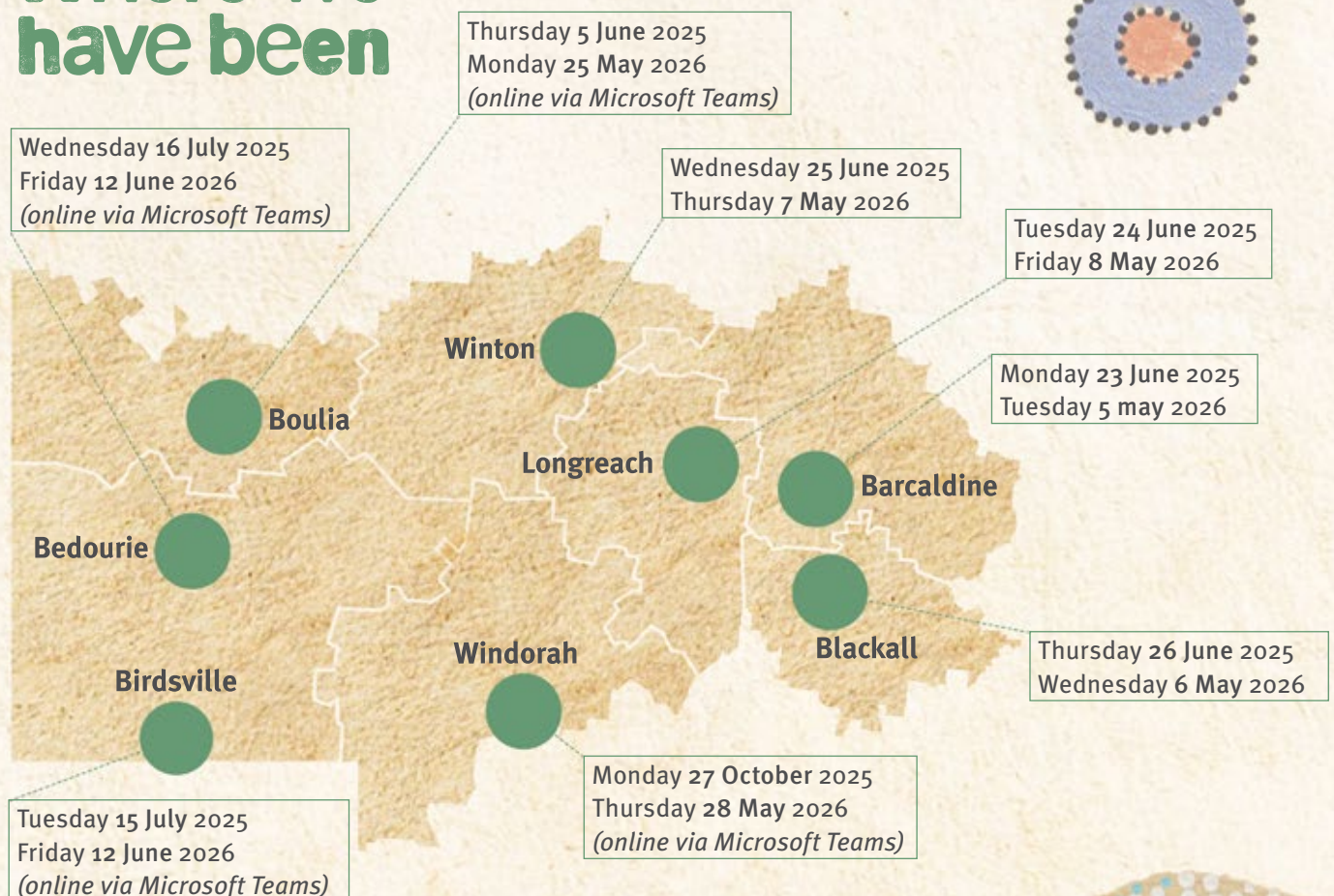

Jane Williams

Central West Hospital
and Health Board Chair



Anthony West
Health Service
Chief Executive

Where we have been



Our Community Voices



Our Community Voices

Get them while they are still in school through school-based traineeships (Windorah)



Our Community Voices

Our health is our number 1 priority. Our life expectancy is too short (Barcaldine)



Our Community Voices

Beliefs are not to be treated by Western Medicine, how do we make this change in the HHS (Winton)



Our Community Voices

What roles are available and where do we get information for these roles (Winton)



Our Community Voices

We want more engagement, we want staff to come and have a cup of tea with the community, instead of community always going to them (Boulia)



Our Community Voices

Health Workers are the key to good health outcomes (Bedourie)



Our Community Voices

Bridging course for older non-school leavers to enter the workforce (Blackall)



Our Community Voices

The 'earn and learn' model sounds great (Boulia)



Data

3.8%

Discharged against medical advice (DAMA)*



Aboriginal and Torres Strait Islander workforce

5.96%

System performance reporting headcount proportion Mar 2026

715 Health Checks#

157 Completed

Elective surgery seen in time (all categories)#

93.8%

16 treated
0 long waits

Antenatal visits during the first trimester

71%

2024-25 Snapshot

Emergency department presentations#

804

excl. fever clinic

Financial year to date Mar 2026



Missed opportunity to treat (2024-25)

12%

of scheduled specialist outpatient clinic appointments for Aboriginal and Torres Strait Islander peoples were not attended.

Up 0.7% percentage points from 2020-21

Compared to

4%

of non-Indigenous people across the state.



Immunisation

1YR: 100% | 2YR: 81.3% | 3YR: 92.6%

Top 5 potentially preventable hospitalisations* (2024-25)

(Per cent of total potentially preventable hospitalisations)

Diabetes complications 24.1%

Dental conditions 19.3%

Iron deficiency anaemia 14.5%

Urinary tract infections, including pyelonephritis 9.6%

Chronic obstructive pulmonary disease (COPD) 9.6%

Aboriginal and Torres Strait Islander per cent of all episodes that were potentially preventable was 1.5x higher than other Queenslanders.

* Considered preventable through timely and accessible, quality primary and community care

Evaluation and monitoring

Central West Health will embed the strategy to ensure that the health of Aboriginal and Torres Strait Islander peoples is everyone's business. The strategy will provide our local communities a platform to set the agenda to achieve health equity.



The Central West Health Executive Leadership Team will oversee the implementation of the strategy through established governance structures and regular reporting. Central West Health will also commit to an annual review of the strategy and ensure that two-way communication occurs with the community to increase transparency and accountability.

Governance

This strategy will be embedded into the Governance Committee Structure, via the Quality and Standards Committee, Executive Clinical Governance Committee, and Executive Leadership Team.

We endeavour to have Aboriginal and Torres Strait Islander communities represented through community advisory committees or similar advocacy groups and primary stakeholder groups.

Through these forums, our commitment to health equity for Aboriginal and Torres Strait Islander peoples will be incorporated into executive portfolios, agendas, communications, and the health service board.

Ongoing community engagement

Central West Health acknowledges that without a local Aboriginal Medical Service there is a missing link in providing a platform for advocacy for Aboriginal and Torres Strait Islander peoples. Health equity represents an ongoing journey in which Central West Health must continue to hold conversations with Aboriginal and Torres Strait Islander peoples. Central West Health must continue to provide open and inclusive mechanisms for engagement for all Aboriginal and Torres Strait Islander peoples to have a self-determining voice in their health service design and delivery.



Our
Community Voices

Yarning Circles. Staff and school community to be part of the Yarning, should be at the hospital (Longreach)

Our journey to developing the strategy



Central West Health values the health and wellbeing of Aboriginal and Torres Strait Islander peoples, with local communities engaged through truth-telling to share their voices, perspectives and priorities, which continue to guide our journey for change.

Health equity became a legislative requirement in Queensland in 2020, when amendments to the Hospital and Health Boards Act 2011 created a statutory obligation for every Hospital and Health Service (HHS) to develop and implement a health equity strategy in partnership with Aboriginal and Torres Strait Islander peoples. These amendments, which commenced on 1 July 2022, embedded health equity into law and require HHS Boards to work with local communities to eliminate institutional racism, strengthen cultural safety, and ensure equitable access to care. This shift transformed health

equity from an aspirational policy into a mandated, accountable strategy guiding how Queensland's health system plans, delivers and evaluates care for Aboriginal and Torres Strait Islander people.

The Aboriginal and Torres Strait Islander Workforce and Community Health Plan 2025-2028 meets the legislative requirement of developing and implementing a health equity strategy.

Central West Health weaves the six health equity priority areas directly into the **three community identified priority areas**, ensuring they are fully integrated and actioned together.

Health equity priority areas:

Actively eliminate racial discrimination and institutional racism within the service

Increasing access to healthcare services

Influencing the social, cultural and economic determinants of health

Improving Aboriginal and Torres Strait Islander health and wellbeing outcomes

Working with Aboriginal people, Torres Strait Islander people and Aboriginal and Torres Strait Islander communities and organisations to design, deliver, monitor and review health services

Delivering sustainable, culturally safe, and responsive healthcare services

Executive sponsors

Top three key priority areas identified by Central West communities

Strengthen the Aboriginal and Torres Strait Islander Workforce

Eliminate racism and build culturally safe and responsive healthcare services

Increase access to safe, quality, integrated and sustainable healthcare services

Key activities	Key actions	Role
Key priority area 1 Strengthen the Aboriginal and Torres Strait Islander Workforce	1.1 Pipelines and pathways Establish workforce talent pipelines and pathways that actively target Aboriginal and Torres Strait Islander people as part of a focused recruitment approach	• <i>Executive Director Aboriginal and Torres Strait Islander Health and Strategic Engagement</i>
	1.2 Attraction and recruitment Co-design and implement culturally safe and accessible attraction and recruitment practices.	• <i>Executive Director Workforce</i>
	1.3 Growth, capability and support Invest in the retention of the workforce through increased capability and planning.	• <i>Executive Director Workforce</i> • <i>Executive Director Aboriginal and Torres Strait Islander Health and Strategic Engagement</i>
Key priority area 2 Eliminate racism and build culturally safe and responsive healthcare services	2.1 Racism escalation and accountability Remove barriers to recognising, reporting, escalating and addressing racism.	• <i>Health Service Chief Executive</i>
	2.2 Co-designed cultural capability resources Co-designed mandatory cultural safety training and resources.	• <i>Executive Director Nursing and Midwifery Services</i>
	2.3 Feedback mechanisms Strengthen the voices of community to the health service.	• <i>Executive Director Governance, Planning and Improvement</i>
Key priority area 3 Increase access to safe, quality, integrated & sustainable healthcare services	3.1 Service integration, coordination and communication Strengthen coordination and continuity between service-delivery partners within Central West Health.	• <i>Executive Director Healthcare Access and Coordination</i> • <i>Digital Lead</i>
	3.2 Service delivery Deliver critical services where they are needed most.	• <i>Executive Director Healthcare Access and Coordination</i> • <i>Digital Lead</i> • <i>Executive Director Medical Services</i>
	3.3 Patient travel and accommodation Reform eligibility, access and entitlements for Patient Travel Subsidy Scheme.	• <i>Executive Director Finance, Infrastructure and Support Services</i>
	3.4 Medication Safety increase access to safe, quality medications.	• <i>Executive Director Medical Services</i> • <i>Executive Director Regional Health Services</i>

Key priority area 1

Strengthen the Aboriginal and Torres Strait Islander Workforce

1.1 Pipelines and pathways

Establish workforce talent pipelines and pathways that actively target Aboriginal and Torres Strait Islander people as part of a focused recruitment approach.

Key Activities	Key Actions	Impact	Key Performance Indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
1.1.1 Collaborate and partner with community, employment, training and education organisations to stand up a local co-designed workforce pipeline	Create a clear pathway for you to apply for current jobs and provide Expressions of Interest for roles across the entire healthcare service	A sustainable and culturally safe career pathway	The percentage of Aboriginal and Torres Strait Islander employees across the health service
1.1.2 Provide more 'Deadly Start' and Cadetship opportunities across the organisation	Widen the range of Aboriginal and Torres Strait Islander traineeships offered across the whole health workforce	The ongoing development of a highly skilled Aboriginal and Torres Strait Islander health workforce	The conversion rate of trainees and cadets to permanent roles
1.1.3 Offer 'earn and learn' recruitment models that support 'hire first, and support qualification' for Aboriginal and Torres Strait Islander Health Workers and Indigenous Hospital Liaison roles.	Provide in-house mentorship and training so that staff can gain their qualification.	Secure and paid employment for qualification pathways.	The number of employees transitioning from trainee status to qualified positions.

1.2 Attraction and recruitment

Co-design culturally safe and accessible attraction and recruitment practices for Aboriginal and Torres Strait Islander peoples.

Key activities	Key actions	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
1.2.1 Review how we communicate Aboriginal and Torres Strait Islander employment opportunities	Consult with you to find out how to best advertise job vacancies	More Aboriginal and Torres Strait Islander persons applying for all jobs	The number of applicants applying for jobs who identify as Aboriginal and Torres Strait Islander
1.2.2 Include Aboriginal and Torres Strait Islander employees and community members on recruitment panels for Identified roles.	Prepare and upskill Aboriginal and Torres Strait Islander employees and Identified community members to be able to take part in the recruitment process.	A culturally safe recruitment process.	The number of Aboriginal and Torres Strait Islander employees and community members on recruitment panels.

1.3 Growth, capability and support

Invest in the retention of the Aboriginal and Torres Strait Islander workforce through increased capability and planning.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
1.3.1 Co-design culturally safe onboarding, supervision and mentoring processes specific to each community	Work with you to design a guideline for Aboriginal ways of knowing, doing and being when working within each community	Non-indigenous employees demonstrating increased cultural knowledge and understanding, which will ease the 'cultural load' of Aboriginal and Torres Strait Islander employees	The percentage of new Identified and non-identified roles completing cultural onboarding within the first thirty (30) days of employment
1.3.2 Develop workplace education programs that target the needs of Aboriginal and Torres Strait Islander employees	Co-design and implement flexible workplace education programs	Aboriginal and Torres Strait Islander employees upskilled and encouraged to take career development opportunities	The number of training and development activities completed by the Aboriginal and Torres Strait Islander health workforce
1.3.3 Highlight the importance of Aboriginal and Torres Strait Islander Health Worker and Indigenous Liaison Officer roles	Showcase the work of the Aboriginal and Torres Strait Islander Health Team on the health service's social media page, and provide in-house updates to staff	Important culturally safe health information and the successes of the Aboriginal and Torres Strait Islander Health Team shared on social media	The number of referrals made to the Aboriginal and Torres Strait Islander Health Team
1.3.4 Expand the Aboriginal and Torres Strait Islander Health Workforce to provide access to male and female employees when culturally necessary.	Recruit specifically to gender-based (male and female) roles to service community needs.	Culturally safe and appropriate access to men's and women's business healthcare needs.	The ratio of male and female Aboriginal and Torres Strait Islander employees.



**Our
Community Voices**

All leaders at QLD Health need to be part of this strategy
(Barcaldine)



**Our
Community Voices**

**There needs to be cultural respect
for Elders and their knowledge**
(Birdsville)



**Our
Community Voices**

**Services need to be provided on
country and not just in Brisbane**
(Blackall)



Key priority area 2

Eliminate racism and build culturally safe and responsive healthcare services

2.1 Racism escalation & accountability

Remove barriers to recognising, and reporting, escalating and addressing racism.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
2.1.1 Establish best practice processes for managing confidential racism reports made by patients and staff	Implement mandatory cultural safety and anti-racism training to all new, visiting and existing employees	Increased confidence, trust, accountability and safety in the reporting system for Aboriginal and Torres Strait Islander employees and Identified patients	Average time taken to review complaints reported via the feedback pathways
2.1.2 Launch a 'zero tolerance' anti-racism campaign targeted at staff, patients and visitors.	Develop and implement an anti-racism campaign.	Reporting pathways that drive accountability and transparency in addressing racism.	The number of reported incidents of racism (per quarter).

2.2 Co-designed cultural capability resources

Co-designed mandatory cultural safety training and resources.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
2.2.1 Review all cultural safety and practice program training	Identify current gaps in training delivery models and training content	A safer and more respectful health service that understands Aboriginal and Torres Strait Islander cultures and connection to country	The number of training programs that all Central West Health employees are attending
2.2.2 Implement structured cultural immersion activities in partnership with local communities, prioritising learning and engagement	Co-design with Aboriginal and Torres Strait Islander Elders, community leaders and local organisations to develop formal activities or programs	Opportunities for all staff to enhance cultural knowledge and experience to build trust and form relationships with local Aboriginal and Torres Strait Islander community members	The number of staff attending cultural immersion activities
2.2.3 Improve cultural awareness of communications and annual engagement events.	Ensure cultural oversight approval for outward facing communications for Aboriginal and Torres Strait Islander community events and establish an annual cultural calendar.	Communication that is respectful and builds trust with the Aboriginal and Torres Strait Islander community, as well as the celebration of significant cultural dates.	Increase in community engagement and attendance at Aboriginal and Torres Strait Islander events.

2.3 Feedback mechanisms

Strengthen the voices of Aboriginal and Torres Strait Islander communities to the health service.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
2.3.1 Promote existing feedback options to community, and highlight anonymous options (QR codes, drop boxes, post)	Build options for feedback from Aboriginal and Torres Strait Islander community members	Feedback options used more widely with better timely responses to your concerns	The number of feedback items received from Aboriginal and Torres Strait Islander patient, staff, and community (per quarter)
2.3.2 Identify a dedicated Aboriginal and Torres Strait Islander staff member for feedback and complaints from community, with support mechanisms to report concerns related to racism or cultural safety	Implement well-supported staffing resources as required	A consistent and trusted steward for your feedback	The number of engagements with this service (per quarter)
2.3.3 Co-design yarning circles with the community that create a safe cultural space to review health services and needs.	Arrange yarning circles and promote widely to Aboriginal and Torres Strait Islander people.	Specific, culturally safe, well-attended opportunities for co-feedback and co-design.	The number of yarning circles completed each year. The number of participants who attend yarning circles bimonthly.



Our
Community Voices

People from out of town are getting jobs in town, we want to grow our own
(Boulia)



Our
Community Voices

We want our own mob in the workforce we want someone recognisable
(Boulia)



Our
Community Voices

GP clinic needs to make time for health checks, told 'no time' for health checks
(Blackall)



Key priority area 3

Increase access to safe, quality, integrated and sustainable healthcare services

3.1 Service integration, coordination and communication

Strengthen coordination and continuity between service-delivery partners within Central West Health.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
3.1.1 Develop a localised visiting healthcare services calendar for community	Publish a monthly localised visiting healthcare and government agency services calendar in newsletters and online, and advise community when a service is not attending	Reliable up-to-date information that improves how communities access and engage with healthcare and other services in local communities	The number of Aboriginal and Torres Strait Islander attendees at healthcare services within local communities (per quarter)
3.1.2 Identify a community connector to support how care is provided.	Engage with service delivery partners and local government organisations to identify local community connectors.	A tailored approach to support bridging the gap between visiting and local services so your needs are met.	The number of identified community connectors across the service.



Our
Community Voices

There is confusion on who comes out, need to promote services
(Barcaldine)



Our
Community Voices

We want feedback on what we have reported
(Boulia)



Our
Community Voices

It is not the role of the Indigenous person to call out racism, there needs to be a staff member as a represented designated role to call out and educate in the organisation
(Barcaldine)

3.2 Service delivery

Deliver critical services where they are needed most.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
3.2.1 Provide Health Checks for Aboriginal and Torres Strait Islander peoples across the entire Central West	Provide regular Health Check days around the region	Improved health outcomes for Aboriginal and Torres Strait Islander persons, and targeted health promotion and education	The number of Health Checks being completed for Aboriginal and Torres Strait Islander peoples
3.2.2 Identify and complete mental health care plans for all Identified Aboriginal and Torres Strait Islander patients who require wellbeing support	Work with Aboriginal and Torres Strait Islander communities to design and run wellbeing programs that foster cultural safety and connection	Improved access to social and wellbeing programs and services	The number of mental health care plans and referrals being completed and accessed
3.3.3 Identify and complete chronic disease management plans (CCMP) for all eligible Aboriginal and Torres Strait Islander patients	Co-design support programs to assist in managing your health	Increased access to chronic disease programs and referrals to services	The number of CCMPs being completed for Aboriginal and Torres Strait Islander peoples
3.3.4 Enhance existing specialist's services and identify new ones specifically for Aboriginal and Torres Strait Islander peoples.	Provide access to specialist services that serve your needs.	A wider range of referrals and service options following Aboriginal and Torres Strait Islander Health Checks and the completion of Care Plans.	A reduction in travel out of community for specialist and outpatient services.

3.3 Patient travel and accommodation

Making care accessible, improving travel and accommodation pathways.

Key activity	Key action	Impact	Key performance indicator
We listened and we heard	What we will do	What you will see	You will know it's working by
3.3.1 Provide culturally appropriate education and understanding of the Patient Travel Subsidy Scheme (PTSS) to all eligible Aboriginal and Torres Strait Islander persons	Collaborate with other health services and departments to identify best practice for Aboriginal and Torres Strait Islander persons accessing PTSS	Increased knowledge and understanding of the PTSS	The percentage of patients accessing PTSS who identify as Aboriginal and Torres Strait Islander
3.3.2 Review and support community transport initiatives in partnership with local councils and organisations.	Review existing transport services and facilitate regular stakeholder engagements to identify service gaps for Aboriginal and Torres Strait Islander persons.	More sustainable transport options that reduce cancellations and missed appointments across Central West.	The number of new areas serviced, and the number of Aboriginal and Torres Strait Islander persons accessing transport.

Key partners

Central West Health delivers health services across 396,650 square kilometres, accounting for 23% of Queensland's land area.

Services are provided through a network of five acute facilities, five general practices, one mental health consultation facility, one specialist outpatient and community health clinic, nine primary health centres and a community clinic.

A coordinated outreach model extends Allied Health, Oral Health, Mental Health, Pharmacy, Maternal and Child Health, and Medical services across the region. This model ensures residents can access safe, high quality care as close to home as possible, despite the challenges of distance, low population density, and workforce distribution.

Aboriginal and Torres Strait Islander peoples make up a notable and diverse share of the Central West population, with higher representation in several towns and remote communities across the region. The population has a younger age profile than the non Indigenous population, yet experiences higher rates of chronic disease, earlier onset of illness, and greater avoidable hospitalisations.

The Central West region is supported by statewide specialist outreach programs delivered by Metro North—the Indigenous Respiratory Outreach Program (IROC) and the Indigenous Cardiac Outreach Program (ICOP). These programs provide culturally responsive respiratory and cardiac care for Aboriginal and Torres Strait Islander peoples across rural and remote Queensland.

IROC, including IROC Paediatrics delivered with Children's Health Queensland, provides visiting clinics that support early detection and management of respiratory conditions for adults and children. The program focuses on culturally appropriate engagement and enables families to access specialist care close to home.

ICOP delivers specialist cardiac assessment, echocardiography, and coordinated care planning, reducing the need for long distance travel and supporting early intervention for cardiovascular disease.

Together, these programs work with local clinicians to ensure care is accessible, culturally appropriate, and delivered as close to home as possible, strengthening continuity of care and improving long term health outcomes across the Central West for Aboriginal and Torres Strait Islander peoples.

IROC and ICOP 2025



IROC and ICOP 2026
January to June



Key partner agencies



Royal Flying Doctor Service

The Royal Flying Doctor Service

The Royal Flying Doctor Service is one of the largest and most comprehensive aeromedical organisations in the world, providing extensive primary health care and 24-hour emergency service to people over an area of 7.69 million square kilometres.

The Royal Flying Doctor Service provides emergency retrieval services across the Central West district. Primary care services are also provided in Boulia, Bedourie, Birdsville, and Windorah.



An Australian Government Initiative

Western Queensland Primary Health Network (WQPHN)

WQPHN was formed as an independent not-for-profit company by the three Western Queensland Hospital and Health Services to create an entity to foster real partnerships with all funders and providers. Their aim is to improve primary healthcare service delivery to the people of Western Queensland.

**Metro North
Hospital and
Health Service**

Metro North Hospital and Health Services

Metro North Hospital and Health Service is the largest of Queensland's 16 Hospital and Health Services.

Metro North and Central West Hospital and Health Services established a partnership agreement in 2019 to build relationships between corporate and clinic staff and create capacity and capability in a range of corporate functions and clinical services to mutually benefit the Health Services.



Longreach Aboriginal and Torres Strait Islander Corporation



Central West Aboriginal Corporation

Central West Aboriginal Corporation (CWAC)

Central West Aboriginal Corporation offers diverse, high-quality and affordable services to support our Indigenous community in Central West Queensland.

These include housing, employment, education, sport and recreation program, and arts and language program.



North West Remote Health (NWRH)

North West Remote Health (NWRH) is a major primary and community health provider supporting rural and remote communities across north west Queensland. NWRH delivers a broad range of primary health, allied health, mental health, and aged care support services through outreach, visiting clinics, and locally based teams.



Queensland Children's Hospital

Children's Health Queensland (CHQ) is the statewide specialist provider of paediatric services in Queensland, delivering highly specialised care for infants, children, and young people across metropolitan, regional, rural, and remote communities. CHQ operates the Queensland Children's Hospital, a leading tertiary and quaternary paediatric facility, supported by a network of statewide services, outreach programs, and virtual care models.



Supporting strategies



State and Federal Government priorities



Organisational strategic plans



Health equity strategic priorities

Priority 1

Actively eliminate racial discrimination and institutional racism within the service

Priority 2

Increasing access to healthcare services

Priority 3

Influencing the social, cultural and economic determinants of health

Priority 4

Delivering sustainable, culturally safe, and responsive healthcare services

Priority 5

Working with Aboriginal people, Torres Strait Islander people and Aboriginal and Torres Strait Islander communities and organisations to design, deliver, monitor and review health services

Priority 6

Improving Aboriginal and Torres Strait Islander health and wellbeing outcomes



