

# Our Strategic Plan

We will deliver our 2025-2030 strategy and achieve our vision through 7 Key Focus Areas.



HealthShare NSW

Partnering for patients

Our vision	Excellence in support services for NSW Health - great value, great service, every time.
Our purpose	We support the NSW Health system to focus on what matters most – delivering exceptional care to patients.
Our mission	We are an integral part of the NSW Health system, providing a range of support services to enrich the experience of patients, health staff and the communities we serve.



Service

High-quality, reliable services that enhance the experience and outcomes for patients, health staff and the communities we serve.



Transparency

A trusted organisation that operates with accountability and integrity.



Kindness

A culture where kindness shapes interactions, decisions and service outcomes.



Value

Meaningful, measurable value that strengthens the health system, for better patient experience and outcomes.

People, Capability and Culture

Our people live shared values, behaviours and practices that shape a positive experience at work, working safely and supporting one another to do their jobs well.

Stakeholder Engagement

Health consumers, clinicians, partners and suppliers have a consistent, positive experience with our services.

Corporate Governance

Enduring culture, processes, behaviours and accountability for good governance, driving high performance.

Procurement Reform

Contemporary procurement and supply chain operations that deliver value and support frontline employees to perform their jobs more effectively.

Service Evolution

Standardised and optimised support services, returning value to the NSW Health system.

Innovation and Analytics

Secure, innovative, and data-driven services that enhance efficiency, enable better decision-making, and support high-quality healthcare.

Environmental Sustainability and Waste

Supporting NSW Health’s vision of becoming ‘a leading modern, low carbon, low waste, climate resilient health system’.