

# 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



Transparency



Kindness



Value

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

A trusted organisation that operates with accountability and integrity.

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

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'.