



Health Workforce
Queensland

2024 HWNA Survey Findings by PHN Region: Addendum Report

Our Vision

Working to ensure optimal health workforce to enhance the health of Queensland communities.

Our Purpose

Creating sustainable health workforce solutions that meet the needs of remote, rural, regional and Aboriginal and Torres Strait Islander communities by providing access to highly skilled health professionals when and where they need them, now and into the future.

Our Values

Integrity

We behave in an ethical and professional manner at all times showing respect and empathy.

Commitment

We enhance health services in rural and remote Queensland communities.

Equity

We provide equal access to services based on prioritised need.

Acknowledgements

Health Workforce Queensland is funded by the Australian Government Department of Health and Aged Care.



Health Workforce Queensland acknowledges the Traditional Custodians of the land and sea where we live and work, and pay our respects to Elders past, present and future.

Front Cover Photo: Fitzroy Island, Cairns.

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Workforce and Service Gaps by PHN region and HHS areas

This report presents results from the 2024 Health Workforce Needs Assessment (HWNA) survey for workforce and service gaps, as well as findings around 'team-based primary care' for each of the four mainly rural Primary Health Network (PHN) regions. Each table has the following components:

1. Results for all participants in remote and rural Queensland based on Modified Monash (MM) 2-7 categorisation (N = 973)
2. Results for the subset of participants working in each PHN region
3. Results for each Hospital and Health Service (HHS) area within the PHN region
4. Each table has items in the same order, reflecting the highest to lowest mean ratings for all remote and rural participants
5. Colour coding is used to highlight the five highest rating means (GREEN) and the five lowest rating means (ORANGE) for each PHN region and HHS area. Important regional differences are noted when green shading appears towards the middle to bottom of a column, and when orange shading appears in the upper half of a column. The highest rated factor in each section is in bold.

Survey items were developed to gauge health practitioner and health service manager beliefs about primary care workforce and service gaps in their community(s). The survey items were phrased as statements (e.g., 'There

is a serious gap in the psychology workforce in my community') and participants were asked to rate their level of agreement. Ratings were from '0 = Strongly disagree' to '100 = Strongly agree'. Higher scores therefore reflected greater agreement that there was a serious workforce gap. A thematic analysis of participant comments was conducted on the full sample in the HWNA report. This report provides a regional breakdown of the thematic analysis and compares findings to the broader State findings.

This report has been developed to support local health service and workforce planning and research activities. If there are specific analyses about individual communities or smaller regions required, the data team can interrogate the data further if there are sufficient numbers to draw meaningful conclusions. To assist your decision making around these requests, the number of participants in each HHS area is presented within the tables. Where the participant number for any HHS area falls below 30 it will be extremely unlikely that meaningful data for an individual community can be provided whilst maintaining the confidentiality agreement with participants. This year's report contains only one HHS area with less than 30 responses, the Central West HHS (n = 23) in the Western Queensland region.

For broader understanding of participant comments and the themes that were identified, please refer to the statewide [2024 HWNA report](#). Requests and feedback can be emailed to data@healthworkforce.com.au

Central Queensland, Wide Bay, Sunshine Coast Region



There were 279 participants (49.1% GPs) within the Central Queensland, Wide Bay, Sunshine Coast region (CQWBSC) who answered items assessing workforce and service gap ratings.

Participants represented all three HHS areas within the region with 134 responses from the Central Queensland HHS area, 64 responses from the Sunshine Coast HHS area, and 81 responses from the Wide Bay HHS area. The workforce gap results are shown in Table 1 and the service gap results in Table 2.

Workforce Gap Ratings

Table 1: Workforce gap rating means for the Central Queensland, Wide Bay, Sunshine Coast region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 973) M (Rank)	CQWBSC Region (n = 279) M (Rank)	Central Queensland HHS (n = 134) M (Rank)	Sunshine Coast HHS (n = 64) M (Rank)	Wide Bay HHS (n = 81) M (Rank)
Psychology	80.87 (1)	80.43 (1)	85.67 (1)	68.09 (2)	82.03 (1)
Speech Pathology	74.79 (2)	76.44 (2)	80.19 (5)	70.30 (1)	75.33 (2)
Registered Counsellor	74.38 (3)	73.13 (5)	80.62 (3)	59.84 (7)	71.69 (6)
Social Work	72.49 (4)	72.96 (6)	77.97 (6)	66.24 (3)	70.44 (7)
General Practitioner	72.44 (5)	73.68 (4)	80.81 (2)	60.67 (6)	72.17 (5)
Occupational Therapy	70.77 (6)	74.95 (3)	80.59 (4)	65.49 (4)	73.61 (4)
Nursing	68.92 (7)	67.33 (7)	69.72 (8)	50.63 (9)	74.76 (3)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	67.79 (8)	63.89 (8)	69.88 (7)	60.84 (5)	56.91 (15)
Midwifery	66.52 (9)	62.51 (9)	68.97 (10)	45.42 (11)	64.33 (9)
Diabetes Education	65.53 (10)	60.36 (10)	61.96 (13)	53.11 (8)	63.50 (10)
Podiatry	61.63 (11)	60.09 (11)	69.32 (9)	41.07 (15)	61.33 (11)
Dental Practitioner	61.33 (12)	56.23 (14)	60.62 (14)	46.25 (10)	58.40 (13)
Radiography/Sonography	60.17 (13)	57.09 (13)	62.55 (12)	38.48 (16)	65.17 (8)
Dietetics	59.72 (14)	57.25 (12)	63.49 (11)	43.41 (12)	58.81 (12)
Exercise Physiology	57.17 (15)	53.07 (16)	58.16 (15)	41.89 (13)	53.69 (16)
Audiology	56.40 (16)	53.37 (15)	57.47 (16)	41.37 (14)	57.25 (14)
Physiotherapy	53.12 (17)	49.43 (17)	54.23 (17)	36.50 (17)	52.10 (17)
Optometry	49.47 (18)	42.85 (18)	47.09 (18)	26.32 (18)	48.85 (18)
Pharmacy	37.73 (19)	37.17 (19)	44.67 (19)	23.24 (19)	38.33 (19)

The CQWBSC region's top and bottom five workforce gap rankings were similar to all of remote and rural Queensland. The exceptions were the inclusion of **Occupational Therapy** in the top five (ranked 3) and **Social Work** dropping to sixth.

Psychology and **Speech Pathology** were consistently ranked in the top five workforce gaps across all geographies. **Occupational Therapy** ranked fourth across all three HHS areas in contrast to sixth in Queensland overall. **Nursing** was third in the Wide Bay HHS area. **Aboriginal and Torres Strait Islander Health Worker/Practitioner** was ranked fifth in the Sunshine Coast but fifteenth in the Wide Bay area. **Registered Counsellors** ranked third in the Central Queensland HHS area, slightly higher than the other two HHS areas (ranked 5).

Workforce Gap Comments

The majority of workforce gap comments were about **Workforce** ($n = 40$; with sub-themes shortages [$n = 21$] and attraction/retention [$n = 8$]), as well as **Access** ($n = 15$), which was in broad agreement with the total Queensland findings.

Service Gap Ratings

Table 2: Service gap rating means for Central Queensland, Wide Bay, Sunshine Coast region and HHS areas

Service Type	Total QLD MM 2-7 (N = 973) M (Rank)	CQWBSC Region (n = 279) M (Rank)	Central Queensland HHS (n = 134) M (Rank)	Sunshine Coast HHS (n = 65) M (Rank)	Wide Bay HHS (n = 81) M (Rank)
Community-based Rehabilitation (physical)	74.69 (1)	77.01 (2)	84.55 (1)	71.13 (2)	71.73 (3)
Alcohol & Other Drugs	73.89 (2)	77.12 (1)	78.89 (3)	75.81 (1)	75.61 (1)
Mental Health	72.65 (3)	73.70 (3)	79.11 (2)	65.50 (6)	71.58 (4)
Oral Health	71.61 (4)	70.72 (8)	74.51 (7)	63.32 (7)	71.20 (5)
Social Support	70.95 (5)	71.20 (5)	76.50 (6)	67.92 (3)	66.40 (9)
Disability	70.30 (6)	71.45 (4)	77.15 (4)	66.33 (4)	67.32 (7)
Palliative Care	69.11 (7)	67.87 (9)	73.95 (8)	57.42 (11)	66.96 (8)
Aged Care	69.03 (8)	71.09 (7)	77.11 (5)	60.07 (10)	70.00 (6)
Health Prevention/Promotion	67.85 (9)	66.53 (11)	71.39 (11)	63.24 (8)	62.16 (12)
Child Health	67.29 (10)	71.10 (6)	73.04 (9)	65.64 (5)	72.48 (2)
Maternal Health	65.58 (11)	66.99 (10)	71.63 (10)	61.73 (9)	63.54 (11)
Refugee & Immigrant Health	61.89 (12)	60.52 (13)	64.28 (13)	47.94 (13)	65.11 (10)
Aboriginal & Torres Strait Islander Health	60.85 (13)	62.13 (12)	70.68 (12)	54.79 (12)	54.23 (13)

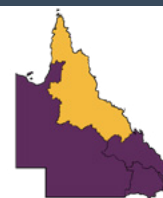
Compared to all of remote and rural Queensland, the CQWBSC region had similar top and bottom five service gap rankings. The exceptions were the inclusion of **Disability** (ranked 4) into the top five, and **Oral Health** dropping to eighth. Contrasting with the total Queensland results, **Palliative Care** was ranked within the bottom five (ranked 9), while **Child Health** (ranked 6) was closer to being ranked in the top five than the bottom five CQWBSC region service gaps.

Community-based Rehabilitation (physical) and **Alcohol and Other Drugs** were consistently in the top five service gaps across all geographies. **Mental Health** ranked highly except for the Sunshine Coast HHS area (ranked 6). Sunshine Coast was the only HHS area to rank **Social Support** in the top five (ranked 3). **Child Health** ranked more highly in Wide Bay (ranked 2) and Sunshine Coast areas (ranked 5). **Aged Care** was ranked higher in Central Queensland (ranked 5) than in the Sunshine Coast (ranked 10).

Service Gap Comments

There were few service gap comments from the CQWBSC region ($n = 21$). Most service gap comments were about **Funding/Incentives** ($n = 6$) and **Distance/Access/Cost** ($n = 5$) which deviated partially from the broader Queensland state top themes of distance/access/cost and lack of services.

Northern Queensland Region



There were 345 participant responses (49.3% GPs) from within the Northern Queensland (NQ) region relevant to workforce and service gap rating items.

Participants represented all four HHS areas within the region. There were 146 responses from the Cairns and Hinterland HHS area, 82 responses from the Mackay HHS area, 32 responses from the Torres and Cape HHS area, and 85 responses from the Townsville HHS area. The results are shown in Tables 3 and 4 below.

Workforce Gap Ratings

Table 3: Workforce gap rating means for the Northern Queensland region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 973) M (Rank)	NQ Region (n = 345) M (Rank)	Cairns & Hinterland HHS (n = 146) M (Rank)	Mackay HHS (n = 82) M (Rank)	Torres & Cape HHS (n = 32) M (Rank)	Townsville HHS (n = 85) M (Rank)
Psychology	80.87 (1)	80.05 (1)	79.71 (1)	82.33 (1)	73.74 (5)	80.89 (1)
Speech Pathology	74.79 (2)	75.24 (3)	79.17 (2)	78.11 (2)	59.52 (17)	69.83 (7)
Registered Counsellor	74.38 (3)	74.20 (4)	73.61 (7)	74.96 (5)	69.71 (9)	76.68 (2)
Social Work	72.49 (4)	72.94 (7)	76.28 (4)	72.11 (8)	72.32 (6)	66.17 (13)
General Practitioner	72.44 (5)	75.26 (2)	77.56 (3)	72.98 (7)	69.88 (8)	74.88 (4)
Occupational Therapy	70.77 (6)	68.80 (10)	71.33 (8)	69.65 (10)	59.65 (16)	66.44 (12)
Nursing	68.92 (7)	73.96 (5)	74.71 (6)	78.10 (3)	66.05 (13)	71.37 (5)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	67.79 (8)	72.83 (8)	74.87 (5)	68.41 (11)	64.29 (14)	76.07 (3)
Midwifery	66.52 (9)	69.36 (9)	67.90 (10)	71.45 (9)	68.09 (11)	71.33 (6)
Diabetes Education	65.53 (10)	73.06 (6)	70.72 (9)	76.32 (4)	86.56 (1)	68.53 (10)
Podiatry	61.63 (11)	66.15 (11)	65.02 (13)	63.48 (12)	69.60 (10)	69.51 (8)
Dental Practitioner	61.33 (12)	64.52 (13)	67.90 (11)	52.20 (15)	85.28 (2)	58.75 (15)
Radiography/Sonography	60.17 (13)	61.68 (15)	63.31 (14)	57.93 (14)	49.65 (19)	67.47 (11)
Dietetics	59.72 (14)	65.86 (12)	60.04 (17)	73.68 (6)	70.04 (7)	68.86 (9)
Exercise Physiology	57.17 (15)	62.43 (14)	65.07 (12)	58.37 (13)	79.21 (3)	52.64 (16)
Audiology	56.40 (16)	58.88 (16)	61.68 (16)	47.02 (16)	66.55 (12)	59.98 (14)
Physiotherapy	53.12 (17)	56.06 (17)	62.88 (15)	45.80 (17)	61.95 (15)	50.38 (17)
Optometry	49.47 (18)	51.28 (18)	49.81 (18)	44.76 (18)	76.54 (4)	47.43 (18)
Pharmacy	37.73 (19)	38.22 (19)	36.69 (19)	35.82 (19)	50.43 (18)	38.29 (19)

Compared to all of remote and rural Queensland, the NQ region had similar top and bottom five workforce gap rankings. The exception was the inclusion of **Nursing** (ranked 5) in the top five, with **Social Work** dropping to seventh. In contrast with the total Queensland results, **Radiography/Sonography** (ranked 15) was ranked within the bottom five NQ services while **Exercise Physiology** (ranked 14) was not.

Psychology ranked first in all geographies except for Torres and Cape where it was ranked fifth. **Speech Pathology** was ranked second in both Cairns and Hinterland, and the Mackay HHS areas, somewhat aligning with the broader

NQ region ranking (ranked 3). **Diabetes Education** ranked first in Torres and Cape and fourth in Mackay. Torres and Cape ranked **Dental Practitioner** second, **Exercise Physiology** third, and **Optometry** fourth. **Aboriginal and Torres Strait Islander Health Workers and Health Practitioners** were fifth in Cairns and Hinterland and third in Townsville. **Nursing** ranked highly in Mackay (ranked 3) and Townsville (ranked 5), similar to the NQ region (ranked 5).

Workforce Gap Comments

The majority of workforce gap comments were about **Workforce** ($n = 60$; with sub-themes shortages [$n = 36$] and attraction/retention [$n = 9$]) and **Access** ($n = 26$), which is representative of the broader state results.

Service Gap Ratings

Table 4: Service gap rating means for the Northern Queensland region and HHS areas

Service Type	Total QLD MM 2-7 ($N = 973$) M (Rank)	NQ Region ($n = 345$) M (Rank)	Cairns & Hinterland HHS ($n = 146$) M (Rank)	Mackay HHS ($n = 82$) M (Rank)	Torres & Cape HHS ($n = 32$) M (Rank)	Townsville HHS ($n = 85$) M (Rank)
Community-based Rehabilitation (physical)	74.69 (1)	75.63 (2)	75.85 (2)	74.33 (6)	78.95 (1)	74.84 (5)
Alcohol & Other Drugs	73.89 (2)	76.09 (1)	76.76 (1)	79.35 (1)	54.22 (13)	81.65 (1)
Mental Health	72.65 (3)	72.07 (6)	70.25 (8)	79.27 (2)	59.23 (11)	73.65 (6)
Oral Health	71.61 (4)	73.12 (5)	71.09 (7)	67.64 (10)	77.30 (2)	80.64 (2)
Social Support	70.95 (5)	71.81 (7)	71.12 (6)	72.59 (9)	76.78 (3)	69.94 (10)
Disability	70.30 (6)	74.15 (4)	75.47 (3)	78.47 (4)	70.52 (6)	69.10 (11)
Palliative Care	69.11 (7)	70.79 (8)	71.73 (5)	66.72 (12)	72.78 (4)	71.47 (8)
Aged Care	69.03 (8)	75.19 (3)	73.96 (4)	79.20 (3)	67.00 (7)	78.02 (3)
Health Prevention/Promotion	67.85 (9)	70.74 (9)	69.78 (9)	75.45 (5)	72.67 (5)	67.69 (12)
Child Health	67.29 (10)	68.62 (10)	66.30 (11)	72.94 (7)	54.55 (12)	74.87 (4)
Maternal Health	65.58 (11)	67.85 (12)	67.95 (10)	65.12 (13)	63.27 (9)	72.65 (7)
Refugee & Immigrant Health	61.89 (12)	68.32 (11)	65.64 (12)	72.74 (8)	64.79 (8)	71.17 (9)
Aboriginal & Torres Strait Islander Health	60.85 (13)	65.00 (13)	64.67 (13)	67.17 (11)	63.17 (10)	64.42 (13)

Compared to all of remote and rural Queensland, the NQ region had relatively similar top five service gap rankings. The exceptions were the inclusion of **Disability** (ranked 4) and **Aged Care** (ranked 3), with **Mental Health** and **Social Support** dropping to sixth and seventh respectively. These were the first and second highest ranked service gaps in the previous year. The bottom five NQ service gap rankings aligned with the broader total Queensland results.

Alcohol and Other Drugs was ranked first in all HHS areas except Torres and Cape (ranked 13). **Oral Health** ranked second in both Torres and Cape and Townsville but tenth in Mackay. **Community-based Rehabilitation (physical)** ranked highly in all geographies except Mackay, which was the only HHS area to rank **Mental Health** in the top five (ranked 2). **Aged Care** ranked highly in all HHS areas except Torres and Cape (ranked 7). **Child Health** ranked fourth in Townsville but received bottom five rankings in both Torres and Cape (ranked 12) and Cairns and Hinterland (ranked 11). **Health Prevention/Promotion** was ranked fifth in both Mackay and Torres and Cape HHS areas. **Disability** received a top five ranking in Cairns and Hinterland (ranked 3), and Mackay (ranked 4) HHS areas but received a bottom five ranking in Townsville (ranked 11). Similarly, **Palliative Care** received a top five ranking in both Cairns and Hinterland (ranked 5) and Torres and Cape (ranked 4) HHS areas but received a bottom five ranking in Mackay (ranked 12).

Service Gap Comments

Most service gap comments were about **Distance/Access/Cost** and **Lack of Services** (both $n = 10$) which is congruent with the broader Queensland state top themes.

Western Queensland Region



There were a total of 101 participants (29.7% GPs) from the Western Queensland (WQ) region who answered items relevant to workforce and service gap items.

Participants represented all three HHS areas within the region. There were 23 responses from the Central West HHS area, 31 responses from the North West HHS area, and 47 responses from the South West HHS area. Due to a relatively small sample size, the results from the Central West HHS may not be representative of the whole region. The results are shown in Tables 5 and 6 below.

Workforce Gap Ratings

Table 5: Workforce gap rating means for the Western Queensland region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 973) M (Rank)	WQ Region (n = 101) M (Rank)	Central West HHS (n = 23) M (Rank)	North West HHS (n = 31) M (Rank)	South West HHS (n = 47) M (Rank)
Psychology	80.87 (1)	84.71 (1)	73.67 (1)	90.88 (1)	84.30 (1)
Speech Pathology	74.79 (2)	73.24 (5)	70.36 (4)	84.83 (3)	66.20 (6)
Registered Counsellor	74.38 (3)	80.31 (2)	65.90 (9)	83.27 (5)	83.22 (2)
Social Work	72.49 (4)	71.37 (6)	68.40 (7)	82.80 (6)	64.52 (9)
General Practitioner	72.44 (5)	67.73 (7)	50.69 (16)	81.14 (7)	65.15 (8)
Occupational Therapy	70.77 (6)	66.15 (10)	67.09 (8)	80.08 (9)	55.91 (14)
Nursing	68.92 (7)	62.54 (14)	55.29 (12)	73.95 (13)	58.00 (12)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	67.79 (8)	67.51 (8)	69.33 (6)	79.00 (10)	59.08 (10)
Midwifery	66.52 (9)	62.57 (13)	57.91 (11)	71.69 (15)	58.92 (11)
Diabetes Education	65.53 (10)	57.60 (16)	46.57 (17)	73.65 (14)	52.55 (16)
Podiatry	61.63 (11)	64.63 (12)	70.93 (3)	80.60 (8)	50.29 (17)
Dental Practitioner	61.33 (12)	74.59 (4)	62.33 (10)	88.79 (2)	70.11 (4)
Radiography/Sonography	60.17 (13)	66.21 (9)	54.15 (13)	74.11 (12)	66.70 (5)
Dietetics	59.72 (14)	51.37 (18)	27.83 (19)	71.19 (16)	47.19 (18)
Exercise Physiology	57.17 (15)	55.59 (17)	29.85 (18)	68.33 (17)	56.50 (13)
Audiology	56.40 (16)	77.89 (3)	69.70 (5)	83.41 (4)	77.53 (3)
Physiotherapy	53.12 (17)	61.08 (15)	51.00 (14)	78.56 (11)	52.91 (15)
Optometry	49.47 (18)	64.97 (11)	72.27 (2)	60.21 (18)	65.29 (7)
Pharmacy	37.73 (19)	48.41 (19)	51.00 (15)	60.11 (19)	40.94 (19)

Note: Central West HHS had a small sample size and results may not be representative

Compared to all of remote and rural Queensland, the WQ region had the most dissimilar top and bottom five workforce gap rankings relative to other PHN regions. The most notable differences were **Audiology** (ranked 3) and **Dental Practitioner** (ranked 4) into the WQ top five, with **Social Work** and **General Practitioner** dropping to sixth and seventh respectively. In contrast with the total Queensland results, **Diabetes Education** and **Dietetics** were ranked as bottom five WQ workforce gaps (ranked 16 and 18 respectively), while **Optometry** (ranked 11) was not.

Psychology was ranked first unanimously across all geographies. **Speech Pathology** and **Registered Counsellor** ranked highly across all geographies except Speech Pathology in the South West HHS area (ranked 6) and Registered Counsellor in the Central West HHS area (ranked 9).

Audiology received top five rankings across all WQ geographies. **Optometry** ranked second in the Central West, and **Radiography/Sonography** was fifth in the South West HHS area. **Dental Practitioner** ranked highly in both North West (ranked 2) and South West (ranked 4) HHS areas. **General Practitioner** received a very low ranking (ranked 16) in the Central West HHS area.

Workforce Gap Comments

The majority of workforce gap comments were about **Workforce** ($n = 24$; with sub-themes attraction/retention [$n = 17$] and shortages [$n = 7$]) and **Access** ($n = 8$), which is representative of the wider Queensland state findings.

Service Gap Ratings

Table 6: Service gap rating means for the Western Queensland region and HHS areas

Service Type	Total QLD MM 2-7 ($N = 973$) M (Rank)	WQ Region ($n = 101$) M (Rank)	Central West HHS ($n = 23$) M (Rank)	North West HHS ($n = 31$) M (Rank)	South West HHS ($n = 47$) M (Rank)
Community-based Rehabilitation (physical)	74.69 (1)	71.70 (2)	87.21 (1)	71.58 (11)	63.74 (7)
Alcohol & Other Drugs	73.89 (2)	68.18 (5)	55.71 (6)	76.27 (7)	68.07 (4)
Mental Health	72.65 (3)	68.63 (4)	53.86 (8)	82.61 (3)	64.80 (5)
Oral Health	71.61 (4)	75.00 (1)	61.17 (4)	88.89 (1)	71.62 (2)
Social Support	70.95 (5)	71.09 (3)	58.25 (5)	75.79 (8)	73.48 (1)
Disability	70.30 (6)	63.83 (8)	63.47 (3)	70.24 (12)	59.00 (8)
Palliative Care	69.11 (7)	66.52 (7)	44.69 (12)	78.12 (6)	69.32 (3)
Aged Care	69.03 (8)	62.09 (9)	49.00 (10)	79.80 (4)	55.63 (10)
Health Prevention/Promotion	67.85 (9)	67.51 (6)	67.00 (2)	83.74 (2)	56.39 (9)
Child Health	67.29 (10)	61.55 (10)	55.46 (7)	78.38 (5)	52.40 (12)
Maternal Health	65.58 (11)	57.65 (12)	50.75 (9)	72.33 (10)	52.75 (11)
Refugee & Immigrant Health	61.89 (12)	58.46 (11)	39.50 (13)	56.70 (13)	64.71 (6)
Aboriginal & Torres Strait Islander Health	60.85 (13)	54.40 (13)	46.73 (11)	73.93 (9)	40.39 (13)

Note: Central West HHS had a small sample size and results may not be representative

The WQ region and total Queensland top five service gap mean rankings were aligned except for the ranking order. The WQ bottom five rankings mostly aligned with the broader total Queensland results except for the inclusion of **Aged Care** (ranked 9) and exclusion of **Health Prevention/Promotion** (ranked 6).

Oral Health was the only service gap ranked in the top five across all geographies and was first in the North West HHS area. **Community-based Rehabilitation (physical)** ranked first in Central West HHS area. **Mental Health** and **Social Support** were ranked highly except for Mental Health in the Central West and Social Support in the North West HHS areas (both ranked 8). **Health Prevention/Promotion** was second in the Central West and the North West HHS areas, and **Disability** ranked third in the Central West HHS area. **Aged Care** and **Child Health** were highly ranked in the North West HHS area (ranked 4 and 5 respectively) and **Palliative Care** ranked highly in the South West HHS area (ranked 3).

Service Gap Comments

No meaningful analysis could be conducted due to receiving few comments from WQ participants ($n = 9$).

Darling Downs and West Moreton Region



There were a total of 190 responses (45.3% GPs) from participants in the Darling Downs and West Moreton (DDWM) region.

There were 157 responses from the Darling Downs HHS area and 33 responses from the West Moreton HHS area. The results are shown in Tables 7 and 8 below.

Workforce Gap Ratings

Table 7: Workforce gap rating means for the Darling Downs and West Moreton region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 973) M (Rank)	DDWM Region (n = 190) M (Rank)	Darling Downs HHS (n = 157) M (Rank)	West Moreton HHS (n = 33) M (Rank)
Psychology	80.87 (1)	80.38 (1)	79.63 (1)	84.52 (1)
Speech Pathology	74.79 (2)	70.00 (5)	68.23 (6)	82.36 (3)
Registered Counsellor	74.38 (3)	71.91 (2)	69.73 (4)	83.82 (2)
Social Work	72.49 (4)	70.68 (4)	70.85 (3)	69.50 (8)
General Practitioner	72.44 (5)	71.19 (3)	71.24 (2)	70.88 (6)
Occupational Therapy	70.77 (6)	68.83 (6)	66.79 (7)	81.06 (4)
Nursing	68.92 (7)	66.59 (7)	68.42 (5)	56.71 (12)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	67.79 (8)	65.87 (9)	64.91 (9)	70.86 (7)
Midwifery	66.52 (9)	66.25 (8)	66.40 (8)	65.47 (9)
Diabetes Education	65.53 (10)	64.10 (10)	62.69 (10)	71.60 (5)
Podiatry	61.63 (11)	57.97 (12)	60.40 (11)	47.14 (16)
Dental Practitioner	61.33 (12)	54.87 (14)	54.53 (14)	56.72 (11)
Radiography/Sonography	60.17 (13)	59.45 (11)	60.13 (12)	55.53 (13)
Dietetics	59.72 (14)	56.12 (13)	55.06 (13)	60.59 (10)
Exercise Physiology	57.17 (15)	51.56 (15)	51.58 (16)	51.48 (14)
Audiology	56.40 (16)	46.42 (17)	46.22 (17)	47.42 (15)
Physiotherapy	53.12 (17)	51.33 (16)	52.94 (15)	42.94 (18)
Optometry	49.47 (18)	44.37 (18)	44.48 (18)	43.78 (17)
Pharmacy	37.73 (19)	32.50 (19)	32.86 (19)	30.53 (19)

Both the top and bottom five workforce gap rankings for the DDWM region and broader total Queensland were aligned except for the order.

Psychology was unanimously ranked first, and **Registered Counsellor** was consistently ranked within the top five across all geographies. **Speech Pathology** was less important (ranked 6) in the Darling Downs HHS area being displaced by **Nursing** (ranked 5). **Occupational Therapy** and **Diabetes Education** were ranked highly in the West Moreton HHS area (ranked 4 and 5 respectively).

Workforce Gap Comments

The majority of workforce gap comments were about **Workforce** ($n = 34$; with sub-themes shortages [$n = 18$] and attraction/retention [$n = 4$]) and **Access** ($n = 20$) which is in broad agreement with the state findings.

Service Gap Ratings

Table 8: Service gap rating means for the Darling Downs and West Moreton region and HHS areas

Service Type	Total QLD MM 2-7 (N = 973) M (Rank)	DDWM Region (n = 190) M (Rank)	Darling Downs HHS (n = 157) M (Rank)	West Moreton HHS (n = 33) M (Rank)
Community-based Rehabilitation (physical)	74.69 (1)	72.08 (2)	71.33 (2)	76.80 (1)
Alcohol & Other Drugs	73.89 (2)	67.92 (6)	67.67 (5)	69.20 (5)
Mental Health	72.65 (3)	73.15 (1)	74.25 (1)	67.81 (9)
Oral Health	71.61 (4)	68.23 (5)	68.26 (4)	68.10 (7)
Social Support	70.95 (5)	68.80 (4)	67.48 (6)	74.65 (3)
Disability	70.30 (6)	65.18 (8)	64.63 (8)	68.00 (8)
Palliative Care	69.11 (7)	69.86 (3)	68.44 (3)	76.25 (2)
Aged Care	69.03 (8)	60.22 (11)	60.55 (11)	58.75 (13)
Health Prevention/Promotion	67.85 (9)	66.10 (7)	66.67 (7)	63.35 (12)
Child Health	67.29 (10)	63.09 (10)	62.59 (10)	65.68 (10)
Maternal Health	65.58 (11)	64.66 (9)	63.81 (9)	69.06 (6)
Refugee & Immigrant Health	61.89 (12)	55.44 (13)	52.37 (13)	71.00 (4)
Aboriginal & Torres Strait Islander Health	60.85 (13)	56.42 (12)	54.95 (12)	63.57 (11)

Compared to all of remote and rural Queensland, the DDWM region had a relatively similar top and bottom five service gap rankings. The exception was the inclusion of **Palliative Care** (ranked 3) into the top five, with **Alcohol and Other Drugs** dropping to sixth. Contrasting with the total Queensland results, **Aged Care** ranked within the bottom five (ranked 11), while **Health Prevention/Promotion** (ranked 7) was not ranked in the bottom five services for the DDWM region.

Community-based Rehabilitation (physical) was consistently ranked within the top five across all geographies. **Mental Health** was first in the Darling Downs HHS area aligning with the DDWM region ranking (ranked 1). **Palliative Care** was ranked second in West Moreton, and third in the Darling Downs HHS area. West Moreton HHS ranked **Refugee and Immigrant Health** fourth. **Oral Health** received high rankings across all geographies except for in the West Moreton HHS (ranked 7). Similarly, **Social Support** received high rankings across all geographies except for in the Darling Downs HHS (ranked 6).

Service Gap Comments

Few comments were received from participants in the DDWM region ($n = 20$). Most service gap comments were about **Lack of Services** ($n = 6$) and **Distance/Access/Cost** ($n = 5$) which is congruent with the broader Queensland top themes.



Team-based Primary Healthcare Factors by PHN Regions and HHS Areas

To help understand key enablers and barriers to providing team-based primary healthcare in remote, rural and regional Queensland, participants were asked to rate how difficult it would be to address 16 factors in a move towards strengthening team-based primary healthcare within their community/service. There were nine operational factors (such as funding and infrastructure, collaboration between services), and seven management and staff factors (such as management support for a team-based approach, staff willingness and staff confidence) to rate how difficult it would be to address each factor on a scale ranging from 0 (Not at all difficult) to 100 (Extremely difficult).

Participants were also asked to outline what they believed was the most essential factor(s) to implement the team-based primary healthcare approach within their community/service. Operational and management factors and staff factor rating data are presented for each region in the tables below.

Each table has the same components used for the workforce and service gap section:

1. Results for all participants in remote and rural Queensland based on MM 2-7 categorisation (N = 962)
2. Results for the subset of participants working in the relevant PHN region
3. Results for each HHS area within the PHN region
4. Each table has items in the same order, reflecting the highest to lowest mean ratings for all remote and rural participants
5. Colour coding is used to highlight the five highest rating means (GREEN) and the five lowest rating means (ORANGE) for each PHN and HHS area. Important regional differences are highlighted when green shading appears towards the middle to bottom of a column, and when orange shading appears in the upper half of a column. The highest rated factor in each section is in bold.

Central Queensland, Wide Bay, Sunshine Coast Region



There were 275 (49.1% GPs) participants within the CQWBSC region who answered items assessing factors that would need to be addressed to move towards strengthening team-based primary healthcare within their community/service.

Participants represented all three HHS areas within the region with 133 responses from the Central Queensland HHS area, 63 responses from the Sunshine Coast HHS area, and 79 responses from the Wide Bay HHS area. The results are shown in Table 9 below.

Table 9: Team-based primary healthcare factor means for Central Queensland, Wide Bay, Sunshine Coast region and HHS areas

Team-based Primary Healthcare Factors	Total QLD MM 2-7 (N = 962) M (Rank)	CQWBSC Region (n = 275) M (Rank)	Central Queensland HHS (n = 133) M (Rank)	Sunshine Coast HHS (n = 63) M (Rank)	Wide Bay HHS (n = 79) M (Rank)
Finding the Workforce	80.62 (1)	80.39 (1)	85.23 (1)	73.09 (2)	79.03 (1)
Funding to Support a Multidisciplinary Workforce/Team	75.15 (2)	77.33 (2)	82.55 (2)	71.36 (3)	72.40 (3)
Collaboration Across Private and Public Service	71.64 (3)	73.53 (3)	72.14 (3)	74.88 (1)	74.80 (2)
Time for Team-Based Engagement/Activities*	68.67 (4)	69.04 (4)	70.89 (4)	70.09 (4)	65.19 (6)
Physical Infrastructure	66.08 (5)	66.72 (6)	67.97 (6)	65.88 (5)	65.29 (5)
Regular Multidisciplinary Team Meetings	64.78 (6)	67.11 (5)	70.24 (5)	64.64 (6)	63.75 (7)
Collaboration Between Private Primary Care Services	64.08 (7)	66.02 (7)	67.63 (7)	60.49 (7)	67.60 (4)
Sharing Client/Patient Information with Other Services	62.32 (8)	60.80 (8)	62.90 (8)	60.36 (8)	57.81 (9)
Information Technology	56.89 (9)	57.83 (9)	58.37 (9)	54.69 (10)	59.37 (8)
Management Support for Staff to Work Full Scope of Practice*	51.20 (10)	53.12 (10)	53.59 (10)	54.44 (11)	51.25 (14)
Support from Clients/Patients for a Team-Based Approach	48.98 (11)	51.60 (11)	50.99 (11)	50.45 (14)	53.54 (11)
Client/Patient Engagement to Support Team-Based Primary Care*	47.66 (12)	51.30 (12)	47.14 (14)	55.93 (9)	54.82 (10)
Staff Confidence to Work to Full Scope of Practice*	47.55 (13)	51.09 (13)	49.15 (12)	53.13 (12)	52.49 (12)
Staff Capability (Skill) to Work to Full Scope of Practice*	46.57 (14)	50.44 (14)	48.92 (13)	51.42 (13)	51.93 (13)
Management Encouragement for Staff to Work Full Scope of Practice*	44.39 (15)	47.55 (15)	46.21 (15)	46.67 (15)	50.47 (15)
Staff Willingness to Embrace a Team-Based Approach*	37.25 (16)	41.74 (16)	41.14 (16)	38.09 (16)	45.37 (16)

Note: * indicates management and staff factor

Compared to all of remote and rural Queensland, the CQWBSC region had a relatively similar top five team-based primary healthcare factor rankings. The exception was the inclusion of **Regular Multidisciplinary Team Meetings** (ranked 5) into the top five, with **Physical Infrastructure** dropping to sixth. The bottom five rankings were in perfect alignment.

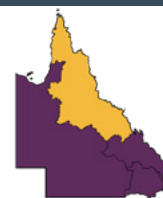
Finding the Workforce, **Funding to Support a Multidisciplinary Workforce/Team**, and **Collaboration Across Private and Public Service** were consistently ranked highly across the HHS areas. Central Queensland HHS area aligned with the broader CQWBSC region by ranking **Regular Multidisciplinary Team Meetings** fifth, displacing **Physical Infrastructure** which was otherwise consistently rated within the top five (ranked 5). **Collaboration Between Private Primary Care Services** was ranked fourth in Wide Bay.

Team-based Primary Healthcare Essential Factor(s) Comments

The majority of team-based primary healthcare essential factor comments were about **Funding and Incentives** ($n = 58$), **Model Implementation** ($n = 40$), and **Workforce Factors** ($n = 39$), which replicates the state findings.



Northern Queensland Region



There were 345 participants (48.7% GPs) from the NQ region who answered items assessing factors that would need to be addressed to move towards strengthening team-based primary healthcare within their community/service.

Participants represented all four HHS areas within the region. There were 146 responses from the Cairns and Hinterland HHS area, 82 responses from the Mackay HHS area, 32 responses from the Torres and Cape HHS area, and 85 responses from the Townsville HHS area. The results are shown in Table 10 below.

Table 10: Team-based primary healthcare factor means for Northern Queensland region and HHS areas

Team-based Primary Healthcare Factors	Total QLD MM 2-7 (N = 973) M (Rank)	NQ Region (n = 345) M (Rank)	Cairns & Hinterland HHS (n = 146) M (Rank)	Mackay HHS (n = 82) M (Rank)	Torres & Cape HHS (n = 32) M (Rank)	Townsville HHS (n = 85) M (Rank)
Finding the Workforce	80.62 (1)	82.10 (1)	80.74 (1)	87.44 (1)	81.50 (1)	79.91 (1)
Funding to Support a Multidisciplinary Workforce/Team	75.15 (2)	76.55 (2)	78.66 (2)	73.68 (3)	74.29 (3)	76.34 (3)
Collaboration Across Private and Public Service	71.64 (3)	73.09 (3)	72.49 (3)	74.73 (2)	62.52 (7)	76.57 (2)
Time for Team-Based Engagement/Activities*	68.67 (4)	66.80 (5)	68.62 (5)	65.47 (5)	68.55 (4)	64.05 (5)
Physical Infrastructure	66.08 (5)	66.99 (4)	64.20 (7)	71.89 (4)	77.83 (2)	63.03 (7)
Regular Multidisciplinary Team Meetings	64.78 (6)	63.32 (7)	65.48 (6)	61.35 (7)	57.45 (9)	63.61 (6)
Collaboration Between Private Primary Care Services	64.08 (7)	62.82 (8)	62.26 (8)	62.49 (6)	58.95 (8)	65.81 (4)
Sharing Client/Patient Information with Other Services	62.32 (8)	65.55 (6)	72.36 (4)	57.94 (8)	62.82 (6)	61.16 (8)
Information Technology	56.89 (9)	57.35 (9)	59.40 (9)	56.27 (9)	66.28 (5)	52.29 (9)
Management Support for Staff to Work Full Scope Of Practice*	51.20 (10)	51.46 (10)	50.40 (10)	54.95 (10)	53.55 (10)	49.21 (11)
Support From Clients/Patients for a Team-Based Approach	48.98 (11)	48.52 (11)	45.45 (12)	52.24 (11)	49.00 (14)	50.18 (10)
Client/Patient Engagement to Support Team-Based Primary Care*	47.66 (12)	46.48 (12)	43.62 (14)	49.39 (12)	51.55 (12)	46.56 (12)
Staff Confidence to Work to Full Scope of Practice*	47.55 (13)	44.66 (13)	43.47 (15)	44.18 (14)	52.13 (11)	44.30 (13)
Staff Capability (Skill) to Work to Full Scope of Practice*	46.57 (14)	44.45 (14)	45.45 (11)	46.48 (13)	44.79 (15)	40.40 (14)
Management Encouragement for Staff to Work Full Scope of Practice*	44.39 (15)	42.71 (15)	44.19 (13)	43.65 (15)	50.78 (13)	36.11 (15)
Staff Willingness to Embrace a Team-Based Approach*	37.25 (16)	34.38 (16)	34.84 (16)	37.15 (16)	33.04 (16)	31.33 (16)

Note: * indicates management and staff factor

Both the top and bottom five team-based primary care factor rankings for the NQ region and broader total Queensland were in near perfect alignment.

For the HHS areas, **Finding the Workforce** was ranked first unanimously, while **Funding to Support a Multidisciplinary Workforce/Team** and **Time for Team-based Engagement/Activities** were consistently ranked in the top five across all geographies. In the Townsville HHS, **Collaboration Between Private Primary Care Services** was ranked fourth. In contrast, participants from the Cairns and Hinterland HHS ranked **Sharing Client/Patient Information with Other Services** fourth. **Information Technology** was ranked fifth in the Torres and Cape HHS area.

Team-based Primary Healthcare Essential Factor(s) Comments

Most team-based primary healthcare essential factor comments were about **Funding and Incentives** ($n = 79$), **Model Implementation** ($n = 77$), and **Workforce Factors** ($n = 66$) which is in broad agreement with the state findings.



Western Queensland Region



There were a total of 101 (29.7% GPs) participants who answered items assessing factors that would need to be addressed to move towards strengthening team-based primary healthcare within their community/service.

Participants represented all three HHS areas within the region. There were 23 responses from the Central West HHS area, 31 responses from the North West HHS area, and 47 responses from the South West HHS area. The results are shown in Table 11 below.

Table 11: Team-based primary healthcare factor means for Western Queensland region and HHS areas

Team-based Primary Healthcare Factors	Total QLD MM 2-7 (N = 962) M (Rank)	WQ Region (n = 101) M (Rank)	Central West HHS (n = 23) M (Rank)	North West HHS (n = 31) M (Rank)	South West HHS (n = 47) M (Rank)
Finding the Workforce	80.62 (1)	84.30 (1)	89.50 (1)	88.21 (1)	78.81 (1)
Funding to Support a Multidisciplinary Workforce/Team	75.15 (2)	72.87 (2)	65.90 (3)	74.09 (3)	76.24 (2)
Collaboration Across Private and Public Service	71.64 (3)	65.48 (4)	53.90 (6)	73.09 (5)	67.42 (4)
Time for Team-Based Engagement/Activities*	68.67 (4)	69.04 (3)	68.42 (2)	69.08 (7)	69.36 (3)
Physical Infrastructure	66.08 (5)	59.57 (8)	60.75 (5)	68.17 (8)	52.38 (8)
Regular Multidisciplinary Team Meetings	64.78 (6)	63.18 (6)	53.14 (7)	77.88 (2)	58.75 (7)
Collaboration Between Private Primary Care Services	64.08 (7)	61.95 (7)	52.30 (8)	73.39 (4)	59.75 (6)
Sharing Client/Patient Information with Other Services	62.32 (8)	63.40 (5)	62.42 (4)	66.67 (9)	61.53 (5)
Information Technology	56.89 (9)	56.82 (9)	49.60 (9)	70.71 (6)	52.06 (9)
Management Support for Staff to Work Full Scope of Practice*	51.20 (10)	50.14 (10)	41.84 (11)	62.04 (10)	46.14 (10)
Support from Clients/Patients for a Team-Based Approach	48.98 (11)	40.39 (14)	29.90 (15)	53.50 (12)	37.94 (14)
Client/Patient Engagement to Support Team-Based Primary Care*	47.66 (12)	40.97 (13)	27.83 (16)	46.96 (14)	43.97 (11)
Staff Confidence to Work to Full Scope of Practice*	47.55 (13)	45.44 (11)	39.11 (13)	55.92 (11)	41.33 (12)
Staff Capability (Skill) to Work to Full Scope of Practice*	46.57 (14)	43.53 (12)	41.58 (12)	50.00 (13)	40.06 (13)
Management Encouragement for Staff to Work Full Scope of Practice*	44.39 (15)	40.39 (15)	43.44 (10)	42.30 (15)	37.47 (15)
Staff Willingness to Embrace a Team-Based Approach*	37.25 (16)	33.05 (16)	33.80 (14)	39.45 (16)	28.60 (16)

Note: * indicates management and staff factor; Central West HHS had a small sample size and results may not be representative

Compared to all of remote and rural Queensland, the WQ region had a similar top and bottom five team-based primary healthcare factor rankings. The exception for the top five was the inclusion of **Sharing Client/Patient Information with Other Services** (ranked 5), with **Physical Infrastructure** dropping to eighth. Contrasting with the total Queensland results, **Support from Clients/Patients for a Team-based Approach** was ranked in the bottom five (ranked 14), while **Staff Confidence to Work to Full Scope of Practice** (ranked 11) was not ranked within the bottom five team-based primary healthcare factors in the WQ region.

Finding the Workforce was unanimously ranked first, and **Funding to Support a Multidisciplinary Workforce/Team** was consistently ranked highly across all geographies. **Sharing Client/Patient Information with Other Services** was highly ranked in the Central West (ranked 4) and South West (ranked 5) HHS areas. The North West HHS area rated **Regular Multidisciplinary Team Meetings** second and **Collaboration Between Private Primary Care Services** fourth.

Team-based Primary Healthcare Essential Factor(s) Comments

The majority of team-based primary healthcare essential factor comments were about **Workforce Factors** ($n = 23$), **Funding and Incentives** ($n = 20$), and **Communication and Collaboration** ($n = 20$) which deviates slightly from the state findings due to the exclusion of **Model Implementation**.



Darling Downs and West Moreton Region



There were a total of 190 participants (44.7% GPs) from within the DDWM region who answered items assessing factors that would need to be addressed to move towards strengthening team-based primary healthcare within their community/service.

There were 157 responses from the Darling Downs HHS area and 33 responses from the West Moreton HHS area. The results are shown in Table 12 below.

Table 12: Team-based primary healthcare factor means for Darling Downs and West Moreton region and HHS areas

Team-based Primary Healthcare Factors	Total QLD MM 2-7 (N = 962) M (Rank)	DDWM Region (n = 190) M (Rank)	Darling Downs HHS (n = 157) M (Rank)	West Moreton HHS (n = 33) M (Rank)
Finding the Workforce	80.62 (1)	77.58 (1)	77.63 (1)	77.27 (1)
Funding to Support a Multidisciplinary Workforce/Team	75.15 (2)	71.58 (3)	71.82 (4)	70.35 (3)
Collaboration Across Private and Public Service	71.64 (3)	71.49 (4)	72.32 (3)	67.57 (4)
Time for Team-Based Engagement/Activities*	68.67 (4)	72.20 (2)	73.69 (2)	64.91 (6)
Physical Infrastructure	66.08 (5)	67.03 (5)	65.73 (5)	73.48 (2)
Regular Multidisciplinary Team Meetings	64.78 (6)	63.92 (7)	63.63 (7)	65.32 (5)
Collaboration Between Private Primary Care Services	64.08 (7)	64.84 (6)	65.18 (6)	63.18 (7)
Sharing Client/Patient Information with Other Services	62.32 (8)	60.72 (8)	62.21 (8)	53.70 (11)
Information Technology	56.89 (9)	55.15 (9)	55.04 (9)	55.70 (10)
Management Support for Staff to Work Full Scope of Practice*	51.20 (10)	47.91 (11)	46.21 (12)	56.50 (9)
Support from Clients/Patients for a Team-Based Approach	48.98 (11)	48.68 (10)	46.46 (11)	58.90 (8)
Client/Patient Engagement to Support Team-Based Primary Care*	47.66 (12)	47.55 (13)	46.15 (13)	53.48 (12)
Staff Confidence to Work to Full Scope of Practice*	47.55 (13)	47.75 (12)	47.37 (10)	49.70 (14)
Staff Capability (Skill) to Work to Full Scope of Practice*	46.57 (14)	46.13 (14)	44.77 (14)	52.95 (13)
Management Encouragement for Staff to Work Full Scope of Practice*	44.39 (15)	44.79 (15)	43.98 (15)	48.90 (15)
Staff Willingness to Embrace a Team-Based Approach*	37.25 (16)	36.91 (16)	35.85 (16)	42.38 (16)

Note: * indicates management and staff factor

Both the top and bottom five team-based primary care factor rankings for the DDWM region and broader total Queensland were aligned except for order.

Finding the Workforce was ranked first unanimously, and **Funding to Support a Multidisciplinary Workforce/Team, Private and Public Service Collaboration**, and **Physical Infrastructure** were consistently ranked in the top five in both HHS areas. West Moreton HHS ranked **Regular Multidisciplinary Team Meetings** fifth, with **Time for Team-based Engagement/Activities** being slightly less important (ranked 6) compared to the Darling Downs HHS area.

Team-based Primary Healthcare Essential Factor(s) Comments

Most team-based primary healthcare essential factor comments were about **Funding and Incentives** ($n = 51$), **Model Implementation** ($n = 31$), and **Workforce Factors** ($n = 23$) which is in broad agreement with the state findings.



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