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| 2025 Victorian Public Healthcare Awards Premier’s Health Service of the Year criteria |
| Category 11 - Premier’s Primary Healthcare Service of the Year The Premier’s Primary Healthcare Service of the Year Award is the most prestigious accolade to which a primary healthcare service can aspire. Primary healthcare is often the first point of contact that people have with the health system. Primary healthcare services are located in the community and provide local access for people to manage their health and wellbeing needs. This award recognises leadership and excellence in the provision of publicly funded primary healthcare for the Victorian community. |

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| Section  | Guidance notes   | Score |
| About the organisation  (not scored) | This section should provide a general summary and overview of the organisation and its achievements.  This is the opportunity to tell the story of your organisation and its achievements over the last 12 months (i.e. 12 May 2024 – 11 May 2025). It should briefly touch on the organisation’s key achievements between for 2024-25 as they relate to the criteria but also seek to paint a picture of the organisation’s culture, and how this contributes to achieving the best possible health outcomes for the service population and sector. Include the following basic information: annual budget; community served, including the nature and size of community (it could be a geographic area/catchment, a population group such as children, or a specialty); list of campuses; major services offered; number of staff; number of consumers/patients/clients/communities served each year. | 0   |
| Providing sustainable, well managed and efficient health services    | * Has the organisation demonstrated that it is a sustainable, efficient and innovative health service?
* Are appropriate strategies in place:
	+ to build organisational capability
	+ provide a safe workplace
	+ improve workforce capability
	+ develop partnerships and collaborations with other providers?
 | 1-5   |
| Providing timely and responsive health services    | * Has the organisation applied person-centred care in the design and delivery of care?
* Has the person-centred care improved healthcare outcomes and the patient experience?
* Does the organisation partner with consumers utilising principles outlined in the [Partnering in Healthcare Framework.](https://www.safercare.vic.gov.au/sites/default/files/2019-02/Partnering%20in%20healthcare%20framework%202019_WEB.pdf)?
 | 1-5   |
| Promoting least intrusive and earliest effective care    | * Has the organisation addressed the need to provide the most appropriate care in the most appropriate setting, such as community-based care models and settings?
* Have patient outcomes been enhanced by innovations, collaborations and partnerships?
* Does data demonstrate enhancement of patient quality of life, life expectancy or a reduction in the burden of disease?
 | 1-5   |
| Improving health service safety and quality    | * Has the organisation enhanced quality and safety and reduced risks to patients and staff?
* Has the quality and safety of patients, staff and the community been enhanced by the organisation?
* Are systems and processes being developed to improve and innovate across both clinical and non-clinical areas?
* Does the organisation have clear clinical governance systems and processes in place to monitor and improve the quality and safety of care patients receive? Refer to [Victorian Clinical Governance Framework](https://www.safercare.vic.gov.au/publications/victorian-clinical-governance-framework#goto-downloads)
 | 1-5   |
| Strengthening the capacity of individuals, families and communities through effective prevention and health promotion    | * Have prevention and health promotion programs been developed by the organisation?
* Is the organisation assisting people to live healthy lifestyles and prevent the onset of disease, to maximise the health and wellbeing of individuals and communities?
* Has the organisation enhanced the quality of life, life expectancy or reduced burden of disease within their catchment or community?
 | 1-5   |
| Improving health and wellbeing for disadvantaged people and communities    | * Has the organisation addressed issues relating to the health and wellbeing of disadvantaged people and communities?
* Has the organisation reduced inequalities in health and wellbeing and in access to their services? Have benefits flowed to the community from actions in this area?
* Has the organisation addressed the healthcare needs of Aboriginal and Torres Strait Islander people and closing the gap in health outcomes?
 | 1-5   |
| Contributing to a positive workplace culture, including results | * What initiatives has the organisation developed to implement positive work culture?
* What methods of data collection has the organisation introduced to capture improvements in work culture?
 | 1-5 |
| Entry summary(not scored) | Here we’re asking for a very short summary of your entry, to be used for promotional purposes, should you become a finalist.* In a few sentences, tell us about your health service and how it has delivered excellence in healthcare.
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