



Memorandum of Understanding

BETWEEN

**ACT HEALTH AND COMMUNITY SERVICES
DIRECTORATE**

AND

**CAPITAL HEALTH NETWORK
(ACT PRIMARY HEALTH NETWORK)**

in relation to

**Collaboration and Partnership on General Practice and
Primary Care Priority work**

This Memorandum of Understanding is made on the
18th day of September of 2025

BACKGROUND

Capital Health Network (CHN) is the ACT's primary health network (PHN). Under the Department of Health, Disability and Ageing (DHDA) PHN program, PHNs assess the community needs and use government funding to commission health services to support coordinated health care delivery where and when they need it.

CHN delivers work through three core functions: Commissioning for outcomes, Capacity Building, and Coordination. These functions align with health care reform initiatives and the DHDA's PHN Strategy 2023-24, implementing the roles outlined for the PHNs in the Australia's Primary Health Care 10 Year Plan 2022-2032 and Strengthening Medicare Taskforce Report.

CHN addresses community needs by collaborating with consumers, General Practitioners (GPs) and general practices, other primary care health professionals, and sector stakeholders. It improves health outcomes by designing services that fill gaps and supporting the workforce.

The **ACT Health and Community Services Directorate (ACT HCSD)** provides strategic direction and leadership of the ACT's health system. For general practice and primary care it provides strategic leadership and policy advice from clinical leaders and subject matter experts. The HCSD drives innovation and collaboration with partners to improve system performance, while reducing service demand through health promotion, prevention, and protection.

Given CHN and HCSD's overlapping roles in the territory wide health system, especially in needs assessments of clinicians and community, enhanced collaboration between these entities on priority areas will strengthen the system and improve outcomes for the ACT community.

PURPOSE

The purpose of this MOU is to formalise the partnership between ACT HCSD and CHN to support joint planning and collaboration in primary care initiatives within the ACT.

Partnership, for the purpose of this Memorandum of Understanding, is defined as a relationship based on mutual respect, trust, and a shared commitment to working together toward achieving shared outcomes through cooperative and inclusive practices. Both organisations commit to joint decision-making, open communication and adaptability to change.

The parties acknowledge the shared goal of improving outcomes for individuals, families, and community through better coordinated primary care.

The parties acknowledge that, while they operate as separate entities, their operational implementation must be aligned in a streamlined, collaborative, and transparent way. This includes sharing relevant information and committing to continuous improvement of the primary health system.

PRINCIPLES

This MOU is underpinned by a shared commitment to the following principles:

- **Respectful communication:** Open, honest, and constructive communication that values each party's knowledge, experience, and perspective.
- **Equity and Inclusion:** Acknowledging and addressing inherent power imbalances by recognising that each organisation has different roles, scopes, decision-making capacities, levels of risk and

benefit, and access to resources; these differences will be actively respected and managed to ensure fair, inclusive, and collaborative engagement.

- **Transparency:** Commitment to partnership through transparency and a spirit of cooperation to achieve agreed shared goals. Recognising working in an environment that may not always allow for full disclosure
- **Mutual accountability:** Through agreed actions and addressing challenges collaboratively and shared inclusive decision making.

SCOPE

Through this MOU, the parties commit to a collaborative process on the following priority areas:

1. Attraction, retention, and sustainability of primary care workforce
2. Improving access to affordable care and implementation of bulk-billing initiatives across the ACT
3. Integration and coordination across primary care including data sharing, referral pathways, and communication with a specific focus on populations at risk of poor health outcomes, bulk-billing, after hours care, and workforce.

Priorities will align with, and be determined on, the basis of State and National policy directions, system needs, stakeholder input and advice, and consistency with the respective strategic direction of the Parties

An associated way of working document, developed jointly to outline the operational processes, roles, and decision-making arrangements specific to individual activities identified under this partnership, may be developed where appropriate.

GOVERNANCE OF THE MEMORANDUM OF UNDERSTANDING

CHN and ACT HCSD acknowledge the MoU provisions are not legally enforceable but rely on the spirit of cooperation between the two organisations.

This agreement is not intended to remove power to make policy decisions from either organisation. Final policy decisions remain with each organisation.

The partnership will be overseen/governed by the Primary Care Partnership Committee.

The Committee will include relevant ACTHCSD & CHN representatives and will meet at least twice a year, or as needed, to report on progress against agreed priorities. One of these meetings will include a review of the partnership principles to ensure the MoU continues to remain relevant and assists in delivering on the partnerships shared priorities.

DURATION AND REVIEW OF MEMORANDUM OF UNDERSTANDING

This MoU is valid for 1 year from commencement with annual options for extension. Commencement is the date of execution

This MoU will be reviewed 12 months from its commencement, and every year thereafter, unless terminated early by either party with 30 days written notice.

The MoU may be amended at any time by agreement in writing of both Parties.

It must be reviewed for ongoing validity.



Catherine Rule
Director-General
ACT Health Community Services Directorate
Date: 17 September 2025



Stacy Leavens
CEO
Capital Health Network
Date:



ACT
Government