

# Creating healthier communities

## Strategic Plan 2016-2020



### Enhancing people's lives

We deliver safe, high quality services as close to home as possible. We support the prevention of illness and promote the health and wellbeing of people in our community. We strive to deliver customer service excellence and continuously innovate to adapt to the needs of our community.

We will:

- Create an environment of customer service excellence.
- Improve organisational processes to achieve greater efficiency and improved productivity.
- Promote seamless care transitions between community services, primary care and hospital acute services.
- Develop enduring partnerships.
- Grow locally based services.

#### Our Vision

Creating healthier communities

#### Our mission

To support our community's physical, mental and social wellbeing by:

- Providing safe, high quality and innovative services
- Building enduring partnerships; and
- Delivering customer service excellence.



### Transforming rural health

We encourage the development and design of new and innovative practices and processes that lead to system change.

We promote an environment that inspires learning, thought leadership and enables staff to actively participate in contributing to change.

We will:

- Support innovative programs to manage long term conditions in our community.
- Identify practices and technology solutions to improve our community's health, safety and wellbeing.
- Review and re-engineer our processes for delivering care.
- Build relationships to support improved care to our community.
- Develop replicable systems.

#### Our values

##### Integrity

We will be open and honest and will do the right thing for the right reason.

##### Innovation

We will be an industry leader by breaking new ground and improving the way things are done.



### Enriching our team

We recognise our staff are our most valuable asset and that we have an obligation to support their emotional, physical and spiritual health.

We will:

- Develop our leadership and management capability.
- Build and improve relationships across our organisation.
- Invest in staff training and development.
- Support increased integration of our organisational values.
- Involve clinicians earlier in decision-making affecting clinical services.
- Enable a safe environment for our staff and customers.

##### Collaboration

We will actively work together in teams and partnerships.

##### Accountability

We will take personal responsibility for our decisions and actions.



### Investing in our future

We will invest in systems, infrastructure and equipment to provide an environment that supports the safe delivery of state of the art services to our community.

We will:

- Develop physical facilities to meet current and future demand.
- Support the integration of technology.
- Investigate new business opportunities.

##### Respect

We will value all people's opinions and contributions.

##### Empathy

We will endeavour to understand other peoples' feelings and perspectives.