



Purpose

To work with our community to provide primary health care services that strengthen the ability of individuals and families to make lifestyle choices that will improve health and well being.

Vision

To be recognised for our commitment to excellence through innovation and partnerships which provide a catalyst for positive change, building strong and healthy communities through a holistic approach.

STRATEGIC THEMES 2009 - 2012

<p>Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce</p> <ul style="list-style-type: none"> • Ensure evidence based best practice and seek innovative solutions. 	<p>Affirm and promote partnerships to develop strong and healthy communities</p> <ul style="list-style-type: none"> • Strategic partnerships at a governance level • Developing principles for partnerships 	<p>Engage and participate with consumers, carers and communities who underpin our core business</p> <ul style="list-style-type: none"> • Ensure quality representation at every level of the organisation
<p>Maintain a culture of continuous quality improvement</p> <ul style="list-style-type: none"> • Risk and clinical governance management framework implemented within the organisation. • Ensuring an independent guarantee of quality service 	<p>Future sustainability of the service</p> <ul style="list-style-type: none"> • Be an organisation of choice with our funding bodies • Identify alternative funding sources 	<p>Know and understand our community and their unique needs</p> <ul style="list-style-type: none"> • Services are shaped around health needs and reflect the social determinants of individuals, their families and the community.

Strategic Plan 2009 - 2012

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Vision - Commitment to excellence through innovation and partnerships to build strong and healthy communities

Goals	Objectives	Year 1	Year 2	Year 3
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Affirm and promote partnerships to develop strong and healthy communities

Developing principles for partnerships	Develop <ul style="list-style-type: none"> • Partnership framework • Guiding principles • Policies 	√		
Strategic partnerships at all levels	Develop an alliance with all Hume Community Health Centres focusing on <ul style="list-style-type: none"> • relationship growth • resource sharing • service growth through partnerships 	√	√	√
	Develop and strengthen relationships with catchment based community and health services focusing on <ul style="list-style-type: none"> • relationship growth • resource sharing • identification of service needs through use of population health data, using area planning framework 	√	√	√
	Develop strategic relationships with key and relevant Boards of Management in catchment based community and health services focusing on <ul style="list-style-type: none"> • relationship growth • resource sharing 	√	√	√

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Know and understand our community and their unique needs

Services are shaped around health needs and reflect the social determinants of individuals, their families and the community.	Development of services to focus on the needs of Families and Young People. <ul style="list-style-type: none"> Develop a family capable workforce Develop specific health services for young people 	√	√	√
	Scope need for allied health services in community health setting	√	√	√
	Identify services which can be delivered in a group setting <ul style="list-style-type: none"> Develop a model of service delivery based on group setting 	√		
	Develop strategy to deliver Specialist Clinics relevant to GVCHS client needs	√		
	Scope need for provision of current after hours services in community health setting at GVCHS	√	√	√
	Identify opportunities to provide fee for service, health promotion and education consulting services	√	√	√
	Develop, implement and evaluate a staff clinical supervision model that provides best practice support and accountability to service staff.	√	√	√
	Provide culturally safe service to all communities within GVCHS catchment <ul style="list-style-type: none"> Develop, implement and review GVCHS Cultural Diversity Plan 	√	√	√

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Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce

Ensure evidence based best practice and seek innovative solutions.	Identify workforce planning issues facing GVCHS and develop strategy <ul style="list-style-type: none"> Becoming an employer of choice Recruitment and retention strategies Performance appraisal Professional development Orientation, including a new self paced-learning training package. Career pathing Staff exit interview/surveys Employee satisfaction surveys 	√	√	√
	Environmental Identify opportunities to reduce carbon footprint of GVCHS	√		
	Capital Works Complete a building audit identifying immediate demand and future needs <ul style="list-style-type: none"> Develop architectural plans for internal redesign for maximising existing floor space. Develop a capital works plan identifying future capital needs over next 3 years 	√		

Engagement and participation with consumers, carers and communities underpins core business

Ensure appropriate and diverse representation at every level of the organisation	Consumer Carer & Community Participation <ul style="list-style-type: none"> Develop systems for consumers to actively contribute to the growth and development of GVCHS in accordance Community Participation Plan 2009-2011 Review and update community profile (data) 	√	√	√
	Develop organisational communication strategy	√		
	Explore and plan for greater use of interactive technology to engage with clients and community	√	√	√

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Future sustainability of the service

Be an organisation of choice with funding bodies	Develop Education Plan for Board of Directors covering <ul style="list-style-type: none"> • Governance • Clinical Governance • Finance, Audit and Risk • Other identified training needs 	√		
	Review and assessment of Board of Directors reporting requirements	√		
	Ensure that GVCHS continues to meet all compliance requirements	√	√	√
	Development of Clinical Governance Sub Committee <ul style="list-style-type: none"> • Terms of Reference • Policies and procedures • Clinical risk identification • Reporting 	√		
	Review Board Marketing Sub committee <ul style="list-style-type: none"> • Develop and Review marketing strategy 	√		
	Develop and/or review GVCHS systems <ul style="list-style-type: none"> • Client Journey policy and procedure • Central Intake • Investigate the feasibility of an internal payroll system • Implement risk management into program planning and service delivery • Develop internal auditing system to cover Assets, Finance, Legal, Risk, Clinical risk, Quality • conduct a feasibility study and needs analysis for information systems • Develop a knowledge management system which focuses on the collecting, storing, managing and usage of information 	√	√	√

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Identify alternative funding sources	Maintain relationships with <ul style="list-style-type: none"> • Peak bodies • State-wide reference groups • Regional reference groups • Department of Human Services • Department of Health and Aging • Department of Justice • Other funding bodies 	√	√	√

Maintain a culture of continuous quality improvement

Risk and clinical governance management framework implemented within the organisation.	Development and review of <ul style="list-style-type: none"> • Clinical Governance Sub Committee • Finance and Risk Sub Committee 	√	√	√
Ensuring an independent guarantee of quality service	GVCHS will embed continuous quality improvement as the GVCHS Management Framework	√	√	√
	GVCHS will be able to provide consumers, carers and the community an independent guarantee of quality service <ul style="list-style-type: none"> • Meet all QICSA accreditation requirements • Implement Quality Work Plan 2009 - 2012 	√	√	√